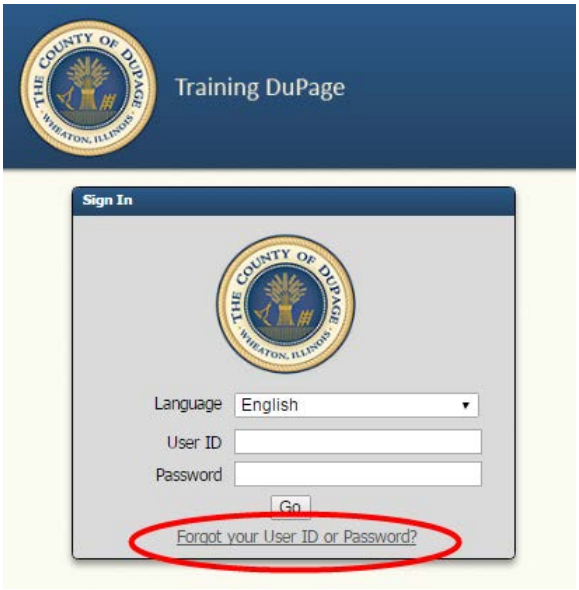
TrainingDuPage.com – Instructions for Family Center Users

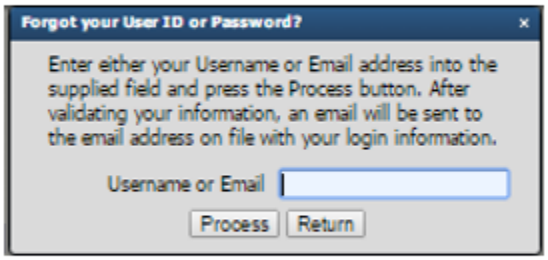
Registration begins on the County website at http://www.dupageco.org/FamilyCenter/OnlineTraining/.

Upon successful registration and online payment, you received a User ID and password via email. The address for the Family Center online class is http://trainingdupage.com.

Login at http://www.trainingdupage.com:

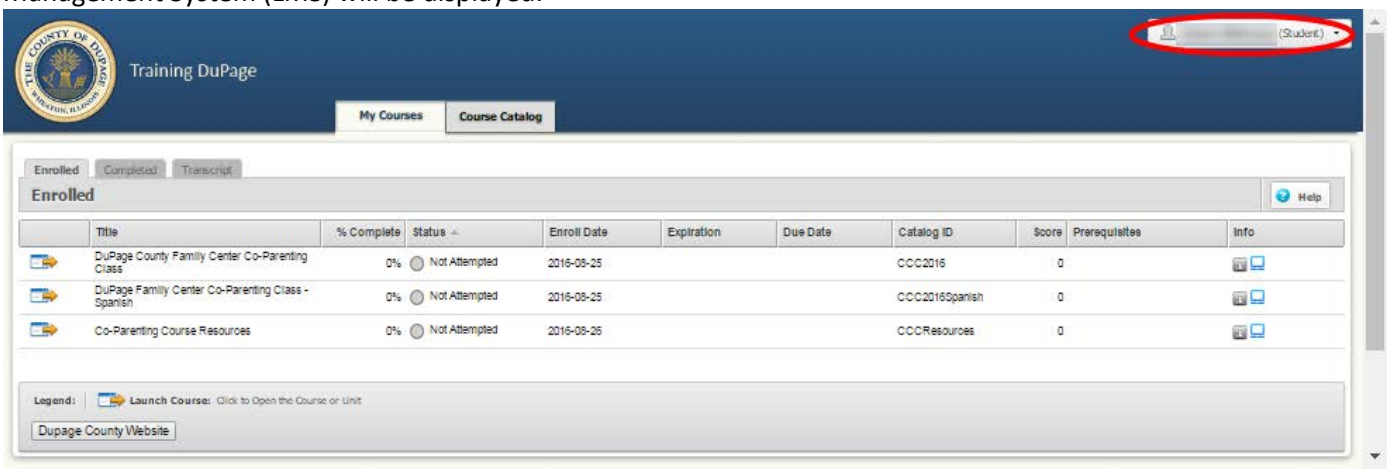
- User ids are set by the registration page and are sent via email. They begin with "FC".
- Passwords are also set by the registration page and are sent to the user via email.





If you forget your password, you can reset it by clicking on the 'Forgot your User ID or Password?' link on the home page. Enter your username or email and click the Process button. An email will be sent with the information on how to reset your password.

After you enter your User ID and Password, hit Enter or click the Go button. Your home page for the Learning Management System (LMS) will be displayed.



You can change your password after logging in by clicking on your name in the upper right corner and selecting 'Edit Profile' in the drop down menu. Change your password in the pop-up window.

