PDS ONLINE
Wisconsin Child Welfare Professional Development System

User Guide to PDS Online Registration and Learning Management System

Developed by:

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Quick Reference

PDS Online log-in:	https://pdsonline.csod.com
PDS Online User Name / User ID:	
PDS Online Password: Keep your password in a secure place.	
Training Support Contact(s) at My Agency:	
WCWPDS Website:	https://wcwpds.wisc.edu/
WCWPDS-Madison Office:	E-mail: office@wcwpds.wisc.edu Phone: (608) 890-3965
WCWPDS-Milwaukee Office:	Email: wcwpds-mke@uwm.edu Phone: (414) 964-7400

Getting Started –

Who is WCWPDS?

The Wisconsin Child Welfare Professional Development System (WCWPDS) is a statewide training organization that provides job-specific professional development opportunities to the public child welfare workforce in Wisconsin, including foster parents, adoptive parents and guardians, child protective service workers, youth justice workers, tribal staff, home visitors, supervisors, and administrators.

What is PDS Online?

PDS Online is a learning management system where you will register for training sessions. This system stores information about your courses in order to track the sessions and hours you have completed.

Do I Have a PDS Online Account?

Many users (child welfare professionals, foster care coordinators, and licensed foster/adoptive parents) have PDS Online accounts automatically generated for them by a system called eWiSACWIS. If you do not have an account, see Self-Registration account on pages 4-5.

- County, Tribal, and contracted private agency **Child Protective Services Caseworkers** and **Supervisors** and **Foster Care Coordinators** with eWiSACWIS accounts will receive a PDS Online account automatically.
- Some **Youth Justice Workers** and **Supervisors** have eWiSACWIS accounts and automatically will have a PDS Online account created; others do not have eWiSACWIS accounts and therefore will NOT have a PDS Online account created.
- **Foster Parents** and **Adoptive Parents** receive a PDS Online account automatically based their license status in eWiSACWIS.
- **Home Visitors**, **Congregate Care Workers**, and **others** will likely not have PDS Online accounts automatically created unless they serve a role in which they have an eWiSACWIS account.

I Have a PDS Online Account

Login Page: https://pdsonline.csod.com/client/pdsonline/default.aspx

User ID: Every individual who wishes to attend training must have an individual PDS Online account and unique User ID. Your PDS Online User ID will be generated using a letter + your eWiSACWIS number. The number of digits in an ID varies.

Worker ID: W######

Foster/Adoptive Parent ID: P######

Password: Your default password will be: **WiTraining#2024** (please note, it is case sensitive)
Once you log into PDS Online, you will be required to set a secure password. Keep this information.

Note: The default password will be updated each year in early January.

Getting Started –

Self-Registration Account

Every person who wishes to take a training must have an individual PDS Online account and unique User ID. Before creating a self-registration account, please verify you do not already have a PDS Online account. Your worker/supervisor should be able to tell you. Our office is also happy to verify this.

Contact us: If you are unsure if you have an existing PDS Online account or do not know your PDS Online User ID.

*In some cases, foster parents pursuing license levels 3 or higher may need access to PDS Online in order to complete their pre-licensing requirements. The licensing worker should obtain a pre-approval form by emailing wcwpds-mke@uwm.edu before a self-registration account is created. Access to parent trainings depends on information from eWISACWIS. Self-registration accounts will not work properly for parents without prior approval.

Pre-Approval for Unlicensed L3+ Foster Parents

This form to be emailed to Patty Baker for L3+ providers soon to be licensed bakerp@uwm.edu

Pre-approval is not needed for foster parents that have a WISACWIS generated PDS Online account

L2 foster parents should have a WISACWIS generated PDS Online account prior to registering for training. Use this form for L2 foster parents ONLY when sessions are to occur prior to their ability to receive a WISACWIS generated PDS Online account, but after they have been licensed

Provider Name(s):

Certification level: Anticipated date of licensing:

Provider Contact information

Email address:

Phone number:

Agency information: The agency will be charged $15/person/session

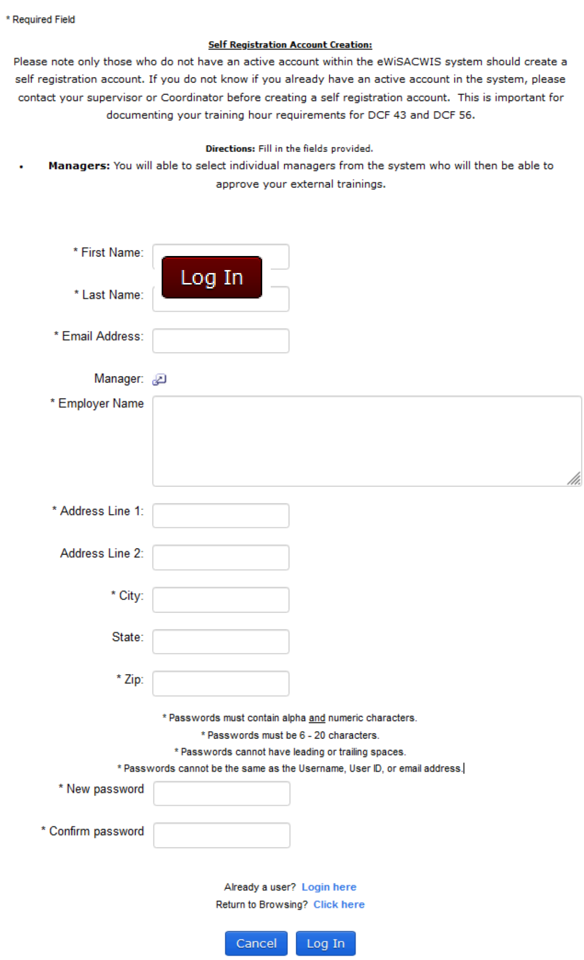
Agency Name and billing address:

Licensing worker name:

Email address:

Phone number:

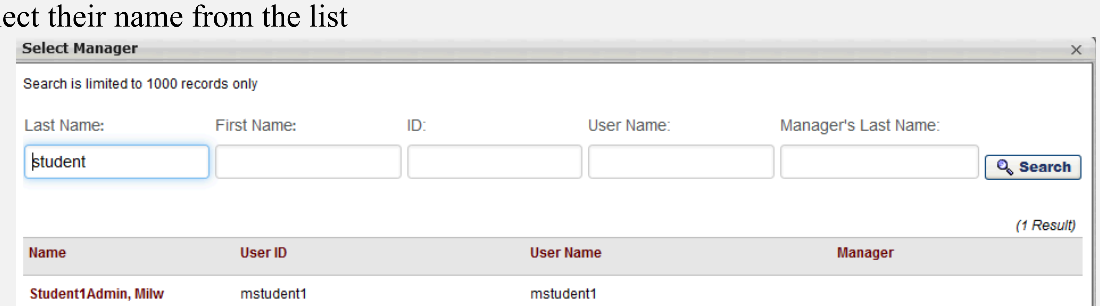
1. Once you've verified that you can and should create an account, click https://pdsonline.csod.com/selfreg/register.aspx?c=self_reg_default



2. Enter all required information. Provide your agency's name for Employeer Name and your agency's address. Workers should use their work email address. Caregivers (foster parents, adoptive parents, and guardians) should provide the email address they deem best.

3. Click Log In to complete your account set up and access PDS Online.

Tip: We encourage you to identify your manager (supervisor/licensing worker). Before completing step 4 above, do the following:
3a. Click the popout icon
3b. Enter their last name and first name
3c. Click search
3d. Select their name from the list



Getting Started –

Logging in

Go to: https://pdsonline.csod.com/client/pdsonline/default.aspx

Password Assistance: If you forget your password, you can click Forgot Password and the system will send you an email to reset your password.

Note: You will need to complete the User Profile Form to enable certain system functions. If you did complete this form and provide a valid email, the password request option will not work. Please contact our offices for assistance.

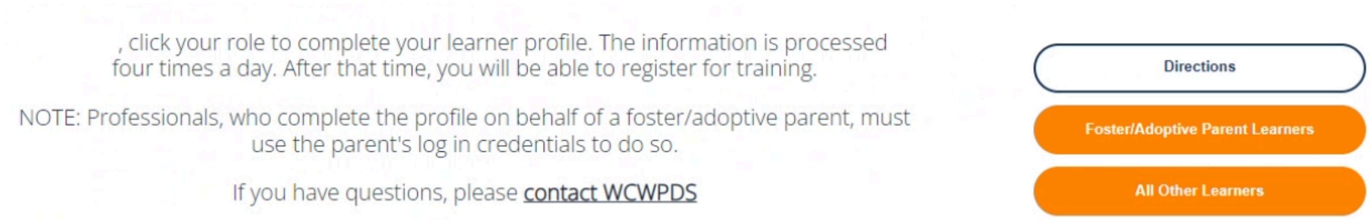
Getting Started –

User Profile Form: Answering the Form

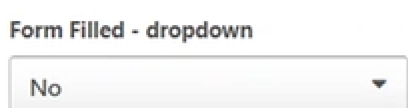
Completing the User Profile Form is a vital step to using PDS Online. The information you provide determines which training sessions you can access, if your worker/supervisor can monitor your progress, who is billed for applicable training fees, and how your agency is represented in various reports. It also provides the system with your contact information so we can communicate important training information with you.

- Detailed directions and guidance are available here: https://go.wisc.edu/juaz7m
- Blank forms are available for users to collect necessary information prior to starting the form. Agencies may use this form for onboarding new learners in PDS, providing accurate agency address, and guidance on roles and agency type.
- Professionals, who complete the profile on behalf of a foster/adoptive parent, must use the parent's log in credentials to do so. If you have questions, please contact WCWPDS https://wcwpds.wisc.edu/wcwpds-contact-information/
- Definitions are provided for all employment positions to ensure the most appropriate role is selected.

1. When you log into PDS Online for the first time, you will see the following:



2. Complete each required field.
3. Be sure to select yes on the Form Filled – dropdown question or you will not have access to training, and you will continue to be asked to complete the profile form.



