



## CPOC’s On-Demand Course User Guide

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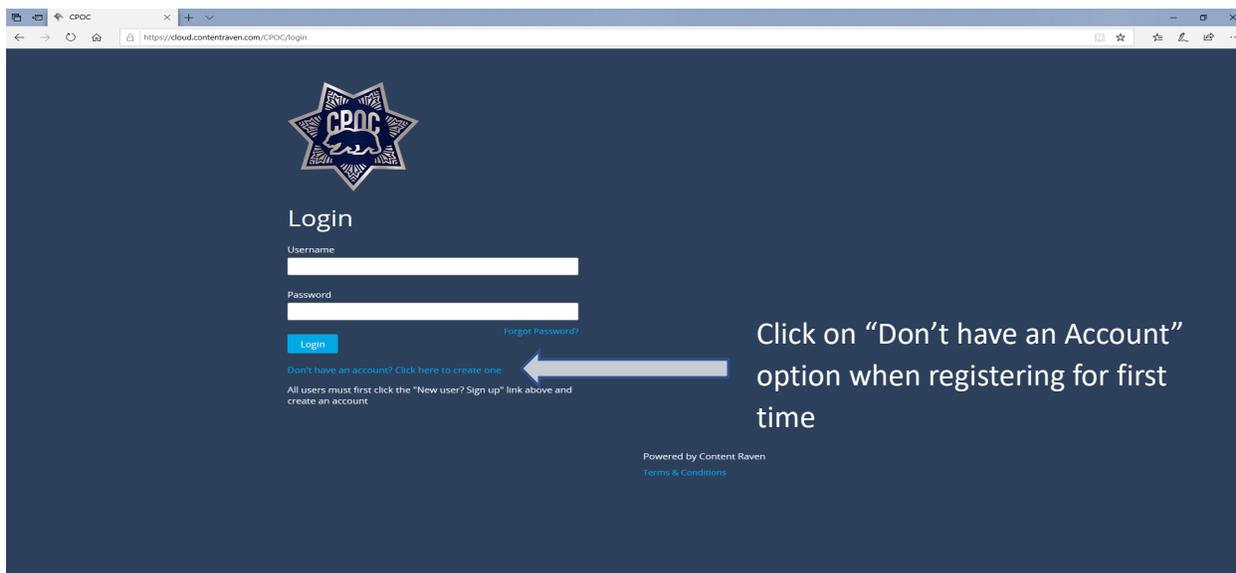
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### Registering for CPOC’s On-Demand Platform

1. Go to CPOC’s On-Demand Landing page: <https://cloud.contentraven.com/cpoc>



**IMPORTANT:** You must enter the package code to view list of available courses once you are registered. If you do not enter package code, you will still be able to register for the platform, but the courses will not be available to you once you are logged in.

**Contact your Training Manager or CPOC to request Package Code.**

**You MUST use your agency email address to receive STC credits for courses.**

Be sure to enter package code

**User Registration**

First Name\* Last Name\*

Package Code Username\*

Primary Email\* Secondary Email

Password\* Confirm Password\*

Company\* Country\*  
United States

I'm not a robot  I would like to be contacted with the latest news and offers from Confluent

[Sign Up](#) [Back to Login](#)

2. Upon registering, you will receive an email confirmation of your registration. You must verify/validate your email address before you are able to logon to the on-demand platform. Be sure to also check your junk and spam mail for the confirmation email.
3. Return to CPOC's On-Demand Landing Page and login with the username and password created: <https://cloud.contentraven.com/cpoc>

**Login**

Username

Password

[Login](#) [Forgot Password?](#)

[Don't have an account? Click here to create one](#)

All users must first click the "New user? Sign up" link above and create an account

