



STUDENT USER GUIDE

VERSION 3.0

1/15/2020

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Creating a CCEI F.A.M.E. User Account & Registering for a Trial Course

To create a CCEI F.A.M.E. user account visit the CCEI website at www.cceionline.com and click the **Trial Course** button.

TRIAL COURSE

ENROLL NOW

Complete the required fields. Email address in the CCEI F.A.M.E. system is a unique identifier. Users must have their own email address to create an account in our system.

Trial Course

Please enter your personal information below.
* Denotes Required Field

* First Name	* Last Name
* Email Address	* Re-Type Email Address
* Password	* Re-Type Password
* Home Address 1	Home Address 2
* City	Georgia
* Zip/Postal Code	United States
Home Phone (XXX-XXX-XXXX)	* Work Phone (XXX-XXX-XXXX)
* Education	* Job Title
* Are you employed? <input type="radio"/> Yes <input type="radio"/> No	
* Do you work at a day care center or school? <input type="radio"/> Yes <input type="radio"/> No	
* Are you a member of your state registry? <input type="radio"/> Yes <input type="radio"/> No	
* How Did You Hear About Us?	Please select ...
Promo Code	

Enter the solution to the provided math problem in the **Login Validation** Field

Enter The Value Of This Math problem : (14 + 12)

Login Validation:

Click the **I Agree** button to create the account.

Note: Upon enrollment and login, you will be asked to provide CCEI with your current center / school of employment as well as your Social Security Number. This information is strictly voluntary and is used for the sole purpose of identity verification and transcript accuracy. You will be given an opportunity to "opt-out" of providing this information if you choose to do so. This information is secure and per the [CCEI privacy policy](#) will be restricted to defined use. By continuing with your enrollment below, you acknowledge your agreement with these terms.

I Agree (Request Enrollment Now)

You will receive confirmation that the account has been created successfully along with **Next Steps**. This confirmation also displays the Trial Course that you have been assigned to.

Your account has been created successfully!

An email has been sent to the email address you provided and should arrive in the next few minutes. This email contains your login details, an email validation key, and simple instructions on how to validate your email address and access your online courses.

Course Registration Successful!

You have successfully enrolled in the following course(s): CUR125 - Loose Parts: Incorporating Found Objects and Open-Ended Materials into the Classroom

Next Steps:

- Please check your email and follow the instructions within to continue.
- If you have not received an email within a few minutes, please check your SPAM folders.
- If you are still unable to locate the email, please contact our helpdesk for support at: 800-499-9907 Ext: 524

Updating Your Information

If this is your **first-time logging in**, you will be asked to edit your personal information. This must be completed before you can proceed to register for courses or complete other tasks.

Please complete your information.
We are missing some required information for your account. Please take the time to provide the following or opt out:

- Registry Details
- Birthdate
- Social Security Info

Demographics ⚠️ **Registry** ⚠️ **Employment** **Change Password** **Date of Birth** ⚠️ **SSN** ⚠️

Disclosure of your SSN is voluntary, however, some transcribing agencies require this information to give credit for training taken. If you provide your SSN, in full or part, it will be kept confidential and once entered, it will be masked to ensure your privacy.

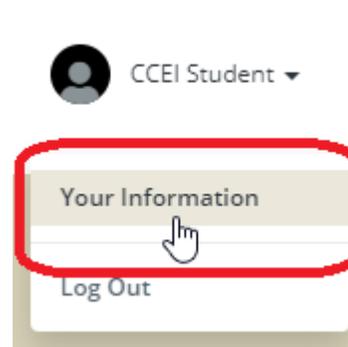
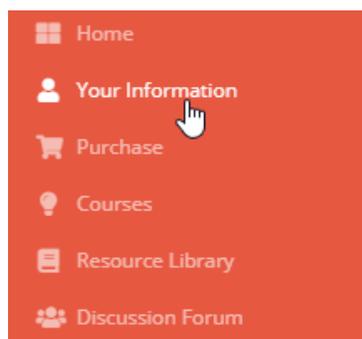
Please provide your SSN by using one of the choices below

- I will provide my full SSN
- I will provide the last five digits of my SSN
- I do not wish to provide CCEI with my SSN
- I do not have a SSN

UPDATE SSN INFORMATION

- Click each tab with a ⚠️.
- Provide the response to the information requested.
- Click the Update Information box at the bottom of the page.
- Repeat the process for each tab with a ⚠️.
- After updating your personal information, you will be able to register for courses or complete other tasks.

After you have updated your personal information for the first time you may update your personal information at any time by clicking the Your Information link on the left navigation menu or by clicking your name in the upper right corner of the page.



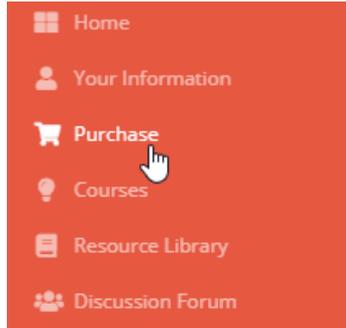
This will open the **Personal Information** page where you can update your Demographics, Registry information, Employment information, Password, or Date of Birth.