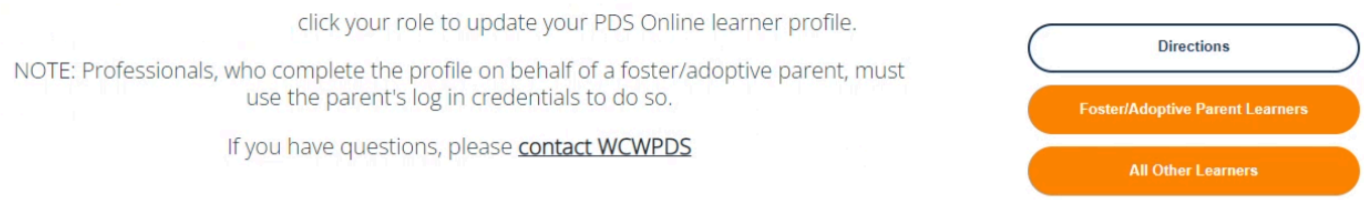
Tip: Please be sure to update your information if your agency, role, or contact information changes

User Profile Form: Updating My Information

Changes to your position/level of care, agency, and contact information should be updated in PDS Online. **NEW!** You now have the ability to review your profile to determine if changes are required.

1. Log into PDS Online.
2. From your PDS Online home page, click Update Profile from your PDS Online home page.

3. You will see the following:



4. Click on the appropriate learner type. Your profile information will automatically show in the answer fields.
5. Review your information and make any necessary changes. Detailed directions and guidance are available here: https://go.wisc.edu/juaz7m

Registration Management –

Finding Training Sessions: Search Bar

The search bar feature is the best option for finding a specific training.

1. Log into PDS Online.
2. Enter the title or locator number of a specific session (a number, like "13446"), in the search bar in the upper right-hand corner.

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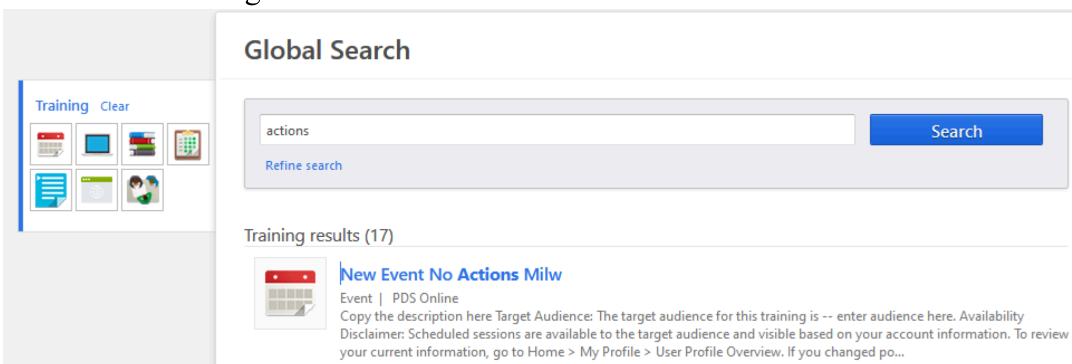
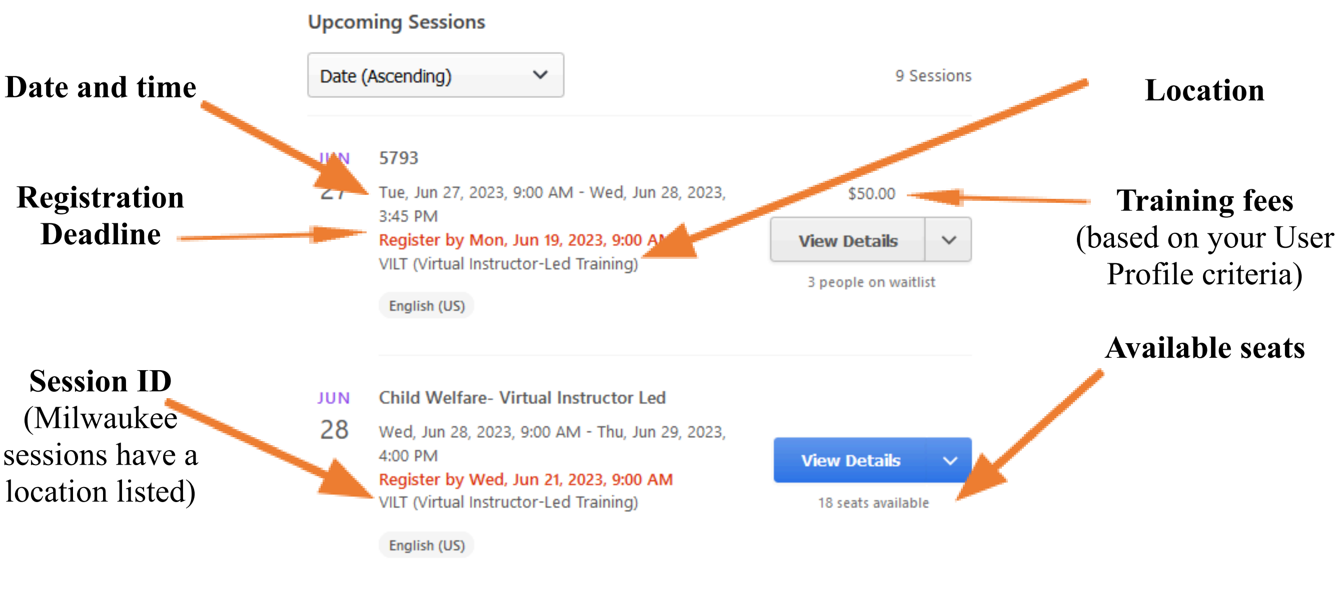
3. Hit "enter" or click "Search"
4. Click on the correct training title



From this page, you will see all available sessions of this training as well as:

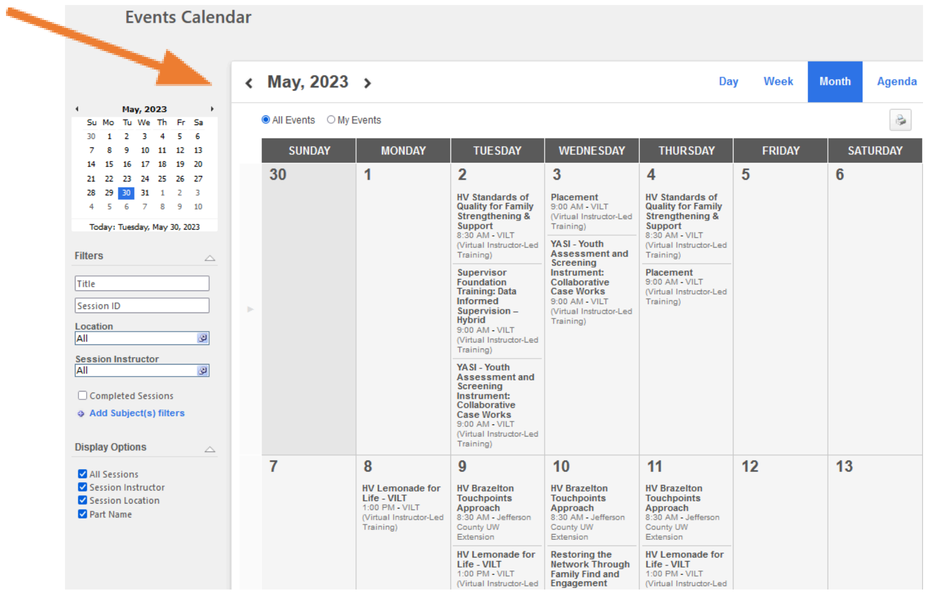


Tip: If you do not see trainings, be sure your user profile form has been completed. Contact us for assistance.

Registration Management –

Finding Trainings Sessions: Calendar

The calendar feature is the best option for browsing training sessions when you do not know the training title or want to see what training sessions are offered on specific dates. To access this search option, click Browse Training found near the bottom of your homepage to view training sessions by date. Use the arrow to scroll months

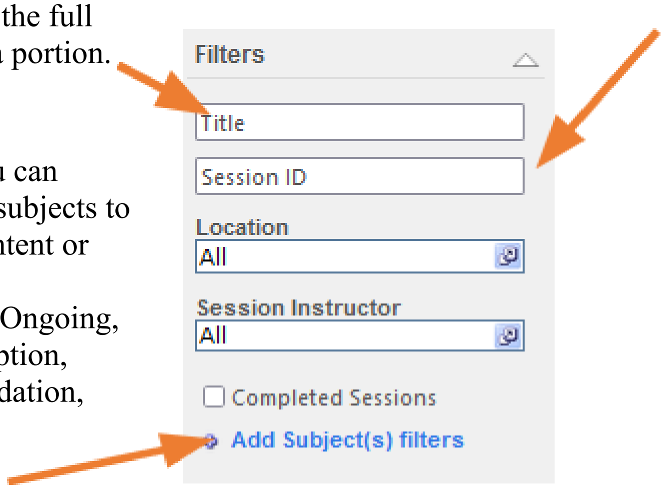


Tip: If you do not see trainings, be sure your user profile form has been completed. Contact us for assistance.

Filters allow you to narrow the results shown on the calendar. Below are the most useful filters.

Title: You can enter the full training title or just a portion.

Subject Filters: You can choose one or more subjects to focus on specific content or training types e.g.
CPS + Case Worker Ongoing,
Foster Parent + Adoption,
Home Visiting Foundation,
Supervisor Ongoing,
Wraparound,
Ethics & Boundaries



Session ID: This field is used differently by sponsoring offices.

WCWPDS-Milwaukee sessions use this filter/field to denote the training program and session location.

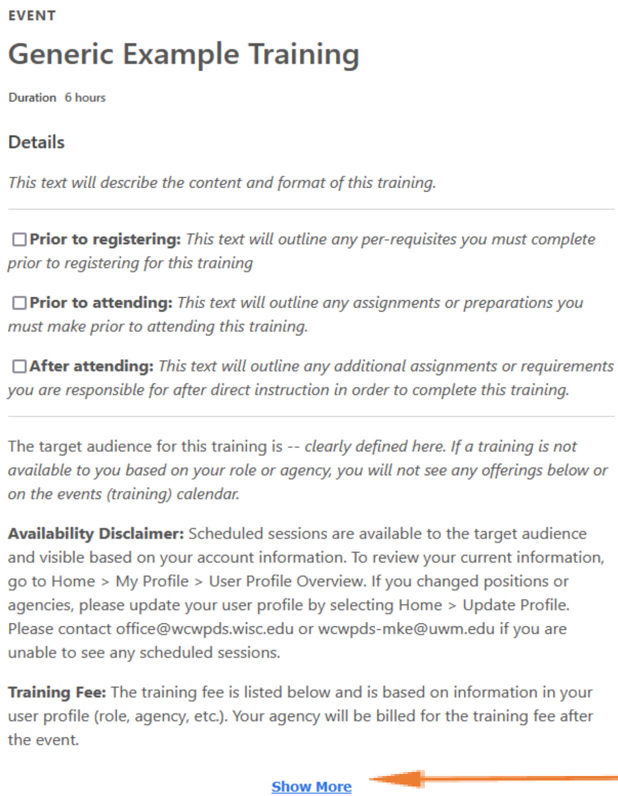
Note: The location filter will limit results to a specific venue, not city or region. The use of this feature may prevent you from finding trainings in your area if you do not select the correct venue.