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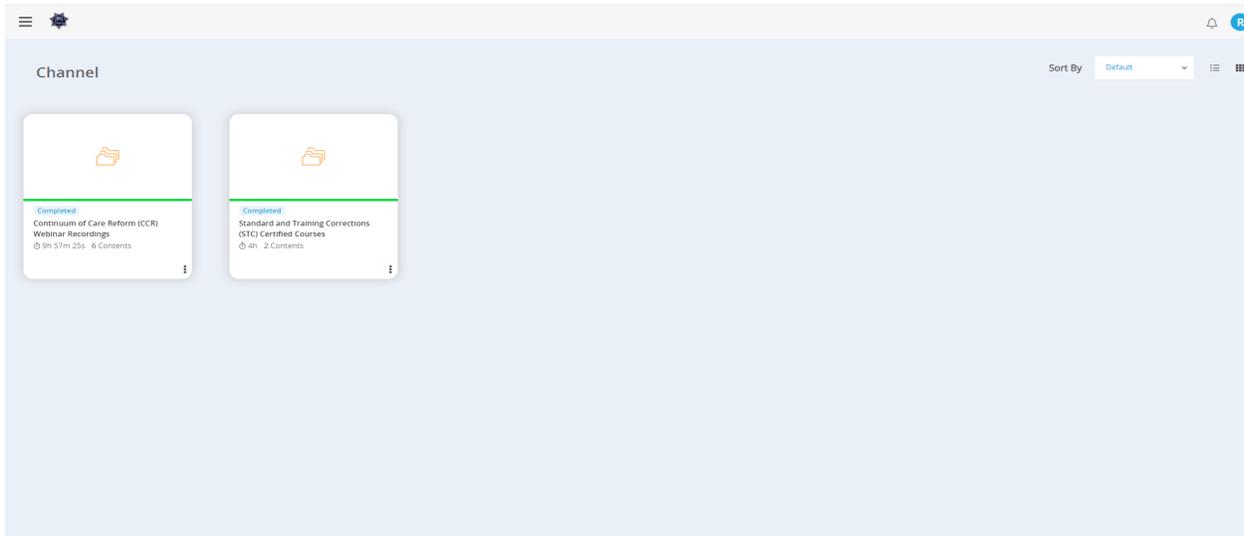
## Select Training Channel

### Continuum of Care Reform (CCR) Webinar Recording:

This channel includes recordings of past CCR webinars. Please note that these recordings are NOT STC certified. There are no costs to watch these recordings.

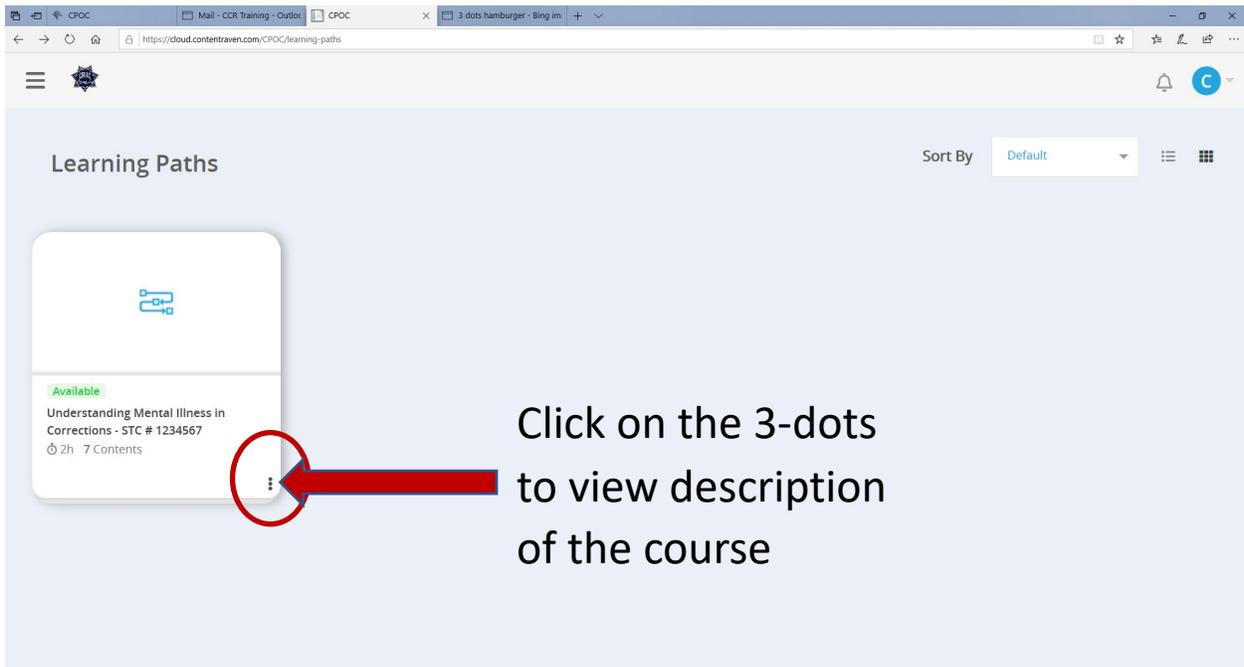
### Standard and Training Corrections (STC) Certified Courses

The courses in this channel are STC certified. Please note that these courses have a tuition cost that will be billed to your agency after enrollment to any of the courses. Be sure to gain approval of your department/Training Manager prior to enrolling for the courses in this channel.



