HOW TO ADMINISTER SEATS FOR A TCAR OR PCAR COURSE

A step-by-step guide to running a successful trauma training program.
*If you have **questions** about these steps, please reach out to us at **503-608-4900** or **info@tcarprograms.org**.*

What can a Course Administrator do?

You can **Assign Courses**, monitor **Learner Progress**, view **Scores** and **Evaluations,** and print **Verification Certificates** or **CE Documents**

*The **NEW Course Management Dashboard** and the **Learner Management** pages have replaced the Roster and Progress pages.*

- *The Course Management Dashboard provides an easy-to-read overview of all your course status*
- *The Learner Management page is where you can view and modify learner progress*

NEW

Click on any heading to jump to that section

GET STARTED

How to **Sign In** or **Creat New Account** to the website

MANAGE YOUR ORDERS

Manage and **View** your pending Orders

COURSE MANAGEMENT DASHBOARD

Assign and **Notify** Learners they have been enrolled in a TCAR or PCAR course, and verify they have **Registered** for the course

LEARNER MANAGEMENT

Monitor each enrolled learner's **Progress** and view **Posttest** scores
Download and **Print** Learners' Verification Certificates

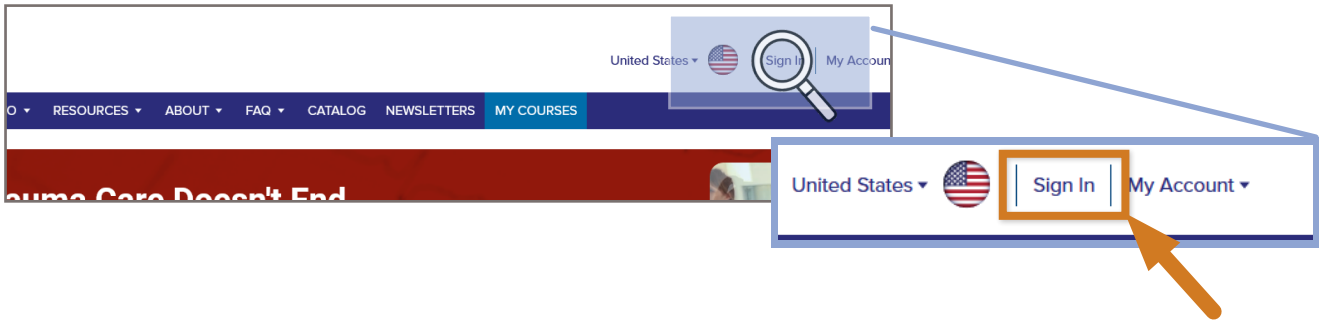
GET STARTED

1 Navigate to the TCAR Home Page

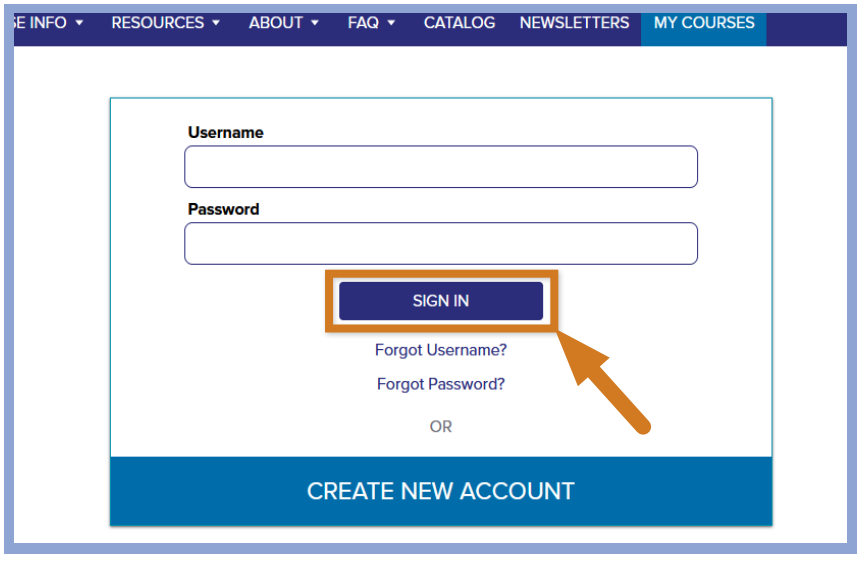
Go to: tcarprograms.org or tcarprograms-uk.org

2 Sign In

Sign in to your account by clicking on the link at the top of the Home Page.



If you already have an account, enter your **USERNAME** and **PASSWORD**. Then click the **Sign In** button.



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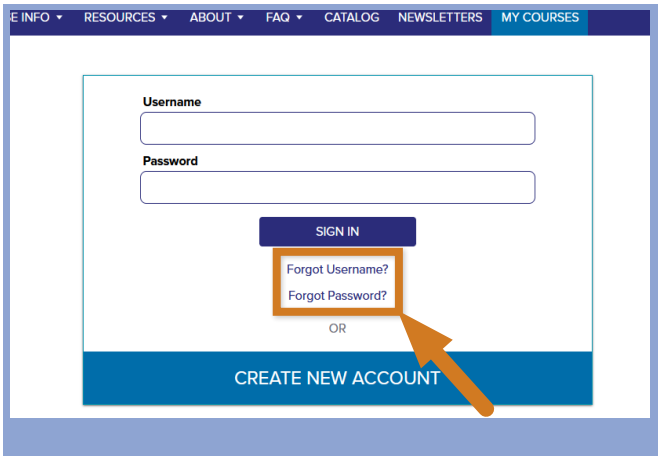
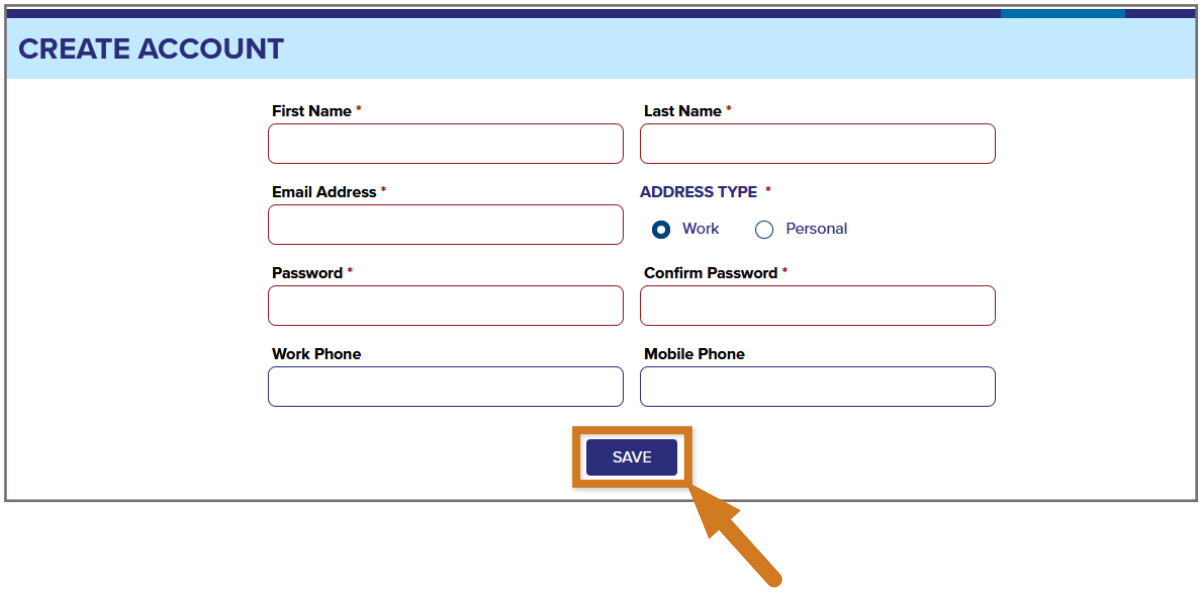
If you have an account and are unable to sign in,

click on ***Forgot Username?*** or ***Forgot Password?*** for help retrieving your login information.



If you don't have an account, click the **Create New Account** link. Fill out your information. **Create a PASSWORD** and click **SAVE**. Then navigate back to the **Sign In** page and **Login** to your new account.