Demographics	Registry	Employment	Change Password	Date of Birth
Home Address 1 *	123 ANYWHERE ROAD	Home Phone	8005551212	
Home Address 2		Work Phone	8005551212	
Country *	United States ▼	Cell Phone		
Zip *	30097	Email address *	cceistudent2@gmail.com	
City *	Anywhere	Re-Type Email address *	cceistudent2@gmail.com	
State *	Georgia ▼			
*required field				
UPDATE INFORMATION				
CANCEL				

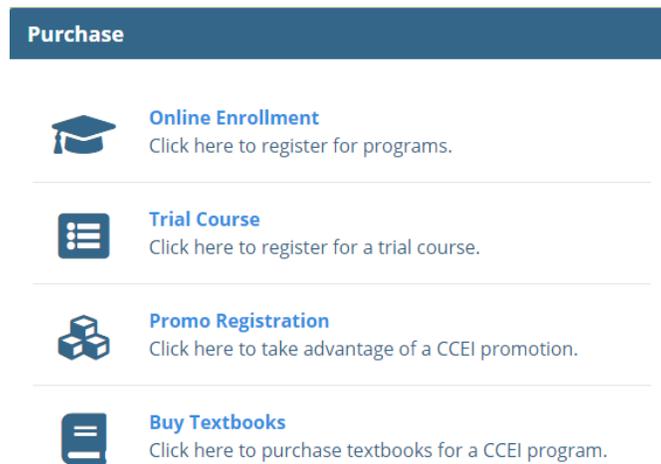
Click each tab, update the information presented and click the **Update Information** button to complete the change.

Purchasing CCEI Products

The **Purchase** page gives you the opportunity to register for programs, register for a trial course, take advantage of CCEI promotions and buy textbooks. To access, click the Purchase link on the left navigation menu.



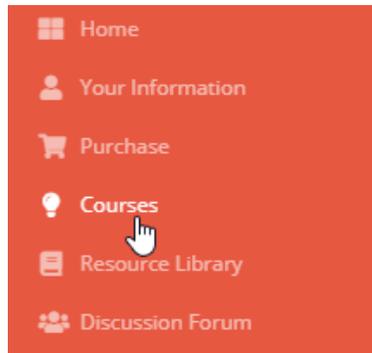
This will open the **Purchase** page...

A screenshot of the 'Purchase' page. It has a dark blue header with the word 'Purchase' in white. Below the header are four sections, each with an icon, a title, and a description: 1. 'Online Enrollment' with a graduation cap icon and the text 'Click here to register for programs.' 2. 'Trial Course' with a list icon and the text 'Click here to register for a trial course.' 3. 'Promo Registration' with a stack of boxes icon and the text 'Click here to take advantage of a CCEI promotion.' 4. 'Buy Textbooks' with a book icon and the text 'Click here to purchase textbooks for a CCEI program.'

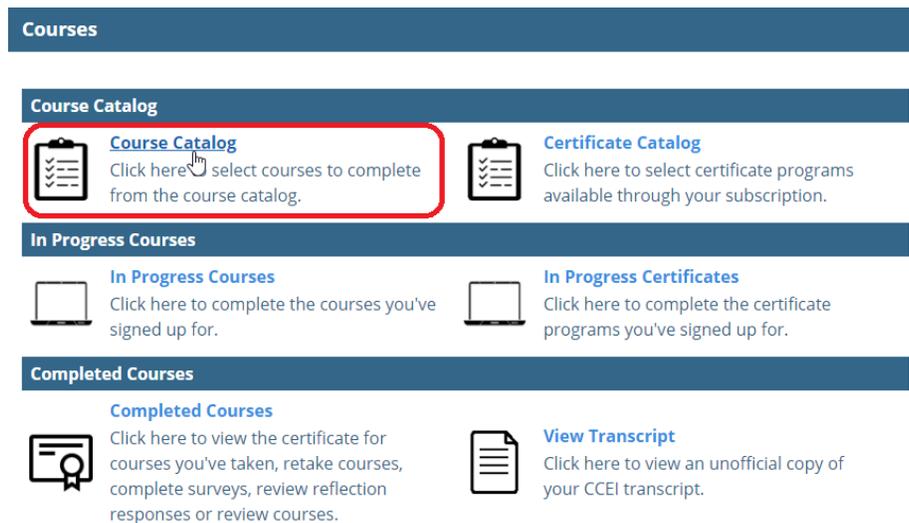
Registering for Courses with a Center Based or Individual Subscription

If you have access to a center based subscription or have purchased an individual subscription you have access to all the courses in the CCEI professional development catalog. To register for courses:

On the left-hand navigation menu click on **Courses**.



This will open the Courses page. Click on the **Course Catalog** link.



This will open the **Student Course Manager** page course catalog with all of our courses will be displayed. Find the courses you would like to take.

Student Course Manager

Acceptance of CCEI coursework varies within each state. Please check with the appropriate regulatory office(s) to ensure the courses you plan to take will satisfy the requirement(s) for which you are taking them. Didn't find the course you were looking for? [Click here](#) to check the Certificate Catalog.

