Frequently Asked Questions (FAQs)

How do I register & pay for a training?

- Registration is done online at https://occrra.org/ for all CCRC trainings
- Payments will be made directly through the Ohio Professional Registry
    - To register for the training you have chosen, push "add to cart"
    - When you have added all trainings you would like to register for to your cart, you will click on the cart icon at the top of the page & click "view cart"
    - From here, you will be able to click "check out" & pay for the training if it has a fee. If there is no fee, you still click "check out" & you will be officially registered

How do I know where to go for a training? How will I notified of changes?

- The location of the training will be listed with a map under "Sessions/Training Location Info" when you select the training
- If there are any changes to the location of a training, we will contact you using the contact information you have under your registry profile. **PLEASE ensure your contact information is up to date.**

I am on the waiting list for a training. Can I come to wait & see if there will be an open seat that day?

- **No, the CCRC does not encourage anyone to arrive to a training if they were not officially registered prior to.**
- If there is a cancellation & a seat opens up, you will receive an email from the Ohio Professional Registry stating that a seat has become available
    - If you get an email, respond by clicking the link to accept the seat
    - Cancel your seat on the waitlist & register for the training.

What happens if I am late to a training?

- Late arrivals over 15 minutes will not be accepted by any CCRC trainings
- If you leave a training early, you will also not receive credit for the training you attended

Are there refreshments & food for me at the trainings?

- Coffee, tea & water are available at the CCRC at no cost; other drinks & snacks are available for purchase
- The CCRC cannot guarantee food/drinks are available at other locations, but you are welcome to bring your own

How do I cancel a registration for a training? What happens if the CCRC cancels? Do I get a refund?

- You must cancel on https://occrra.org/ 48 hours prior to the training
- It is your responsibility to contact the CCRC to request a refund
    - Refunds will not be provided for cancellations of less than 48 hours before the training

- The CCRC is a member of the I-Alert Weather System for weather/emergency cancellations
    - It is your responsibility to check on a training when weather may be an issue
    - Notice is sent to contacts listed on the Ohio Professional Registry. **PLEASE keep info current**
    - A full refund will be given for trainings cancelled by the CCRC & not rescheduled

How do virtual trainings work?

- We **HIGHLY** recommend that you attend all virtual trainings on a computer. This will ensure the most successful training access
    - If you are attending a training via **Zoho Showtime**, you will receive a training invitation to your email that is listed in the Ohio Professional Registry.
        - Click the green "Register Now" button to register on the training platform & gain access
        - The training will then be available for you at the time the training is scheduled to begin
    - If you are attending a training via **Microsoft Teams**, you will receive an email from the instructor that will have a "Join Teams Meeting" Link
        - You will click this link at the time of your training
    - If you are attending a training via **Zoom**, you will receive an email with a "Join Zoom Meeting" link, along with a meeting ID.
        - All you need to do is click the link provided. You may also go to zoom.us & click on "Join a Meeting" & you can type in the meeting ID number provided.

What does a trainer expect from me at my training?

- Keep your phone on silent & ensure you are not creating a disturbance for the class
- Dress appropriately for the training
- Respect everyone's time to speak & their opinion
- Make sure you arrive to your training on time & stay until the session has ended (if not, you may risk losing credit)
- Communicate any issues you may have to your instructor
- Participate in your training accordingly

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