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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.

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.

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

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.
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 Fused 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: 800-496-9907 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

<table>
<thead>
<tr>
<th>Demographics</th>
<th>Registry</th>
<th>Employment</th>
<th>Change Password</th>
<th>Date of Birth</th>
<th>SSN</th>
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Disclosure of your SSN is voluntary; however, some transcripting 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 ![WARNING]
- 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 ![WARNING]
- 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.

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...

<table>
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<th><strong>Online Enrollment</strong></th>
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<td>Click here to register for programs.</td>
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<th><strong>Trial Course</strong></th>
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<tr>
<td>Click here to register for a trial course.</td>
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<th><strong>Promo Registration</strong></th>
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<tr>
<td>Click here to take advantage of a CCEI promotion.</td>
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<th><strong>Buy Textbooks</strong></th>
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<tr>
<td>Click here to purchase textbooks for a CCEI program.</td>
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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.
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.

Scroll to the bottom of the page and click **Submit**. You may only select and register for courses one page at a time.
You will receive confirmation that the courses have been added to your account.

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.
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.

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.
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.**

![Course Categories](image)

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.

![Course Search](image)

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

![Student Course Manager](image)

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

![Student Course Manager](image)

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

![In Progress Courses](image)

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.
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.
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.
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.