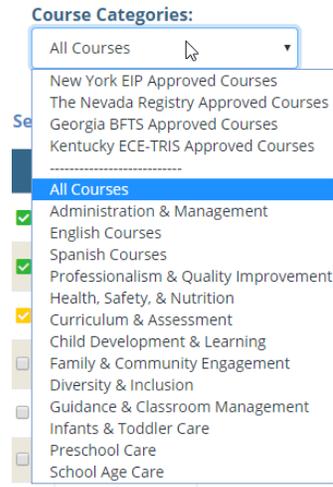
[VIEW TRAINING LEVEL RUBRIC](#)

Course Categories:
All Courses

Search returned 268 results. Page: 1 / 11 Go To Page: 1

	Course ID	Course Name	Course Level	Course Hours
<input checked="" type="checkbox"/>	ADM113	Elements of Program Management	Beginner	2
<input checked="" type="checkbox"/>	CHD110	Birth to Five: Child Development in Young Children	Beginner	3
<input checked="" type="checkbox"/>	CUR124	Active Learning Experiences in Early Childhood	Intermediate	2
<input type="checkbox"/>	CUR125	Loose Parts: Incorporating Found Objects and Open-Ended Materials into the Classroom	Intermediate	2
<input type="checkbox"/>	PROF106	Creating Early Learning Environments that are LGBTQ+ Friendly	Intermediate	2

You may narrow down the courses by category by clicking on **All Courses** under **Course Categories**. A menu of categories will drop down. Click on the course category you would like to view. The courses under that category will be displayed. **Please note that if you are in Georgia, Nevada, or Kentucky there is a specific course category for the courses that are approved in your state. Please make sure you only select courses from your state category. Any other courses will not be accepted as approved.**



Click on the check box to the left of the **Course ID** to select the course you would like to register for. Scroll to the bottom of the page and click **Submit**. You may only select and register for courses one page at a time.

Acceptance of CCEI coursework varies within each state. Please check with the appropriate regulatory office(s) to ensure the courses you plan to take will satisfy the requirement(s) for which you are taking them. Didn't find the course you were looking for? Click [here](#) to check the Certificate Catalog.

[VIEW TRAINING LEVEL RUBRIC](#)

Course Categories:

Search returned 268 results. Page: 1 / 11 Go To Page: 1

	Course ID	Course Name	Course Level	Course Hours
<input checked="" type="checkbox"/>	ADM100	The Eco-Friendly Child Care Center, Part 1: Green Lifestyle and Environmental Health	Beginner	1
<input checked="" type="checkbox"/>	ADM101	The Eco-Friendly Child Care Center, Part 2: Environmental Education and Sustainability	Beginner	1
<input type="checkbox"/>	ADM102	Family Child Care Basics	Beginner	3
<input type="checkbox"/>	ADM103	Transportation and Field Trip Safety for Child Care Centers	Beginner	2

Scroll to the bottom of the page and click **Submit**. You may only select and register for courses one page at a time.

<input type="checkbox"/>	CCEI2421TX	Texas Minimum Standards: Part I	Beginner	1
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[SUBMIT](#)

Search returned 268 results. Page: 1 / 11 Go To Page: 1

You will receive confirmation that the courses have been added to your account.

Student Course Manager

Acceptance of CCEI coursework varies within each state. Please check with the appropriate regulatory office(s) to ensure the courses you plan to take will satisfy the requirement(s) for which you are taking them. Didn't find the course you were looking for? Click [here](#) to check the Certificate Catalog.

The following courses are being added to CCEI Student's Account:
ADM100
ADM101

[Start Learning Now](#)

Click **Start Learning Now** which will take you to your **In Progress Courses** page so you can begin your courses.

Click the **Begin** button under the course title to start your course.

In Progress Courses

 **Check out our new Activities Library!**
Exclusive to CCEI students who are part of Center-Based subscriptions, this library gives you access to over 10,000 activities! Search by age group, content area, development area, keyword and more. [View Library](#)

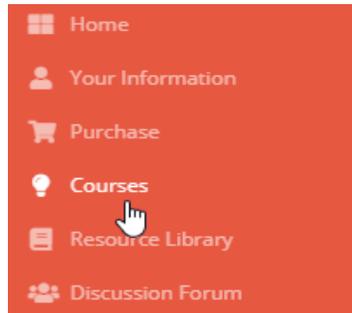
You may complete up to a total of 6 courses per day (time of day is based on the Eastern Time Zone).

Course ID	Course Name <small>* Click on course name to see description</small>
ADM101	The Eco-Friendly Child Care Center, Part 2: Environmental Education and Sustainability 
	BEGIN HANDOUTS
ADM100	The Eco-Friendly Child Care Center, Part 1: Green Lifestyle and Environmental Health 
	BEGIN HANDOUTS

Registering for Courses with Purchased or Assigned Hours

If you have purchased hours or been assigned hours by your center administrator you may register for courses in the CCEI professional development catalog using those hours. To register for courses:

On the left navigation menu click on **Courses**.



This will open the Courses page. Click on the **Course Catalog** link.

Courses

Course Catalog

-  [Course Catalog](#)
Click here to select courses to complete from the course catalog.
-  [Certificate Catalog](#)
Click here to select certificate programs available through your subscription.

