

Working On-Line With STC - Frequently Asked Questions

The majority of the work-rules & for doing business with STC will not change as a result of the on-line system. For the most part, the input screens will look similar to the "hard-copy" forms you are familiar with. However, a few things will work differently in the on-line system.

Following is a list of questions and answers you may want to review:

How do I access the on-line system?

STC will mail you a User Identification Number and Pin Number. Simply log onto the Internet and go to www.csa.ca.gov/rfc to log in.

Do I need any special software or computer equipment?

All you need is access to the Internet and a browser (Internet Explorer 5 or newer, or Netscape Navigator 4.7 or newer). The system works with both PC and Mac. With your unique User Identification Number and Pin Number (referenced above), you can log in from any location, using any computer.

What activities can I perform with the new system?

Training Providers may perform the following activities:

- New Request for (course) Certification
- Request for Recertification
- Request for Modification of an existing course
- Add or Delete scheduled presentation dates for an existing course

Participating Agencies may perform the activities listed above, plus:

- Request for certification of Intensified Format Training
- Request for credit under the Work Related Training and Education (WRE) option
- Request for Special Certification

How will the "letter of intent" requirement be handled in the on-line system?

The "letter of intent" is being replaced with a process of course "sponsorship" by a local STC participating department. Providers (other than STC participating agencies) will load the new RFC and pick (from a pull down menu) the local corrections agency they wish to review the course. When the provider submits the course for certification, the system will automatically forward it to the local agency for a "sponsorship review." Only after "sponsorship" does the system automatically forward the course to STC for certification. The training provider will receive a notification by e-mail when the local agency executes the "sponsorship" decision.

Can more than one pin # be issued to a single provider or a single agency?

No. Even though only one pin number will be issued, each course may specify a different contact person with his or her own e-mail address. Electronic notifications from STC concerning that course will be e-mailed to the person specified.

Can more than one person from a single agency or a single provider be logged in at the same time?

Yes. However, providers and agencies will need to manage this process. As with any shared computer file, if two people are writing to the same course simultaneously, it is possible that the last to "submit" could inadvertently overwrite any modifications to the course entered by the other person. Care should be taken with workload assignments to avoid this problem.

What if I forget my pin #?

Contact your assigned Field Representative.

If I need to cancel my pin # and have a new one issued, how can I do so?

While you cannot choose your pin number (they are randomly generated), you may request that your old pin number be cancelled and a new one issued if the need arises. You can do this by contacting your assigned Field Representative.

If I need help with the new system, whom can I call?

If you need assistance, begin by contacting your assigned Field Representative or by contacting the "on-duty" Field Representative for STC. The Field Representative will either assist you directly, or have a member of our Information Technology Unit contact you.

How do I print a course record?

Display the course record. Select File, Print, OK.

What is the best resolution setting to view the on-line RFC system?

600 X 800 is the preferred resolution setting.

After I submit my certification or change request, why does the record on my navigation screen not reflect my changes?

The hyperlinks under the COURSE TITLE column will take you to the last APPROVED version of the course. The hyperlinks under COURSE STATUS will take you to the version of the certification that has been submitted to the CSA/SPONSOR for review.

Why do I not have hyperlinks at the bottom of my screen to other portions of the certification?

The hyperlinks will not appear on NEW certification requests. The hyperlinks will not appear on any other course until you have submitted a complete RECERTIFICATION request for that course to the Corrections Standards Authority (CSA).

How many e-mail addresses can be entered?

You can enter as many e-mail addresses just as long as you do not exceed 100 characters in that field. Each e-mail address must be separated by a comma or a semi-colon.

If I do not wish or plan to recertify a course, how do I get the course off my navigation screen?

If a course is not recertified within 90 days of its expiration date, it will automatically disappear

from your navigation screen on the 91st day.

Why does my navigation screen indicate that a course has been partially recertified or modified?

If you wanted to just "view" information on a course, you must click the course title which will display the course record. If you clicked "recertify" or "modify" from the ACTION column, the system thinks that you will be processing a recertification or modification request. If you do not intend to submit a recertification or modification request you must "cancel all changes". To cancel all changes:

- Click on the available hyperlink under the ACTION column
- Click "CANCEL COURSE CHANGE AND RESET COURSE STATUS"

Why don't my alternate instructors show up on the course outline; however, they appear on the course travel page?

Just the instructors you have selected as "primary" will appear on the course outline screen. However, you have to option of selecting from the "alternate" instructors for purposes of developing staff travel costs for the course. This is because travel costs may be higher for an alternate than for a primary instructor (based upon their proximity to the training delivery site). In this scenario, you are advised to compute your most expensive scenario and use travel costs predicated upon the alternate instructor.

Why doesn't the information I typed in for a course instructor appear in the course record?

When you are processing a certification, recertification or modification request, you **MUST** select CONTINUE before you close the application or return to the main menu to save the information on the screen. The CONTINUE button acts as a SAVE function in the on-line RFC system. **DO NOT** use your browser BACK and FORWARD options to navigate through the application because your information will not be saved until you select CONTINUE.

I am using Netscape Navigator and I am not able to access the RFC application. What can I do?

You will need to set your Netscape browser to accept "cookies". Once this is done, you should be able to access the application.