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# User guide for **PRIDE** pre-service

*Alberta* 



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# PRIDE Pre-Service

## Introduction

Welcome to the PRIDE Pre-Service online program. PRIDE stands for Parent Resources for Information, Development and Education. This online training program is being used in many provinces across Canada.

Pre-service Training intends to provide you with information about being a caregiver and what is involved in caring for children who come into the care of the Ministry of Children's Services. It is also intended to help you make an informed decision about taking the next steps in the journey to becoming an approved caregiver. It is not meant to be a complete guide to being a caregiver. This training is the start of your commitment to attend ongoing training in your role as a caregiver. Topics presented are universal for all caregivers and after you are approved as a caregiver, you will participate in PRIDE In-service training and Alberta-specific modules, which cover the topics in more depth.

### The PRIDE program is based on the following five competencies:

- Protecting and nurturing children
- Meeting children's developmental needs and addressing developmental delays
- Supporting relationships between children and their families
- Connecting children to safe, nurturing relationships intended to last a lifetime
- Working as a member of a professional team

### Alberta Caregiver Competencies

In Alberta our competencies align closely with but also expand on those presented in PRIDE. These are applicable to all caregivers and are as follows:

1. Supporting the child and their families with historical trauma, loss and grief
2. Maintaining a child and youth's culture
3. Collaborating for successful transitions
4. Responds to the demands of the Caregiving Experience
5. Working in collaboration with Children's Services
6. Build relationships with the child and youth's family
7. Identify and promote the child/youth's development

**\*\* An important note before you start your training: This training covers sensitive, emotionally charged topics. If you need to discuss any of the content, please contact your caregiver program staff.**

# Online Training Information

## Organization of Training and Content

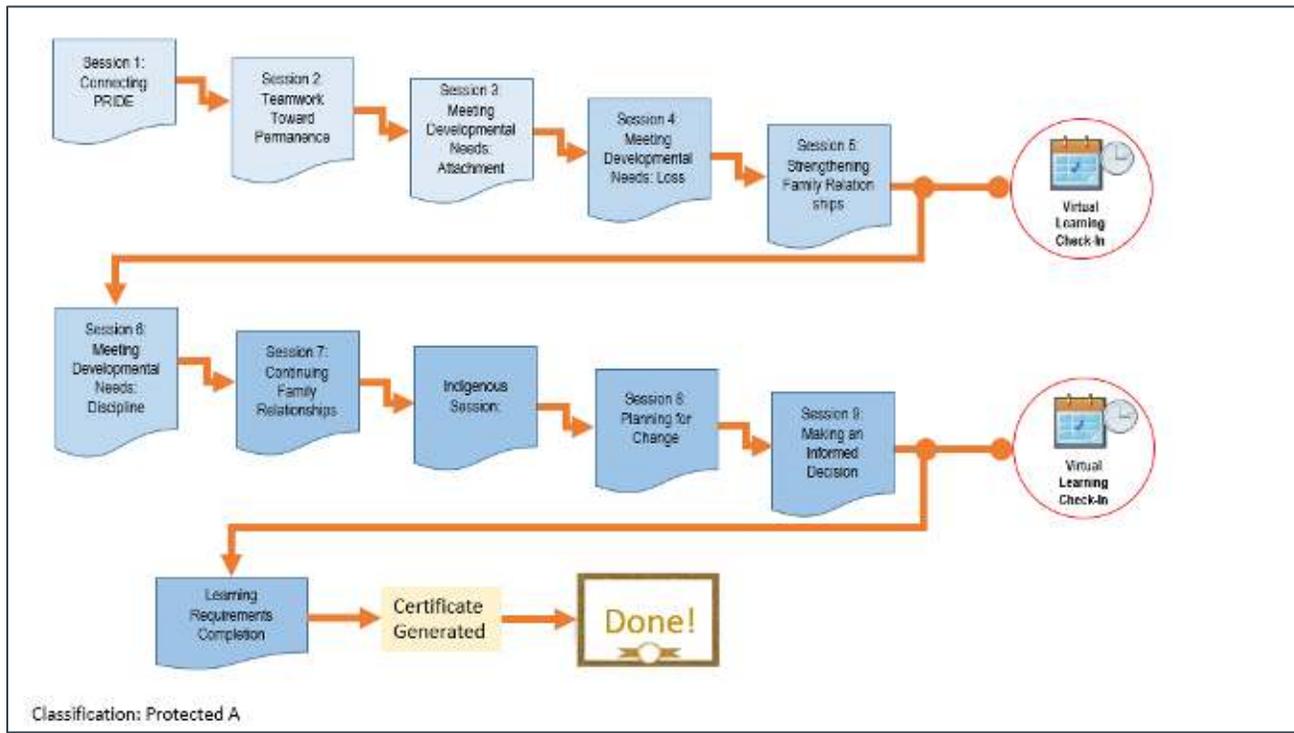


Figure 1 Pre-Service Session Outline

## Length of Training

- **PRIDE** is an online, user-friendly platform, which allows you, as the learner, to access the training at the time of day that works best for you.
- Although the training is self-paced, it is important to log on shortly after you receive your login information, so we can confirm you have access to the training.
- Pre-Service training consists of 10 sessions, or approximately 35 hours of content, which averages 3 – 4 hours of training per week.
- **Please note** – each caregiver in the home who is taking the training must individually take the training and fill out the eBook questions and PRIDE Connections questions online.
- There is not an option for couples to do the online training together.
- While the training is self-paced, the expectation is for you to complete a session per week, although you are free to do more.
- Please note that learners who make the commitment to complete 3–4 hours of training per week find it easier to finish the program by the end date.
- There are two checkpoints called Virtual Learning Check-ins along the path to completion of your training experience. They are virtual meetings with a Caregiver Trainer and other caregivers who are also on the journey to completing their training. As a learner you must complete both check-ins. See page 19 for full details.
- Learners have 12 weeks to complete the training.

## Resource Materials

Throughout the training you will find printable handouts and references that are a part of PRIDE, as well as resources that are specific to Alberta. These are attached to the training so that you can print out and/or save them as you come across them. They are meant to be future references should you become a caregiver.

