



**Learning Management System (LMS)  
User Guide**

**The Children's Trust  
Program and Professional Development Collective**

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# Trust Academy

## Learning Management System (LMS)

### OVERVIEW

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The Children's Trust Program & Professional Development uses a learning management system (LMS) called CollaborNation. CollaborNation allows providers and the community at large to register for live training events and to take online courses whenever and wherever is most convenient for them. CollaborNation is owned and operated by CypherWorx, Inc. CollaborNation is available 24/7 and is mobile responsive for handheld devices.

This guide provides information regarding The Children's Trust Collaborative Learning Environment LMS site in CollaborNation, herein referred to as **Trust Academy**, utilized by providers and staff of The Children's Trust. Trust Academy may be accessed through the [URL](#) and [Trust Central](#).

**Trust Academy** is for professionals with roles in agencies serving families and children in all initiatives. Anyone in the community may use the LMS for registration of live training events. Staff of Trust-funded providers whose position is partially or fully funded in staffing of the program budget of The Children's Trust through a contract can access additional online courses in the Course Catalog at no added cost to the individual or provider agency. These courses are offered to the general public, or professionals in agencies who do not contract directly with The Trust, at a reduced cost by CypherWorx, Inc. directly. Every individual using the LMS for events/courses must have an account.

### ACCOUNT CREATION

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There are four options for account creation dependent upon the status of each person.

- 1) The person's **position is partially or fully funded** in the budget of a direct contract with The Children's Trust:

Accounts are created for staff whose position is partially or fully funded through a contract with The Children's Trust by the agency administrator ["Agency Admin" as defined in Trust Central](#).

- o If a staff member does not have a Trust Central account, the Agency Admin must first create a new account in Trust Central, then add the position role in Trust Central Agency Admin Module.
- o If the staff member has a Trust Central account, the Agency Admin must add the position role in Trust Central Agency Admin Module. It is required to use the same email address and recommended to use the same password for Trust Academy.

- 2) The person works in an **agency funded** by The Children's Trust and the **position is not funded by The Trust:**

Accounts are created by the individual person.

- Visit <https://collabornation.net/register/thechildrenstrust> directly
- Select **Trust Funded Agencies - Non-Trust Staff/'Match' Positions**, then select your agency.
- To create an account, fill out the name, email address, and password, then check the "I'm not a robot" box. Fill out additional information as required.

**Examples of this may include:** staff funded through other grants, "match" positions, professional services or subcontractor staff if choose to be connected to only one Trust-funded agency.

- 3) The person works in an **agency that does not receive contracted funding from The Trust or works in an agency or as an individual that subcontracts or provides services for more than one Trust-funded agency** and is interested in attending training offered by The Children's Trust:

Accounts are created by the individual person.

- Visit <https://collabornation.net/register/thechildrenstrust> directly
- Select **Non-Trust Staff Connected with Multiple Agencies**.
- To create an account, fill out the name, email address, and password, then check the "I'm not a robot" box. Fill out additional information as required.

**Examples of this may include:** professional services or subcontractor staff if choose not to be connected to only one Trust-funded agency.

- 4) The **person is independent of any agency** and is interested in attending training offered by The Children's Trust:

Accounts are created by the individual person.

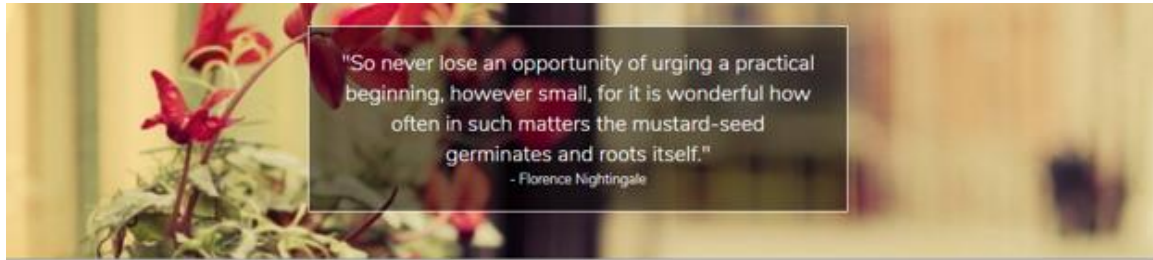
- Visit <https://collabornation.net/register/thechildrenstrust> directly
- Select **General Public**. Accounts are created by the individual.
- To create an account, fill out the name, email address, and password, then check the "I'm not a robot" box. Fill out additional information as required.

**NOTE:** If an account is created in Trust Academy for a staff member whose position is funded by The Children's Trust without creating the position in Trust Central, course assignments will not be associated with your role/position. Completed training for subcontractors, professional services, and 'match' positions will be reported separately from the Agency LMS record and will count towards Metrics requirements; use registration option #2 or 3.

## ACCOUNT LOGIN

Staff members who have a Trust Central account will log in to Trust Academy from Trust Central.