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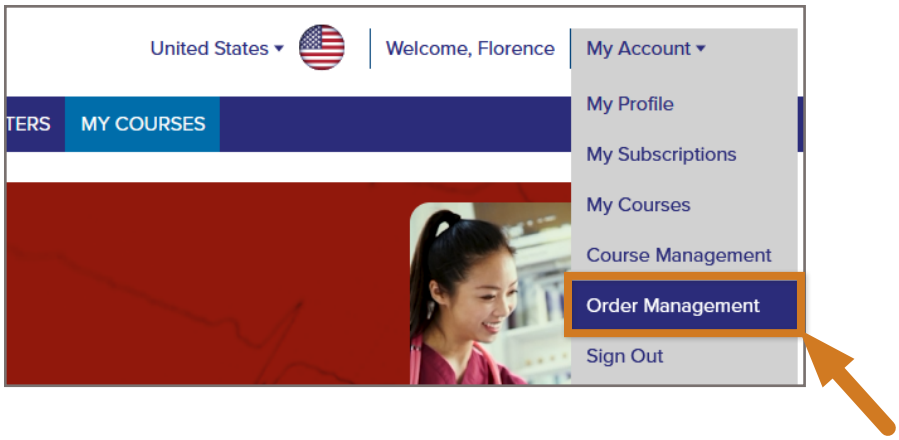
MANAGE YOUR ORDERS

Order Management is where you can:

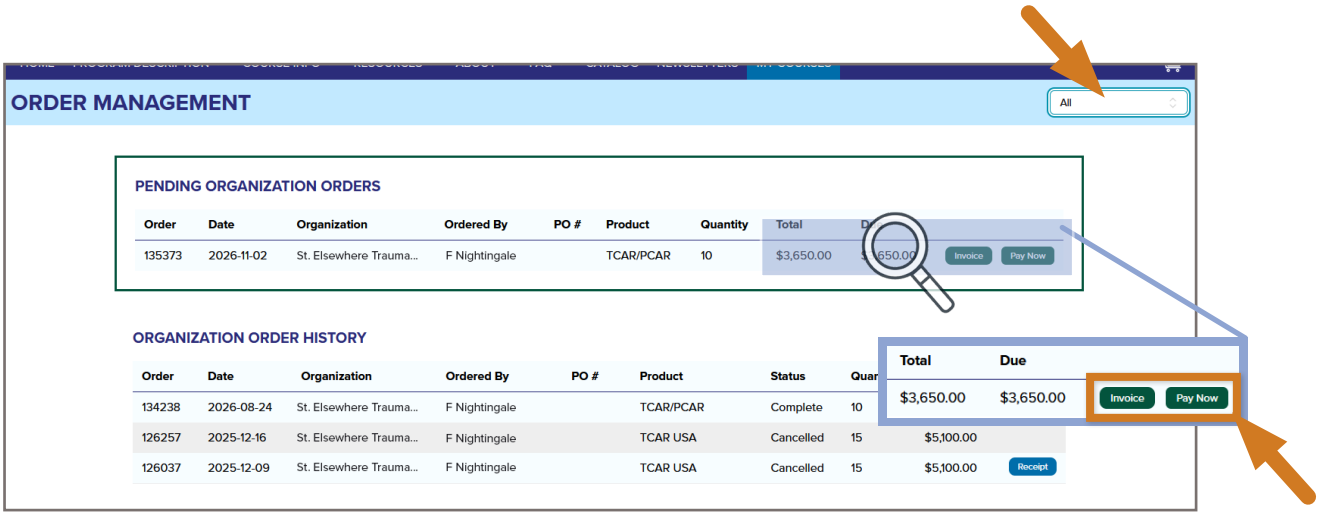
- View department orders
- Pay for outstanding orders

3 Manage Your Course Orders

From the **Main Page**, click the **MY ACCOUNT** drop down menu. Select **Order Management**.



From the **Order Management** Page, **Select Your Organization** from the drop down menu. Orders will appear in the table below. Each row in the table represents one course your organization has placed. Any pending orders will show at the top of the page with links to create an invoice and/or pay for the order.



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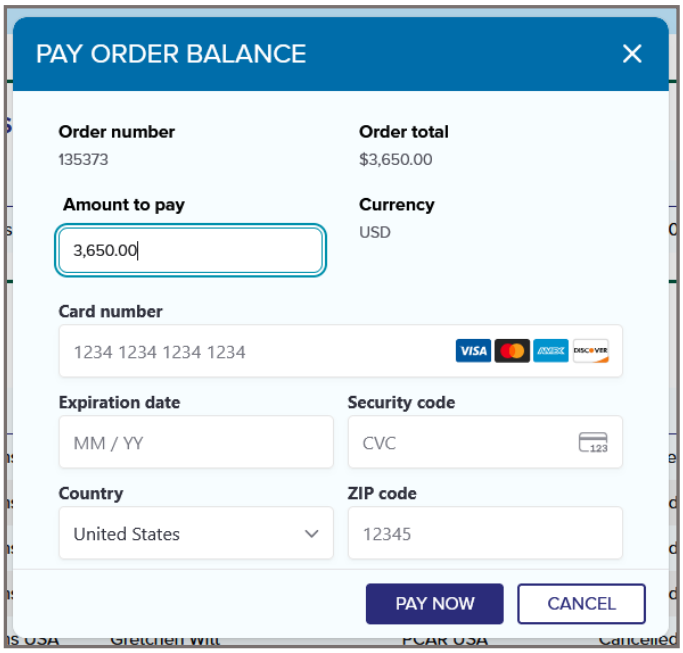
When you select a pending order from the list and select **PAY**, the **PAY ORDER BALANCE** window appears. Fill out your information, then select the SUBMIT PAYMENT button to make a payment.



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COURSE MANAGEMENT DASHBOARD NEW

The new **Course Management Dashboard** is where you will

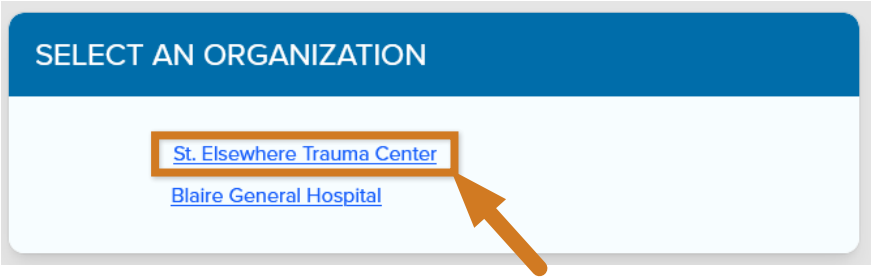
1. Assigns seats
2. View Learner Status Summaries and Course Evaluations
3. Access Learner Management screen

Course Management Dashboard Overview

From the **Home Page**, click the **MY ACCOUNT** drop down menu. Select **Course Management**.

Select Organization

If you are an administrator for more than one organization you will need to select the organization you wish to manage from the **Select an Organization** modal.



If you are an administrator with only one organization, you will be taken directly to the **Course Management Dashboard**.