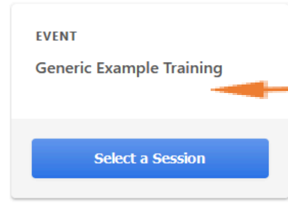
Registration Management –

Registering for a Training Session

1. Log into PDS Online.
2. Find the desired training. See pages 9-10 for details.

Once you find a training of interest, you will be taken to the Learning Details page. This page will describe the training, outline pre-requisites or additional expectations, and identify the target audience.





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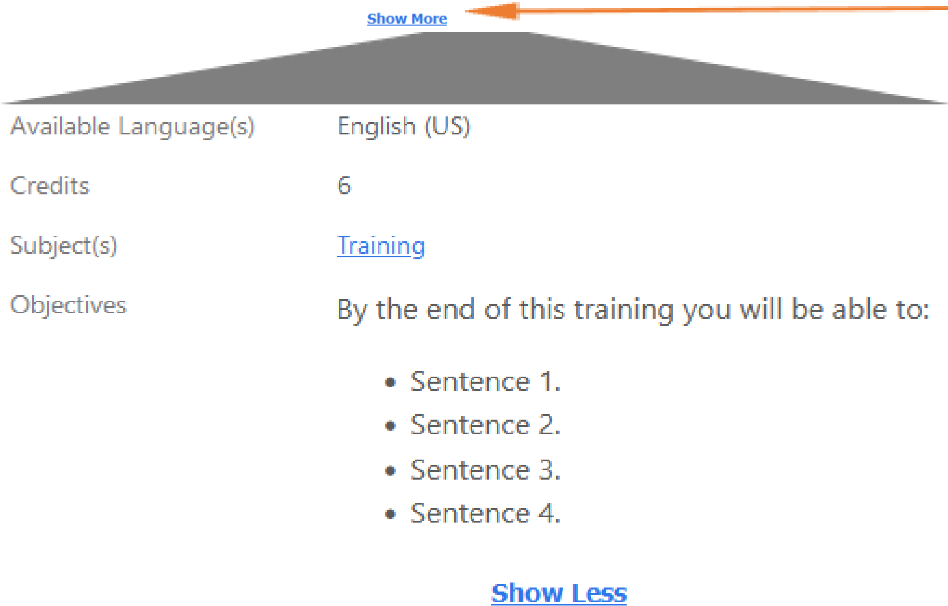
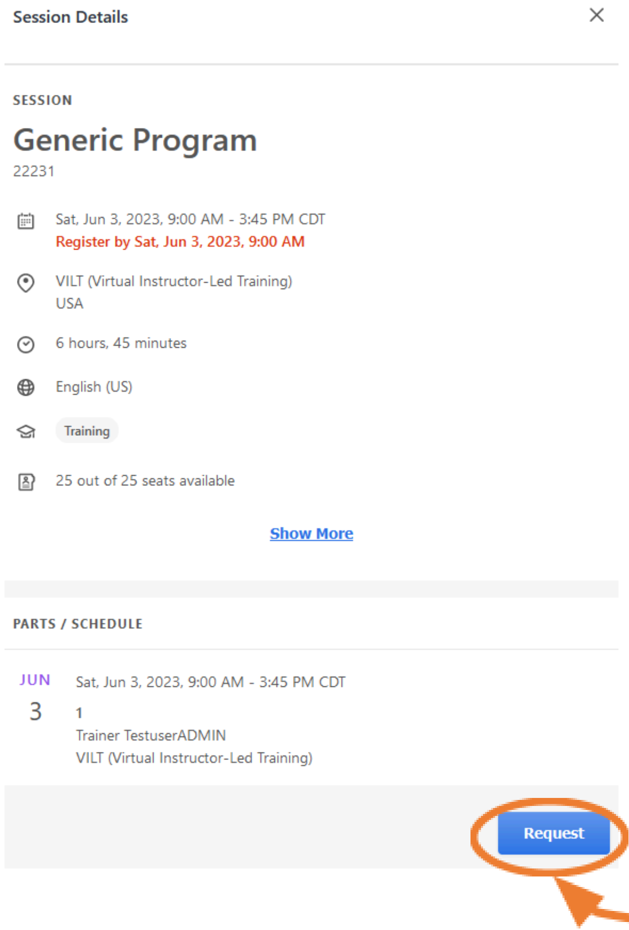


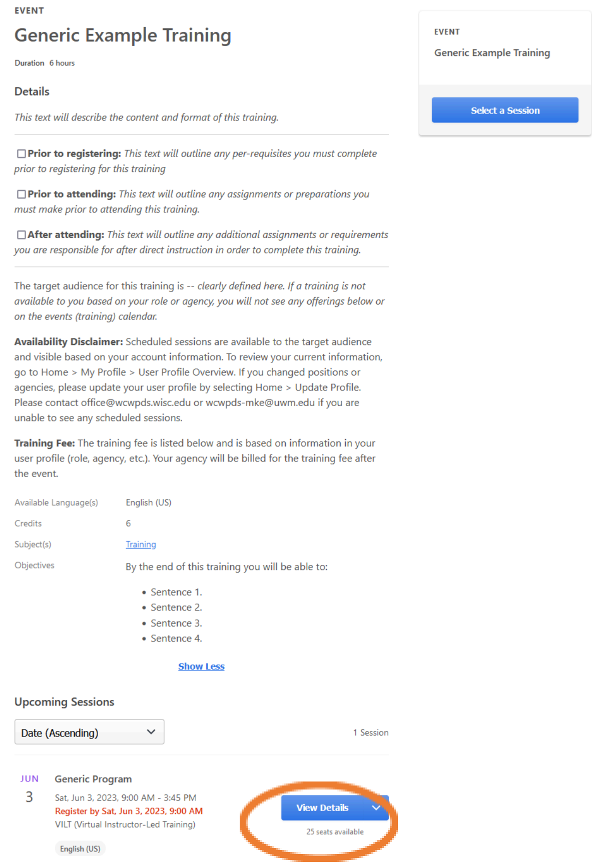
Clicking “show
will identify
language, list re
subjects, and outl
learning object

3. Request registration for the session of your choosing.

From the calendar:
click request



From the search bar:
3A. Click view details from the appropriate session

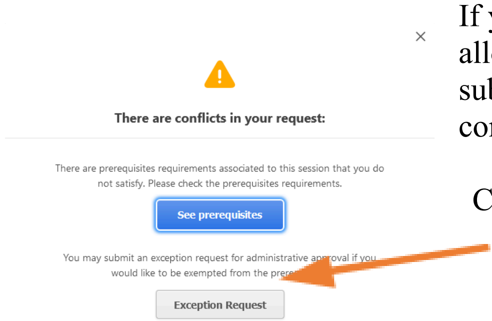


3B. Click request as shown on the left

4. The request form varies by session. Please fill out the training request form in full and click “Submit”.

> Tip: If you do not see training sessions, be sure your user profile form has been completed. If your profile is accurate, training sessions are unavailable to you. Contact us for assistance.

Exception Request



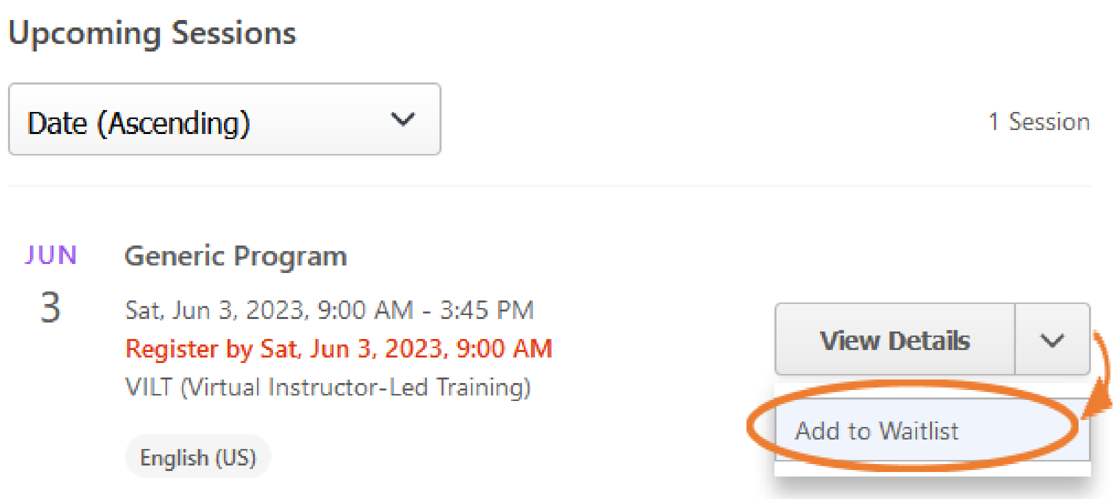
If you do not meet the pre-requisite expectations, you will not be allowed to register for a session. Exception requests should only be submitted when you suspect there is an error or you believe you have completed an equivalent training.

Continuing from step 5 (above), click continue to submit an exception request.

Registration Management –

Waitlist Option

If you wish to register for a training session that is full, you have the option to waitlist yourself for that training session. If an opening becomes available, you will be automatically registered into the session and you will receive a confirmation email. Waitlists stop processing after the registration date. In some cases, waitlists may be manually processed after the registration deadline. You can review your status on your transcript. See page 15 for instructions on how to view your transcript.