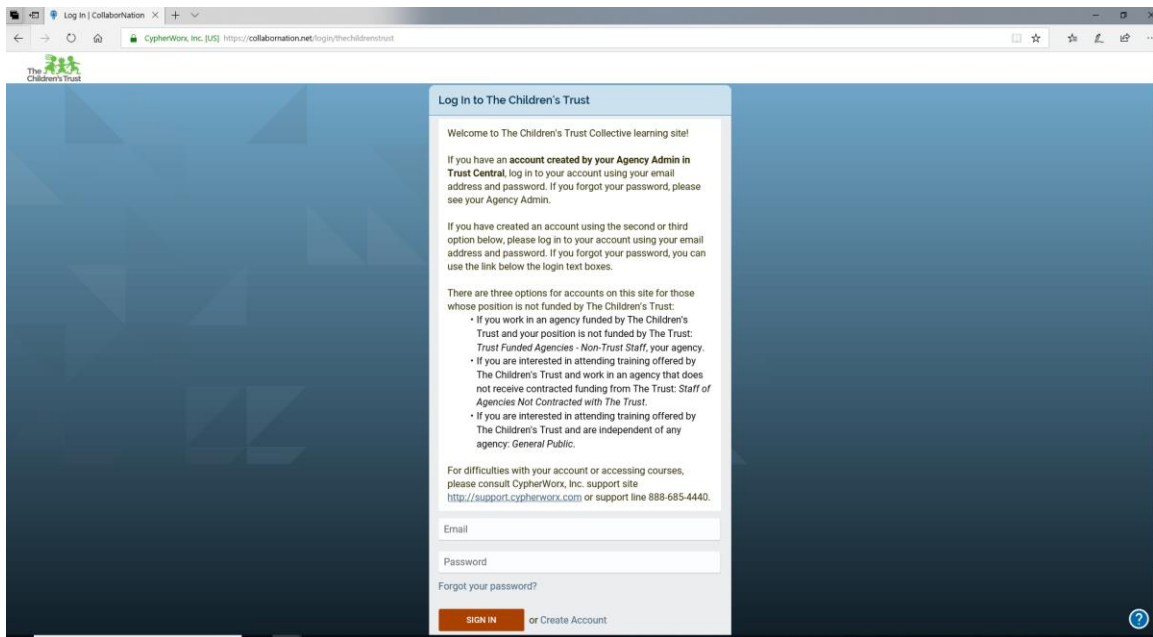
From Trust Central [**FOR ALL TRUST-FUNDED STAFF**]: While logged in to Trust Central, click Learning Management System (LMS) module.



Welcome !

BI	FORMS	MY PROFILE
CONTRACTS	GRANTS	SAMIS
CRM	METRICS	TRUST ACADEMY (LMS)

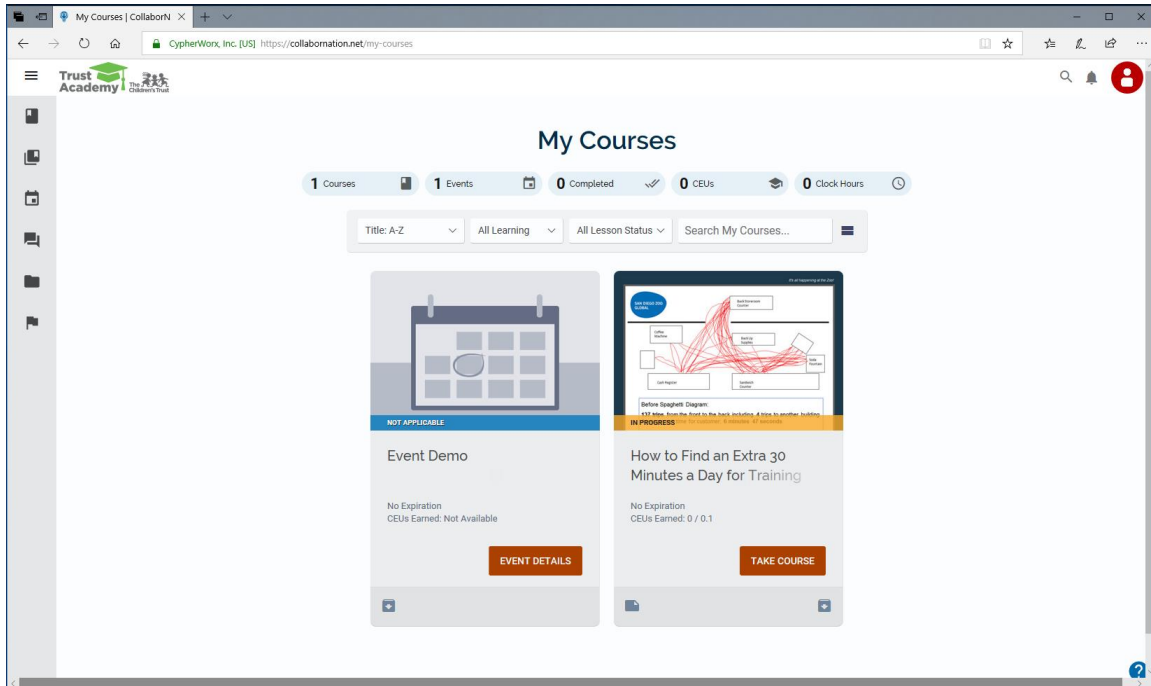
To access Trust Academy directly using the URL **[ONLY FOR NON-TRUST POSITIONS]**: log in by going to this address: <https://collabornation.net/login/thechildrenstrust>.