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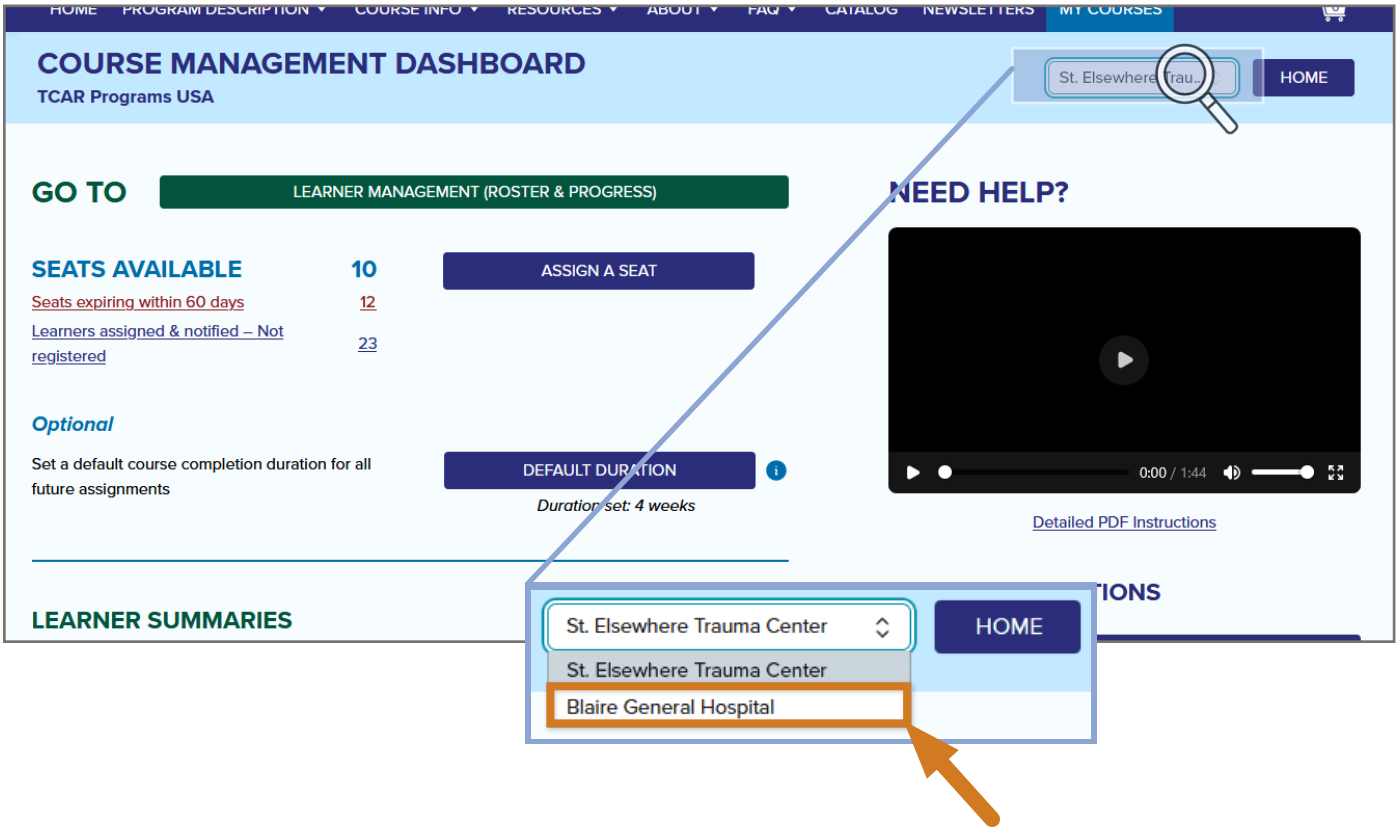
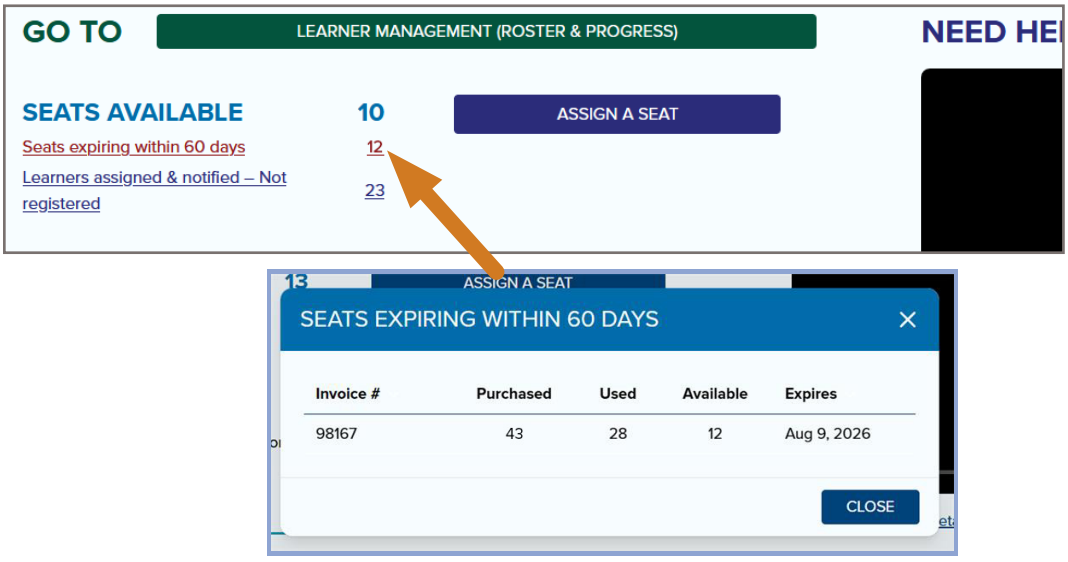
If you are an administrator for more than one organization and you wish to switch organizations after you have landed on the **Course Management Dashboard**, use the drop down menu in the top bar next to the **Home** button.



The Dashboard shows how many seats you currently have available to assign and how many of those seats are expiring in less than 60 days.



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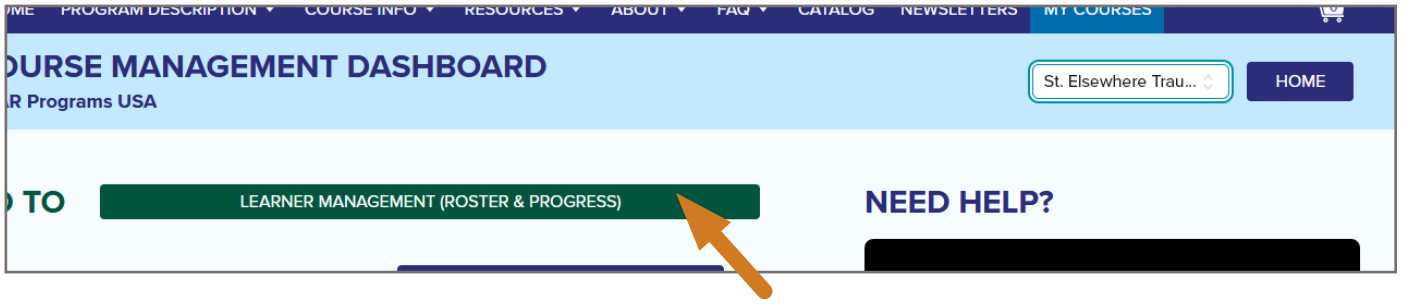
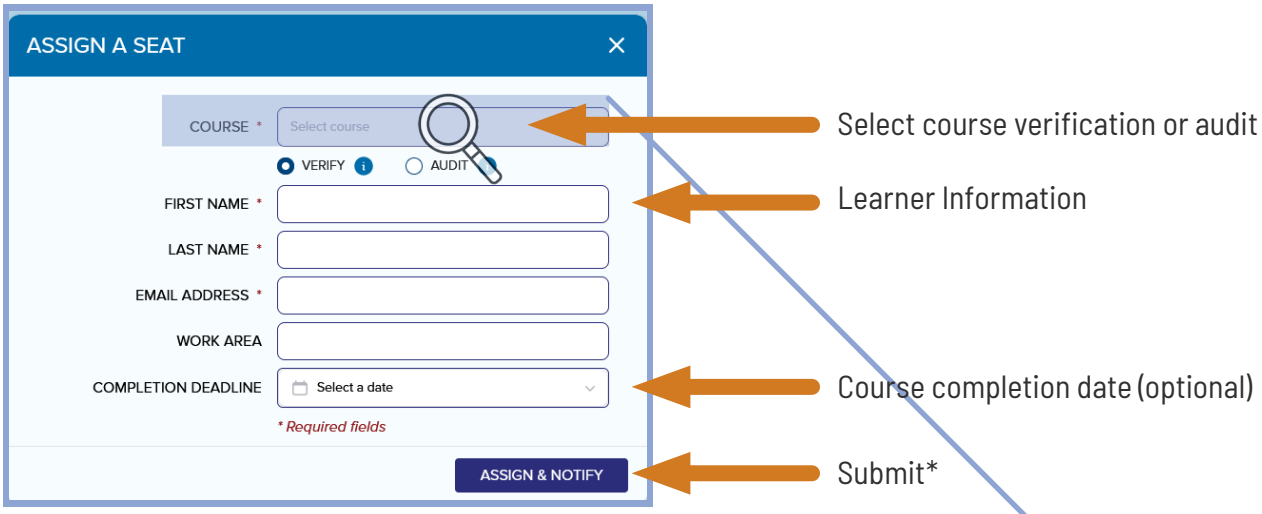
Assign A Seat

To assign a new Learner to a course, click the **Assign A Seat** button on the **Course Management Dashboard**.