⚠ Note: If you are waitlisted for multiple sessions, you may become registered for multiple sessions. Please monitor your registrations on your transcript.
Withdrawing from duplicate sessions before the registration deadline allows others to attend trainings they need and assures that you will not be charged for multiple sessions if there is a cost to the session.

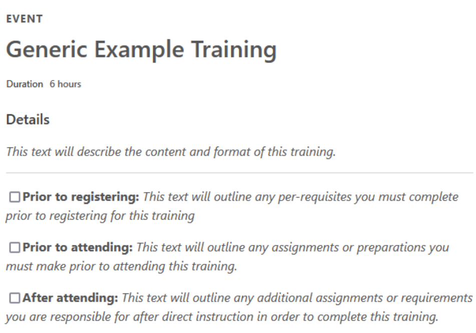
Registration Management –

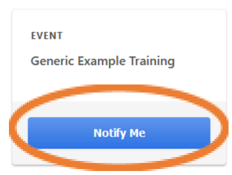
Notify Me When Session Becomes Available

You can choose to receive an email notification when a new training session is available. You will have to complete the following steps for each specific training title.

1. Log into PDS Online.
2. Search the training title in the search bar in the upper right-hand corner. See page 9 for instructions.

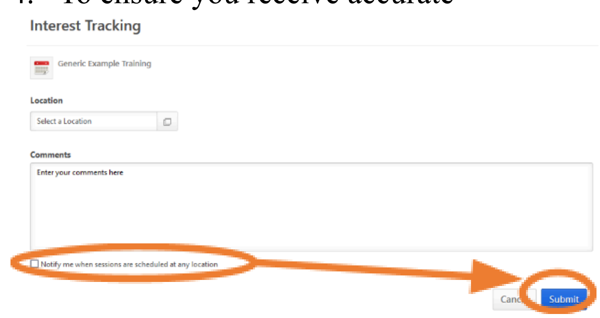
Tip: Be aware of similar titles (e.g. Trauma Informed Parenting vs Trauma Informed Practice) and note that some trainings may have equivalent titles (e.g. Foster Parent Foundation Module 6: Attachment vs Foster Parent Foundation Module 6: Attachment (CPA)).





3. From the search screen, you may see a list of scheduled training sessions or you may see "No sessions available." Click "Notify Me" or "Notify me of New Sessions"

4. To ensure you receive accurate notifications, do not specify a location as this will limit your results to a specific building that may not be used when a session is available in your area. Click the "Notify me when sessions are scheduled at any location" box and hit "Submit".

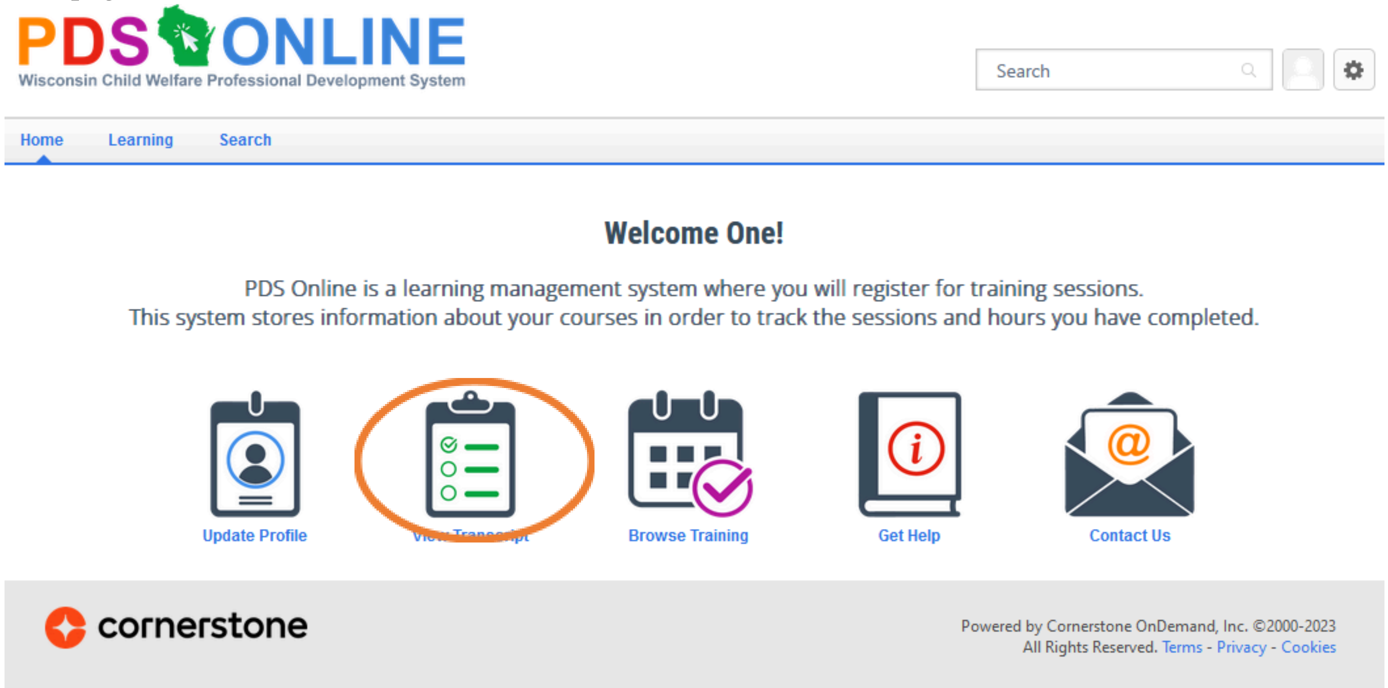


Tip: Notifications expire after one of the following: 12 months has passed, 6 emails have been sent, or you have registered for a session. You can edit your requests in the Interests and Waitlist section of your Learning Tab.

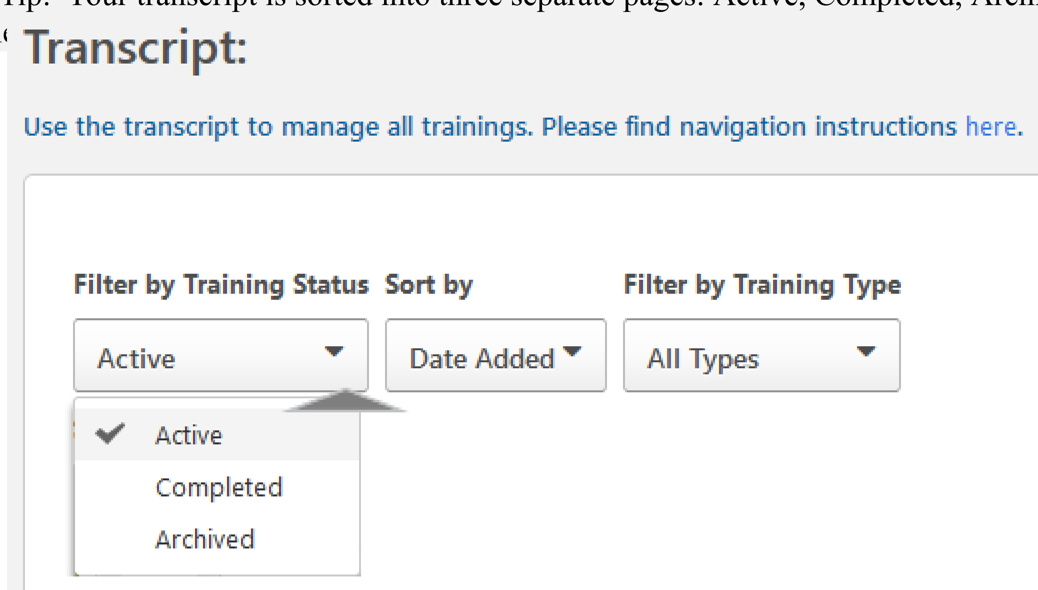
Registration Management –

View Your Transcript

To manage your registrations and/or view your training completion, please click view transcript on your homepage.



Tip: Your transcript is sorted into three separate pages: Active, Completed, Archived. To vi wn menu.



Registration Management –

Training Status

There are a number of training statuses that could be displayed on your transcript. The below chart shows the most common statuses, the transcript tab where they can be found, their registration status, and a brief description of different registration terms.

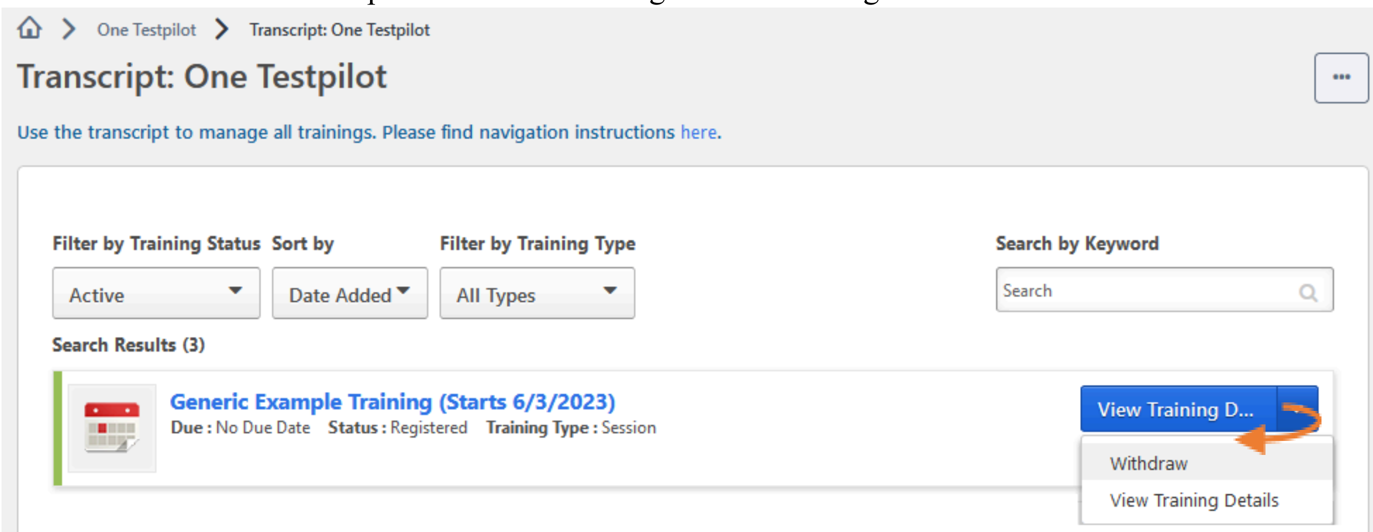
Transcript Tab	Registration Status	Registration Term and Description
Active Tab	Registered	**Pending Pre-requisite:** You are conditionally registered for a training session. You will be listed as registered once your pre-requisite is listed as completed on your transcript. **Registered:** You are officially registered for a training session.
	Not Registered	**Assigned:** A training or specific session has been assigned for you to complete. In most cases, you must still register for the assigned training/session. **Exception Requested:** You have requested special permission to attend a training session for which you do not meet the pre-requisites. WCWPDS staff must process your request. **Waitlisted:** The training session you selected is full. Your name is added to a waitlist. If a seat becomes available to you, you will automatically be registered and receive notification.
Completed Tab	Done: Training is Completed	**Completed:** You attended a session and/or met all requirements for completion of a training.
Archived Tab	Done: Training is NOT Completed	**Waitlist Expired:** A seat was not made available to you prior to the start of a training session. Your request for that session has expired. **Withdrawn:** You or someone on your behalf has withdrawn you from a training session. **Denied:** Your request to register for a training was denied. **Incomplete:** You attended part of a training session or completed part of a training, so you did not complete the training. **No-Show:** You did not attend the training session.