In Progress Courses

-  [In Progress Courses](#)
Click here to complete the courses you've signed up for.
-  [In Progress Certificates](#)
Click here to complete the certificate programs you've signed up for.

Completed Courses

-  [Completed Courses](#)
Click here to view the certificate for courses you've taken, retake courses, complete surveys, review reflection responses or review courses.
-  [View Transcript](#)
Click here to view an unofficial copy of your CCEI transcript.

This will open the **Student Course Manager** page course catalog with all of our courses will be displayed. Find the courses you would like to take.

Student Course Manager

Acceptance of CCEI coursework varies within each state. Please check with the appropriate regulatory office(s) to ensure the courses you plan to take will satisfy the requirement(s) for which you are taking them. Didn't find the course you were looking for? Click [here](#) to check the Certificate Catalog.

[VIEW TRAINING LEVEL RUBRIC](#)

Course Categories:
All Courses

Search returned 268 results. Page: 1 / 11 Go To Page: 1

	Course ID	Course Name	Course Level	Course Hours
<input checked="" type="checkbox"/>	ADM113	Elements of Program Management  	Beginner	2
<input checked="" type="checkbox"/>	CHD110	Birth to Five: Child Development in Young Children  	Beginner	3
<input checked="" type="checkbox"/>	CUR124	Active Learning Experiences in Early Childhood  	Intermediate	2
<input type="checkbox"/>	CUR125	Loose Parts: Incorporating Found Objects and Open-Ended Materials into the Classroom  	Intermediate	2
<input type="checkbox"/>	PROF106	Creating Early Learning Environments that are LGBTQ+ Friendly  	Intermediate	2

You may narrow down the courses by category by clicking on **All Courses** under **Course Categories**. A menu of categories will drop down. Click on the course category you would like to view. The courses under that category will be displayed. **Please note that if you are in Georgia, Nevada, or Kentucky there is a specific course category for the courses that are approved in your state. Please make sure you only select courses from your state category. Any other courses will not be accepted as approved.**



Click on the check box to the left of the **Course ID** to select the course you would like to register for. Scroll to the bottom of the page and click **Submit**. You may only select and register for courses one page at a time.

Acceptance of CCEI coursework varies within each state. Please check with the appropriate regulatory office(s) to ensure the courses you plan to take will satisfy the requirement(s) for which you are taking them. Didn't find the course you were looking for? Click [here](#) to check the Certificate Catalog.

[VIEW TRAINING LEVEL RUBRIC](#)

Course Categories:
All Courses

Search returned 268 results. Page: 1 / 11 Go To Page: 1

	Course ID	Course Name	Course Level	Course Hours
<input checked="" type="checkbox"/>	ADM100	The Eco-Friendly Child Care Center, Part 1: Green Lifestyle and Environmental Health	Beginner	1
<input checked="" type="checkbox"/>	ADM101	The Eco-Friendly Child Care Center, Part 2: Environmental Education and Sustainability	Beginner	1
<input type="checkbox"/>	ADM102	Family Child Care Basics	Beginner	3
<input type="checkbox"/>	ADM103	Transportation and Field Trip Safety for Child Care Centers	Beginner	2

Scroll to the bottom of the page and click **Submit**. You may only select and register for courses one page at a time.

<input type="checkbox"/>	CCEI2421TX	Texas Minimum Standards: Part I	Beginner	1
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[SUBMIT](#)

Search returned 268 results. Page: 1 / 11 Go To Page: 1

You will then see a screen showing you the courses you've selected and the number of hours you've purchased. Check the box next to the **Debit Student Purchased Hours** option and click **Register**.

The screenshot shows the 'Student Course Manager' interface. At the top, a blue header contains the title. Below it, a paragraph explains that CCEI coursework acceptance varies by state and provides a link to the Certificate Catalog. Under 'Hours Available', it shows 'Student Purchased Hours: 10' and 'Employer Assigned Hours: 0'. The '2 Selected Course(s)' section lists 'ADM100 - The Eco-Friendly Child Care Center, Part 1: Green Lifestyle and Environmental Health' and 'ADM101 - The Eco-Friendly Child Care Center, Part 2: Environmental Education and Sustainability'. The 'Available Methods of Payment' section has two options: 'Debit Student Purchased Hours' (checked) and 'Insufficient employer assigned hours' (unchecked). At the bottom, there are two buttons: '<< PREVIOUS' and 'REGISTER >>', with a mouse cursor clicking on the 'REGISTER >>' button.

Click **Start Learning Now** which will take you to your **In Progress** page so you can begin your courses.

This screenshot shows the 'Student Course Manager' page with a blue header. It includes the same introductory text about CCEI coursework acceptance. Below that, it states 'The following courses are being added to CCEI Tester's Account:' and lists 'ADM100' and 'ADM101'. At the bottom left, there is a blue link labeled 'Start Learning Now' with a mouse cursor hovering over it.

Click the **Begin** button under the course title to start your course.