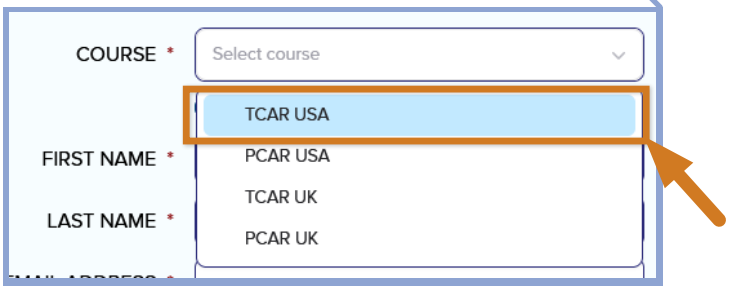


This will open the **Assign a Seat** modal. From here you can:

- Select the course you want to assign - TCAR or PCAR
- Decide whether you want your Learner to be verified or simply audit the course
- Enter the Learner information
- Assign a specific deadline for completion (Optional)



**When you submit this information, you will assign the seat and the Learner will receive an email notification of their assignment.*



Note: *when selecting your desired course from the* ***Course Dropdown*** *menu, you will be presented with* ***ALL*** *the possible course options we offer. Be sure to select the desired course and country.*

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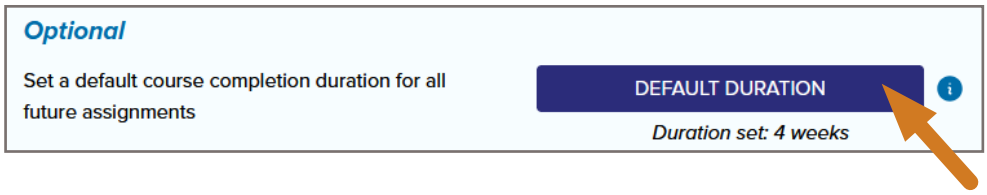
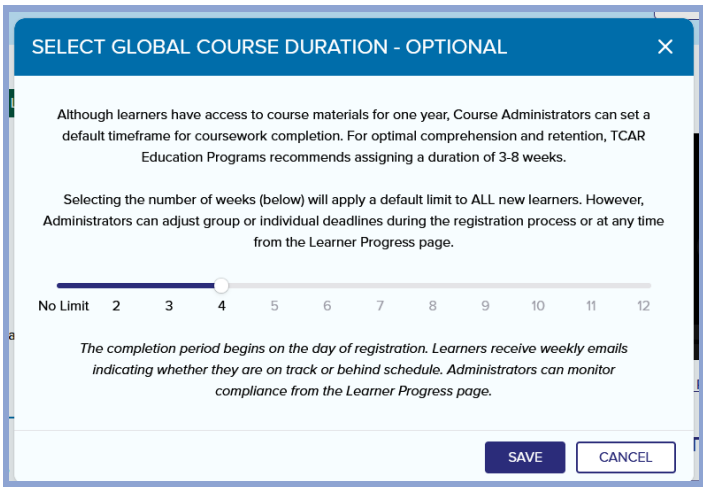
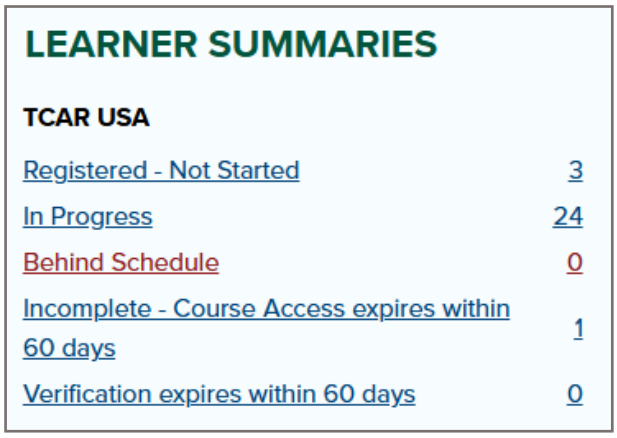
Although Learners have access to all course materials for one year, an administrator may set a default course duration for all future learners by selecting the Default Duration button on the Course Management Dashboard. TCAR Education Programs recommends a 3–8 week completion timeframe to support optimal learning outcomes.





Learner Summaries

You can view summaries of your learners progress in the **Learner Summaries** section of the Course Management Dashboard. Each item is a link to the **Learner Management** page with the view automatically filtered to the selected items.



If you administer more than one course, you will see summaries for each separate course. You will also see summaries for past courses that you have also administered.

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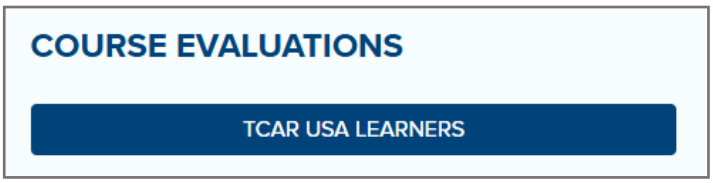
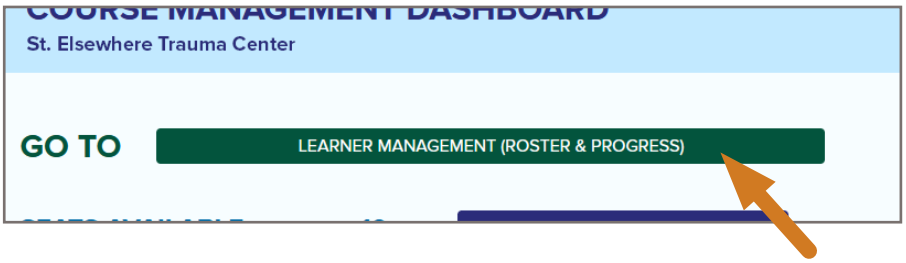
Course Evaluations

You can view your learners course evaluations by clicking on the specific course button under the **Course Evaluations** header.



Access Learner Management Screen

You can access the Learner Management Screen from the Course Management Dashboard by clicking the large, purple Learner Managment button. The Learner Management screen will allow you to get detailed information on all your learners.



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LEARNER MANAGEMENT

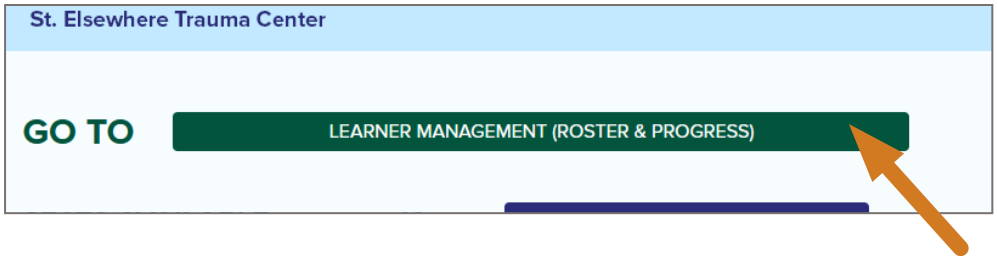
NEW

The new **Learner Management** screen is where you can

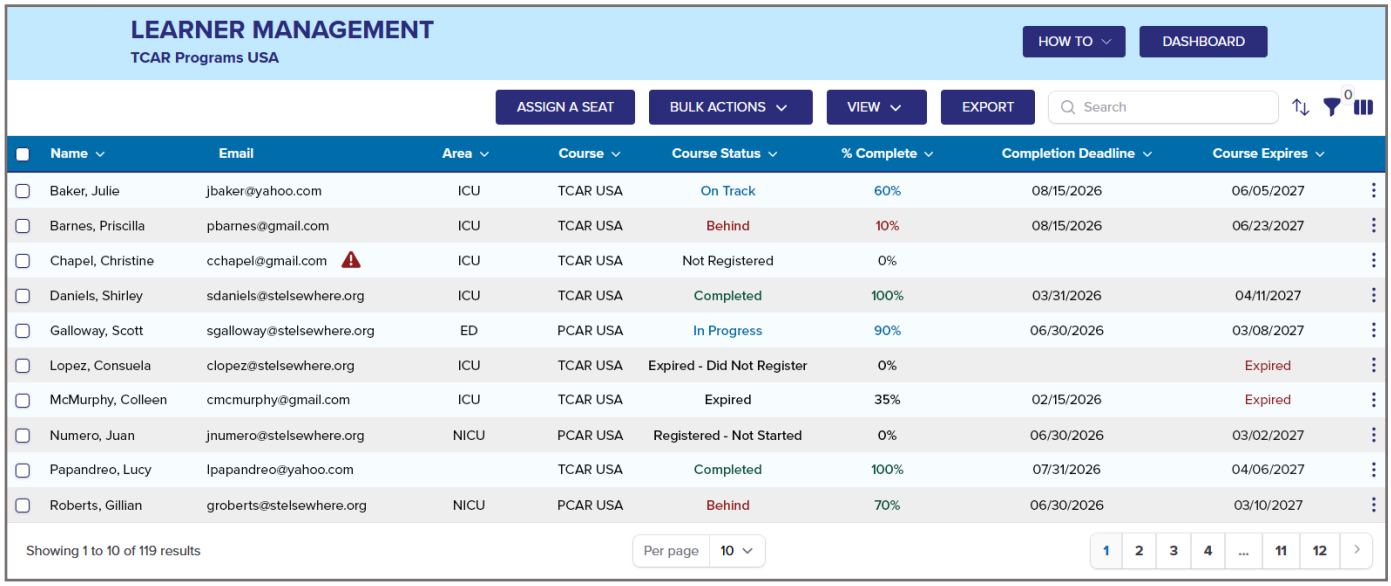
- Assigns seats
- View Learner status and progress
- See individual Learner details
- Change Learner deadlines
- Set Learner Work Area (optional)
- Email individual or groups of learners
- Export reports
- View and print Learner certificates

Learner Management Overview

From the **Course Management Dashboard**, click the **Learner Management** button at the top of the page.