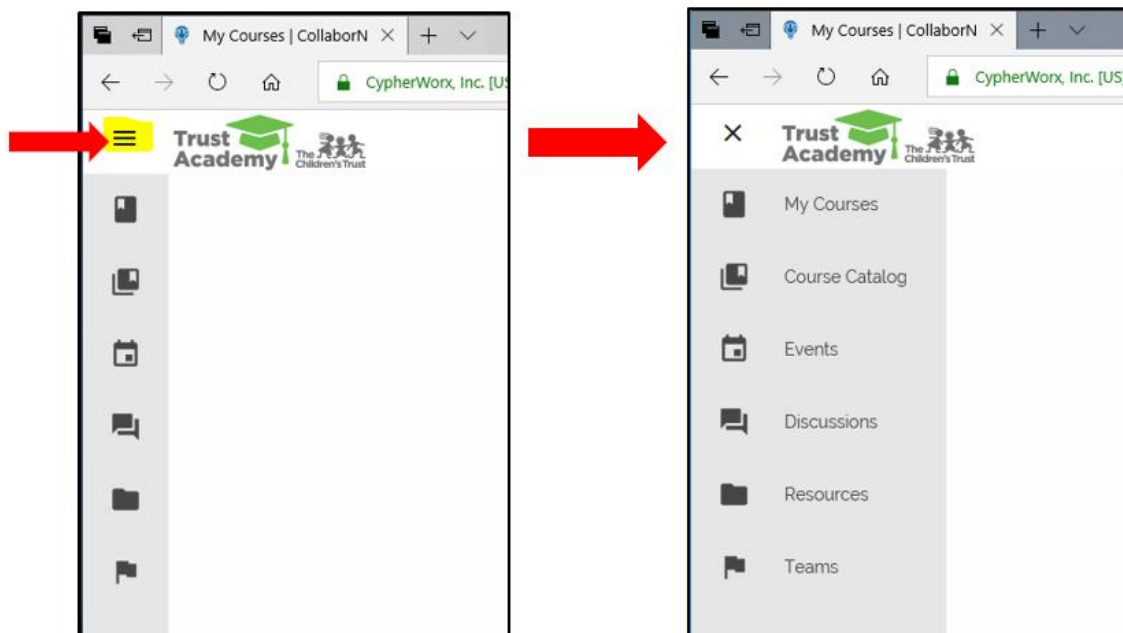
All screenshots are from a PC view. Trust Academy is mobile responsive for handheld devices.

## SITE NAVIGATION

Upon login, you will be directed to the **My Courses** page. This page displays online courses that have been assigned to you, online courses you have selected, and events you are registered for.

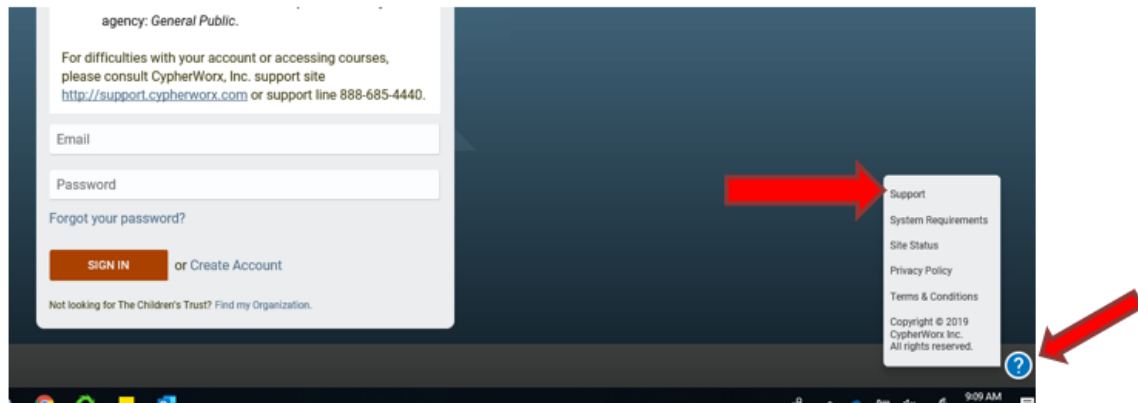


Navigate through the site using the icon menu on the left side of the screen; click on the 'hamburger' icon in the top left corner to open.





For technical assistance at any time, click the question mark, then the word **Support** at the bottom right corner of every page.

