



On-Demand Training Manager’s Guide

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Link to Access On-Demand Courses

Link for the User:

<https://cloud.contentraven.com/cpoc>

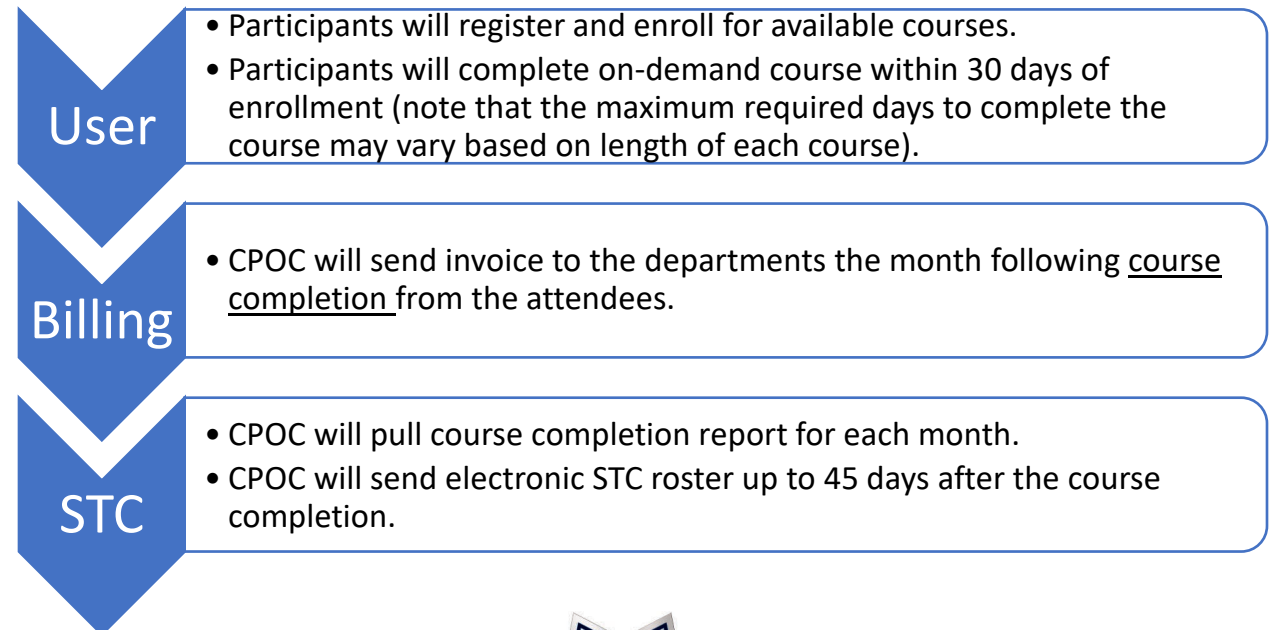
Package Code: CPOCondemand (this code is required for registration)

The package code enables CPOC to control courses being accessed outside of Probation Departments.

See the CPOC Website to view courses that are available on the On-Demand platform. The Website will also include information such as course title, description, cost, STC number and STC hours.

<https://www.cpoc.org/cpoc-demand>

STC and Billing Process:



Potential Questions by Users:

I did not receive my registration confirmation email:

Answer: For user to sign on to the on-demand platform, they must verify their email is valid in their confirmation email. Ask the user to also check their junk/spam mail as well. If they still have not received the system generated email, the user can contact CPOC for assistance.

What will happen if I cannot complete the course within 30 days of enrollment?

Answer: Users will only have access to the course material for up to 30 days upon enrollment. Attendee will lose access to the course after 30 days of enrollment. CPOC may make exceptions on the 30-day limit based on case-by-case basis.

I registered for the platform but do not see any available courses when I log in.

Answer: This may have been that the user did not enter the "Package Code" during the registration process. Contact CPOC for assistance with this matter.