When you land on the **Learner Management** screen, the default view will be all Learners in alphabetical order by last name.



Name	Email	Area	Course	Course Status	% Complete	Completion Deadline	Course Expires
Baker, Julie	jbaker@yahoo.com	ICU	TCAR USA	On Track	60%	08/15/2026	06/05/2027
Barnes, Priscilla	pbarnes@gmail.com	ICU	TCAR USA	Behind	10%	08/15/2026	06/23/2027
Chapel, Christine	cchapel@gmail.com	ICU	TCAR USA	Not Registered	0%		
Daniels, Shirley	sdaniels@stelsewhere.org	ICU	TCAR USA	Completed	100%	03/31/2026	04/11/2027
Galloway, Scott	sgalloway@stelsewhere.org	ED	PCAR USA	In Progress	90%	06/30/2026	03/08/2027
Lopez, Consuela	clopez@stelsewhere.org	ICU	TCAR USA	Expired - Did Not Register	0%		Expired
McMurphy, Colleen	cmcmurphy@gmail.com	ICU	TCAR USA	Expired	35%	02/15/2026	Expired
Numero, Juan	jnumero@stelsewhere.org	NICU	PCAR USA	Registered - Not Started	0%	06/30/2026	03/02/2027
Papandreo, Lucy	lpapandreo@yahoo.com		TCAR USA	Completed	100%	07/31/2026	04/06/2027
Roberts, Gillian	groberts@stelsewhere.org	NICU	PCAR USA	Behind	70%	06/30/2026	03/10/2027

Showing 1 to 10 of 119 results

Per page 10

1 2 3 4 ... 11 12

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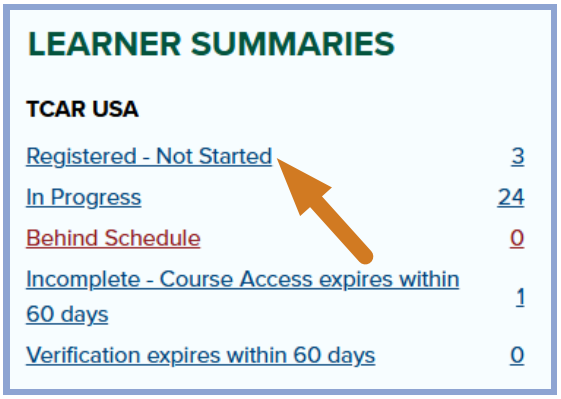
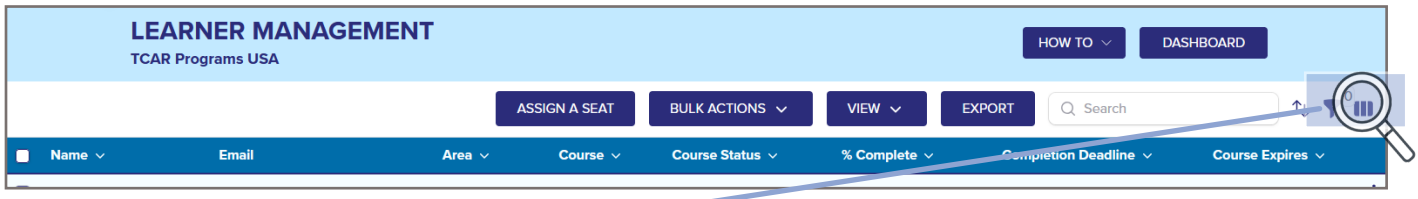
The exception to this sorting would be if you selected a specific Learner Summary on the Course Management Dashboard. For example, if you selected the "Registered - Not Started" option on the Course Management Dashboard, your initial view of the Learner Management screen would have the results filtered by all the Learners who have already registered for their course, but have not started.



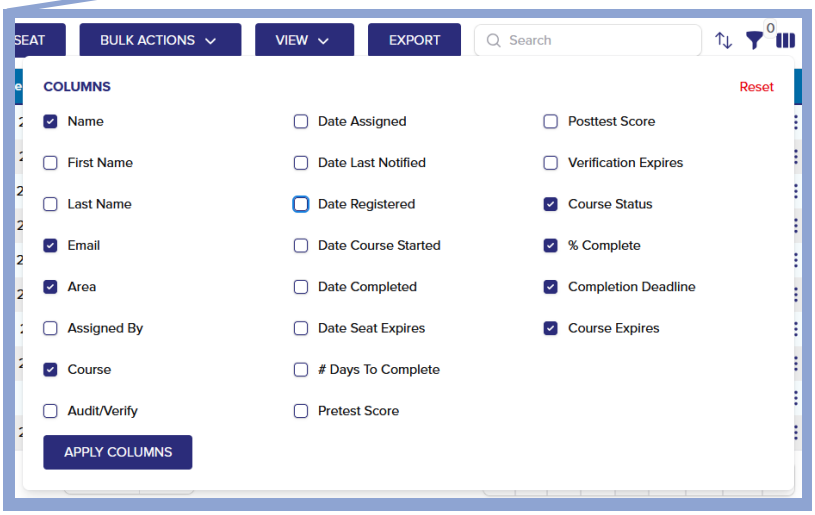
Your initial view of the Learner Management screen will show the following columns: Name (Last & First), Email, Hospital Area, Course Title, Course Status, Percent of Course Complete, Completion Deadline, and Course Expiration Date.



There are additional columns that can be shown on the Learner Management screen These can be viewed by selecting them from the **COLUMNS** menu at the far righthand side of the menu bar.

Be aware that adding columns may require horizontal scrolling to view.

You can also choose not to view specific columns using this same dropdown menu



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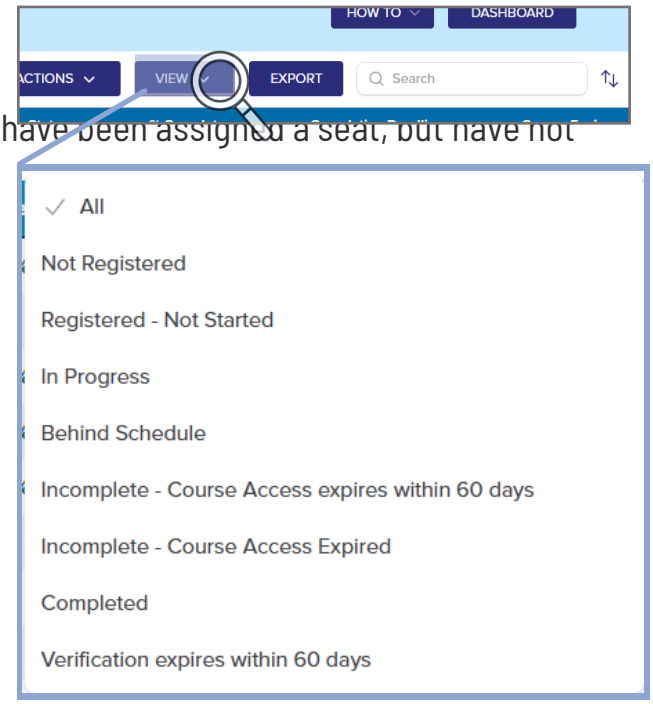
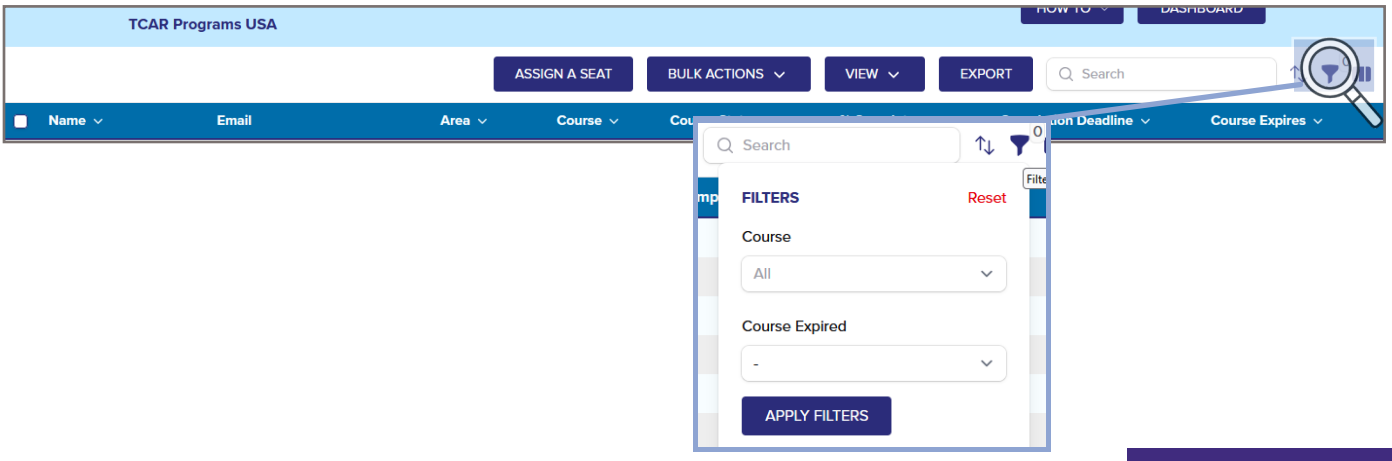
To change the list of Learners you are seeing, select the **VIEW** button from the top menu and select the view you would like to see. You have the option of filtering your view by:



