# CWEP FAQ's

## How do I set or reset my password?

Our online registration system for FACES and COT courses is WebROCK. Our learning platform where you will attend courses is Canvas. Your username/email and password are the same for both WebROCK and Canvas. If you need to reset your password, you must reset it in the WebROCK system, which will reset your Canvas password as well.

1. Go to https://WebROCK.unh.edu/sllp/sgk_cwep.p_forgot
2. Enter your email address.
3. You will receive an email from info.cwep@granite.edu shortly.
4. Click on the link provided in that email. https://WebROCK.unh.edu/sllp/sgk_cwep.p_reset
5. If the link does not working, copy and paste the link into your web browser. To copy and paste text:
   a. Hold down right button on your mouse or touchpad and drag over text to highlight.
   b. Right click again on the highlighted text and choose 'copy' from the menu that appears.
   c. Place your cursor where you would like to insert the text, right click again, and select 'paste'.
   d. Alternately, you can highlight the text and hit Ctrl+C on your keyboard to copy and hit Ctrl+V to paste where you want the text.
6. Copy the 'reset code' contained in the email sent to you by info.cwep@granite.edu and paste it into the field marked 'reset code'. Please be sure you do not copy an extra space before or after the code, it will not be accepted.
7. Choose a password that is at least 14 characters but no more than 30. Make sure to save your password for future reference.

## How do I register?

Licensed caregivers, DCYF staff and residential facility employees:

- Please review our registration tutorial here: **How to Register**

Prospective foster, adoptive and relative caregivers:

- Speak to your licensing agency for information on how to register for the FACES series.

## When does registration end?

You may register for an upcoming course up until midnight the Thursday before the course begins.

## How do I check my schedule?

You can view your registration and course dates under, 'Registration Status' via the main menu in WebROCK.

https://webrock.unh.edu/sllp/sgk_cwep.p_register_status

Make sure to select the term you registered for at the top and click 'View Term' to view your current registrations. Please see example screenshot below.

## Registration Status

### Select Academic Term

*Selected Registration Term:* **Winter 2022**

- ○ Winter 2022 (202102)
- ◉ Spring 2022 (202103)

[ View Term ]

## How and when can I drop a course?

You can drop courses in WebROCK until 1 day prior to the course start date.

8. To drop a course, log into our WebROCK registration system here:
   https://WebROCK.unh.edu/sllp/sgk_cwep.p_login.
9. Navigate to 'Add/Drop Courses' using the main menu (top left, three grey bars).
10. Find the courses you wish to drop and click the red 'Drop Course' button to the right of the course. It will ask you to confirm the drop.

If the course has already begun, please reach out to us at info.cwep@granite.edu to drop the course.

## How and when can I access my course?

You will receive an email from info.cwep@granite.edu one day prior to the start of your course as a reminder. Please check your spam or junk mail if you do not see it. You will also receive an email announcement from Canvas when the course opens. The emails are not required to access the course. Log in and your course will be visible on your Canvas dashboard the day the course begins.

Canvas: https://mycourses.usnh.edu/login/canvas

More information: https://cwep.granite.edu/?page_id=8694

Please note: your email/username and password for Canvas is the same as your username/email and password for the WebROCK registration system.

## How do I access the Zoom link for my course?

If your course has a Zoom component, you will log on and participate through Zoom at specific dates and times. This information and the Zoom link will be available in Canvas and through your instructor.

## How classes are structured and what is expected of me?

Most courses are asynchronous, meaning they have no specific meeting times. This provides flexibility to access the course during times that work best for you. You are strongly encouraged to visit your course daily to breakdown the coursework and complete assignments. Participating in discussion posts, reading, and applying instructor feedback is important for your learning. All coursework must be completed by midnight Friday each week.

## Whom do I speak to if I have questions related to course or course material?

Please reach out to your instructor using the Canvas messaging system. Navigate to your Canvas Inbox on the left toolbar to compose a message.

## How and when can I access grades and transcripts?

You can view your grade in each course in Canvas 4 days after the course ends.

FACES: Unofficial transcripts are available 2 weeks after the final course in a series is completed.

COT: Unofficial transcripts are available 2 weeks after the course is completed.

PREA: Unofficial transcripts are available 2 weeks after the end of the academic term.

> https://www.granite.edu/become-a-student/calendars/academic-calendar/

***To access your unofficial transcript for courses taken after January 1 2022:***

1. Log into WebROCK here: https://WebROCK.unh.edu/sllp/sgk_cwep.p_login
2. Navigate to the main menu (three black bars in the top left of the window)
3. Click on 'Unofficial Transcript'
4. View/print or save your transcript as needed.

***To request academic records for courses taken prior to January 1, 2022:***

Please contact CWEP at info.cwep@granite.edu with your full name and physical mailing address. A record of training will be mailed within 7-10 business days. If you need verification of completed courses prior to receiving your records, please have your licensing worker reach out to info.cwep@granite.edu.

***To obtain official transcripts:***

Please visit Granite State College at: https://www.granite.edu/current-students/registrar/transcript-request-information/ Choose either the 'Parchment' or mail/in person method. Students should always choose 'All Work' when this comes up as an option on the form.

## General questions?

Contact us: info.cwep@granite.edu