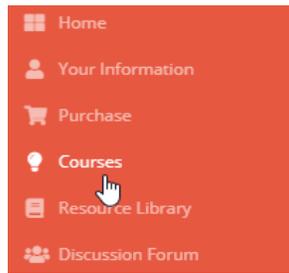
The screenshot displays the 'In Progress Courses' page with a blue header. A message states: 'You may complete up to a total of 6 courses per day (time of day is based on the Eastern Time Zone)'. Below this is a table with two columns: 'Course ID' and 'Course Name'. The first row shows 'ADM101' and 'The Eco-Friendly Child Care Center, Part 2: Environmental Education and Sustainability'. The second row shows 'ADM100' and 'The Eco-Friendly Child Care Center, Part 1: Green Lifestyle and Environmental Health'. Under each course name, there are two buttons: a red 'BEGIN' button and a grey 'HANDOUTS' button. A mouse cursor is positioned over the 'BEGIN' button for the ADM101 course.

Note: If you do not have enough purchased hours to register for the course you have selected, you will see an **Insufficient Student Hours** option under **Available Methods of Payment** and a prompt to **Purchase More Hours**.

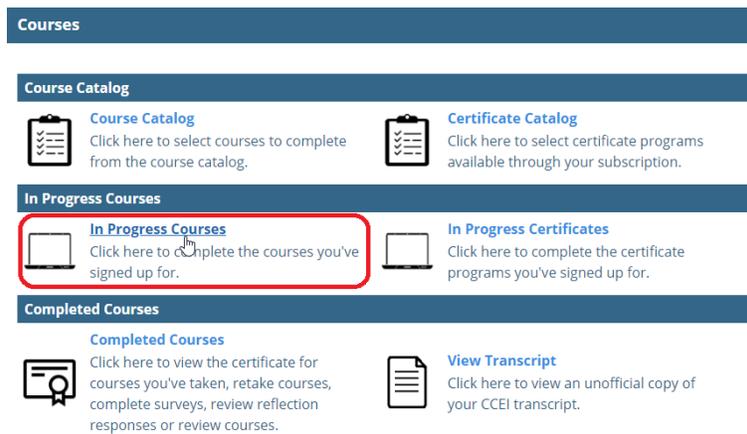
Completing a Course

To complete a course:

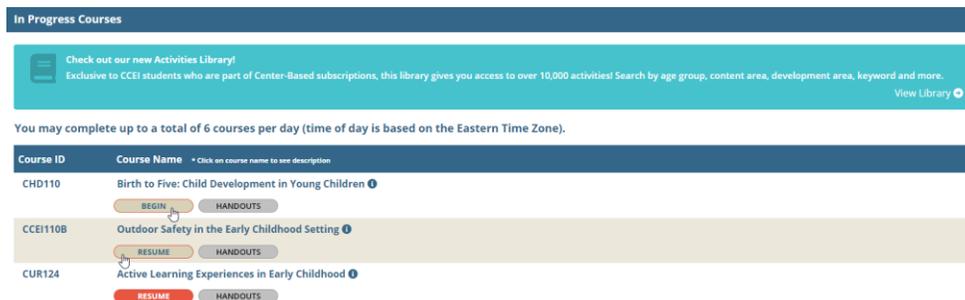
On the left-hand navigation menu click on **Courses**.



Click **In Progress Courses** to see your course(s).



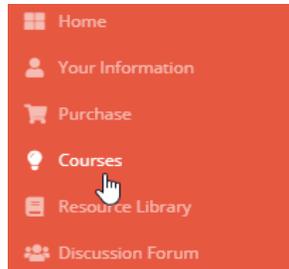
Click **Begin** under the course you would like to begin or **Resume** under courses that you've previously started and want to continue.



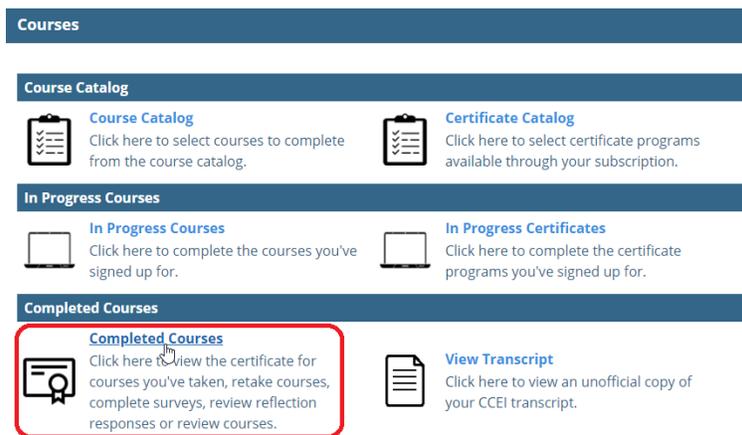
Printing Certificates of Completion

Once you have successfully completed a course and passed the final exam with a minimum score of 70% OR a CCEI Education Coach has graded a practical application course and found your responses to be satisfactory you may print a certificate of completion. To print the certificate:

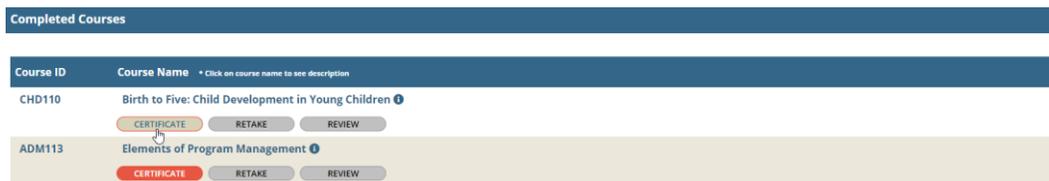
On the left-hand navigation menu click on **Courses**.