## Questions/Assistance

- The Caregiver Training Team will email or phone to address your questions and provide support you with any technical issues.
  - Our work hours are Monday to Friday from 8:15 am to 4:30 pm and we will respond to questions within 24 hours, except for weekends/holidays, when we will respond the following business day.
  - Contact information is located at the end of this document.
  - Before you contact us, please look through this user guide, as most answers to technical issues are included, but please do not hesitate to contact us, as we are here to assist you.
  - We will notify your local caregiver program staff once you are registered for this training session and when you complete the training.
-

# Getting Started – Technical Information

## Desktop or Laptop Computer

A desktop or laptop computer is required for the training. Cell phones and tablets are not compatible and can cause system glitches. They should not be used. Please speak with your caregiver program staff if this is a problem.

## Chrome Internet Browser Required

An internet browser is the application used to browse the internet, such as Microsoft Edge, Firefox and Google.

The required browser for this training platform is **Google Chrome**. Other browsers can cause system glitches and prevent you from moving through the training properly.



## Installing or Updating Chrome

Perform an online search to find Google Chrome or download it from <https://www.google.ca/chrome/browser/desktop/>

Find help on installing Google Chrome at:

<https://support.google.com/chrome/answer/95346?co=GENIE.Platform%3DDesktop&hl=en>

**Note:** If you are a Government of Alberta employee you would not download Chrome from the internet. Use the following information to download and install Chrome.

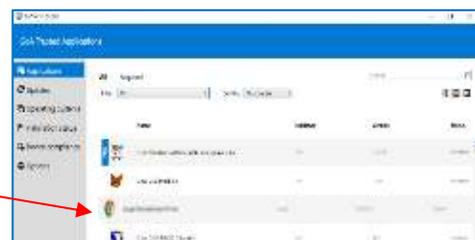
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## How to Update Chrome on a Government of Alberta Workstation

Use the Software Center application installed on your GOA workstation to download Chrome. The Software Center contains all trusted software pre-approved to download onto any Government of Alberta Workstation).

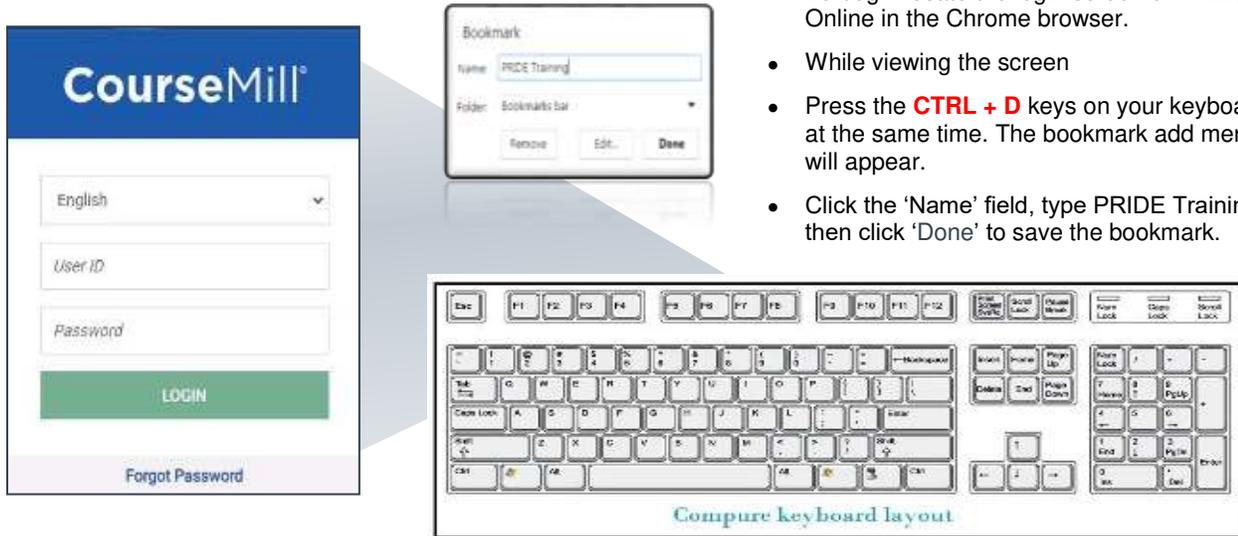
To access the Software Center:

- Click on the **Windows Start button** on the lower left hand corner of your screen.
- In the search field, search Software Center.
- You will then click on the program Software Center.
- A new box will open with the Software Center interface.
- It will open in the Applications tab. Within that tab use the search feature and search for **Chrome**.
- Click on the Chrome application from the list.
- Click Install.
- Once installed, set Chrome as your browser for the training.

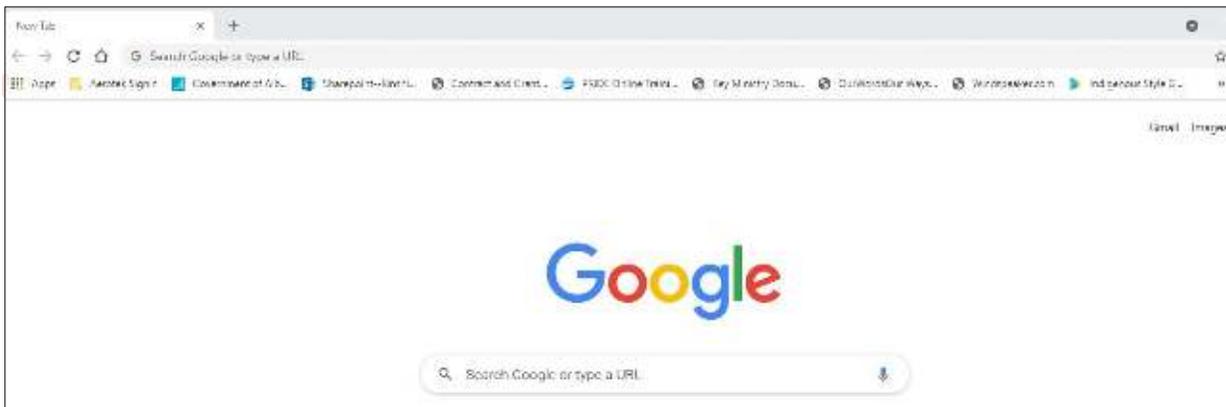


## Bookmarking the PRIDE Login Screen

It is a good idea to bookmark your login screen to PRIDE so that it is easy to find throughout your training.