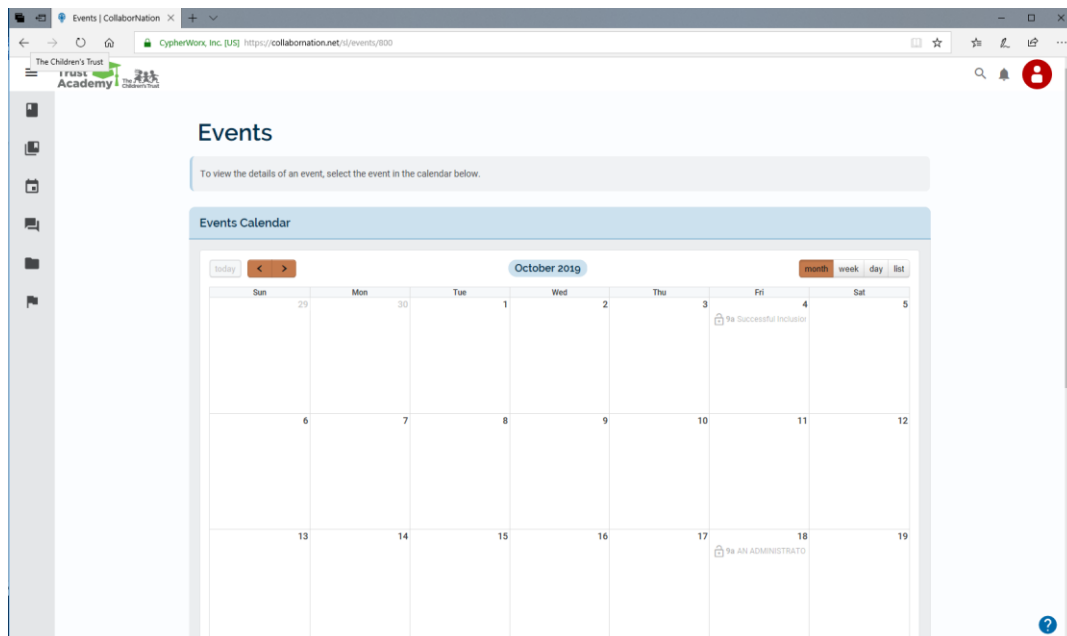


For difficulties with your account, please consult CypherWorx, Inc. support site <http://support.cypherworx.com> or support line 888-685-4440.

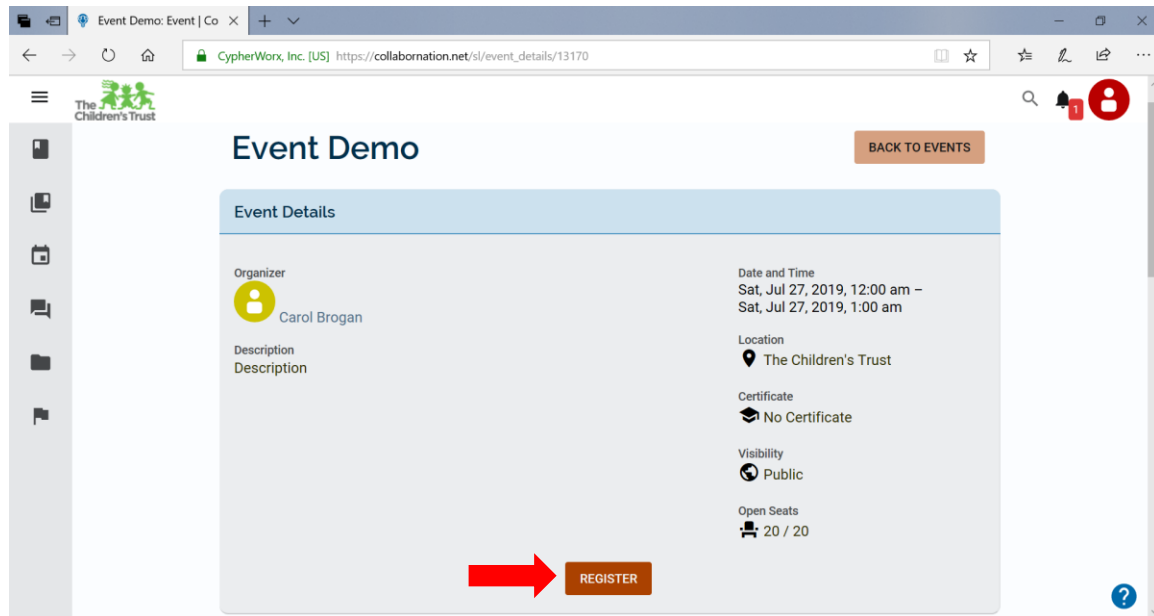
## EVENT / LIVE TRAINING REGISTRATION

Events, or live trainings, require advance registration. Registration must be completed individually using the intended participant's Trust Academy account. Some live events have prerequisites, courses or training events that must be completed and passed prior to registration, or other eligibility requirements. These will be listed in the event description. See other training information on the [Training and Professional Development](#) page of The Children's Trust website.