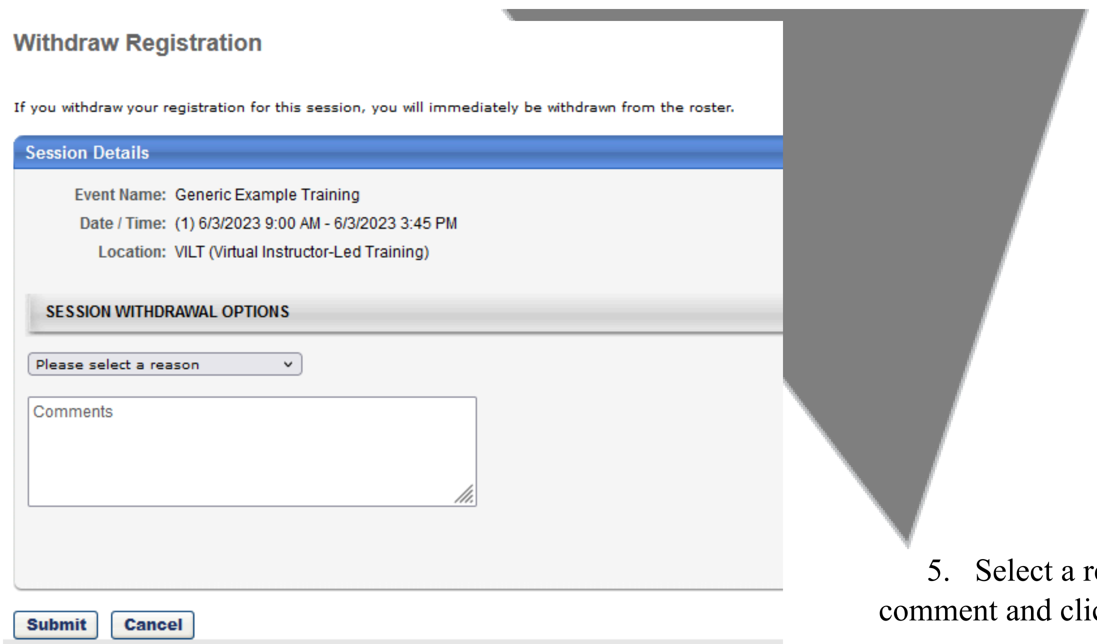
The above statuses apply to instructor led trainings. Web-Based trainings and curriculums have training unique statuses. See page 19 for more information.

Registration Management –

Withdrawing

1. Log into PDS Online.
2. View your transcript page. See page 15 for instructions on how to view your transcript.
3. Find the correct training on the ACTIVE tab.
4. Click withdraw from the drop down menu to the right of the training.





5. Select a reason, add a comment and click “Submit”

Registration Management –

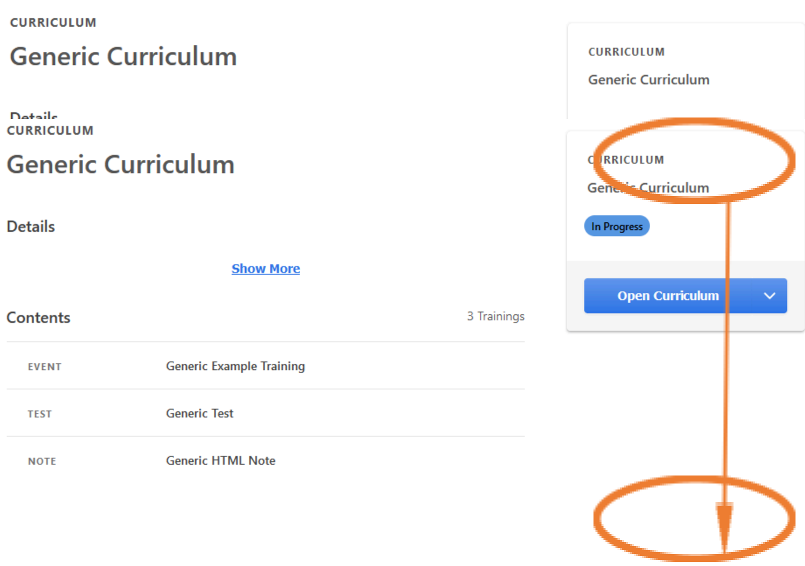
Finding and Launching Web-Based Training

Most web-based trainings in PDS Online are Curriculums consisting more than one Module.

A **Curriculum** is a group of trainings. You can think of a curriculum like a to-do list. Curriculums can consist of instructor led sessions, online modules, or a combination of both.

An **Online Module** is a training component. It may contain videos, readings, narrated presentations, and questions.

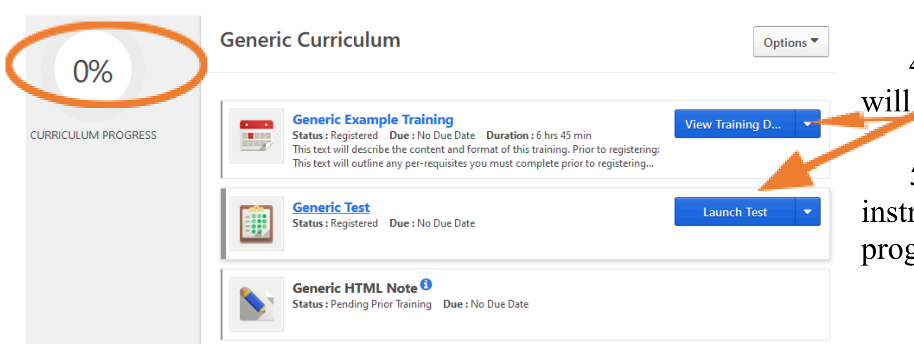
1. Using the search bar in the upper right corner, find the training title. See page 9 for instructions.



2. Click “Request”

You may be assigned a curriculum. If this is the case, you will skip steps 1 and 2 and go to your transcript. See page 15 for instructions.

3. Click “Open Curriculum”



4. To the right of each item, you will see actions to begin.

5. Complete the module as instructed until your curriculum progress shows 100%

Tip: If you need to leave your training. You can return by going to the active tab of your transcript and opening the curriculum again.

Registration Management –

Web-Based Training Status

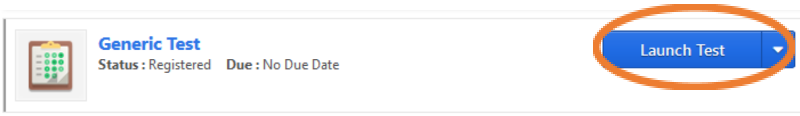
There are a number of web-based training statuses that could be displayed on your transcript. Additionally, each module has its own status. The below chart outlines each training status, the possible module status found in each stage, and the next action for each module status.

Training Status	Module Status	Next Action
Not Started	Not Activated	Activate
In-Progress	Registered	Launch
	In Progress	Launch
	Completed	Complete remaining modules You can click launch to review completed module
Completed	**All** Modules are completed	No actions are necessary. You can click launch to review completed modules

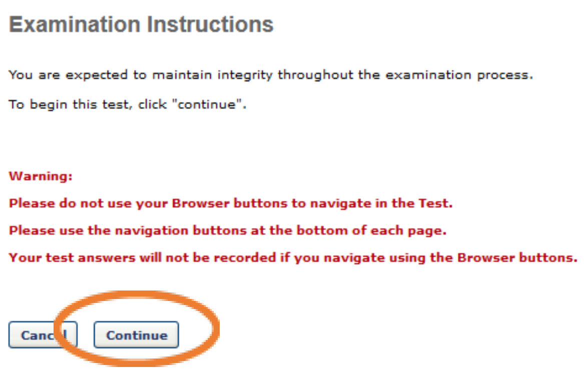
Registration Management –

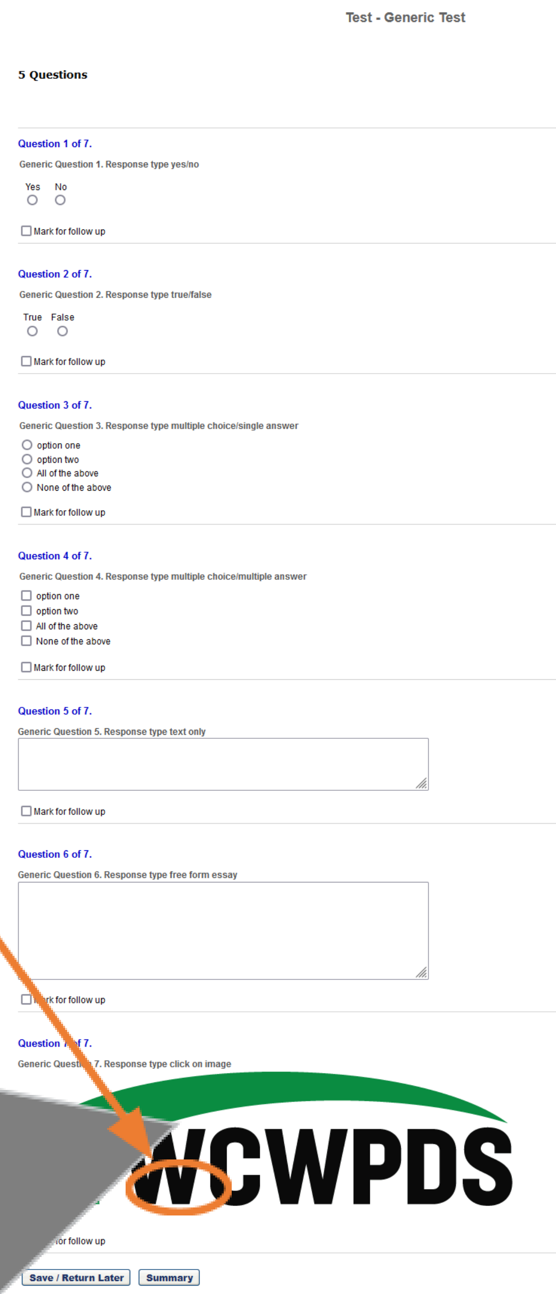
Tests

1. Go to your transcript. See page 15 for instructions.
2. Find the test and click "launch" or "launch test" on the right of the screen.