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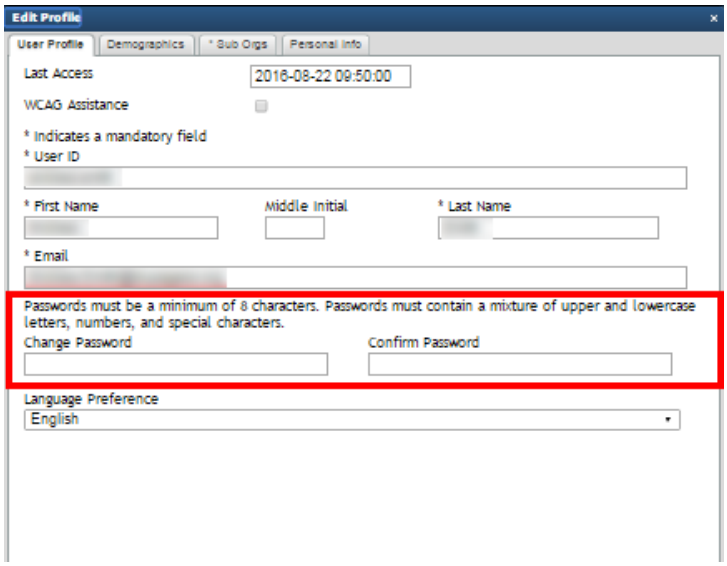
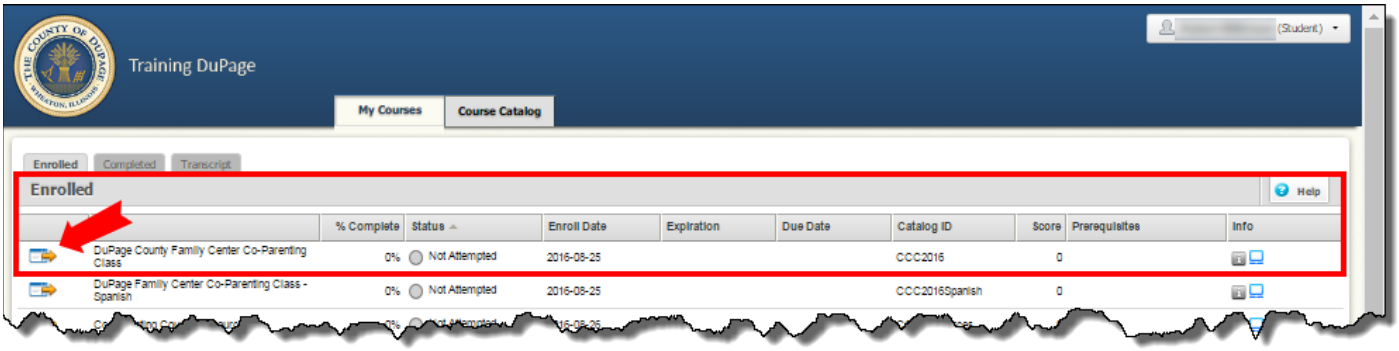
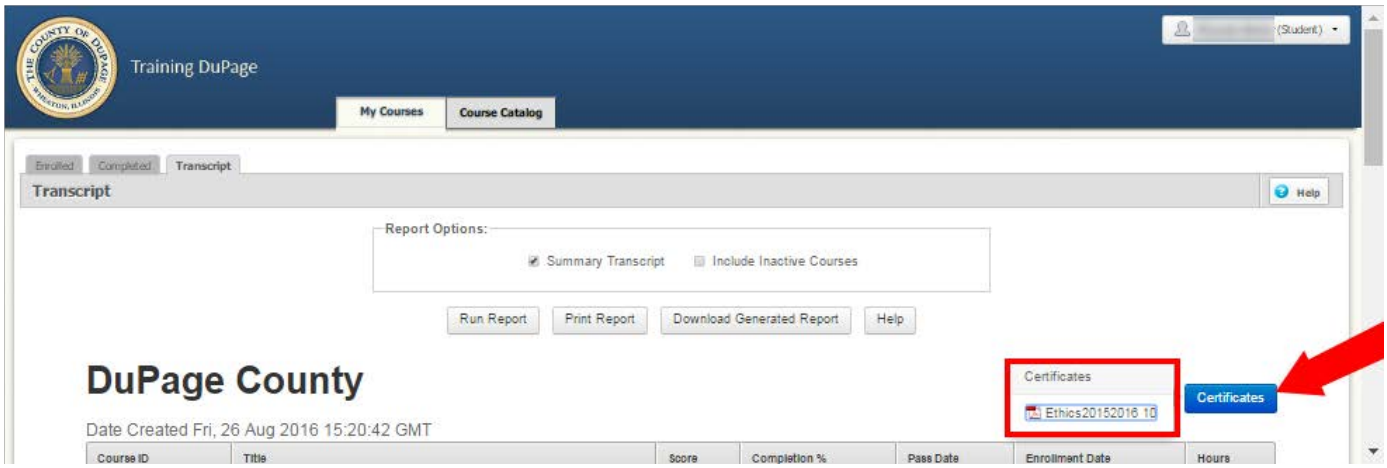


