

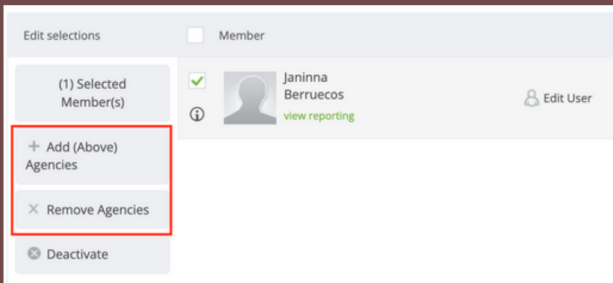
# TIPS FOR TRANSFERRING CERTIFICATIONS



## Administrators can update an agency

An administrator can add an agency to your account so that your certification will transfer.

Go to [Manage](#) > [Manage Members](#) > Check the box for the member > Select the box to the left to [Add Agencies](#)

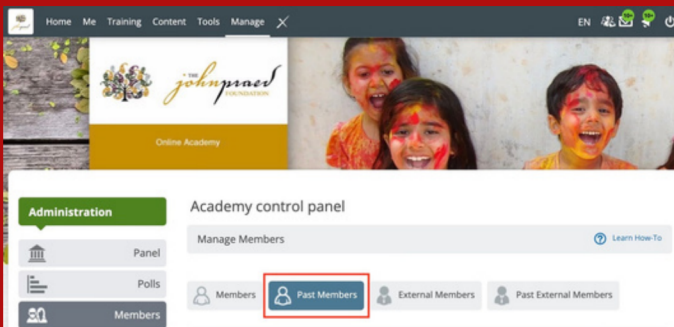


## Reactivate prior members

Members who you can't find in your initial search may have had their accounts de-activated.

Administrators can re-activate members.

Go to [Manage](#) > [Manage Members](#) > Click & search under the Past Members button.





## Jurisdiction Issues

Staff with an active certification from another county will need their jurisdiction changed directly by [tcomtraining.com](https://tcomtraining.com).

An Alameda County administrator will not be able to view staff from other jurisdictions. TCOMTraining support can find and transfer them to your agency.



## Create a new account

Staff who have expired certifications will need to certify again, and do not need access to their old certifications. Create a new account in [tcomtraining.com](https://tcomtraining.com). If you wish to have access to old certifications and training content, you may contact support (see below) to ask them to merge the prior account. They will need the old & new email address and the member's name.



## Contact Support

For all questions and requests about the [tcomtraining.com](https://tcomtraining.com) website, email [support@tcomtraining.com](mailto:support@tcomtraining.com)

For all questions and requests about live trainings, contact [livetraining@tcomtraining.com](mailto:livetraining@tcomtraining.com)

Alameda County BHCS and your TCOM Coach can also point you in the right direction. Contact [ACBH.CYASOC@acgov.org](mailto:ACBH.CYASOC@acgov.org)