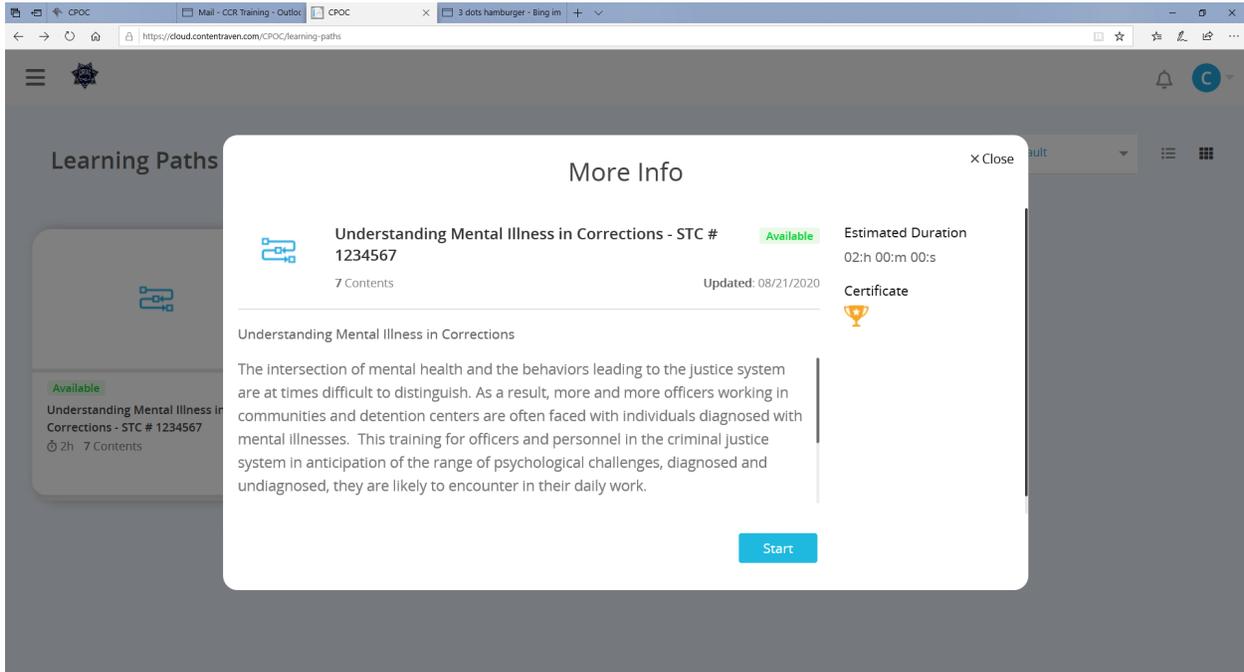
## Viewing and Enrolling in a Course

1. To view the description of the course, click on the 3 dots towards the bottom right corner.

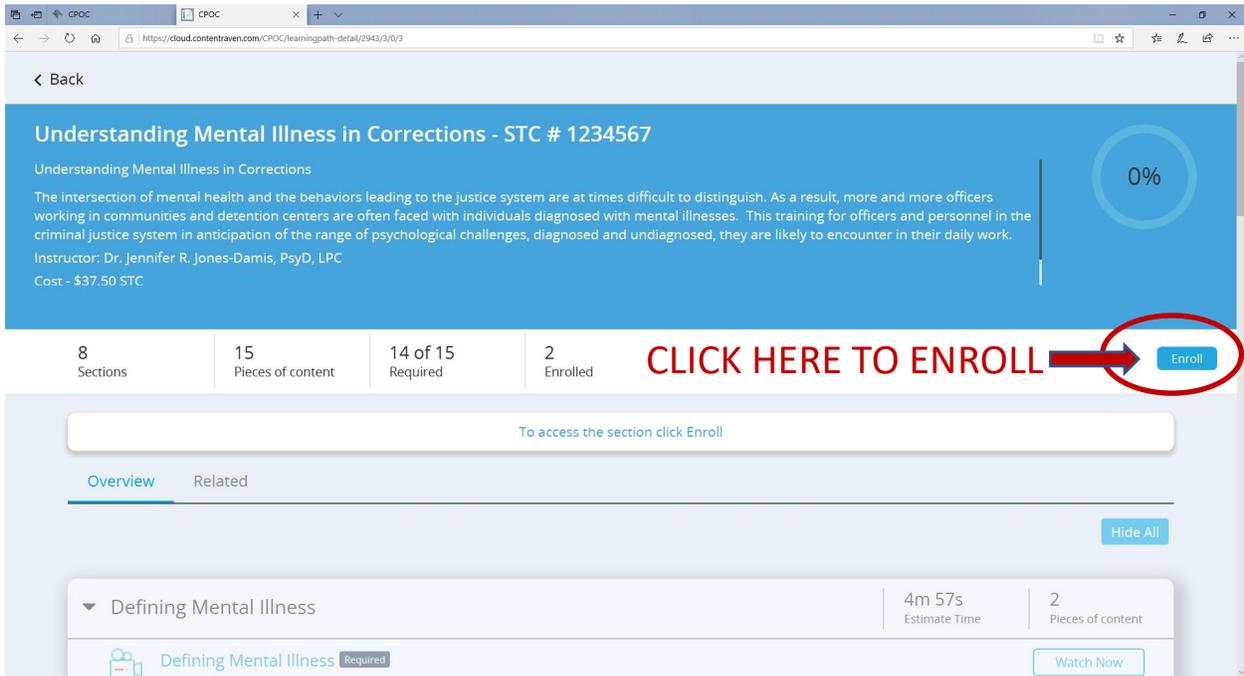


2. Click on the Start button if you are interested in enrolling in the course.

**NOTE: Be sure to gain approval of your department/Training Manager prior to enrolling for any STC certified courses.**



3. Click on the “Enroll” Icon.



- Go through each section to complete the course. Note that in most courses, you must complete each section in sequence (you may not be able to proceed to the next section before completing the previous section). You will, however, have the ability to revisit a section.

The screenshot shows a web browser window with the URL <https://cloud.contenttraven.com/CPOC/learningpath-detail/2943/3/0/3>. The page displays a list of sections for the course 'Understanding Mental Illness in Corrections'. Each section is expanded to show its contents:

- Defining Mental Illness** (4m 57s Estimate Time, 2 Pieces of content)
  - Defining Mental Illness **Required** (00:03:57) [Watch Now]