- To begin locate the login screen of PRIDE Online in the Chrome browser.
- While viewing the screen
- Press the **CTRL + D** keys on your keyboard at the same time. The bookmark add menu will appear.
- Click the 'Name' field, type PRIDE Training, then click 'Done' to save the bookmark.



- You will now see your new bookmark for the PRIDE Training displayed in the **bookmark bar**.
- If the bookmark bar is already full you will have to Click the menu at the right end of your bookmark bar. You will see two chevrons >>.
- Click/hover your mouse over the chevrons. Your hidden bookmarks menu will appear.
- Choose your bookmarks from the list and click on it.
- Choose the bookmark you created above called PRIDE Training.
- If you want to move a hidden **bookmark** to a more the visible place on your bookmark menu, then simply click and hold your mouse pointer on your hidden bookmark and drag it onto your bookmark menu. The book mark will now appear on your menu and the end bookmark will drop off and be hidden. This is a handy feature for you to try out so you can arrange your bookmark bar the way you like it.

## PRIDE Initial Login or Password Change

Once you are enrolled, you will receive an automated email from CourseMill with a link to the curriculum, a User ID, and a password.

Please check your junk folder if you do not receive this email, or email [CS.CaregiverTraining@gov.ab.ca](mailto:CS.CaregiverTraining@gov.ab.ca).

The first time you log in to the PRIDE training, you will be prompted to change your password. Please follow the steps carefully.

## Forgot your password

If you forget your password click on the link, 'Forgot Password'. Walk through the steps. If you have an issues, please contact the Provincial Caregiver Training Team and we will be happy to walk you through it.



The image shows the CourseMill login interface. At the top is the CourseMill logo. Below it is a language dropdown menu set to 'English'. There are two input fields for 'User ID' and 'Password'. A green 'LOGIN' button is positioned below the password field. At the bottom of the form is a link for 'Forgot Password'.

## System Check

Once you have logged into PRIDE Online check to make sure it is working.

You can first start by clicking on the menu found on the left side of the screen. If the system does not open, then do is a system check by clicking on the **System Check** link as illustrated in Figure 2. (The system check is to ensure compatibility between the training platform and your computer.)

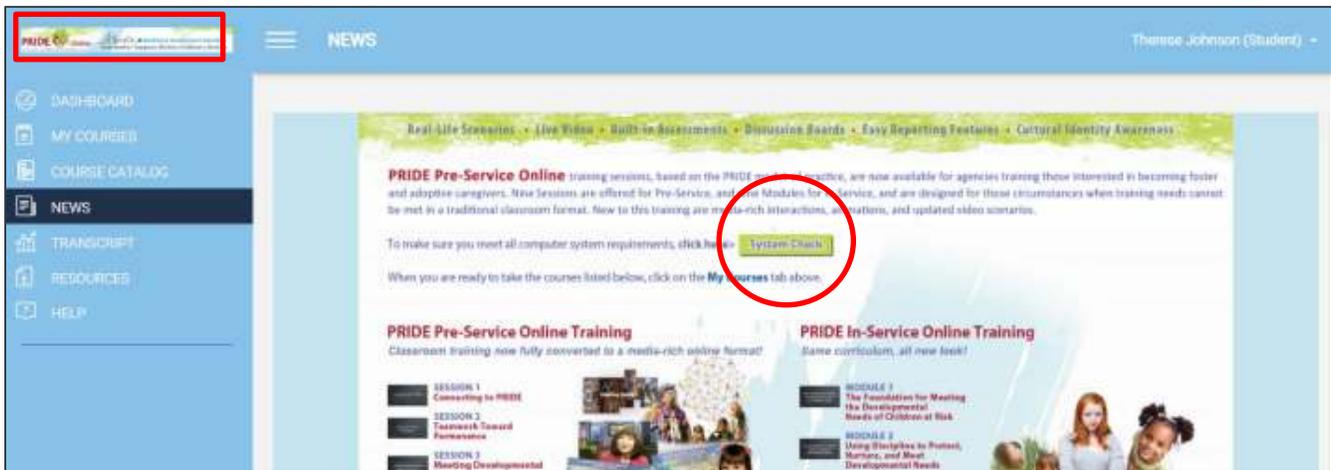
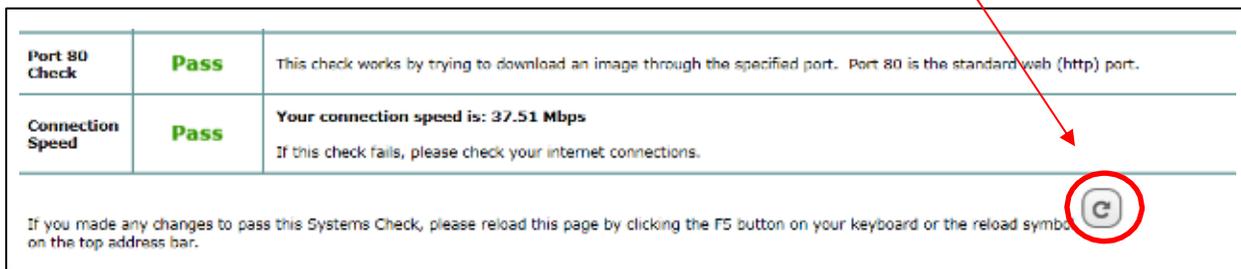


