CrisisCoordinator™ eLearning FAQs

eLearning Center Platform

- How much time do I have to complete the eLearning curriculum?
    - You should complete the curriculum within two business weeks. If there are extenuating circumstances where this is not possible, please notify CrisisRisk via the messaging feature of the eLearning platform (see below).
- How do I re-visit a course or a unit after I completed it?
    - You may revisit any completed course or unit.
    - Go to the Course Home Page and click on the course unit that you wish to re-visit.
- Can I access the training courses after I am certified?
    - Yes - you have access to a complete text set of the certification courses located in the CrisisCoordinator Resources section of the CrisisCoordinator Web Portal.
    - You can also request that your access to the eLearning platform be re-enabled after your completion. Use the "Ask an Expert" feature found in the Web Portal to do so.
- Can I view or print a text version of the Course QuickStart Guide?
    - Yes - to review the QuickStart Guide:
        - Revisit the QuickStart Couse – or –
        - Go to the eLearning Platform CrisisCoordinator Resources and open the QuickStart Guide PDF document that you can view, download or print.
- If I leave a course or the curriculum before finishing, can I return to where I exited?
    - Yes - The eLearning platform keeps track of your progress and you can exit the platform at any time.
    - To return to your exit point, simply log back into the platform and, in your dashboard, select the course where you exited (previously completed courses will show as complete on your dashboard).
- Can I change information in my eLearning student profile?
    - Yes - you can update your eLearning profile information (including email and password) at any time by going to the top of your dashboard, clicking on your name and choosing Update Profile in the dropdown list.
    - After completing the Certification Curriculum, your profile will be maintained and updated in the CrisisCoordinator Web Portal.
- Why do I see talentlms.com as part of the eLearning platform web address (URL)?
    - CrisisRisk licenses the TalentLms eLearning platform to host its training. TalentLMS is provides hosting services for thousands of education customers and maintains appropriate measures to ensure your privacy and security.

Certification

- o Can you tell me more about CrisisCoordinator Certification?
    - CrisisCoordinator Certification is provided and managed by CrisisRisk Strategies. Achieving this certification provides attestation that by completing the certification training, you are appropriately prepared to meet the requirements of the CrisisCoordinator role.
- o How long is my certification valid?
    - As stated on your certification certificate, your initial certification is valid for one year after completing the curriculum.
- o What do I need to do maintain my certification?
    - Attend at least two of three CrisisCoordinator webinars.
    - Participate in a crisis simulation exercise.
- o How do I extend my certification past one year?
    - You will be advised of related requirements with adequate notice to maintain your certification.
    - Information will be posted in the CrisisCoordinator Web Portal and also emailed to you.
    - Requirements may include future course offerings, Webinars, and live Crisis Simulation events.

Support

- o How can I access support regarding the eLearning platform?
    - Look for help right here in the Frequently Asked Questions.
    - Use the Message feature located on your dashboard (detailed instructions found in slides 15 & 16 of the QuickStart Guide).
- o How can I access support for Crisis Coordinator questions or issues other than eLearning?
    - Visit the CrisisCoordinator Web Portal (see immediately below).

Web Portal

- o What is the CrisisCoordinator Web Portal?
    - As a Certified CrisisCoordinator, you will have access to the CrisisCoordinator Web Portal. Here, you will find resources to support you in your role
- o How do I access the CrisisCoordinator Web Portal?
    - Access the portal using this URL: www.crisiscoordinator.com.
    - By now you should have received a separate email from the CrisisRisk CrisisCoordinator program indicating that you have been registered to the Certified Crisis Coordinator Web portal. The email provides a prompt so that you can set your initial password.
    - Your login ID is your email address.

- How can interact with other Crisis Coordinators? The Web Portal includes a Forum where you can post questions or comments that other Crisis Coordinators can view and respond to.
- Are the Crisis Coordinator Resources found in the eLearning platform also available on the CrisisCoordinator Web Portal?
  - Yes – all the documents found here are also available in the portal.

Miscellaneous

- Is there a glossary of terms?
  - Yes – here in the Resources menu and also in the CrisisCoordinator Web Portal.
- The final course talked about notifying CrisisRisk when I create an ALERT UPDATE. How do I do that?
  - In the members-only section of the Web Portal you will find a page dedicated to notifying CrisisRisk when you create an ALERT sheet. You will not be asked to share sensitive information – only the various crisis risk levels you calculated for your MATRIX. You can create and send your ALERT information directly from the Web Portal.
- Who does CrisisRisk notify regarding my participation in the eLearning? What is included?
  - CrisisRisk will notify your supervisor, GMA, ACCG and LGRMS (as applicable) of your curriculum registration, ongoing progress and certification completion.
  - CrisisRisk will also send a press release document to the above entities that announces your certification and its value.
- How will I be notified regarding upcoming webinars and exercises?
  - You will be notified via email (thus, it is important to notify CrisisRisk if you email address changes (see below).
  - A calendar of all related events will also be maintained in the CrisisCoordinator Web Portal.

- What is CrisisRisk?
  - CrisisRisk works with leaders and boards of directors to identify emerging threats and vulnerabilities which put critical assets at risk—people, reputation, brand, key relationships, financials. We develop strategies for mitigating those risks by preparing and supporting leadership teams to know when to get involved, make decisions, and communicate effectively.
  - More details are provided in the CrisisCoordinator Web Portal.
- What is GMA, ACCG, LGRMS?
  - GMA
    - The mission of the Georgia Municipal Association is to anticipate and influence the forces shaping Georgia's cities and to provide leadership, tools

and services that assist municipal governments in becoming more innovative, effective and responsive.
- https://gacities.com/Home.aspx
- o ACCG
  - **ACCG** is a nonprofit instrumentality of Georgia's county governments. Formed in 1914 with 19 charter county members, today ACCG serves as the consensus building, training, and legislative organization for all 159 county governments in the state.
  - https://www.accg.org/
- o LGRMS
  - Local Government Risk Management Services. A Service Organization of ACCG and GMA.
  - www.Lgrms.com
- How/who do I notify if my profile info changes after certification?
  - o It is very important that CrisisRisk be able to communicate to you. If your contact information should change:
    - Log into the CrisisCoordinator Web Portal.
    - Click on the Certified Coordinators Only tab.
    - Select Update Contact Information