  - Myth Versus Facts: Mental Illness **Required** (00:01:00) [Start Quiz]
- Facts About Mental Illness** (17m 4s Estimate Time, 2 Pieces of content)
  - Facts About Mental Illness **Required** (00:13:50) [Watch Now]
  - Major Depressive and Bipolar Quiz **Required** (00:03:14) [Start Quiz]
- Schizophrenia and Trauma** (20m 51s Estimate Time, 2 Pieces of content)
  - Schizophrenia and Trauma **Required** (00:19:51) [Watch Now]
  - Traumatic Events in Jail and Detention Centers Quiz **Required** (00:01:00) [Start Quiz]
- Traumatizing Events** (20m 10s Estimate Time, 2 Pieces of content)
  - Traumatizing Events **Required** (00:19:10) [Watch Now]
  - Trauma and PTSD Quiz **Required** [Start Quiz]

Click on the “Back” button on top left corner of the page to return to your dashboard.

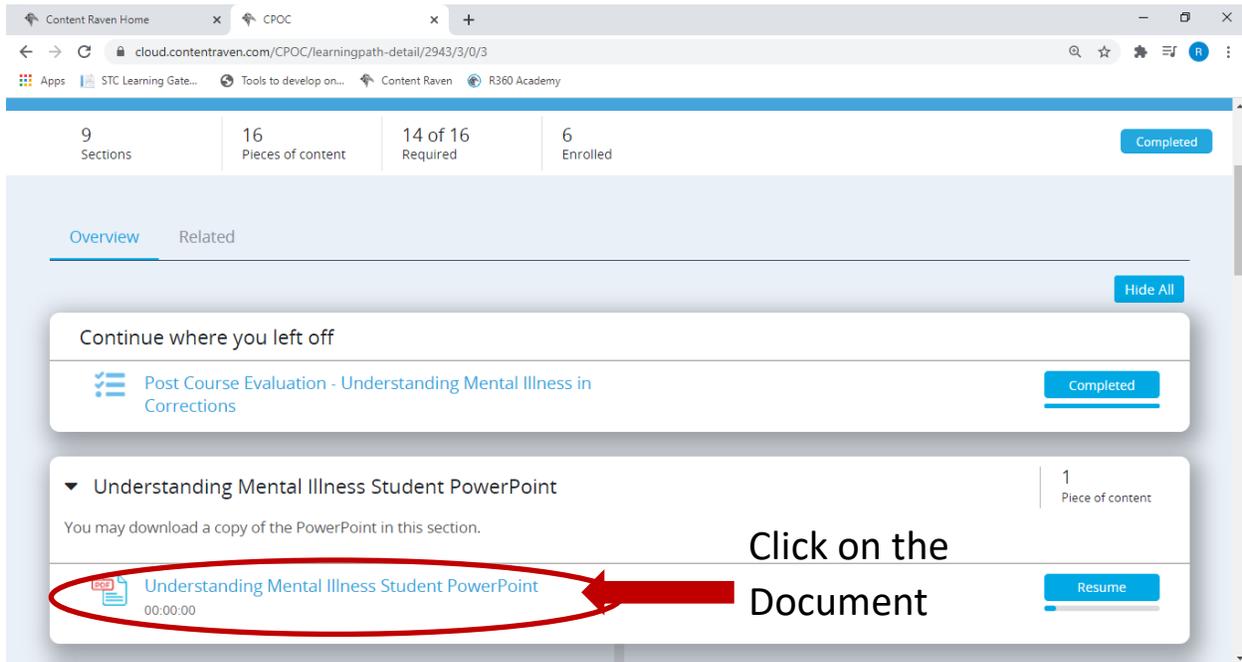
The screenshot shows the course overview page for 'Understanding Mental Illness in Corrections - STC # 1234567'. The page features a blue header with the course title and a progress indicator showing 0%. Below the header, a summary table provides course statistics:

