BHTP – Online Course Frequently Asked Questions

For best results, be sure to use Google Chrome as your internet browser.

How do I know if I/my agency is a member of the Behavioral Health Training Partnership?

The BHTP membership is comprised of <u>Wisconsin county or tribal human service agencies</u>. At this time, no private agencies can become members of BHTP. The color-coded map on the Online Courses webpage shows the member counties. You are not able to register for online courses for free simply due to residing in a member county. Your employer <u>MUST be contracted</u> with a member county human service department in order for you to register for an *online (self-paced) course* at the member rate. This only applies for online (self-paced courses), not for the live, traditional classroom/virtual training sessions. For live, traditional classroom/virtual sessions, the nonmember rate would apply for all non-county agencies (or non-member county human services agencies).

Can I still register for an online (self-paced) course if my agency is not a member?

Yes. For most BHTP courses, you can register at the nonmember rate.

When/how will I get my login information?

When you register for an online course, you will receive a registration confirmation with a link and enrollment instructions to access the UW-Green Bay digital learning environment, Canvas. You will be prompted to create a Canvas account using your email address and a password of your choosing. We encourage you to write down your username and password that you create, also double check that you entered the correct email or you will not receive the activation email. Please feel free to contact us via email (bhtp@uwgb.edu) or phone (920-497-2101).

Which courses should I register for?

You should only register for **1** online orientation course. If you need either Crisis Intervention training **OR** CCS training, please register for **ONE** of those two. If you need both, please register for the Dual Track Crisis/CCS course. Make sure you check with your supervisor on which course is needed.

Why are some portions of the coursework not showing up?

Please ensure that you have fully completed all the prior coursework, including quizzes. Make sure you are using Google Chrome, **NOT** Internet Explorer or Edge, as your web browser and that you have flash enabled on your computer. If the issue persists after checking your coursework, checking the browser, and contacting your IT department, please contact us at bhtp@uwgb.edu.

Why are my quizzes not showing up?

You must receive a minimum score of 80% to progress onto the next module/quiz. If further modules/quizzes are not showing up for you, please double check your quiz scores in Grades.

I completed the course. Where is my certificate?

You will know you have completed the course because at the end of the course you should see a module saying you have completed the course. We receive notification of course completion every morning at 12 AM the day **after** you complete the course (i.e. 12 AM Tuesday if you complete it on a Monday). Your certificate will be dated with that date, and then sent out **within one to two weeks**. Please notify us if you need it immediately after completion of the course.