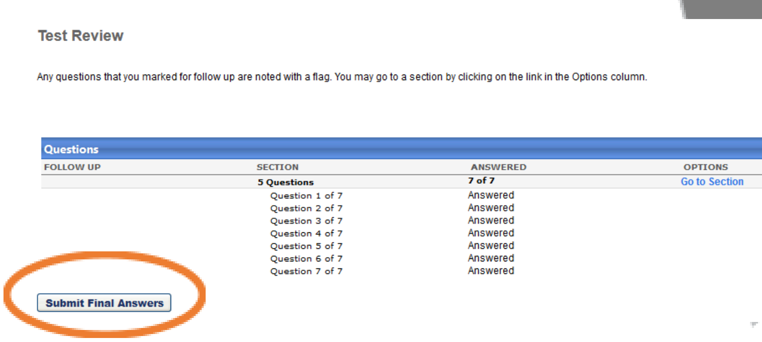
3. Read the instructions and click "Continue"





4. Click "Summary" after answer all questions.

5. Make sure you answered all questions. Then click "Submit Final Answers".



Training Documentation –

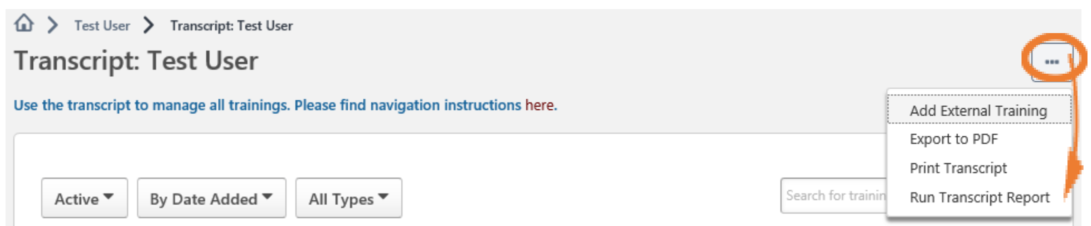
Transcript Report

If you would like a paper copy of your training record or need to provide someone (e.g. your licensing agency) with documentation of your completions, you have three options.

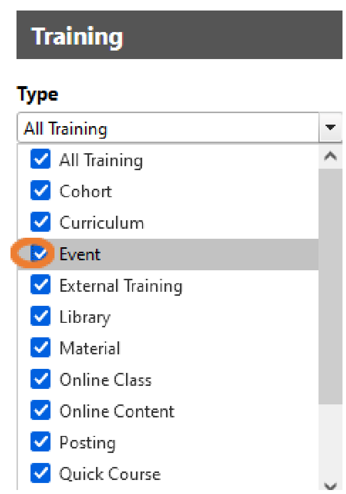
Print Transcript: This option prints limited details for all entries on a specific tab of your transcript. If you elect to print your transcript while on the active tab, you will get a list of your active registrations. Printing your transcript will only provide the Title, Type, Date, Score, and Status of your training(s).	**Export to PDF:** This option will create a PDF screen shot of your current transcript tab. Details will be limited to title, date, and status. This option is helpful for program compatibility when sharing electronic documents.	**Run Transcript Report:** The Run Transcript Report option provides additional information about your completed trainings that may be needed for licensing or certification requirements. You can run a transcript report from any tab. See below for instructions.

To run a transcript report:

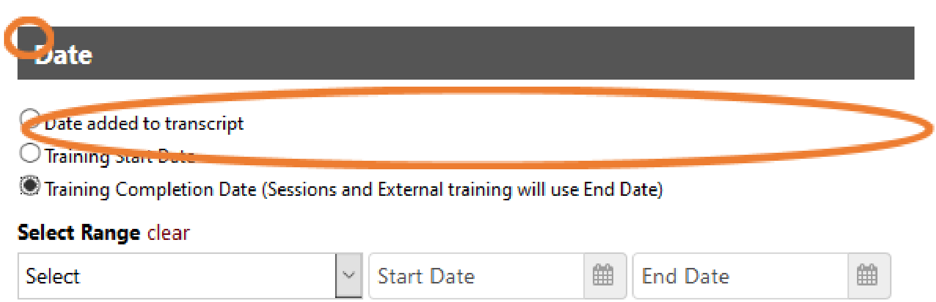
1. Log into PDS Online.
2. View your transcript. See [page 15](#) for instructions on how to view your transcript.
3. Click the ellipsis in the upper right corner.
4. Click "Run Transcript Report".



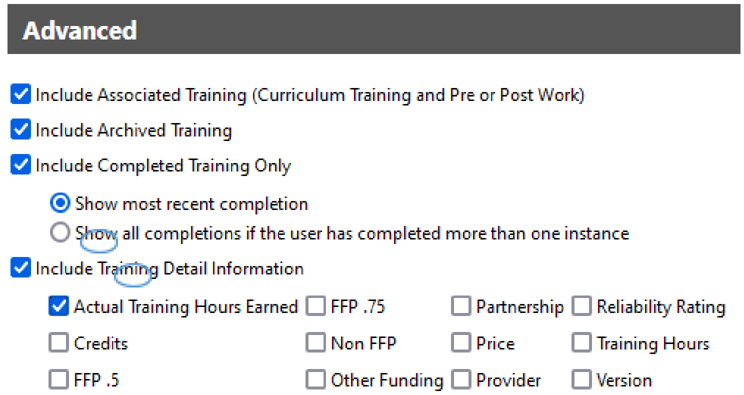
5. Uncheck "event" from the training type dropdown or you will see completion records for the event (training title) and session (specific offering you completed).



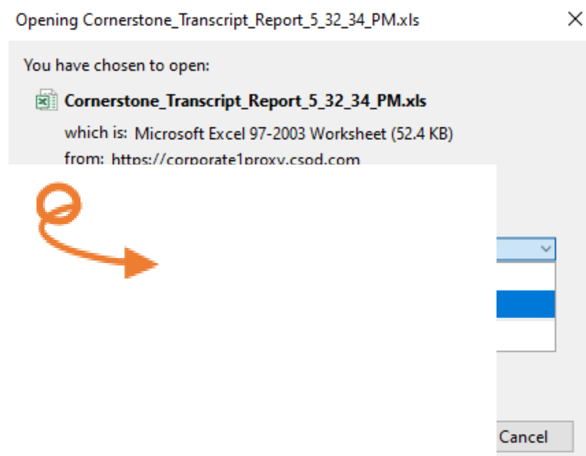
6. To view all records, leave the date range blank. To report on a specific period, select "Training Completion Date" and enter the appropriate range.

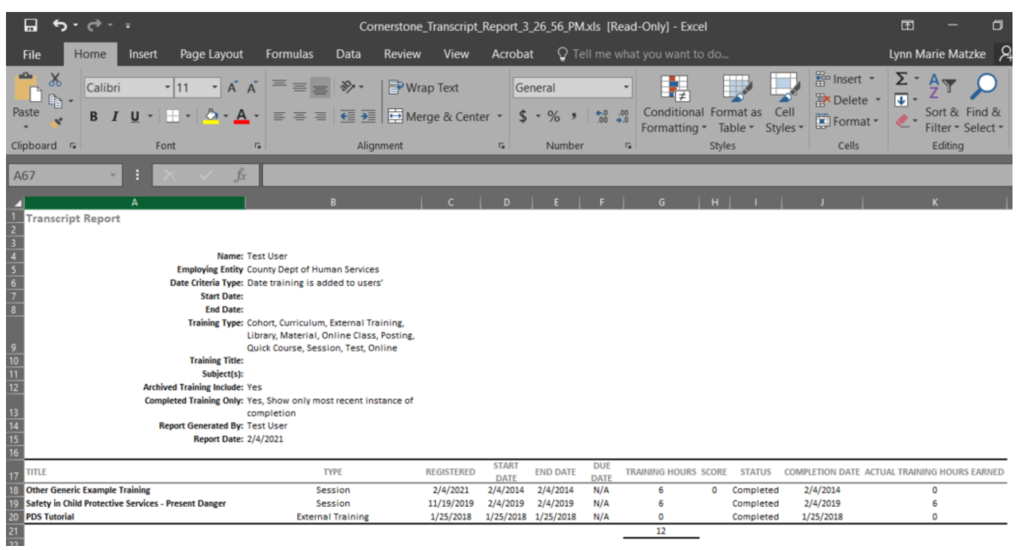


7. You can choose to report additional information from the Advance settings. Be sure to check “**Include Training Detail Information**” and select “**Actual Training Hours Earned**”. It is also recommended you select “Training Hours” for older trainings that may not accurately reflect actual training hours earned. You may also want to limit your results to “Include Completed Training Only”



8. Click “Run Report” to run. It is recommended you select “Open with Adobe Acrobat” to open the report as a PDF. If you do not have the ability to open the report as a PDF, it will open as an Excel document.