|            |                      |                   |            |
|------------|----------------------|-------------------|------------|
| 8 Sections | 15 Pieces of content | 14 of 15 Required | 2 Enrolled |
|------------|----------------------|-------------------|------------|

A red arrow points to the '< Back' button in the browser's navigation bar, with the text 'Click here to return to main page' written in red next to it. The main content area shows the same list of sections as the previous screenshot, with the 'Defining Mental Illness' and 'Facts About Mental Illness' sections expanded.

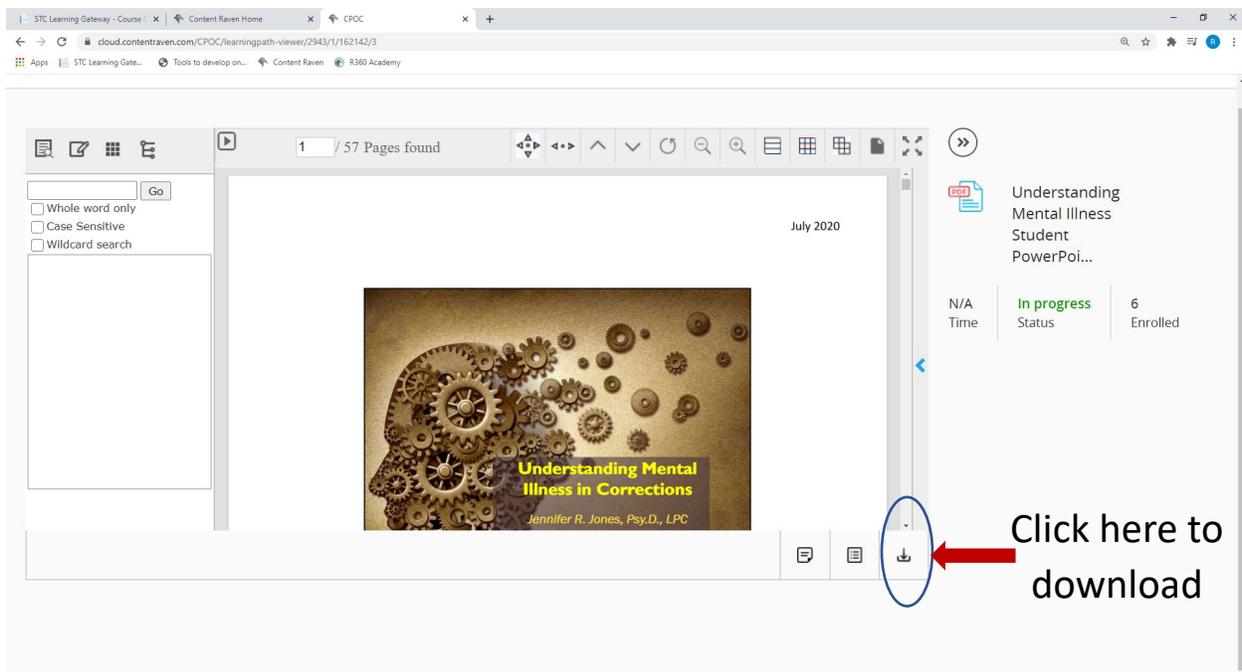
## Viewing and Downloading Handouts

To view the handouts provided for the purpose of the training, click on the handout from the course content area.



The screenshot shows a web browser window with the URL [cloud.contentraven.com/CPOC/learningpath-detail/2943/3/0/3](https://cloud.contentraven.com/CPOC/learningpath-detail/2943/3/0/3). The interface displays course progress: 9 Sections, 16 Pieces of content, 14 of 16 Required, and 6 Enrolled. A 'Completed' button is visible in the top right. Below the progress bar, there are tabs for 'Overview' and 'Related'. A 'Hide All' button is also present. The main content area shows a list of items. The first item is 'Continue where you left off' with a 'Completed' button. The second item is 'Understanding Mental Illness Student PowerPoint' with a 'Resume' button. This item is circled in red, and a red arrow points to it from the text 'Click on the Document'.