Figure 2 System Check for PRIDE Online

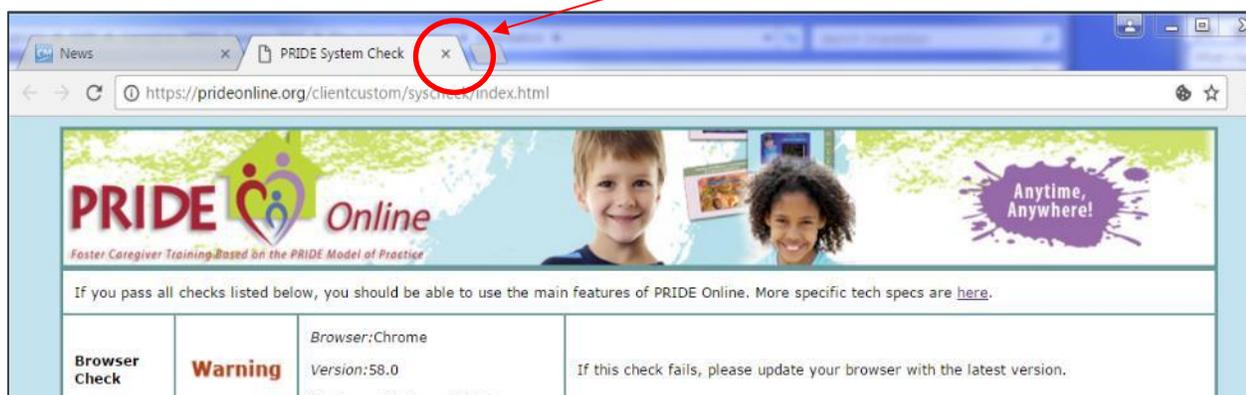
If the system check shows a **'Fail'** then follow this step: Click the square icon with a red **'X'** in the search bar of your browser, to adjust the settings to allow pop-ups as shown below. Should you require help, please contact the Provincial Caregiver Training Team.



- Select 'Always allow <https://prideonline.org> to set cookies' or 'Always allow pop-ups from <http://www.digitallearning.govst.edu>. Click **Done**.
- Ignore any other warnings in the system check.
- Redo the system check if you made changes by clicking on the curved arrow.



- You can now close the system check screen by clicking the **'X'** on the tab beside PRIDE System Check.

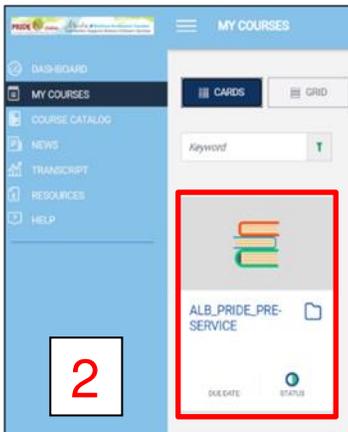


# Beginning the Training

You start the training by first going to the main menu found on the left side of your screen.

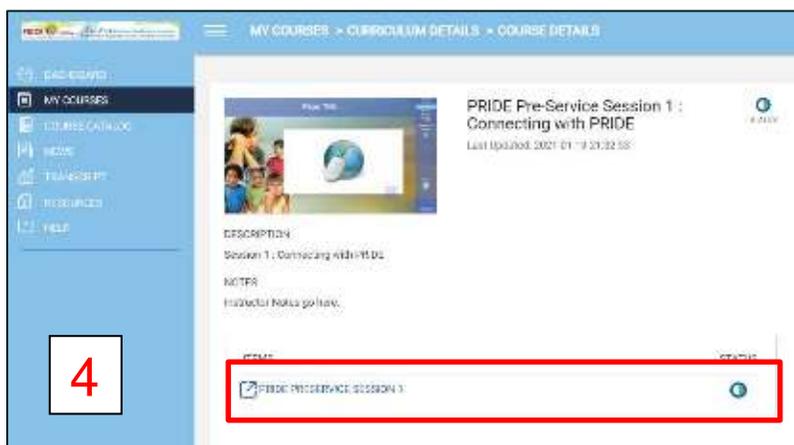


CLICK on **MY COURSES** from the main menu.



Click on the book icon or the text as outlined in red

- Within '**My Courses**' the first session is PRIDE Pre-Service Session 1. To launch the training, click the text for Session 1, as outlined in red below.
- This will open the screen below. Click on the Session 1 text, as outlined in red below.



Click on the Session 1 text, as outlined in red

# Navigating in the PRIDE Online Training

## The Next Button

You will navigate within PRIDE Online Training using the NEXT button feature, which is found on the bottom right hand of the screen and is circled in red for easy location.

PRIDE provides a video that launches from the first slide to go over the use of the NEXT button feature.

- After reviewing the video support, If you are experiencing issues moving to the next slide then take into account the following:
  - Confirm that you have completed all activities on the current page, since the 'NEXT' button feature only appears if **all** activities have been completed.
  - **Remember to that you must view all videos and listen to all audios to their completion as the 'Next' button will not appear until you do. If you have been trying to skip ahead or skip a video then the system will not record your completion of a session.**
  - **Remember also to Click all links, put answers in all required text boxes and make sure you click all document attachments before trying to move forward.**
  - **The system often takes a few moments to update your progress so be patient.**



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## Personal Information Consent Form

A fillable form appears with three text boxes that must be filled in to proceed.

- This form notifies learners that the information stored on the PRIDE platform is stored outside of Canada, which is why consent is required.

### Ministry of Children's Services Government of Alberta

#### Collection Notice

The personal information you provide is collected and used by the Ministry of Children's Services for the purpose of delivering the Parent Resources for Information Development and Education (PRIDE) caregiver training program. The authority for this collection and use comes from Section 126(3) of the *Child, Youth and Family Enhancement Act* and will be managed in accordance with the Freedom of Information and Protection of Privacy Act. Please be aware that any information collected will be stored and may be accessed outside of Canada on a server not belonging to the government of Alberta.

- Important note – Alberta Children’s Services enters only the learner’s first name, last name, User ID and email address into the PRIDE platform; all other information is kept internal to Alberta Children’s Services.
- After filling in all of the text boxes, the ‘Next’ button will appear. Click on it to move to the next slide.

## How to Log Out of the Training—Two-Step Process

### Step 1 – Save & Quit Button

When you finish or want to take a short break from the training, always click ‘Save & Quit’ in the top right corner.