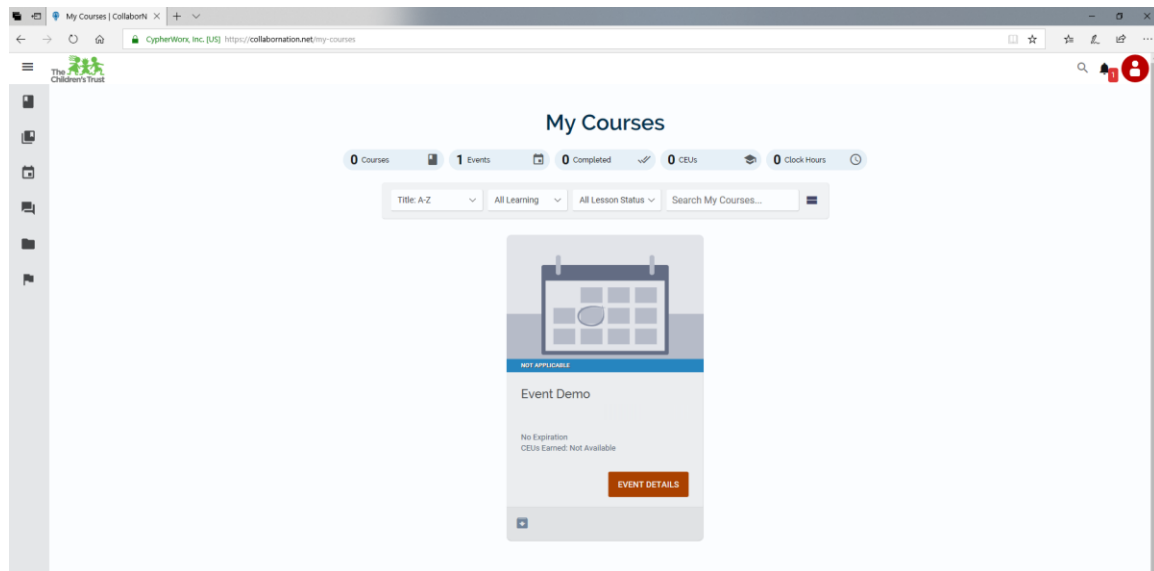
To sign up or register for a training or event, click in the Event tab and find the event you want.



Click on that event for the details and to register. The details screen opens:

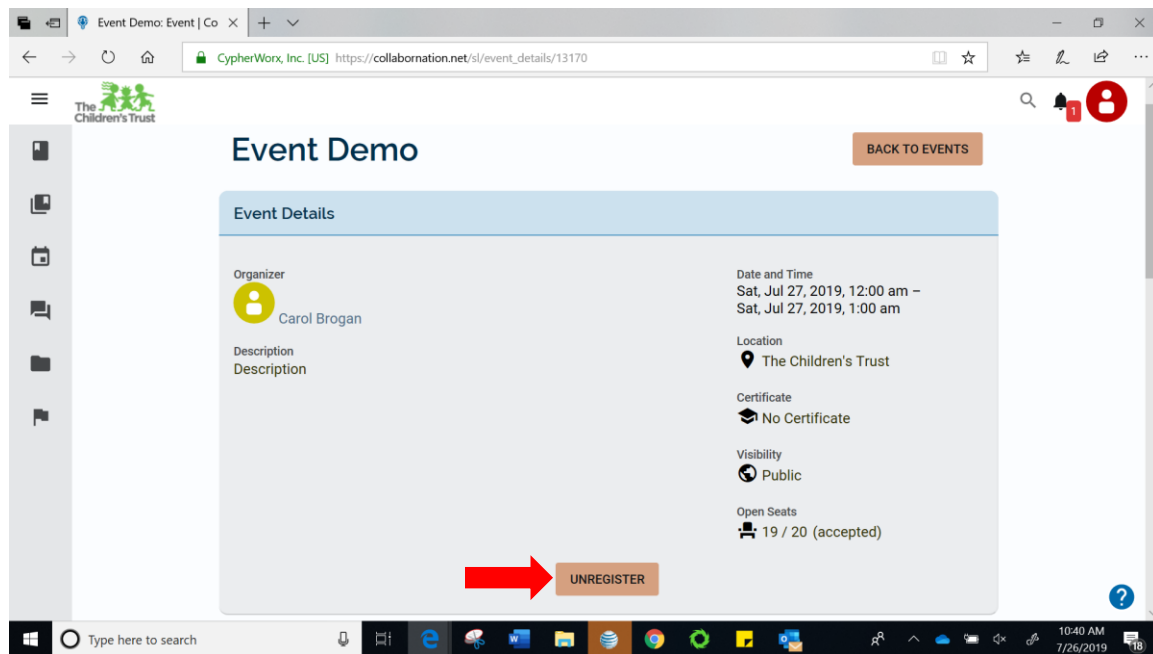


After you click *Register*, the event will display on your **My Courses** page and you will receive a confirmation email.





If you later decide to not attend an event, follow the same steps to *Unregister*.

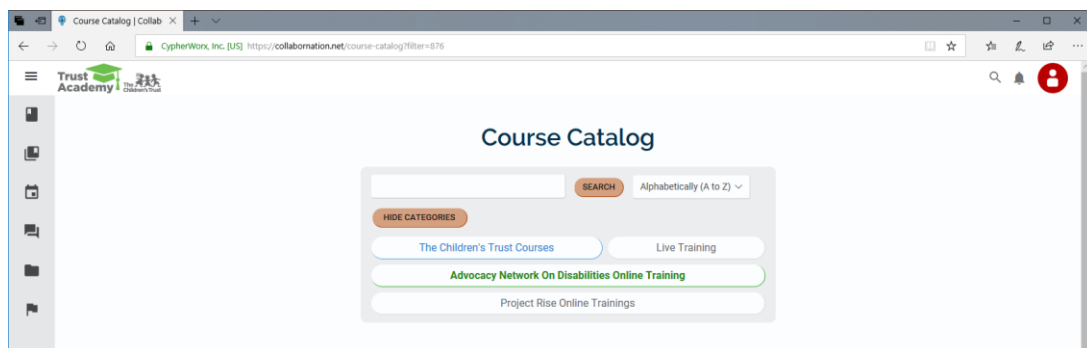


For technical difficulties with your account, please consult CypherWorx, Inc. support site <http://support.cypherworx.com> or support line 888-685-4440.