To access the Family Center online course, click the launch course icon to start the class:



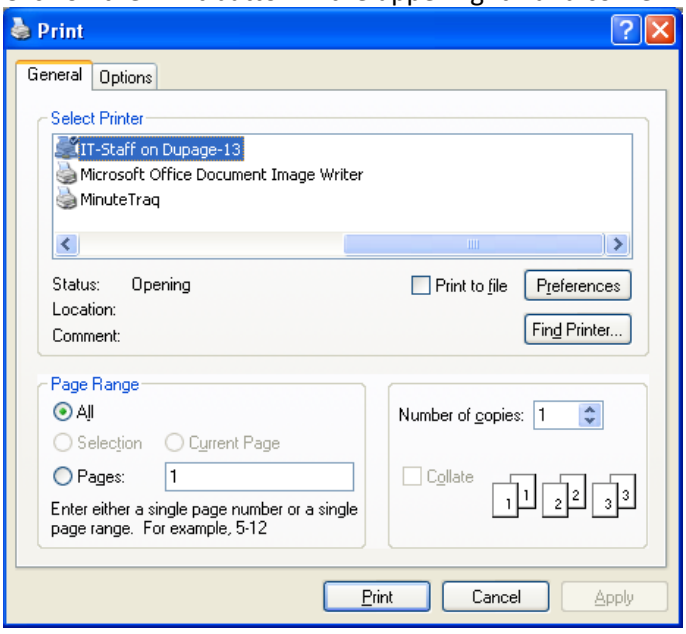
You must have pop-up blockers turned off for the course to open.

After completion of the Family Center course and a score of 80% or better on the test, a certificate will be emailed to you. You may print your certificate from the email, or you may print it from within TrainingDuPage.com. To print from within TrainingDuPage.com, click on the 'Transcript' tab, then click the Certificates button and select the certificate to print from the Certificates pop up window:



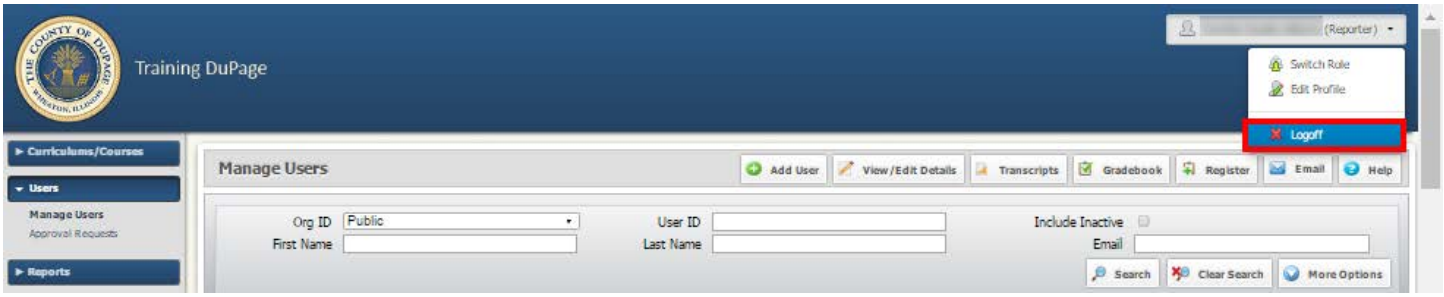
The certificate will open up in a new window. **You must have pop-up blockers turned off for the certificate to open.**

Click on the Print button in the upper right-hand corner. A print dialog window will appear.



Select the printer and click on OK. You can also increase the number of copies if you wish to print a copy for your attorney. After you have all of the selections made, click the Print button.

To log out, click the button in the upper right hand corner and select Logoff from the dropdown menu:



Troubleshooting Tips:

1. If you are logged in and have clicked on the Launch Course icon but are not seeing the class, you will need to turn off your pop-up blockers. To do this, please follow the link to the appropriate instructions:

- Internet Explorer: https://support.microsoft.com/en-us/help/17479/windows-internet-explorer-11-change-security-privacy-settings
- Google Chrome: https://support.google.com/chrome/answer/95472?co=GENIE.Platform%3DDesktop&hl=en
- Mozilla Firefox: https://support.mozilla.org/en-US/kb/pop-blocker-settings-exceptions-troubleshooting?redirectlocale=en-US&redirectslug=Pop-up+blocker
- Apple Safari: https://discussions.apple.com/thread/6174328?start=0&tstart=0

2. If you are still having issues, there may be a setting or toolbar that is preventing the class from working properly. Please try the class on another computer or call us at 630-407-2450 to set up an appointment for the in-person class or to take the online class here at our facility Mon-Fri from 9am-5pm.