All: all Learners assigned to your facility regardless of current status (this will include Learners who have completed)
Not Registered: this will be all the Learners that have been assigned a seat, but have not completed their registration
Registered - Not Started: Learners who have completed registration, but have not begun the course
In Progress: Learners who are in the process of taking the course
Behind Schedule: Learners who have been assigned a course completion deadline and who are behind schedule
Incomplete - Course Access expires within 60 days: Learners who have less than 60 days before their access to the course materials will expire
Incomplete - Course Access expired: Learners who did not complete the course and their access to the course materials has expired
Completed: all Learners who have completed the course
Verification expires within 60 days: Learners who have completed the course and who's 4-year verification term will expire within 60 days

Additionally, you have several options for sorting information on the Learner Management screen. Using the Filter option allows you to filter your information by either Course, whether the Course has expired, or both. Click on the **FILTER** icon on the right to open the Filter Dropdown menu. Select your Course and Expired options and click the **APPLY FILTERS** button.



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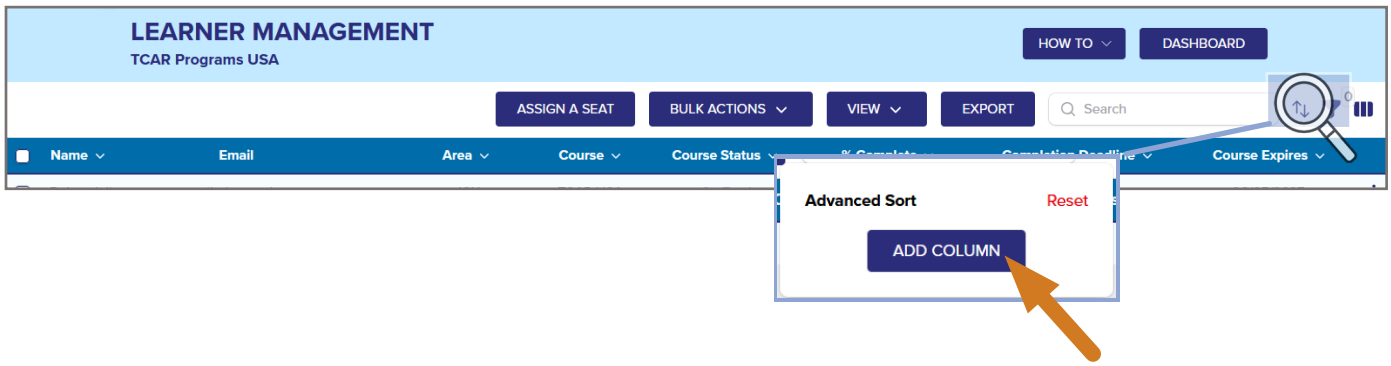
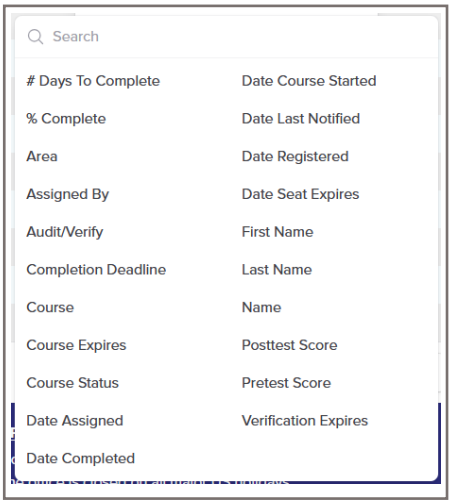
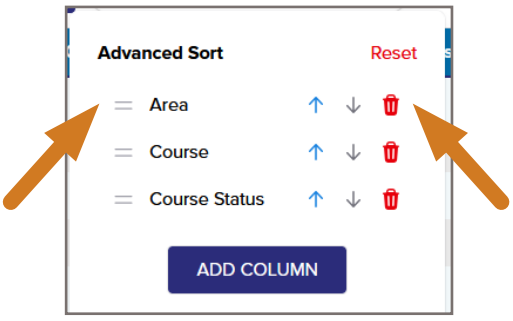
You also have the option of using advanced sorting. To apply an advanced sort to a view, click the Advanced Sort icon in the menu bar.



Click the **ADD COLUMN** button and select the desired column(s) from the list.
Note: *You can sort by any columns whether they are currently visible or not. If you sort by hidden columns, the sort will apply, but the columns will not automatically be displayed. To view the hidden columns, turn them on using the* ***COLUMNS*** *icon.*



To change the sort order, click on the double line icon to the left of a column name and drag it to the desired position. Use the up and down arrows to toggle between ascending and descending sort for a given column.



To stop sorting by a column, click the red trash can icon for that column. You may also click Reset to return to view the default sort.

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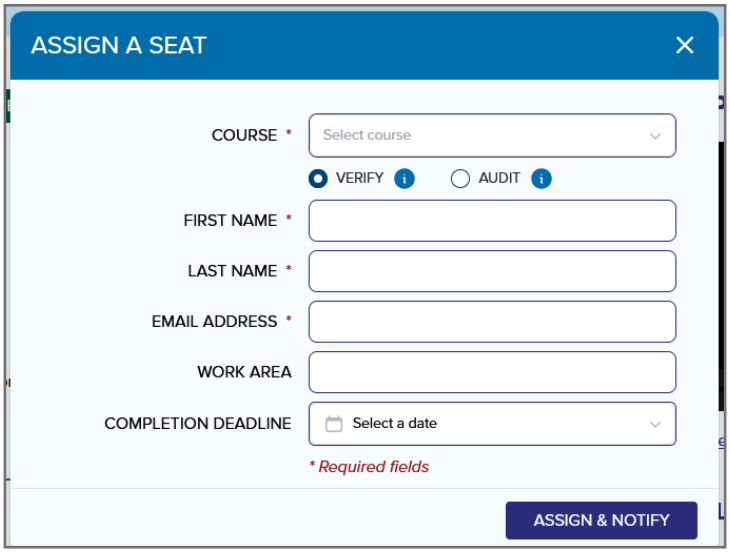
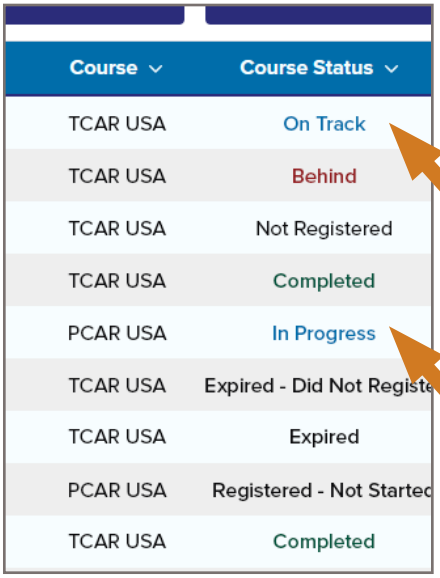
Assign Seats

While you can assign seats from the Course Management Dashboard, you can also assign seats from the Learner Management screen. Select the **ASSIGN A SEAT** button from the menu bar. This will open the same dialogue box you see from the Course Management Dashboard.



View Learner Status and Progress

The Learner Management screen is where you can view the status and progress of all your Learners. Here you can easily view the Course Status and Percent Complete of each Learner.



Note:* *On Track* *includes just those learners who are on or ahead of schedule based on their assigned course completion date.

