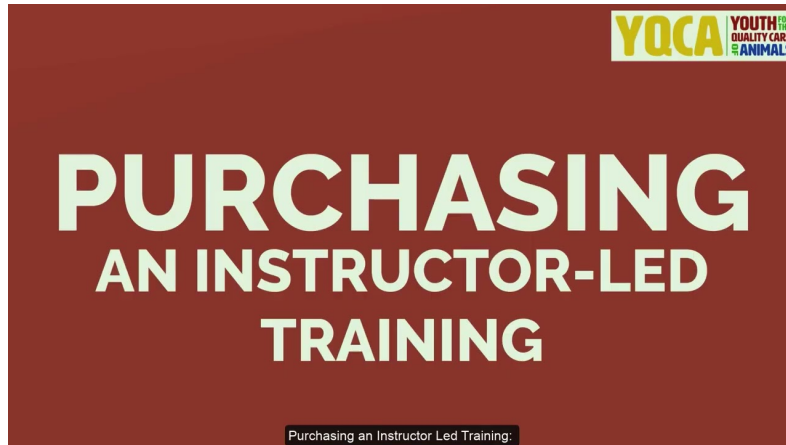


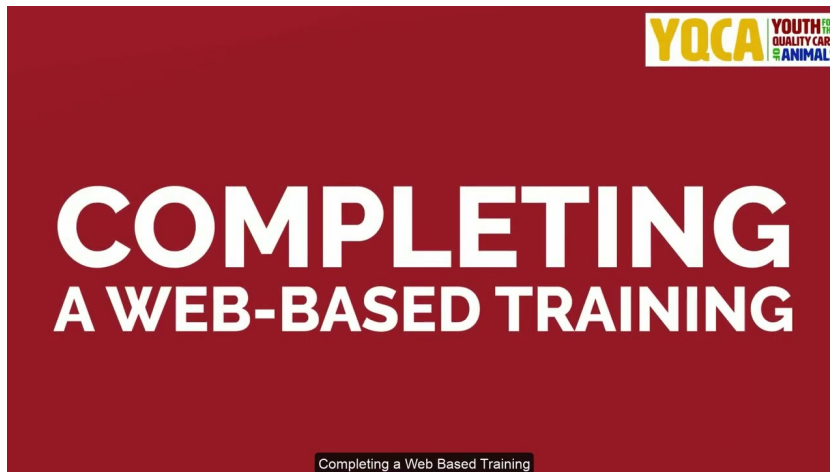
1. HOW DO I SIGN UP FOR AN INSTRUCTOR-LED TRAINING?

Please watch this video for a step by step guide.



2. HOW DO I SIGN UP FOR A WEB BASED TRAINING?

Please watch this video for a step by step guide.



3. WHERE DO I FIND MY CERTIFICATE?

If you took a Web-Based Training, make sure you have completed all required areas: pre-test, 3 quizzes and the post-test. It may take 5-10 minutes for your certificate to generate. Click on your blue username button, then select COURSE CERTIFICATES. Click the plus sign on your name under Web-Based Certificates to download your certificate.

If you took an Instructor-Led Training, please make sure you have completed the required pre-test located by clicking your blue username button, then ENROLLED ILT TRAININGS. If complete, select COURSE CERTIFICATES. Once your instructor has marked you as complete your post-test will show here. Complete the post-test survey and then your certificate will be available to download.

4. DO I HAVE TO TAKE A PRE-TEST FOR AN INSTRUCTOR-LED TRAINING? WHERE DO I FIND IT?

Yes, the pre-test is REQUIRED to get your certificate. Please do this BEFORE your training, however, it will be accessible after the training. The pre-test can be found by signing into your account and selecting your blue username button. Next, select “Enrolled ILT Trainings” then select the Pre-Test button.

The screenshot displays the YUCLA Quality Care for Animals website interface. At the top, the logo 'YUCLA' is in large yellow letters, followed by 'QUALITY CARE FOR ANIMALS' in green and blue. A navigation bar includes links for HOME, ABOUT US, MORE INFO, FAIRS AND SHOWS, and CERTIFICATION VERIFICATION. A user profile dropdown menu is open, showing options like Profile, Child Dashboard, Course Certificates, and Enrolled ILT Trainings, which is highlighted with a red circle and a red arrow. Below the navigation bar, there's a section for 'Recommended Courses for Your Child/Children' with filters for AGE 11 and AGE 10. At the bottom, there are filters for ALL COURSES and PURCHASED COURSES, and a button for CANCEL COURSE LICENSES.

YUCLA | **QUALITY CARE FOR ANIMALS**

1 item(s) username

HOME ABOUT US MORE INFO FAIRS AND SHOWS CERTIFICATION VERIFICATION

ADD CHILD

Courses

Recommended Courses for Your Child/Children

Age: 11 Recommended course under AGE 11

Age: 10 Recommended course under AGE 10

Courses Filter: ALL COURSES PURCHASED COURSES

CANCEL COURSE LICENSES

5. WHY DON'T I SEE AN "ADD CHILD" BUTTON ON MY ACCOUNT?

This could be one of two reasons:

1. If the account is a SELF (child) account, that was registered using a child's birthday, the account is not eligible to add a child. You will need to create a family account using a parent birthday and information to have the ADD CHILD button available. Make sure to select PARENT under Organization Affiliation. If you need to keep the same email address and would like to switch an account from a child to parent account please email help@yqcaprogram.org.
2. If you have created a parent account, click your blue username button, then Profile. Next, select EDIT PROFILE. Look down at Organizational Affiliation and make sure to select PARENT in the drop down box and SAVE. The ADD CHILD button should now appear in the upper right corner of your screen.