Click on **Completed Courses**.



Find the course you would like to view a certificate for and click the **Certificate** button under that course.



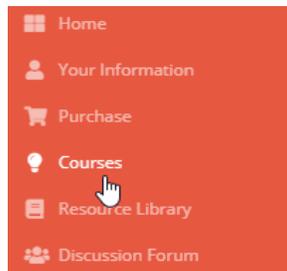
A PDF version of the certificate will open in a new window so you can print or download it.



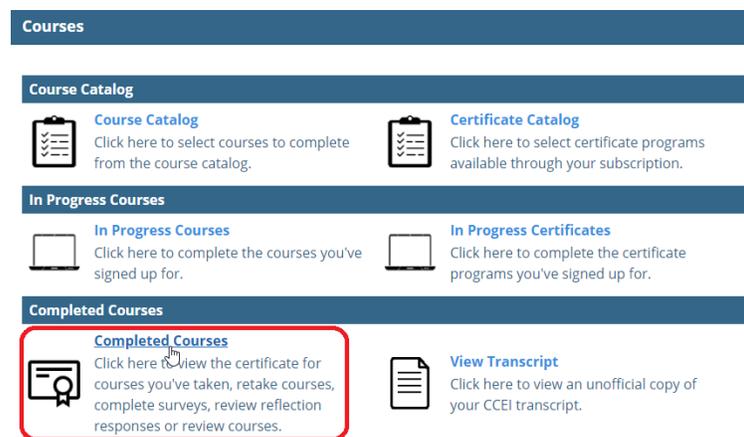
Retaking Courses

Once you have completed a course you may find the need to take the course again with a new completion date. To retake a course:

On the left-hand navigation menu click on **Courses**.



Click on **Completed Courses**.



Find the course you would like to view a certificate for and click the **Retake** button under that course. This will put a new instance of the course in your **Current Courses**.



Click **Start Learning Now** which will take you to your **Current Courses** page so you can begin your courses.



Click the **Begin** button under the course title to start your course.

In Progress Courses

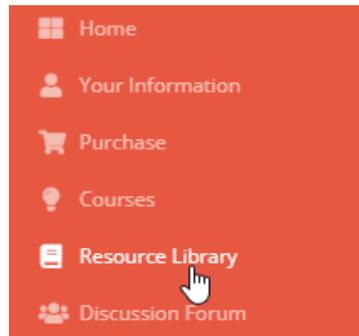
 **Check out our new Activities Library!**
Exclusive to CCEI students who are part of Center-Based subscriptions, this library gives you access to over 10,000 activities! Search by age group, content area, development area, keyword and more. [View Library](#)

You may complete up to a total of 6 courses per day (time of day is based on the Eastern Time Zone).

Course ID	Course Name	
CHD110	Birth to Five: Child Development in Young Children	BEGIN HANDOUTS
CCEI110B	Outdoor Safety in the Early Childhood Setting	RESUME HANDOUTS

Resource Library

The CCEI Resource Library provides access to a wealth of resources to include forms, the CCEI Student Handbook, an online library with links to additional resources and the CCEI Activities library for subscription holders. It can be accessed by clicking the **Resource Library** link on the left navigation menu.



Resource Library

Document Library

- [Course Catalog](#)
- [Student Handbook](#)
- [Student User Guide](#)
- [Articulation Comparison Chart](#)
- [Florida Child Care Professional Credential Forms](#)
- [EC Transfer Request Form](#)
- [Enrollment Verification Form](#)
- [Leave of Absence/Extension Request Form](#)
- [Official Withdrawal Request Form](#)
- [Reinstatement Request Form](#)
- [Student Grievance Form](#)
- [Authorization to Release Information Form](#)
- [Transcript Request Form](#)
- [Transfer of Professional Development Courses Request](#)

Online Library

- [Frequently Asked Questions](#)
- [CDA - Council for Professional Recognition](#)
- [Online Professional Development: Choices for Early Childhood Educators](#)
- [Learning Strategies](#)
- [Early Childhood.Org](#)
- [Early Childhood Research and Practice \(ECRP\)](#)
- [Education World, The Educator's Best Friend](#)
- [Early Childhood News](#)
- [About.com: Child Care Providers](#)
- [123 Child.com](#)
- [ArticlesBase.com](#)
- [Childcare-Resource](#)

Activities Library

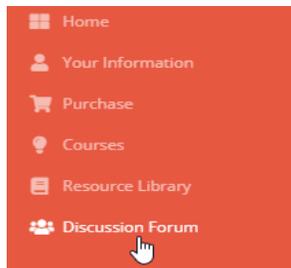


Activities Library

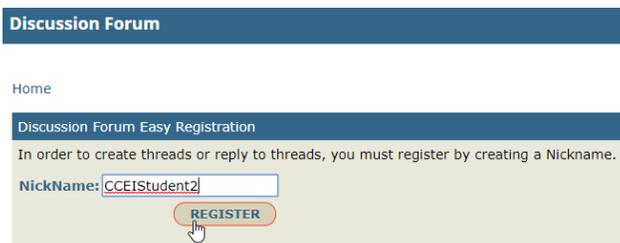
Exclusive to our CCEI students who are part of center-based subscriptions, this Library gives you access to over 10,000 activities! Search by age group, content area, development area, keyword and more.