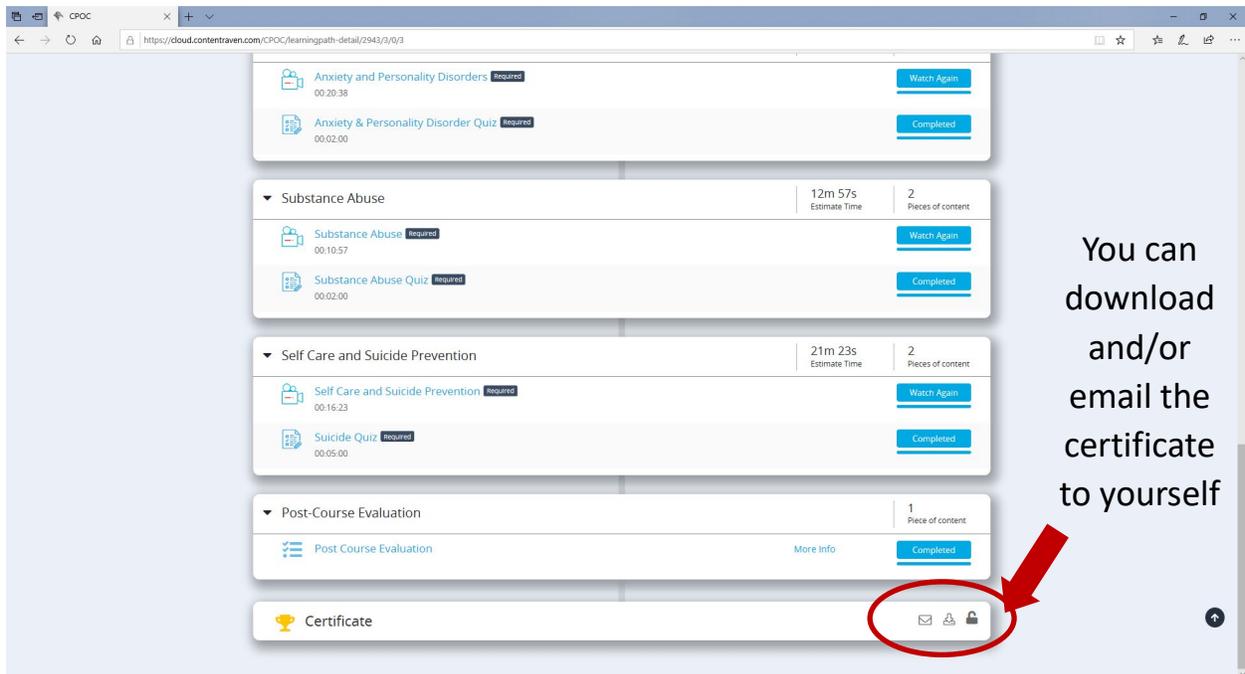
In some cases, handouts will be available for download. **If this option is available**, you will see the download icon. To download the file, simply click on the download icon and follow the prompts. Note: The download option may not be available for all documents, therefore, you may not see the download icon for certain documents as these will be available to view only.



The screenshot shows a document viewer interface. The document is titled 'Understanding Mental Illness Student PowerPoint...'. The viewer displays a slide with a background of gears and the text 'Understanding Mental Illness in Corrections' by Jennifer R. Jones, Psy.D., LPC. The date 'July 2020' is visible. On the right side of the viewer, there is a sidebar with a 'Download' icon circled in red. A red arrow points to this icon with the text 'Click here to download'.

## Downloading Certificate of Completion

For all STC certified courses, a completion course certificate will be available to you upon successful completion of the course. You have the option of both emailing the certificate to yourself and/or downloading the certificate.