### Step 2 – Log Out of the PRIDE Training

- After clicking the ‘Save & Quit’ button, log out of the PRIDE training platform by clicking on the drop down menu by your name at the top right corner in the training window, as shown below.
- Then click ‘Sign Out’ from the menu under your name (as shown below).



**NOTE:** It is important to log out completely whenever you’re done or are taking a break from the training in order to prevent glitches associated with the training timing out.

Logging out completely will also help ensure that you can easily log back in later.

# Adobe Reader

## Installing Adobe Reader

Throughout the PRIDE training you will be creating an eBook with your answers to each of the questions and provided with opportunities for self-reflection.

To print a copy of the PRIDE eBook and all the other PRIDE Connections documents including references attached to the training, you will need a program that reads and prints PDF file documents.

This is already provided for you if you are running Microsoft 10 as your operating system.

However, If you are running another operating system then you need to obtain a copy of Adobe Reader.

You will need Adobe Reader, which is free software that opens PDF documents.

- It is available for download at <https://get.adobe.com/reader/>
- Untick the boxes as shown to prevent installing other programs that you don't want or need.
- Click '**Install now.**' then click '**Run.**'

*If you don't have the option to run the program, you may have to locate it within your 'downloads' folder and double click it to install.*



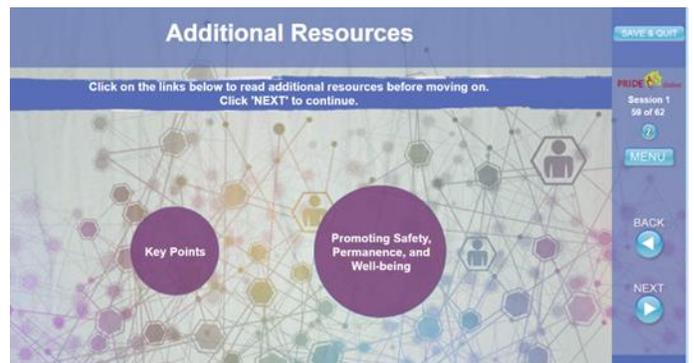
To install Adobe Reader on a Government of Alberta workstation – you would use the same Software Center to search out this application and install it.

Below you will find the process for saving and printing a PDF document. These processes are good to be familiar with so that you can support any potential applicants in doing this for themselves.

## Saving or Printing a Document

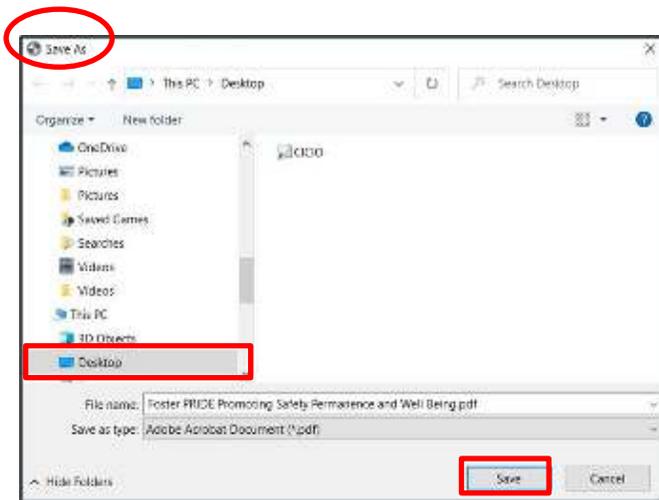
All the documents attached to PRIDE are in the PDF format. As there are many important resources that you may want to save for later reference, here is information on how to save a PDF document.

- Click your chosen PDF document to open
- Click the download icon at the top of the PDF page on the right hand side – move your mouse over the document to see it.
- The document icon is shown in **red** below.

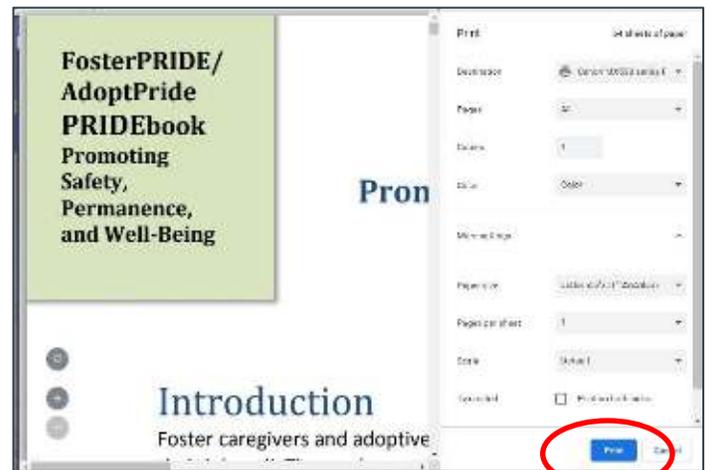




- When the 'Save As' window opens, select a place or folder to save the document in from the left menu.
- Then, click the 'Save' button in the bottom right corner, as outlined in red.



Save as Function



Printing from PRIDE

## Printing a PDF Document

If you would like to print a PDF document instead of saving the document on your computer then follow the steps found in Save As, but click on the PRINT icon instead.

- Click the 'Print' icon, which you can view when you hover the mouse over the document. It is shown on the side highlighted in red.
- Click the 'Print' button in the Print window as seen below.

## Creating your eBook in PRIDE by Answering Questions

Each learner will create an eBook during the training.

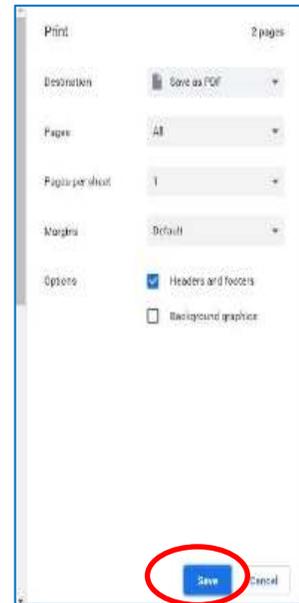
This eBook is created when you answer the questions asked in each session. There are no right or wrong answers to the questions and it is important that you understand your answers will not be the same as the PRIDE program's answers. At the end of every session you will see the completed eBook, which contains all your answers to the questions in that session of PRIDE. This is an important part of your learning within PRIDE. These answers are recorded in the program and are available to the Provincial Caregiver Training Team. Your eBook answers and Connection documents may be reviewed as part of the mutual assessment process and you may be asked about them.