Discussion Forum

The CCEI Discussion Forum is designed to be a community of peer-to-peer learning and conversations amongst the early childhood community. It is a place where students can read and participate in threads of discussion surrounding relevant early childhood topics. It can be accessed by clicking the **Discussion Forum** link on the left navigation menu.



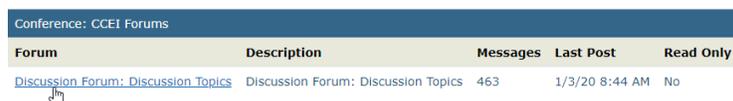
You will need to create a unique **Discussion Forum** Nickname to participate. Enter your desired Nickname and click the **Register** button.



From here you will be able to search for and subscribe to current topics.



To see a list of topics already developed, click the **Discussion Forum** link



Once the list populates, click the link to your desired thread to participate.



Click the **Reply** link to respond to the thread and **Subscribe to Current Topic** to be notified when posts to the thread are made.

Hello, CCEIstudent2
Home > CCEI Forums > Discussion Forum: Discussion Topics > Using Recycled Material in ECE

[SEARCH](#) [NEW TOPIC](#) [REPLY](#) [SUBSCRIBE TO CURRENT TOPIC](#) Page: 1

Thread: Using Recycled Material in ECE
Created: 07/08/19 10:34 AM Replies: 2

ECLaura Joined: 04/17/09 Posts: 178	Using Recycled Material in ECE 07/08/19 10:34 AM There are so many ways to reuse/re-purpose objects as lessons and as fun and creative materials for projects. How do you reduce, reuse and recycle in your program in ways that are meaningful for the children. Link Top Bottom
margajohnson Joined: 09/17/19 Posts: 1	RE: Using Recycled Material in ECE 09/17/19 12:29 PM My absolute favorite way to recycle is to save food items like: Cereal boxes, old (but safe) ice trays, milk jugs, coffee canisters etc. and put them in my home living center. It is fun to see them engage with the items as well because families don't all cook the same or eat the same things. Link Top Bottom
VanessaQG Joined: 01/02/20 Posts: 2	RE: Using Recycled Material in ECE 01/03/20 8:44 AM I love being able to reduce, reuse, recycle old materials. I bring in egg cartons and put them in the math center. They use the egg carton to create butterfly body head thorax abdomen. The list goes on we reused shoe box for our farm barn it was absolutely beautiful. we reuse fabric and make clothes for paper dolls etc. you name it (grocery store we look at the letters labels sort paper and plastic for earth day projects. We even made paper from old paper. Link Top Bottom

Frequently Asked Questions

What are the benefits of F.A.M.E.?

Once logged into F.A.M.E., students can control all aspects of their professional development. Students will be able to control all aspects of their own account, regardless of whether it was an individual purchase or part of a center-based purchase.

Is an email address required?

Yes. An email address is required to receive the new account validation email as well as various other correspondence.

Can one email address be used for multiple accounts?

No. In the F.A.M.E. LMS, email address is a unique identifier. To reduce the potential for fraud or a breach of privacy, every user must have a unique email address.

Where can students sign up for a free email account?

Free email accounts are available at many websites such as Yahoo or Gmail.

Will I only be able to access F.A.M.E. on the computer I used to create my account?

No. Access is available at almost any computer, tablet or mobile device with an internet connection and a web browser. Simply log in to F.A.M.E. using your assigned username and password and you will be directed to your F.A.M.E. home page.

What are the technical requirements for taking courses through the F.A.M.E. System?

For taking courses through the FAME LMS you must have access to the Internet through a JavaScript enabled web browser (i.e. Internet Explorer 9.0 or higher, Mozilla Firefox 3.5 or higher, Google Chrome 9.0 or higher).

Can I share my subscription?

No. Only the student assigned to a subscription can use it. Student information is personalized within the subscription, and transcripts & certificates will print with the name of the assigned student on them.

Will the Professional Development Online Courses count toward CEU credits?

CCEI is approved as an Authorized Provider by the International Association for Continuing Education and Training. All CCEI Professional Development Online Courses are awarded IACET CEU credit.

What is the difference in Professional Development Courses and Certificate Programs?