## ONLINE COURSE SELECTION

Trust Academy contains online courses created by agencies funded by The Children's Trust to provide support services and online courses from CypherWorx, Inc.

These courses are accessed in the **Course Catalog**. Courses can be searched for using the search box or by clicking on the Show Categories button followed by clicking on the chosen category.

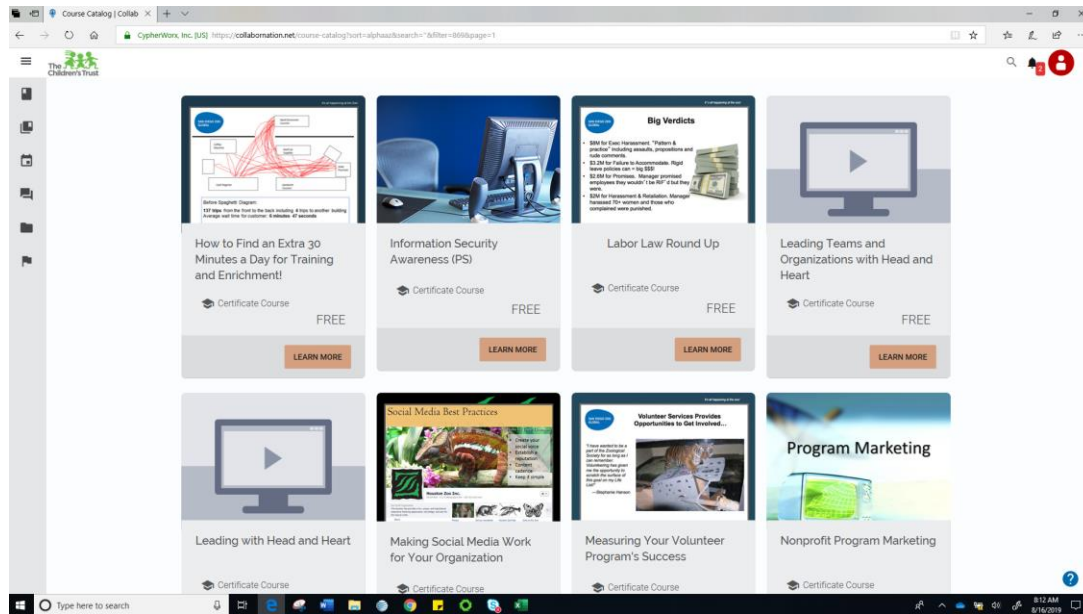


When searching for a course listed on the Training Expectations sheet for Metrics and quality improvements, either type in the exact title or click on the category of the Trust Academy

provider agency that created that course: Advocacy Network of Disabilities, Project RISE, UM COACH, Training & Implementation Associates.

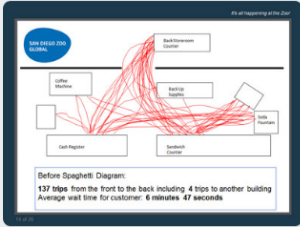
This CypherWorx support document details the steps to [Adding courses to your account](#).

When you find a course, you would like to take, you will need to add the course to your account. Click on *Learn More* on the course you are interested in.



This page displays the details of the course. Click on the *Add to My Courses* button. Once added, even if you delete the course from your **My Courses** page, it will appear on your transcript.




### How to Find an Extra 30 Minutes a Day for Training and Enrichment!




**Description**

"I wish I had more time to do what I like doing!" This common expression relates to many concepts all vying for the same time and attention simultaneously. Rarely is there time or resources available to dedicate to enrichment and training. Nowhere is this more evident than in the Animal Keeper's daily role. This course will provide an opportunity for the keeper/trainer to evaluate the daily processes to identify and eliminate Non Value Added process steps and allow more time for enrichment and training. Useful concepts, such as Root Cause and Current State/Future State will be used to identify the waste. There will be tools provided, which can be applied in any situation, to simplify work duties and increase daily efficiency.

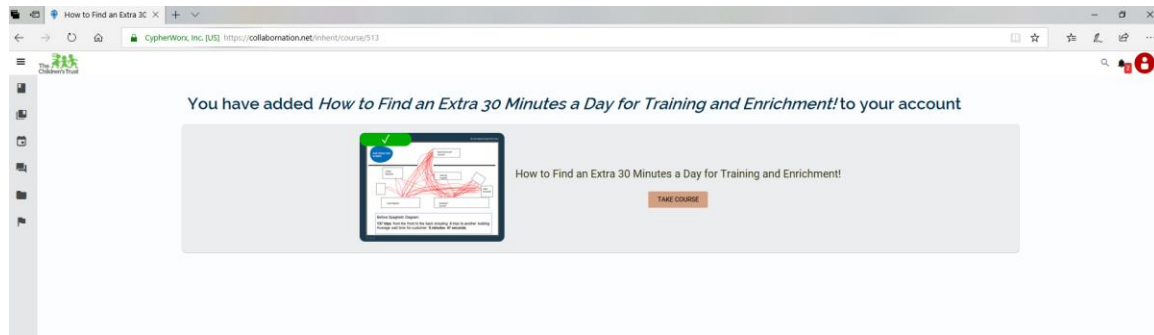
**Details**

 Certificate Course
  CEUs: 0.1
  Clock Hours: 1Hr

 FREE

[ADD TO MY COURSES](#)

The next page will show that the course was added to your account. Click on Take Course to launch the course.