*Please note - there is a 255-character limit in all the text boxes. You may have to re-enter your answers if they are too long.*



5. Then, change the printer to '**Adobe pdf**' or to '**Save as PDF,**' which saves the PDF document on your computer in the location you choose.

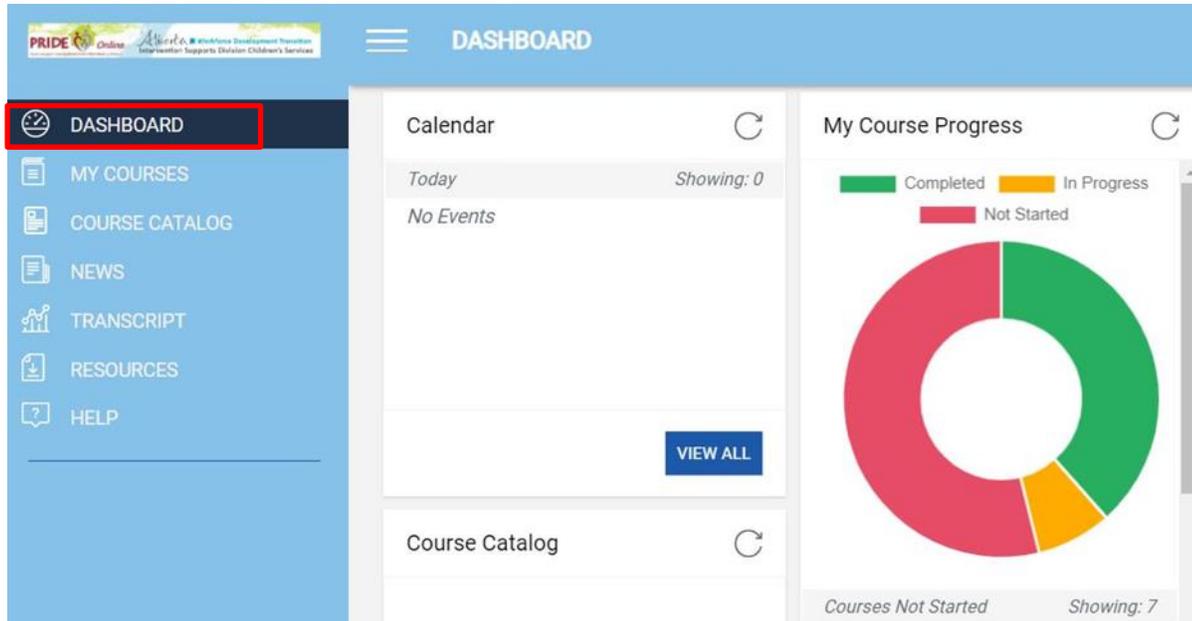
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# Reviewing Progress in PRIDE

## Dashboard

You can view your progress in the training by choosing the 'Dashboard' feature found on the left side main menu, highlighted for you in red.



## Troubleshooting Problems

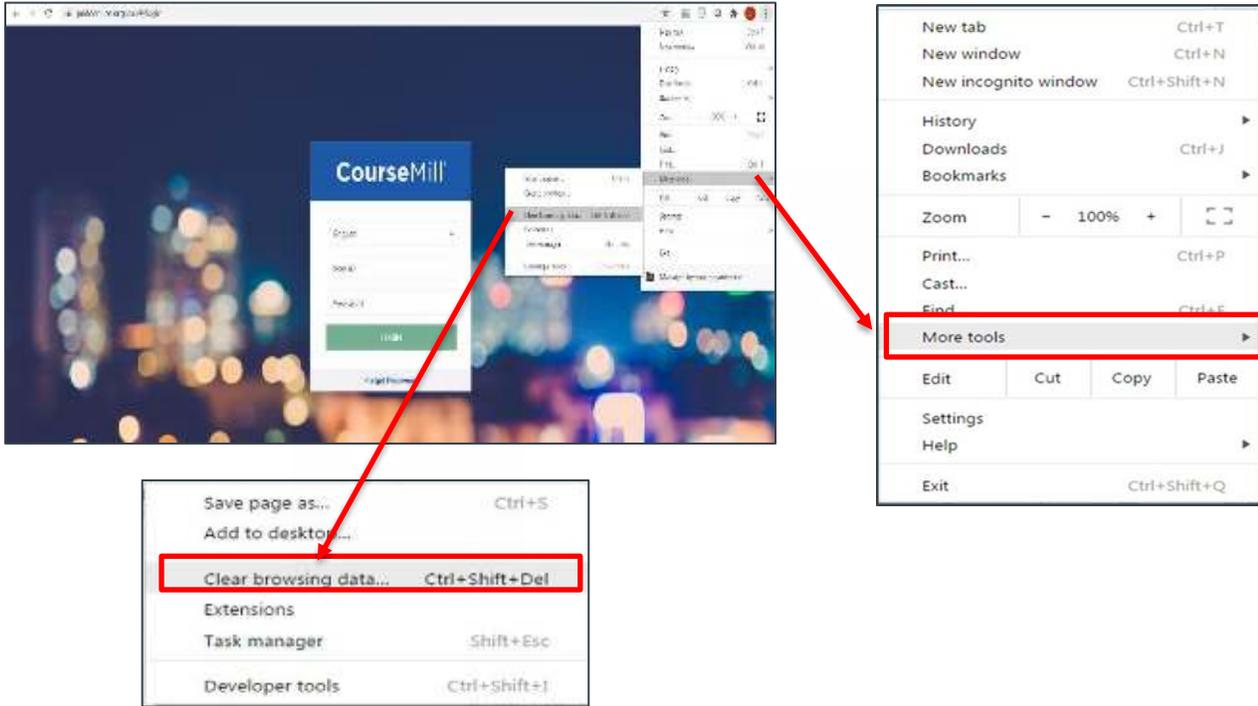
If you experience issues while using PRIDE, try these common issues that many users encounter:

- Make sure you are using **Chrome** as your internet browser. Make sure you close all other browsers before you start your training. These can include Internet Explorer, Microsoft Edge, Firefox, and Safari).
- If you are using the Chrome browser you will see this colourful round icon (as seen on the right side of the page) on the task bar, whether it is on the top or bottom of your page. When you click on this icon your internet browser should open and your training should show on this page.
- If this icon is not on your task bar when you open the training, you are not using Chrome and will experience technical issues during training. If you do have issues, review the steps in setting up Chrome that is described earlier in this manual.
- Perform a system check and fix any warnings/fails.
- Try logging out PRIDE and then go log back in.
- Clear browsing data/cache (instructions for this follow on the next page).