6. HOW CAN I SEE THE COURSES I HAVE ENROLLED IN?

To view Instructor-Led courses that you have enrolled in: Sign into your account, click the blue username button, then select "Enrolled ILT Trainings"

To view Web Based courses you've purchased: Sign into your account, click HOME, then select PURCHASED COURSES from the Course Filter.

7. I REGISTERED FOR THE WRONG COURSE OR I AM UNABLE TO ATTEND - HOW CAN I CHANGE MY REGISTRATION?

You will need to cancel your course. Please click HOME, directly under Recommended Courses for Your Child/Children you will see the CANCEL COURSE LICENSES button. Click and select the course you need to cancel, then click CANCEL. This will trigger an automatic refund and you will receive an email confirmation. You can now sign up for the correct course that you need. Please note that you cannot cancel a course that has already been accessed.

Courses

Recommended Courses for Your Child/Children

 Age: 11 Recommended course under [AGE 11](#)

 Age: 15 Recommended course under [AGE 15](#)

Courses Filter: [ALL COURSES](#) [PURCHASED COURSES](#)

[Click here to cancel your course](#)

[CANCEL COURSE LICENSES](#)

▼ Collapse all

8. I ACCIDENTALLY ENROLLED THE PARENT/WRONG CHILD INTO A COURSE, HOW CAN I FIX THIS BEFORE THE TRAINING?

You will need to cancel your course registration and repurchase the training. Please make sure to select the correct PARTICIPANT in the drop down box.

To cancel a course please click HOME, directly under Recommended Courses for Your Child/Children you will see the CANCEL COURSE LICENSES button. Click and select the course you need to cancel, click CANCEL. This will trigger an automatic refund and you will receive an email confirmation. Note: You must do this before 11:59 p.m. the day of the training.

Courses

Recommended Courses for Your Child/Children

 Age: 11 Recommended course under [AGE 11](#)

 Age: 15 Recommended course under [AGE 15](#)

Courses Filter: [ALL COURSES](#) [PURCHASED COURSES](#)

[Click here to cancel your course](#)

[CANCEL COURSE LICENSES](#)

▼ Collapse all

9. MY CHILD'S CERTIFICATE HAS THE WRONG NAME ON IT, HOW CAN I CORRECT THIS?

You will need to send an email to help@yqcaprogram.org. In the email, please let us know the email associated with the account, the name and age of the certificate and who the certificate needs transferred to. Prevent this issue in the future by making sure to select the correct "Participant" when signing up for the course.

10. SHOULD I SIGN UP MY CHILD WITH THEIR 4-H AGE OR ACTUAL AGE?

You will need to reach out to your specific show or fair to find out the age requirements they have set. YQCA is a national program and does not make this distinction. The age course that you purchase will be the age printed on the certificate.

11. MY TRAINING KEEPS "SPINNING" OR WILL NOT LOAD, WHAT IS THE PROBLEM?

This is typically a browser issue. YQCA highly recommends using Chrome, Edge or Safari. You may also try updating your browser and clearing your history and cache.

12. DO I NEED TO PURCHASE A COUPON TO BUY MY COURSE?

No, parents and children can purchase the courses they need directly. See FAQ #1 and #2 for videos on how to do this.

For groups or organizations wishing to purchase a group of coupons to pass out to participants, please use this link https://yqcaprogram.org/local/buy_coupons.php or go to the BUY COUPONS page on www.yqcaprogram.org.

Coupons do not expire and are nonrefundable.

13. AFTER SETTING UP MY ACCOUNT, I AM NOT GETTING MY CONFIRMATION EMAIL, WHAT DO I DO?

Please make sure to check your junk or spam folder for the YQCA confirmation email. In most cases, this is where your confirmation email will be. If after 30 minutes, you still have not gotten your confirmation email, please submit a help request to help@yqcaprogram.org.

14. I STARTED TAKING THE YQCA TEST-OUT EXAM AND IT STATES “THE MAXIMUM NUMBER OF ATTEMPTS HAS BEEN REACHED”?

The test-out exam is highly sensitive by design. If your computer dies, you lose internet connection, or you click off the test at any time, you may see this message. Once you see this alert, you will need to purchase and complete the annual training. There is no way for customer support to reset this test.

15. CAN A WEB-BASED TRAINING COURSE BE REPEATED?

Yes. Starting October 1st 2023, users may take whichever course fits their learning needs and will be accepted by the show/fair requiring the certification. However, if the user has a current certificate for a course, it must be expired before that same course can be completed again.

16. DOES YQCA OFFER ANY DISABILITY ACCOMMODATIONS?

Yes, please view our disability accommodations document through this link, also found on our website under the More Info > Youth and Parents page.

https://yqcaprogram.org/local/pdf/YQCACertificationAccommodations_2024.pdf