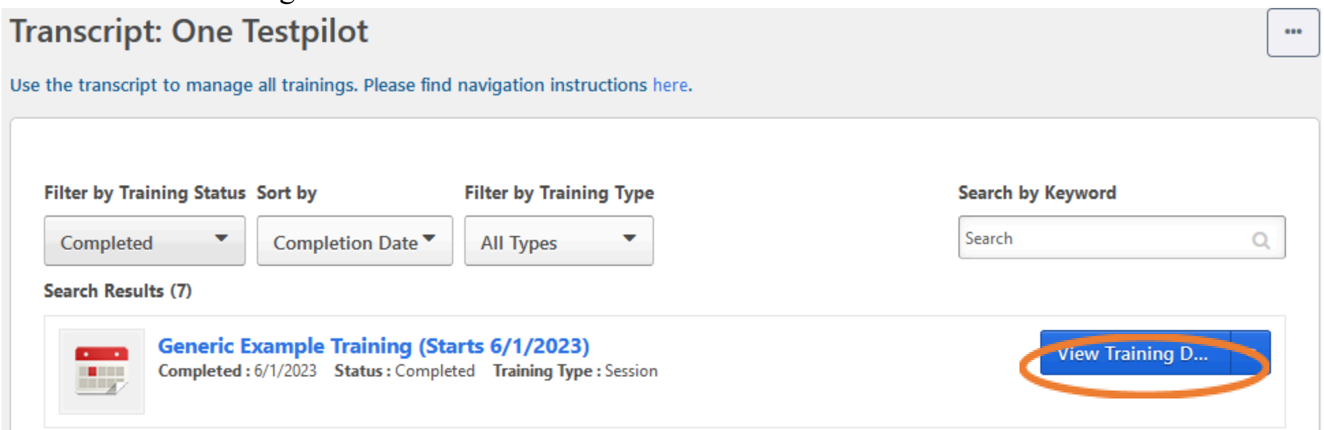
Contact us: If you notice an unexplained discrepancy between “Training Hours” and “Actual Training Hours Earned”.

Training Documentation –

Printing the Training Description

If you would like to print a copy of your training description(s), please see below.

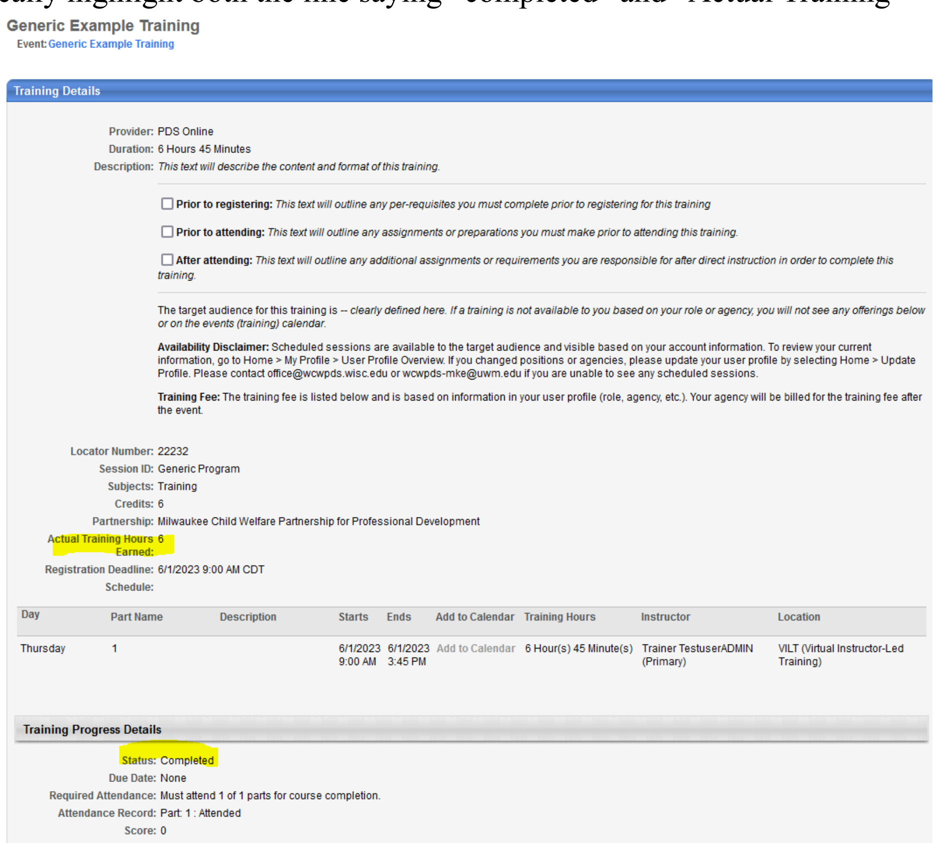
1. Go to the completed tab of your transcript (See page 15 for instructions.)
2. Click “View Training Details”.



3. Print your screen.

4. On your printed page, physically highlight both the line saying “completed” and “Actual Training Hours Earned”

5. Repeat for all trainings during the correct time frame.

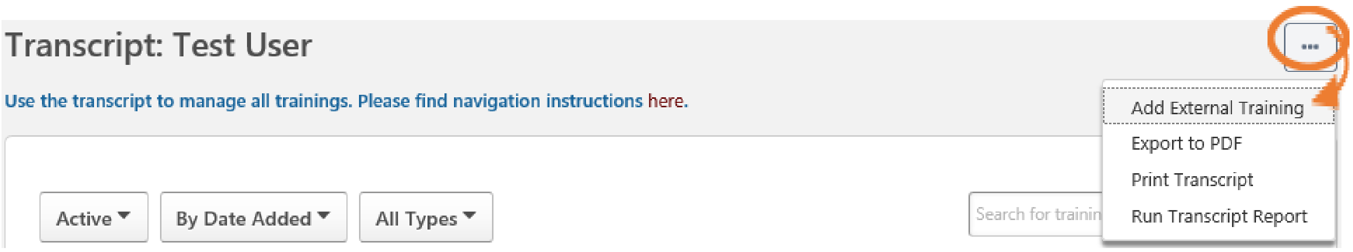


Training Documentation –

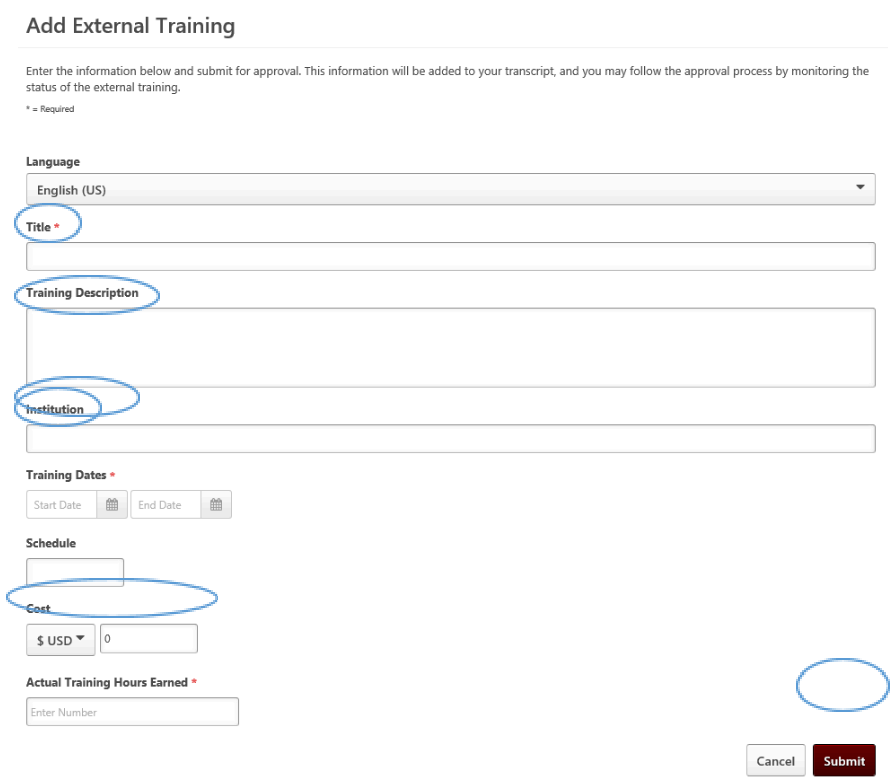
Adding External Training

An external training is any training that you completed for credit towards your certification or licensing that is not already in PDS Online.

1. Log into PDS Online.
2. View your transcript. See page 15 for instructions on how to view your transcript.
3. Click the ellipsis in the upper right corner of your transcript
4. Click "Add External Training



5. Enter the Training **Title** (including the start date in the title is useful for viewing later), the **Description**, the **Agency/Institution** that provided the training, the training **start date** and **end date**, and the number of **Actual Training Hours Earned**.
6. Click Submit.



You will be taken to the Active tab of your transcript where you will see the training you just added is listed as registered. The training must be marked completed by the person listed as the manager in your PDS Online User Profile (usually your supervisor or licensing worker). See page 28 for manager's additional steps.

Tip for Foster and Adoptive Parents: The Foster Parent Pre-Placement Modules are housed outside of PDS Online on the WCWPDS website. Your PDS Online transcript will not automatically reflect your completion. Once you complete all online modules, you must complete the Licensing Guide with your worker and add it as an external training in PDS Online.
Please use one entry to indicate all modules and Licensing Guide have been completed.

Communications –

Email is the primary means of communication from PDS Online. All communication will be limited to training and/or your account.

	Note: Please be sure you do not miss important training information: Keep your email address accurate on your PDS Online user profile. Add our email addresses to your safe-sender list. Check your spam/junk folders.

Automated Emails

Email content will be limited to the following:

- Registration status updates
- Training session schedule changes and cancellations
- Upcoming training session instructions and reminders
- Completion confirmations
- Training session-specific resources

Safe Sender

Add the following email addresses as new contacts to prevent communications from going to your spam/junk folder:
office@wcwpds.wisc.edu
wcwpds-mke@uwm.edu
delivery@csod.com

Support

For additional assistance, please contact us. If you are unsure which office to contact, please see below.