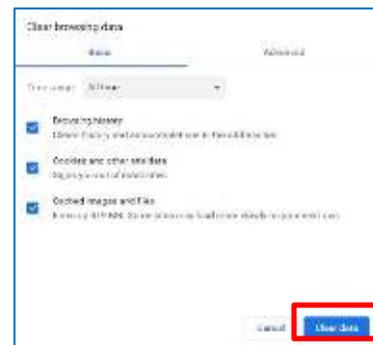
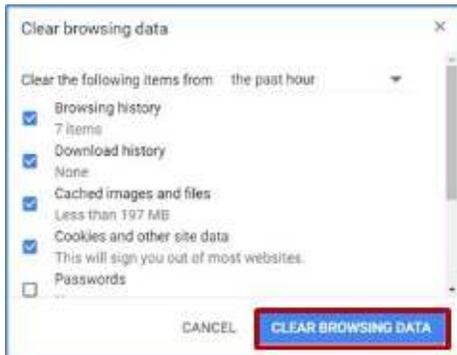


## Clear Browsing Data or Cache in Chrome

To clear your browsing data or cache, start by logging out of PRIDE but leave your Chrome internet browser open.



- Point to **'More tools'** as highlighted in **red** above.
- Then, click **'Clear browsing data,'** highlighted in **red**.
- Make sure the following items on your menu are selected:
  - ✓ Browsing history
  - ✓ Download history
  - ✓ Cached images and files
  - ✓ Cookies and other site data
- Then, click **'Clear browsing data,'** as outlined in **red**. Here are some examples of what it could look like below.



# Virtual Learning Check-ins

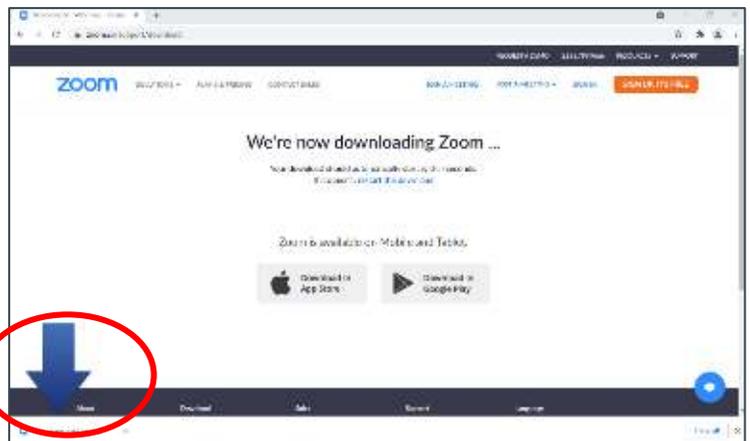
As part of assessing your learning, all learners must attend virtual check-ins with Caregiver Trainers. There are two checkpoints called Virtual Learning Check-ins are along the path to completion of your PRIDE Pre-Service training experience. These check-ins are an opportunity for you to reflect on and deepen your learning, as well as ask questions about the content of the sessions. These virtual meetings are with a Caregiver Trainer and other caregivers who are also on the journey to completing their training. As a learner you must complete both check-ins. *You must complete the required sessions prior to attending the Virtual Learning Check-ins.*

To register for these sessions you would contact [CS.CaregiverTraining@gov.ab.ca](mailto:CS.CaregiverTraining@gov.ab.ca) or call (780) 427-0159. This can be done toll free by calling 310-000 first. You will then be prompted to put in the phone number above. You will be registered in the next available session and provided with the details for joining the Zoom meeting.

You must download the Zoom software to join the meeting. *Please ensure you download the software before you try to join the meeting.* You can download Zoom to a computer, tablet or smart phone. *However, it is important to note that you may not have access to all the participation tools in Zoom on a tablet or smart phone.*

## To Download Zoom on your computer.

1. Click this link:  
<https://zoom.us/support/download>
2. A file will download to your computer.
3. Click on the file to install Zoom onto your computer

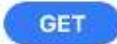


**Once Zoom is downloaded and installed, you do not need to sign in to Zoom or create a Zoom account.**

## To download Zoom on an iPad or iPhone

1. Find and tap on the App Store icon. 
2. In the App Store, search for **ZOOM Cloud Meetings**. 

There are different Zoom apps so look for and download the one called "Zoom Cloud Meetings."

3. Tap on the 'Get' button to install the app. 

You might need your Apple password, fingerprint, or face ID to install the app. This will depend on your phone settings.

**Once ZOOM Cloud Meetings is installed, you DO NOT need to sign in to Zoom or create a Zoom account.**

## To Download Zoom on an Android Tablet or Phone.

1. Find and tap on the Google Play Store icon.
2. In Google Play, search ZOOM Cloud Meetings.
3. Tap on the 'Install' button.



You might need your password, fingerprint, or face ID to install the app. This will depend on your phone settings.