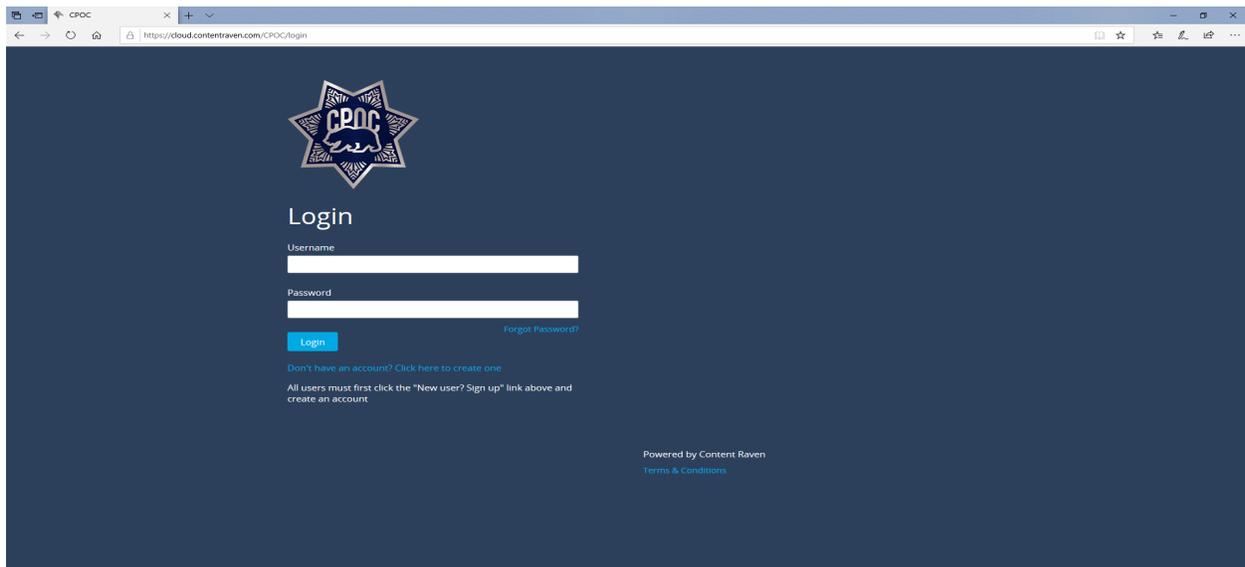
The screenshot shows a web browser window displaying a course completion page. The page lists several course sections, each with a 'Watch Again' and 'Completed' button. The sections are:

- Anxiety and Personality Disorders (00:20:38) - Watch Again, Completed
- Anxiety & Personality Disorder Quiz (00:02:00) - Completed
- Substance Abuse (12m 57s Estimate Time, 2 Pieces of content)
  - Substance Abuse (00:10:57) - Watch Again
  - Substance Abuse Quiz (00:02:00) - Completed
- Self Care and Suicide Prevention (21m 23s Estimate Time, 2 Pieces of content)
  - Self Care and Suicide Prevention (00:16:23) - Watch Again
  - Suicide Quiz (00:05:00) - Completed
- Post-Course Evaluation (1 Piece of content)
  - Post Course Evaluation - More Info, Completed
- Certificate (1 Piece of content)
  - Download, Email, Lock icons (circled in red)

A red arrow points to the circled icons, with the text: "You can download and/or email the certificate to yourself".