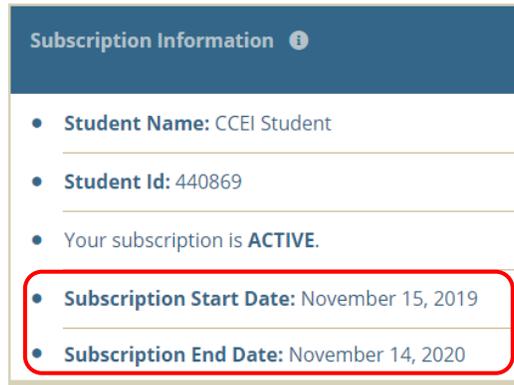
Professional Development Courses are generally used towards regular annual state licensing requirements and the student may select the courses they register for. Certificate programs have a set syllabus used by the student and must be adhered to for completion of that certificate.

How do I get an Administrator password?

Administrator passwords are available to schools that purchase center-based subscriptions. Administrator passwords are unavailable to, and not needed by, students.

What is the effective date of my subscription?

The effective date of your subscription depends on the type of subscription (individual or center based) and the date of purchase. You can find the effective dates on your home page.



What happens to purchased courses that I have not completed when my subscription ends?

As long as the subscription is renewed prior to the expiration date, any remaining courses will carry over. Should a subscriber not renew, all courses remaining and not completed are deleted. Courses related to a purchased certificate program of study will not be affected.

I am currently a student in CCEI's certificate program, how do I purchase additional hours?

Students enrolled in CCEI's certificate programs, who wish to take additional Professional Development courses not included in that certificate program of study may do so by logging into their CCEI FAME account and clicking on Purchase on the left navigation menu then Online Enrollment on the Purchase page. Follow the prompts to complete your purchase.

Will the completed training count toward annual licensing requirements in my state?

Acceptance of CCEI professional development coursework varies within each state. Some of the material presented in these courses may differ from the specific requirements of state or local regulatory agencies and other compliance organizations. Some jurisdictions also limit the number of courses per day or course hours that will be recognized for licensing or other requirements. We recommend you check with your regulatory office(s) to ensure the courses you plan to take will satisfy the requirement(s) for which you are taking them. For a list of the main regulatory bodies who approve or accept coursework in the early childhood field and how CCEI's online classes may be accepted visit our map [here](#) and click on a state for additional information.

Can I print a copy of the F.A.M.E. Terms and Agreement?

Yes. It can be found at [here](#) or by visiting https://www.cceifame.com/OE New/includes/terms_sub.cfm.

Can I update my personal information?

Students may update most of their personal information by logging in to the site and clicking Your Information. If applicable, your organization's administrator can also update your information, but may not edit Social Security Numbers or make transcript deletions or changes. No user at any administrative level has the ability to change a user's actual name. Name changes are handled on a case-by-case basis by CCEI and require copies of official documentation to justify the name change.

If I leave my current center, is my subscription transferable from one center to another?

An individually purchased subscription will go with the student that purchased it, but center purchased subscriptions are non-transferable.

What if I am taking a course and I need to take a break? Will I have to start over if I stop in the middle?

No. CCEI bookmarks where you leave off in a course. Upon logging back in, you will be able to resume a course exactly where you left off. The only exception to this is course exams. Once you start an exam you must finish it in the same setting. Leaving the exam before it is complete will require you to start the exam over.

How do I know which classes I have completed?

Students may view their completed courses by clicking Courses on the left navigation menu then Completed Courses. From there you can view and/or print the certificate for courses you've completed, retake courses, complete surveys, review reflection responses or review courses. To view certificates you must have Acrobat Reader installed on your computer, tablet, or mobile device. To get Acrobat Reader click [here](#) or visit the Adobe Acrobat Reader site at <https://get.adobe.com/reader/>.

Where is my transcript located?

An unofficial copy of your student transcript is accessible by clicking Courses on the left navigation menu then View Transcript.

How can I get an official copy of my CCEI transcript?

Requests for transcripts should be made to the CCEI Compliance Department by completing a CCEI Transcript Request Form. The Family Education Rights and Privacy Act of 1974 requires that all transcript requests be submitted in writing and be signed by the student. Telephone requests for transcripts cannot be processed. Transcripts will only be released when students have met all of their financial obligations to CCEI. CCEI charges a transcript fee of \$25.00 for the first copy and \$5.00 for each additional copy requested. Students should allow up to ten (10) business days for the request to be processed. Click [here](#) or visit <https://www.cceionline.com/wp-content/uploads/2019/09/Transcript Request Form.pdf> to get a copy of the CCEI Transcript Request Form.

What if I lose my certificate, can I print another one?

Absolutely. Your certificates are a part of your CCEI permanent record and are always available for you to print again.

Is there a limit to the number of courses I can complete in one day?

Yes. Research indicates that student comprehension begins to diminish after extended periods of study. CCEI has limited the maximum number of courses a student can complete in any program to 6 courses per day.

How can I authorize someone (other than myself) to obtain information on the status of my certificate program of study?

We respect your privacy. Personal information provided to ChildCare Education Institute is used solely for the purpose of administering online certificate and professional development programs as outlined in your Terms and Agreements and in connection with reporting to state and federal agencies. CCEI will not share any information about you or your certificate programs of study with anyone without a completed and signed CCEI Authorization to Release Information form. Click [here](#) or visit <https://www.cceionline.com/wp-content/uploads/2019/09/Student Information Release.pdf> to get a copy of the CCEI Authorization to Release Information form.