	Contact the Madison Office for questions about:	Contact the Milwaukee Office for questions about:
	1) child welfare worker and supervisor training offered to staff in the 71 county agencies outside of Milwaukee and the 11 tribal agencies and 2) Basic Intake Worker Training statewide	1) foster parent, adoptive parent, relative caregiver, congregate care, and home visiting training and 2) child welfare training for staff working in Milwaukee for Children's Hospital, Wellpoint, or DMCPS
	UW-Madison 8010 Excelsior Drive, Suite 100 Madison, WI 53717 E-mail: office@wcwpds.wisc.edu Phone: (608) 890-3965 Fax: (608) 890-1594	**UW-Milwaukee Office** 4425 N. Port Washington Road, East Lake Towers, Suite 400 Glendale, WI 53212 Email: wcwpds-mke@uwm.edu Phone: (414) 964-7400 Fax: (414) 964-7404

PDS Online Manager Functionality –

A manager in PDS Online has additional abilities in PDS Online from reviewing a staff/caregiver's transcript to running reports. Each end user in PDS Online can have a manager and approver.

Gaining Access to Your Staff/Caregivers PDS Online User Profile and Transcript

Not every PDS Online user can view another PDS Online user's profile or transcript. Access to another PDS Online user's information requires permission. The below chart describes the different types of permission and how they are obtained.

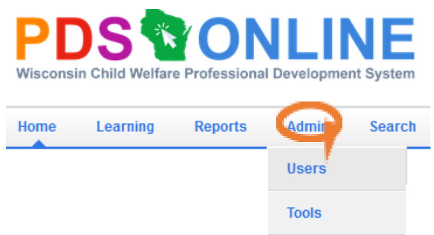
Permission Type	How Permission is Acquired
Manager Role	The assigned supervisor/primary assignment in eWiSACWIS automatically feeds into PDS Online to populate the manager field.
	WCWPDS staff manually updates the manager in PDS Online. This can only be done for self-registration accounts or accounts that are not populated by eWiSACWIS.
	A user selects a manager when creating their self-registration account in PDS Online.
Approver Role	If a manager role cannot be manually changed, WCWPDS staff can manually designate someone as an approver in PDS Online.
Security Permission	Some agencies have designated staff responsible for monitoring trainings. These staff members require access to their agency's staff/providers in PDS Online, but do not perform supervisor or licensing duties. Public Adoption Workers are often not listed as the primary assignment in eWISACWIS and do not have direct access to parents in PDS. In these situations, WCWPDS staff can provide system permission to view all PDS Online users connected to that agency or all PDS Online users who identified as pre-adoptive.

Tip: Security Permission Access relies on the staff's/providers' user profile information. If their user profile form is incomplete or incorrect, you may not have access to their information.

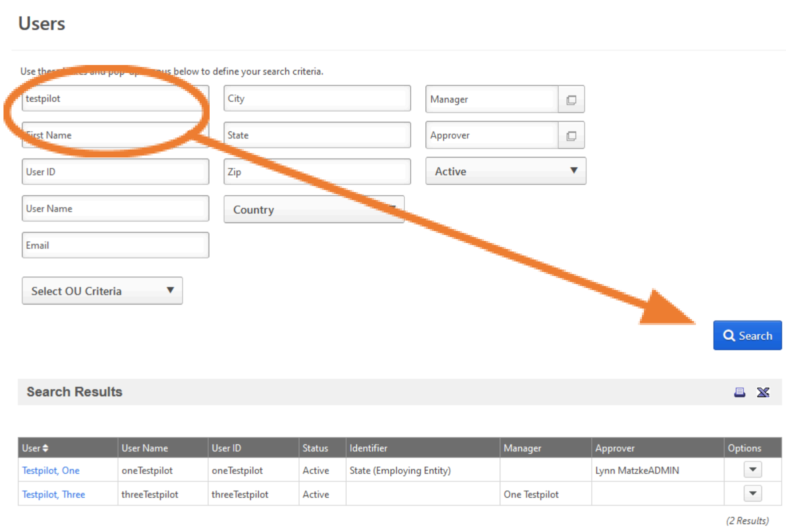
PDS Online Manager Functionality –

How to View Your Staff/Caregivers PDS Online User Profile and Transcript

1. Hover over “Admin”
2. Click “Users”

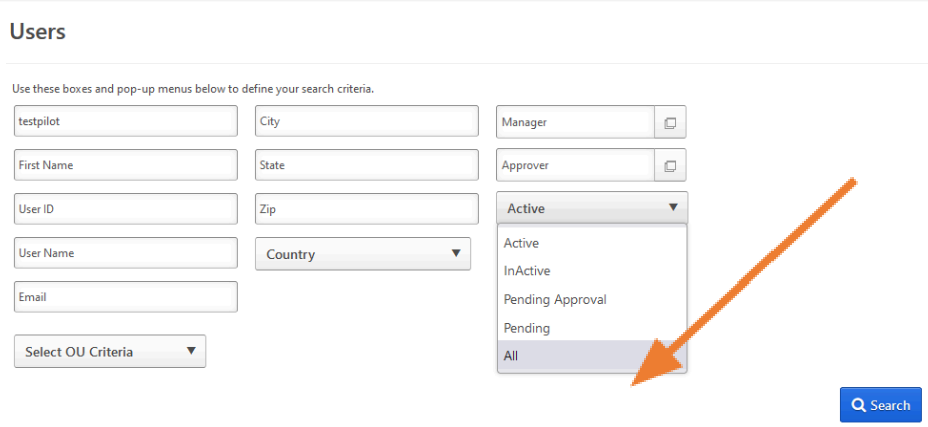


3. Enter your staff/caregiver’s first and last name in the corresponding boxes.
4. Hit “Search”



5. Click the person’s name.

	Tip: If you are unsure of the correct spelling, try entering only the last name or the first portion of the last and first names.
	The default user status is active. If you do not see your staff/caregiver, select “all” from the dropdown menu.



PDS Online Manager Functionality –

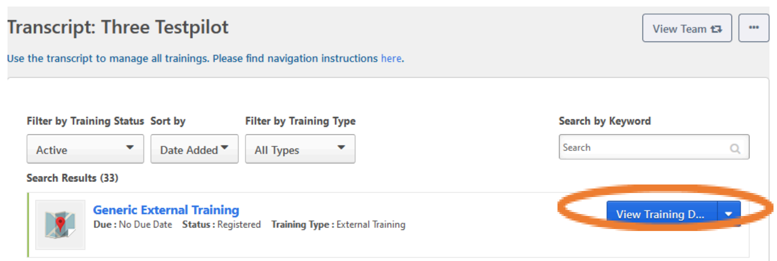
Adding External Trainings

An external training is any training that your staff/caregiver completed for credit towards certification or licensing that is not already in PDS Online. Your staff/caregivers can add external training sessions to their transcripts or you can add external training sessions to their transcripts for them. In both cases, once the external training has been entered, you (the listed manager in their PDS Online user profile) must mark the external training complete.

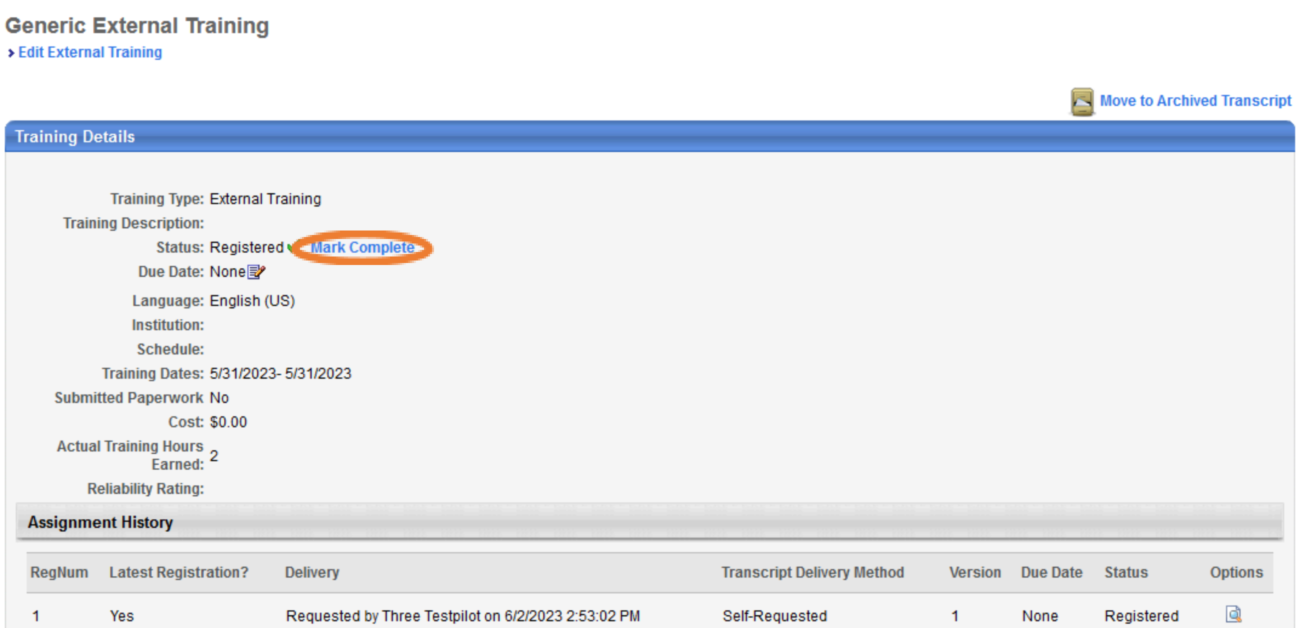
1. Access your staff/caregiver's transcript. See page 27 for instructions.
2. From your staff/caregiver's transcript, adding an external training using the same process you would to add an external training to your own transcript. See page 24 for instructions.
3. Approve the external training by marking it complete. (see below)

Approving External Trainings

1. From your staff/caregiver's transcript, click "View Training Details" next to the appropriate external training.



2. Click "Mark Complete"



3. You can verify that the training is now marked complete by finding it on the staff/caregiver's completed transcript tab.

PDS Online Manager Functionality –

Additional Resources

Schedule Agency Sessions in PDS Online

Does your agency conduct trainings in a classroom or group setting? Is your agency looking for a more efficient way to record completed training sessions than by adding external trainings? An ILT training is an instructor led training scheduled in PDS Online and added to users' transcripts by the administrator of the training. Agencies interested in this option can identify a staff member to become an ILT Admin. With training and system permissions, ILT Admins can schedule sessions, register participants, and issue credits for agency-based trainings. Contact our office for more information.

Reporting

Are you responsible for tracking others' training completions and monitoring compliance? Does your agency need training related data? With additional system permissions and guidance, PDS Online users can create custom reports to gather the data they need.