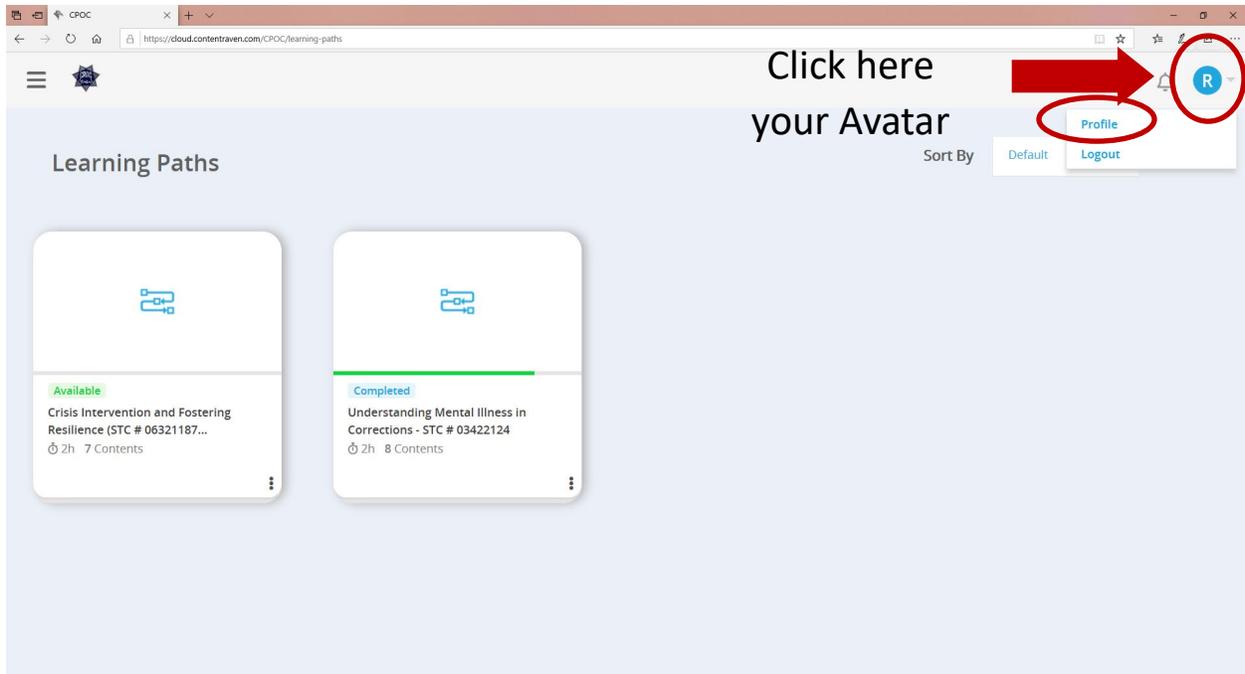
## Changing Password

To change your password, login in with your username (email address you registered with) and your current password. In the event you cannot recall your password, contact CPOC to reset it.

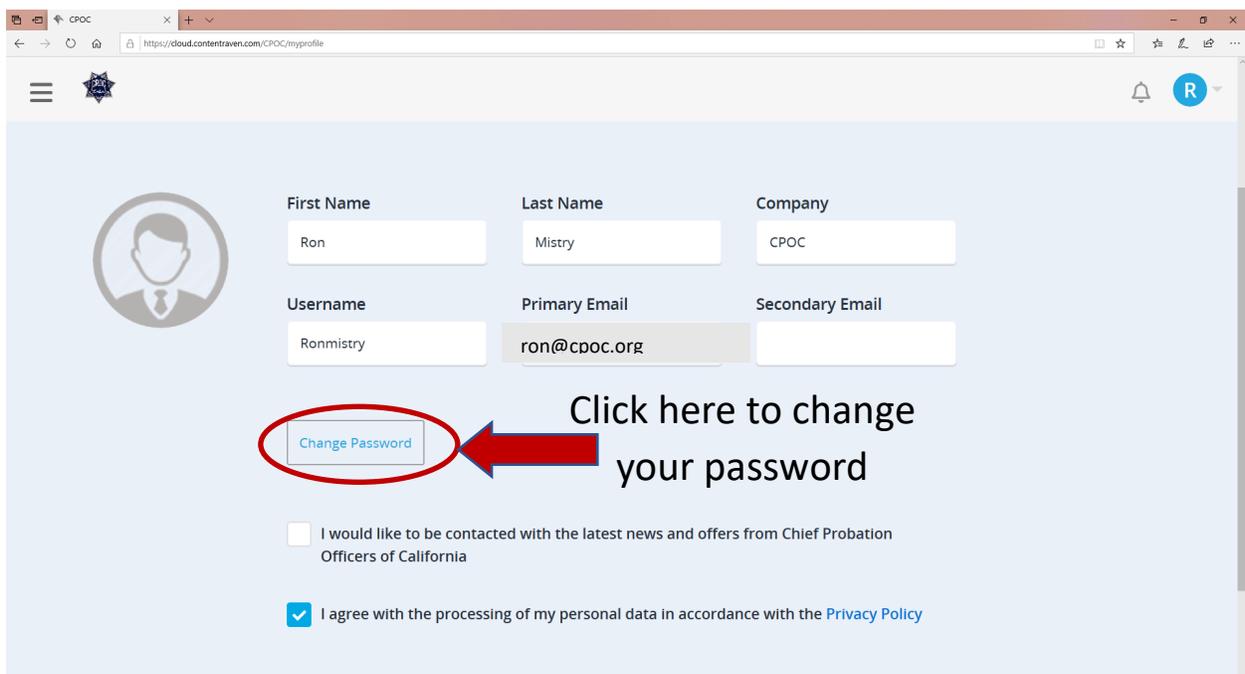


The screenshot shows the CPOC login page. The page features the CPOC logo at the top, followed by the heading "Login". Below the heading are two input fields: "Username" and "Password". A "Login" button is located below the password field. To the right of the password field is a link for "Forgot Password?". Below the login fields, there is a link for "Don't have an account? Click here to create one". At the bottom of the page, it says "Powered by Content Raven" and "Terms & Conditions".

Once you are logged in, click on your profile avatar and select "Profile".



Select "Change Password".



Enter your current and new password and click "Submit".

Browser window showing a profile page with a "Change Password" modal form. The browser address bar displays "https://cloud.contentraven.com/CPOC/myprofile".

The modal form is titled "Change Password" and contains the following fields and buttons:

- Old Password
- New Password
- Confirm Password
- Submit

Background text visible on the profile page includes:

- First Name
- Last Name
- Company
- I would like to be contacted with the latest news and offers from Chief Probation Officers of California
- I agree with the processing of my personal data in accordance with the [Privacy Policy](#)