**Once ZOOM Cloud Meetings is installed, you DO NOT need to sign in to Zoom or create a Zoom account.**

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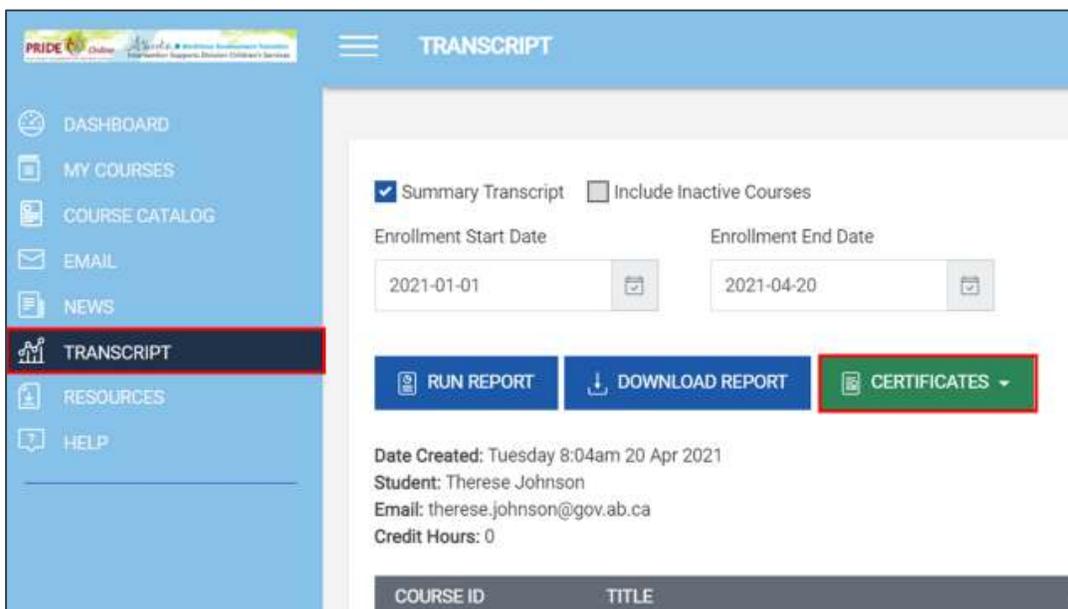
## At the End of the Training – Certificate

After you finish all 10 training sessions and both check-ins, you can both save and print a certificate of completion by following these steps, or you can print it from the emails that you will receive from CourseMill.

It is good to keep a copy of your certificate of completion for your records as a caregiver. You will also need to provide a copy of your certificate of completion, with all your other documents, as part of your application package to become a caregiver.

To print your certificate from PRIDE go to the main screen.

- Click '**Transcript**' on the left side menu, as outlined in **red**.
- Click the **green 'Certificates'** button to save/print your certificate.



- There may be a delay between finishing the training and when you can view your certificate. You may have to log out of the training and back in.

# Contact Information

For assistance, please email or phone the Provincial Caregiver Training Team and someone will respond within 24 hours during the week or on the next business day after a weekend/holiday. Our work hours are between 8:15 am and 4:30 pm from Monday to Friday.

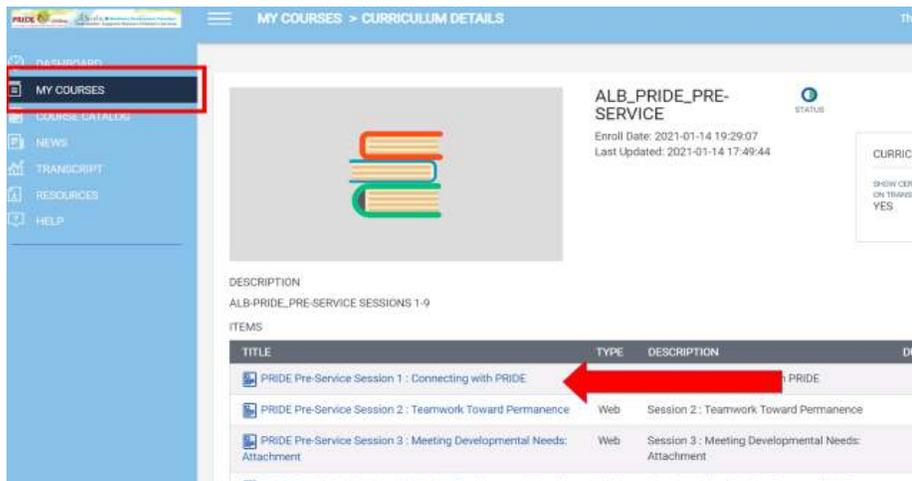
The Caregiver Training Team	
<b>CS.CaregiverTraining@gov.ab.ca</b>	(780) 427-0159 For toll free service call 310-0000 and you will be prompted to put in the phone number and area code for the team.

# Appendix A

## How to find PRIDE eBook & PRIDE Connections Documents

**Step 1:** Log in to your PRIDE Pre-Service Account.

**Step 2:** Click 'my courses.' Then, select the title of the session from which you need documents. See the sections below.



**Step 3:** Click on the session from which you need documents. For instance if you need documents from session 1, click on the title to launch the pop up window. If you have fully completed this session, the window should automatically open to the eBook page. If it is your eBook that you want to print or save, click on the yellow 'Print' button and use the instructions on page 15 of this user guide to 'print' or 'save' the document. When you are done, click on the grey "X" to close that window. (If the eBook does not automatically come up, click the 'Back' button to go back one slide and then click the 'Next' button to be redirected to the last slide again. Your eBook should pop up).

Now let's go find your PRIDE Connection documents.

**Step 4:** Once you have closed your PRIDE eBook document and the window it was in, click the 'Back' button until you see the slide below. It is usually two or more slides back from the very last slide. Click on the image of the PRIDE Connections Document to 'print' or 'save' the document. Again, follow the steps on in the user guide to 'print' or 'save' the document.



**Step 5:** If you need the PRIDE eBook or PRIDE Connections documents for each of the sessions, follow these steps for each session.

## Keeping Track of Learner Progress

If needed, here is a tool for keeping track of the progress of the learners in your family/home. All 10 sessions of PRIDE Pre-Service will need to be completed as well as two of the Virtual Learning Check-ins.

Tracking the Completion			
	Learner One	Learner Two	Learner Three
Session One			
Session Two			
Session Three			
Session Four			
Session Five			
Virtual Learning Check-in			
Session Six			
Session Seven			
Indigenous Session			
Session Eight			
Session Nine			
Virtual Learning Check-in			