***In Progress** includes all learners who have started the course but are not complete.*

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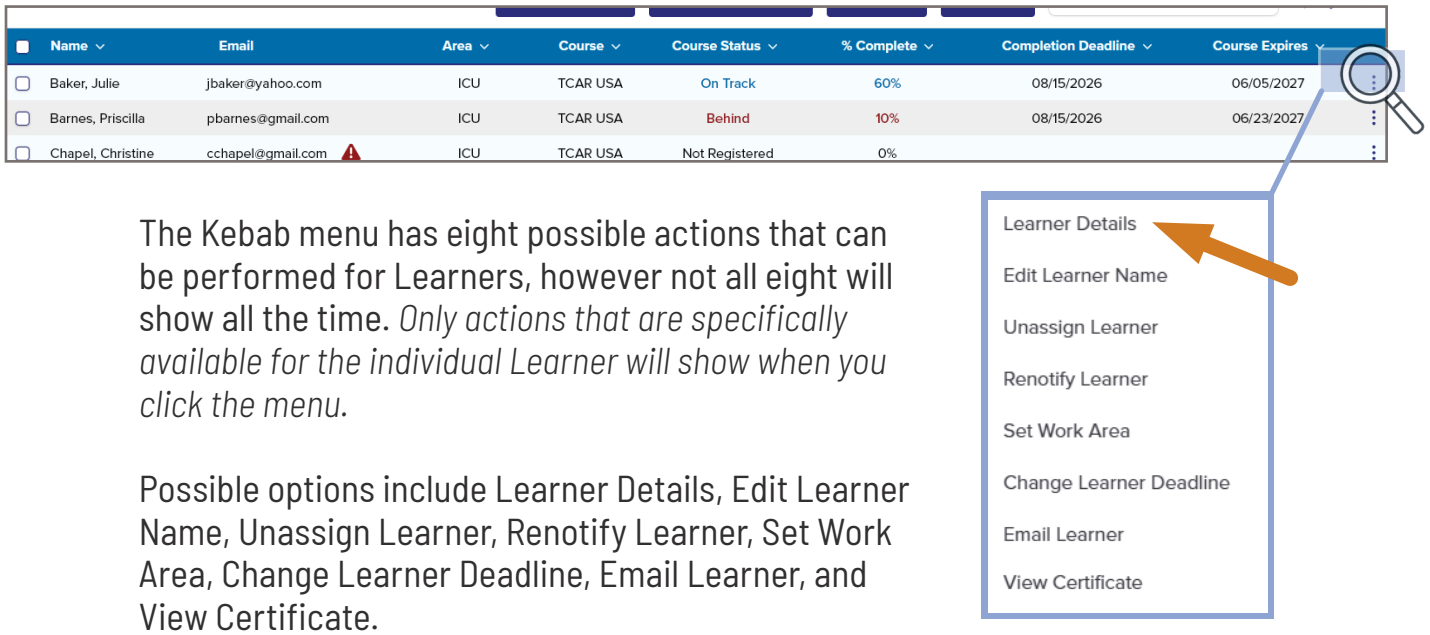
Learner Details

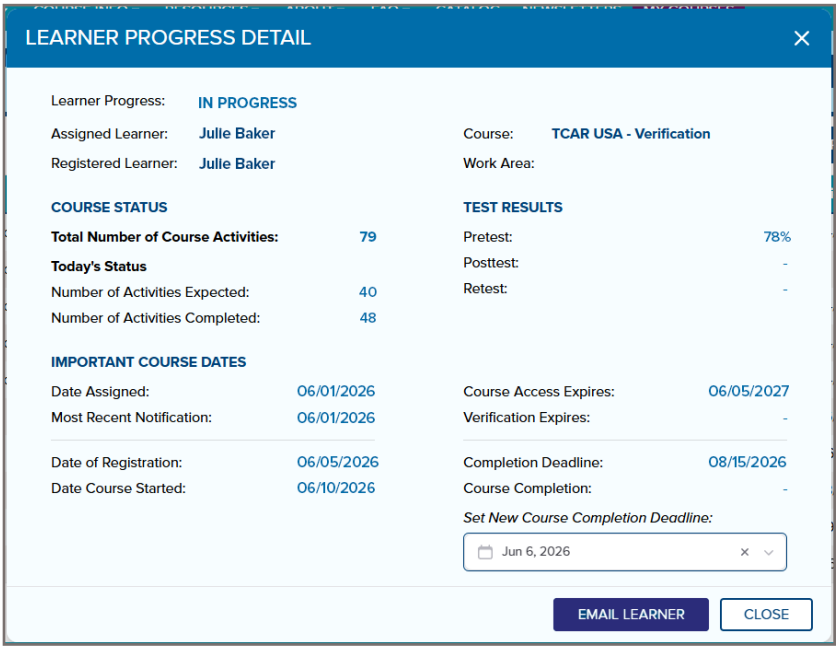
The Learner Details dialogue box is where you will be able to get more detailed information regarding an individual Learner. To access this information click on the **KEBAB** icon (⋮) menu at the far right of the screen (if you can't see it, you may need to scroll horizontally for it to come into view). Select the **LEARNER DETAILS** option from the menu. This will open the Learner Details dialogue box.



The Kebab menu has eight possible actions that can be performed for Learners, however not all eight will show all the time. *Only actions that are specifically available for the individual Learner will show when you click the menu.*

Possible options include Learner Details, Edit Learner Name, Unassign Learner, Renotify Learner, Set Work Area, Change Learner Deadline, Email Learner, and View Certificate.

The Learner Details dialogue box is where you will be able to get more detailed information regarding an individual Learner. To access this information click on the **KEBAB** menu at the far right of the screen (if you can't see it, you may need to scroll horizontally for it to come into view). Select the **LEARNER DETAILS** option from the menu. This will open the Learner Details dialogue box.



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From this screen you will be able to view the following details:

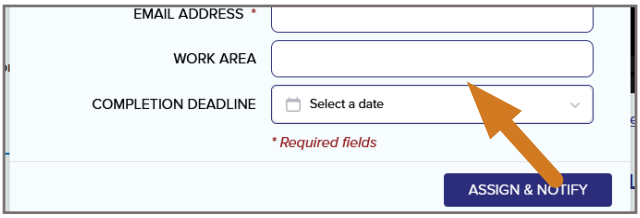
- The Learner's current status
- Learner progress including the total number of activities to be completed, number of activities expected to currently be complete, and the total number of activities the Learner has already complete
- Important Course Dates including the date assigned, most recent notification date, date of registration, date the Learner started the course, course access expiration date, the verification expiration date, course completion deadline, and date of completion
- Test results

From this screen you will also be able to email the Learner or set a new course completion deadline.

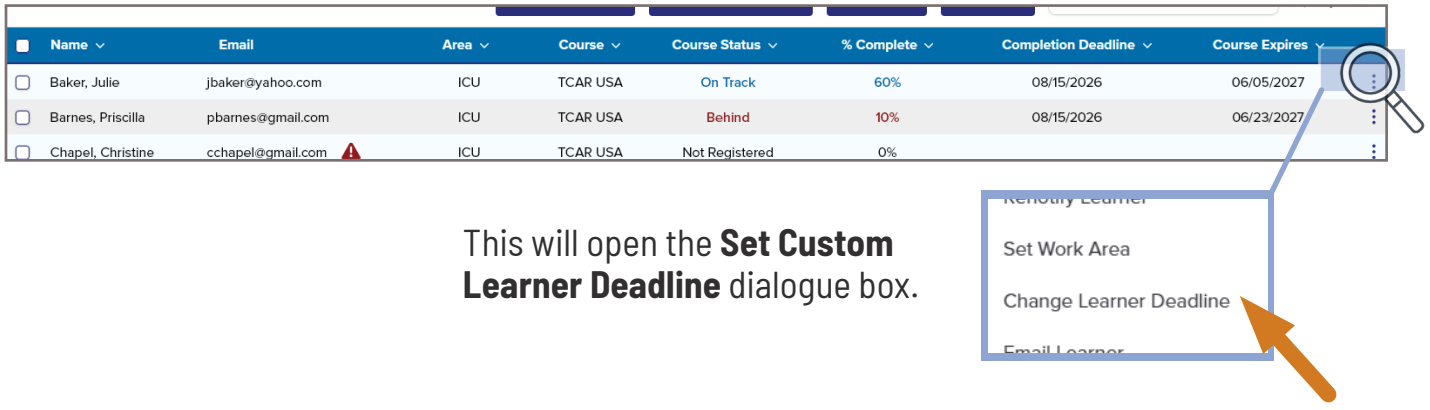
Setting a Course Completion Date

When you assign a Learner you have the option of setting a custom Learner Deadline. You can set this custom deadline from the Learner Management screen in three locations.

1. **From the Assign A Seat dialogue box.** Click on the **ASSIGN A SEAT** button. This will open the Assign A Seat dialogue box where you can set a specific completion deadline



2. **From the Kebab menu at the right of the screen.** Click on the **KEBAB** menu and then select **Change Learner Deadline**.



This will open the **Set Custom Learner Deadline** dialogue box.