With the course in your account, it will now appear on your **My Courses** page also. You can open the course at any time to take the course. If you leave the course in the middle of taking it, just return to your **My Courses** page to find the course and continue your learning.

## PARTICIPATION IN ONLINE DISCUSSIONS

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Trust Academy offers a Discussion Board. Discussion topics are created by the Trust Academy providers or The Children's Trust staff. You will be informed about open Discussion topics at training events. You can participate and reply to discussion topics to learn from others in an online forum-type area.

This CypherWorx support document contains details about [Participating in discussions](#).

## INTERACTIONS IN TEAMS

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Trust Academy also has an area for Teams. Trust Academy providers may establish Teams to interact through discussions, resources, and events that are open only to members of that Team. Online courses may be assigned specifically to members of the Team. Teams may be formed from coaching or peer learning interactions. Teams are by invitation only and/or members may request to join a Team. Trust Academy providers will inform you if you are included in a Team via email.

## ACCESSING RESOURCES

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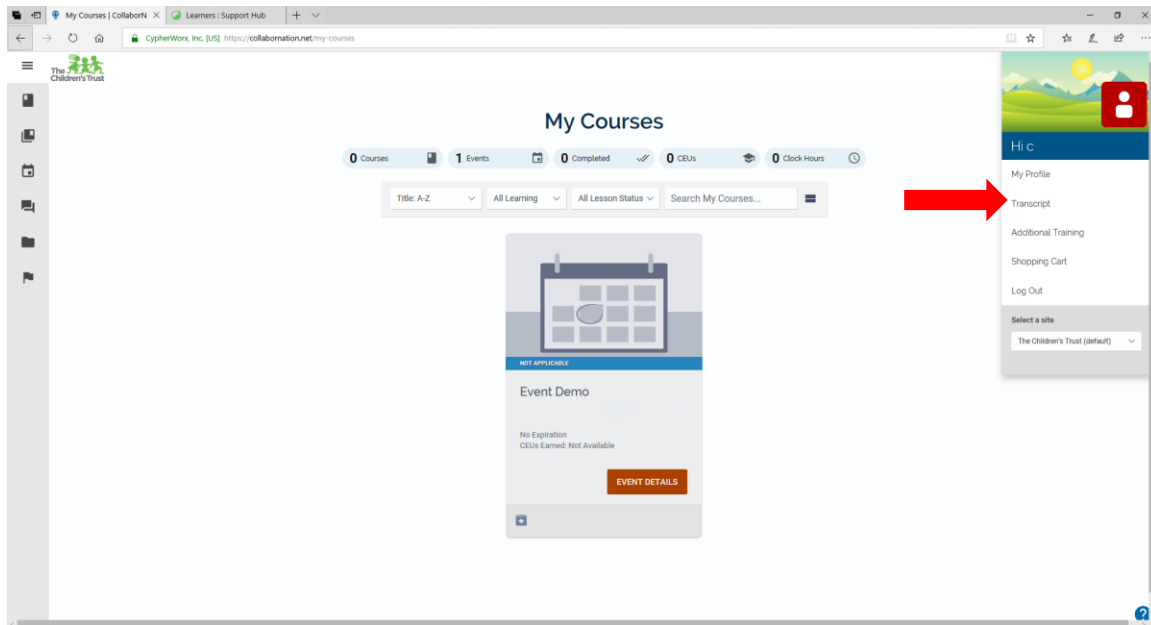
The Trust Academy provider agencies promote and offer resources during events and courses. These resources are available in Trust Academy and/or in their respective websites. A resource in the LMS may be a file that has been uploaded or an URL.

This CypherWorx support document details the steps to [Accessing a resource](#).

## VIEWING TRANSCRIPTS

You can view a transcript of all courses taken in your account. This includes any online courses, live training events, and Additional Training records that were added to your account. To view your transcript, click on Transcript in Learner Settings. Learner Settings is located at the top right corner of the screen.

You can export your transcript as a PDF if you would like to save it in your personal files or send it to your supervisor.



## VIEWING AGENCY AND PROGRAM REPORTS

You may choose a person within your agency and/or program to be granted permission to view all transcripts for staff members assigned to the program, referred to as Reporting Group. This person, designated as Reporting Group Manager, can view the program's detail on the Reporting Groups management page, access the group's data in Reporting, Assign courses to group members. Group Managers can NOT make changes to the group's settings, membership, or management, and cannot create, delete, or rearrange subgroups. The selection of this staff member must be made in writing via email to the program's Trust Program Manager and to the Program & Professional Development Lead.

