

Listed below are the most common provider questions I am receiving for online training. Please visit [www.pasanutritiontraining.com](http://www.pasanutritiontraining.com) to access your training and create your new user account.

**Does my username and password need to be the same as KidKare?** No, this training is not connected to KidKare in any way. Please create a username and password that will be easy to remember as you will most likely login to this training multiple time prior to completing the course. Please keep this username and password in a spot where you will remember, as you will use this same information to access all future trainings.

**What do I use for Agency Name during the create new user account process?** Please use First Step To Nutrition for agency name as well as selecting First Step To Nutrition in the drop-down box selection in the sponsor section.

**Where is my email verification?** A verification email link will be sent within minutes to your inbox. Some providers have this link being sent directly to their Junk folder. If you do not see this verification email within minutes in your inbox, please check your junk or spam folder. This email verification link is needed to access your provider training and is only required for your initial login to the training course. After the initial login, only the username and password you created will be required to access the course.

**Do I have to complete the training in one session and how long does it take?** The training if completed in one session takes approximately 3 hours to complete. I do not recommend taking the training all in one session, but instead breaking the 7 training modules into smaller sessions. You may complete this training at your own pace. You may exit a specific training clip and revisit that clip where you will be prompted to resume or start from the beginning.

**How do I print my Training Certificate?** When you complete all 7 modules and pass each section quiz with a 80% or above, the print certificate function will become active. If the print option does not become active, please scroll to the bottom section titled Conclusion, to view what still needs to be completed.

**Do I need to send you a copy of the Certificate of Completion?** No, please keep your certificate in your records. I am notified by time and date in report format when each provider completes the course.

If you still need assistance in any of the steps for completing the course, you may email the help desk at [support@pasanutritiontraining.com](mailto:support@pasanutritiontraining.com) . They will answer any issues that you may have during the training process.

Thank you for your patience as all providers are learning this new training process together.

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