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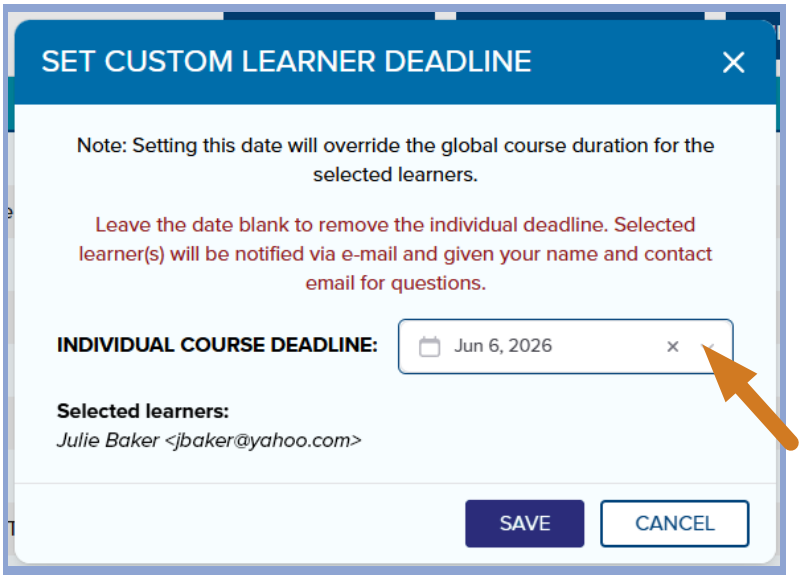
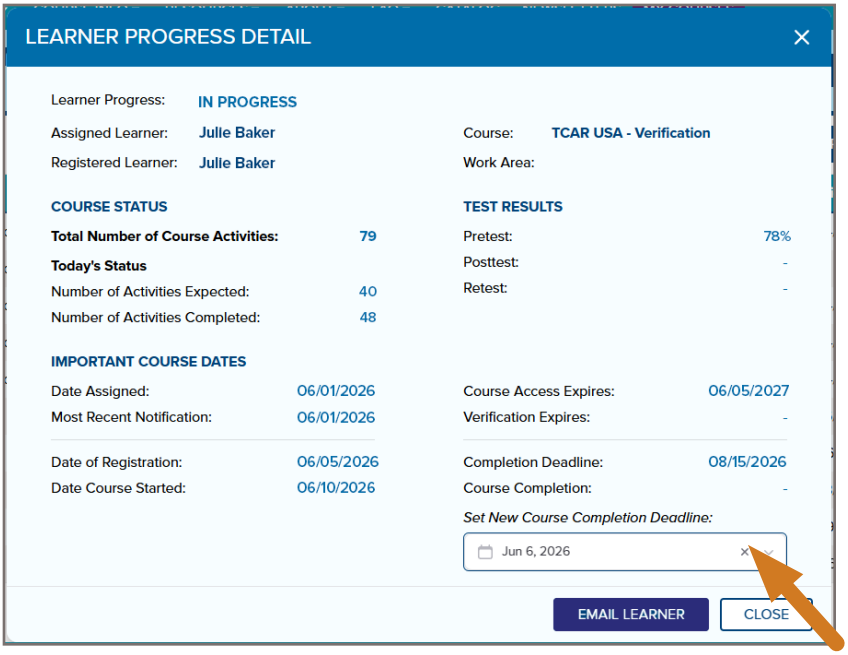


3. **From the Learner Details dialogue box.** Click on the **KEBAB** menu and then select **Learner Details**. If you change the deadline from this screen, you will need to email your student to notify them of the change.



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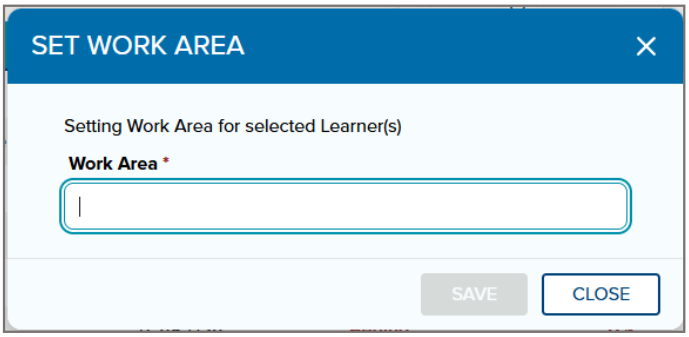
Set Learner Work Area (*optional*)

You have the option of assigning work areas to individuals or groups of Learners.

To assign multiple Learners to a single group area, select the **CHECK BOX** on the left next to each Learner you want to include in the Area. Next, click on the **BULK ACTIONS** button on the menu bar and select "Set Learner(s) Work Area". This will open the **Set Work Area** dialogue box.

To assign an individual Learner to a work area, select the **KEBAB** menu on the right in the Learner's row. Next select **Set Work Area** from the dropdown menu. This will open the same **Set Work Area** dialogue box as the group instructions.

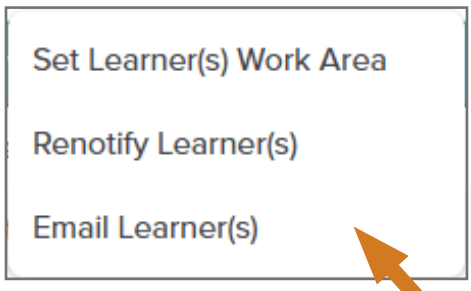


Email Learners

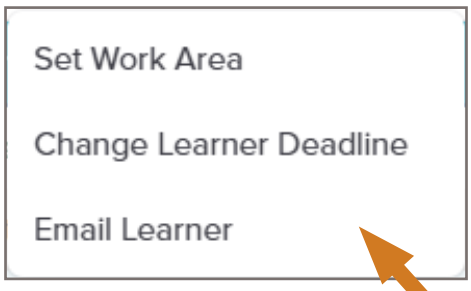
From the Learner Management screen you can also email individuals or groups of Learners.

To email multiple Learners, select the **CHECK BOX** on the left next to each Learner you want to email. Next, click on the **BULK ACTIONS** button on the menu bar and select **Email Learner(s)**. This will open your default email software and prefill the "To" field with your selected Learner(s).

To email an individual Learner, select the **KEBAB** menu on the right in the Learner's row. Next select **Email Learner** from the dropdown menu. This will open your default email software and prefill the "To" field with your selected Learner.



Bulk Actions dropdown



Kebab menu dropdown

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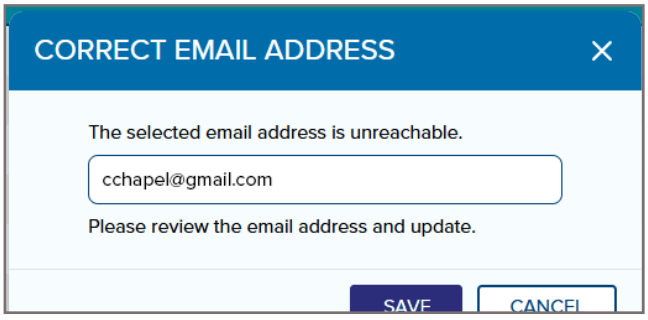
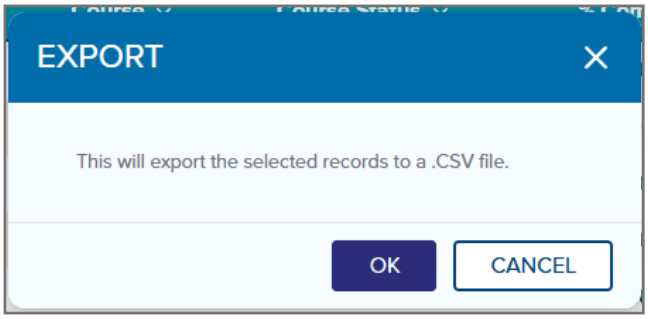
If you see a red warning icon in the Email column, this is a notification that the email address entered is not reachable. If you click the icon, a dialogue box will open, allowing you to correct the email address.



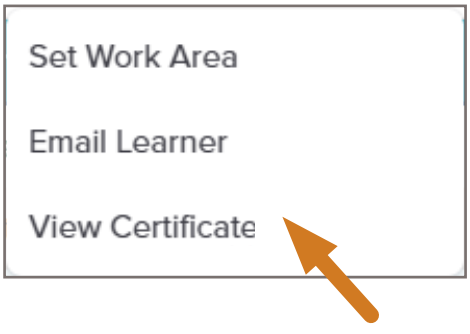
Export Reports

You can export a spreadsheet of any current view from the Learner Management screen. This will incluce any and all filters and sorts you have currently selected. Set the view to your specific needs and click the Export button from the top menu. This will open the Export dialogue box and create a .CSV file that can be opened in your chosen software. It will automatically save to wherever your default downloads save. This allows you to create multiple reports from a single location.



View and Print Learner Certificates

As an administrator, you can view and print your Learners certificates once they have completed the course. From the Kebab menu on the right, select "View Certificate". This will open a .pdf file of your Learner's certificate and you can access this information at any time once the Learner is 100% complete. You can print a copy of the certificate from the .pdf file.



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