



# ***New Hampshire Professional Registry***

## ***Frequently Asked Questions***

### **Where do I go to register and/or log in to the registry?**

- The online portal for the NH Professional Registry can be found by going to <https://nhportal.naccraware.net/nh/>

### **I created an account in the New Hampshire Professional Registry. I received the email and completed the instructions on how to set my password, but cannot log in or I received a message of “bad credentials”. Why?**

Possible reasons for this could be:

- The user name and password are case sensitive. Check to make sure that you entered each exactly as you created them.
- Your password was not set or was set improperly and you need to set your password or reset it. Simply follow the links for setting your password as a new user, or use the “Forgot your Password?” link on the log in page.
- You created two records for yourself and the system cannot determine which one to use so you will get an error message that says either “User name does not exist” or “Bad credentials”. ***If you created 2 records, please notify Child Care Aware of NH or ACROSS NH (A Comprehensive Resource for Out-of-School time Staff in the Granite State) to request that your records be merged into one record.***

### **How do I register for a training in the NH Professional Registry?**

- **Quick Bullet Points for registering for a training**
  - Go to <https://nhportal.naccraware.net/nh/>
  - Click on “Login”
  - **Click on “Training Calendar”**
  - Find the training you wish to attend
    - Training are colored coded to show who is providing the training
  - Click on the “Training Title”
  - Click on the blue “Register” button
  - Select your “Purpose Type” and “Motivation”
  - Click on the blue “Register” button
- At this time your registration is pending our review. Once our staff confirms your registration, you will receive an email indicating that you are enrolled for this training session.

### **Will I receive an email when I am enrolled in a training?**

- After you have registered for a training, a CCAoNH staff will enroll you into the training. Once you have been enrolled, you will get a confirmation email. If you do not receive an email, check your status for the training. You may have been wait listed.

### **Will I receive an email when I am on the wait-list?**

- You will not receive an email letting you know you are on the wait-list. When you attempt to register for a training that is full, you will know that there is a wait list because your status will say wait-list.



### **I found a training that I want to attend in the Annual Training Calendar but am unable to find it on the NH Professional Registry. Why?**

- There are several possibly reasons why you would be unable to find a training that is on the Annual Training Calendar but not in the NH Professional Registry
  - CCAoNH has a registration window, you can only see trainings that are available during that registration window. The window opens on the first of every month.
  - The training you are looking for has a cost associated with it and needs to be registered for through Evenbrite. [www.snhscrr.eventbrite.com](http://www.snhscrr.eventbrite.com)
  - The training has been cancelled or rescheduled. You can find the most up to date information about all of our trainings in our e-newsletter. To sign-up or view an e-newsletter go to our website <http://www.nh.childcareaware.org> and click on the e-newsletter link.

### **I registered for a training but now I am unable to attend. How do I withdraw from the training?**

- If you need to cancel your registration, it is important to withdraw your registration so that someone who may be on a wait-list can attend. Please note that you must withdraw before the date of the training. If you need to withdraw from a training, please follow the steps below.
- **Quick Bullet Points for withdrawing from a training**
  - Go to <https://nhportal.naccraware.net/nh/>
  - Click on **“Login”**
  - Click on **“My Registry Record”**
  - Look for **“Training”** and click on **“Training Transcript”**
  - Click on the **“Search”** button
  - See your **“Training Transcript Search Results”**
  - Find the training you would like to withdraw from
  - Click the active link in the box under **“Training Name”**
  - Click on the blue button marked **“Register”** Even though you are already registered, you must click on this button to open the page where you can withdraw from the training
  - Click on the blue button marked **“Withdraw”**
  - To ensure that you are withdrawn from the training:
    - Click on the **“Training Transcript”** button on the left
    - Click on the blue box marked **“Search”**
    - Your status for the training will now appear as **“Withdrawn”**

### **What happens if I do not show up for a training and I forgot to cancel?**

- Your transcript will have a “No show” designation for the training.

### **How will I know if a training is cancelled or rescheduled?**

- CCAoNH makes every attempt to hold all trainings that are scheduled. However, there are times when circumstances are outside of our control such as inclement weather, a trainer cancels or the host site cancels. CCAoNH also reserves the right to cancel a training that has less than 10 participants enrolled. If a training that you have registered for is cancelled, you will receive an email from [ccrtraining@snhs.org](mailto:ccrtraining@snhs.org). You can also find the most up to date information about rescheduled or cancelled trainings in our e-newsletter. To sign-up or view an e-newsletter go to our website <http://www.nh.childcareaware.org> and click on the e-newsletter link.