## TRUST ACADEMY SYSTEM REQUIREMENTS

### Supported Browsers

CollaborNation supports these browsers on desktop and mobile platforms:

- **Chrome** - Latest stable release
- **Safari** - Latest stable release

- **Internet Explorer** - Version 11.0 or later
- **Edge** - Latest stable release
- **Firefox** - Latest stable release

#### Other Requirements

- CollaborNation requires **JavaScript** to function. Turning off JavaScript in your browser (or blocking it by means of an extension or add-on) will prevent the site from working properly.
- Some CollaborNation courses require **Adobe Flash Player**. This requirement is being phased out as updated versions of those courses are published, but at the present time, some courses will not play without Flash.

#### Troubleshooting

To assist in troubleshooting, information about the browser and platform can be sent through the following link: <https://supportdetails.com/?recipient=support@cypherworx.com>

## FREQUENTLY ASKED QUESTIONS

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### **Where are the directions for the Agency Admin to input staff information in to Trust Central?**

The Agency Admin & User Management Guide is available on the [Trust Central Support](#) page of [The Children's Trust](#) website. Additional guidance on what is required to access Trust Academy is also available.


### **Should all staff have access to Trust Academy?**

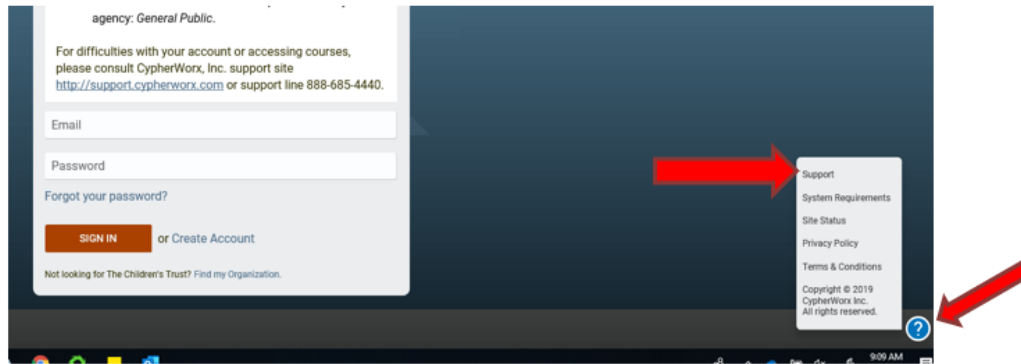
All staff whose position is partially or fully funded directly in a contract by The Children's Trust are included via registration in Trust Central. Anyone in the community may access Trust Academy for live events and selected online courses by registering independently using the URL link, this includes subcontractors, professional services, and 'match' positions. Trust Academy will be used for tracking of training as required in contracts.

### **The drop down for the position titles differs from the positions found in my budget. What do I do?**

Select the position that best matches the work that staff do. If they hold more than one position, than follow the steps again for as many positions as they hold. Trust Central lists general position categories.

### **I am having a technical problem with Trust Academy. What do I do? Who do I contact?**

For technical assistance at any time, click the question mark,  then the word **Support** at the bottom right corner of every page.



For difficulties with your account, please consult CypherWorx, Inc. support site <http://support.cypherworx.com> or support line 888-685-4440.

### **I can't find the Event calendar; where is it? Where are the online classes?**

As noted in the Site Navigation section, click on the 'hamburger' icon in the top left corner to open the menu which lists the sections of the site. Online courses are located in the Course Catalog.

### **I have a question about a training I need to take. Where should I look? Who can I contact?**

If the training is in an online course, go to the Course Catalog section of Trust Academy. Courses can be searched by using the search bar or by clicking on the Show Categories button followed by clicking on the chosen category. The description has information you may be seeking.

If the training is offered in-person, go to the Events section of Trust Academy. If it will be offered soon, search through the calendar. If you do not find it, look on the [Training Expectations in The Children's Trust](#) website. If the information you are seeking is not there, contact the agency that offers that training (see list in Program & Professional Development Collective below or on The Children Trust website [Training & Professional Development](#) page).

### **I had/have an account in CollaborNation with a different organization. My Agency Admin used a different email for my Trust Central account. Now I don't have trainings I took before on my transcript in Trust Academy. What do I do? Who can I contact?**

Accounts from other organizations that use CollaborNation, or from Project RISE and The Advocacy Network for Disabilities in the past, are automatically merged if the same email address is used. If a different email is used for the new log in through Trust Central, you must request CypherWorx to merge your old account into the new account. Submit a ticket through CypherWorx, Inc. support site at <http://support.cypherworx.com> that includes the email address previously used and the new email address used in Trust Academy or call the support line 888-685-4440 with this information.

## PROGRAM & PROFESSIONAL DEVELOPMENT COLLECTIVE

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Funded agencies who provide quality and improvement support services to provider agencies of The Children's Trust join collaboratively to form the Program and Professional Development Collective (Trust Academy providers). These agencies are:

The Advocacy Network on Disabilities, Inc.

Project RISE (Nova Southeastern University)

Training and Implementation Associates

University of Miami (UM) Team COACH

Injury Free Coalition for Kids of Miami: Jackson Health System/University of Miami Miller School of Medicine

Florida International University Reading Explorers

The Children's Trust