

Frequently Asked Questions

Can anyone take courses from the CSSD Training Calendar?

No. These trainings are offered to contracted providers of CSSD only. This means in order to attend these trainings, the program you work for must be currently funded by CSSD. Check with your Program Manager or Supervisor to ensure that the program for which you work, is fully funded by CSSD.

Can I get CEU's for these classes?

We are unable to offer CEU's directly. However, if you are able to get "Category II" or "Level 2" credits for your LADC or LPC, you can print out the trainer's bio and the class description. Send those in to the appropriate accreditation organization with the certificate of attendance that we give you at the end of each class, plus any other paperwork that is required by them.

What happens if a class fills up? Can I still register?

If a class is full, you can use the "sign up for waitlist" option on the website. In the event that cancellations come in, you will be added to the class registration from the wait list. At that time, you will receive a registration confirmation email. If you cannot attend, simply reply to the email as soon as you can with your cancellation notice, so that other students may have the opportunity to attend.

Often times, we get last minute cancellations. In the event that you are added to the waitlist less than 1 week prior to the training date(s), we will reach out to you by phone and/or email to confirm you are still able to attend. You can always call 860-793-2164 to find out what number you are on the wait list.

I forgot my password, how can I obtain this information?

From the login page, click on the "forgot your password?" option and enter your email address. Your password will be emailed to you. Call our staff for immediate password assistance, 860-793-2164.

How can I find out if my training was cancelled?

During the winter months, inclement weather may affect your trainings. If your training is affected by inclement weather, please call the Wheeler Clinic CSSD Training Calendar Weather Line at 860-793-7227. The weather line is updated with cancellation and/or postponement notices by 7:00 AM each day.

Occasionally, trainings may be cancelled due to causes other than the weather. Please be sure to check your email the day before your training. If a training is cancelled within 24 hours of the training day, we will send an email and also do our best to reach you by phone. It is very helpful if you have a cell phone number listed on your account so we can reach you when you are out of your office.

Frequently Asked Questions

How can I cancel my scheduled trainings?

There is not an option on the website to cancel your trainings. The only ways to cancel a training are to call 860-793-2164 or email CSSDCalendar@wheelerclinic.org. Please give us as much notice as possible so that we may replace your seat in the class. We send you a 1-week and 2-day reminder for your scheduled trainings. You can simply reply to that email with your cancellation notice. If you do not show up to a scheduled training, you will be reported to the CSSD Training Academy as a "No-Show." Your supervisor and compliance will also be notified.

What if I am running late to my training?

We understand many of you are traveling from all over the state. We also understand that things happen (i.e traffic, car troubles) in the morning commute. Please do your very best to be on time. The CSSD Training Academy reserves the right to turn away late-comers. In the event that you are turned away, you will need to reschedule.

How can I view what trainings I am registered for and/or my training history?

On the website, you can locate your training history and future scheduled trainings under the "Home" tab. If you scroll down past the welcome message, you will see "Your Course Selection History."

This is a record of all trainings you have registered for. On the right side there is a status column that will tell you if you are registered, cancelled, on the wait list, or have completed and received credit for attending. Please keep track of the trainings you are registered for, or on the wait list for by viewing your course selection history.

I misplaced my training certificate, how can I obtain another one?

In the event that you misplace your training certificate, please call us at 860-793-2164. Once we verify your attendance, we will send a PDF document to your work email.

I have not completed the pre-requisite for a training I am registered for, can I still attend?

While your training history is not monitored by our staff, the trainer may ask you to leave if you have not completed the required pre-requisite for their course. Please make sure you have completed any required pre-requisites prior to attending.

I moved to another agency, do I create a new account?

No, do not create another account. As long as the new agency and program you work for is CSSD funded, after logging in, select "Home" on the left hand side, and scroll down the page to "Your Account" where you will see the "Edit Your Account" option.

My account was deactivated, how can I reactivate?

Just give us a call, 860-793-2164, and can reactivate your account for you.