

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

GET STARTED

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

Click on any heading to jump to that section

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

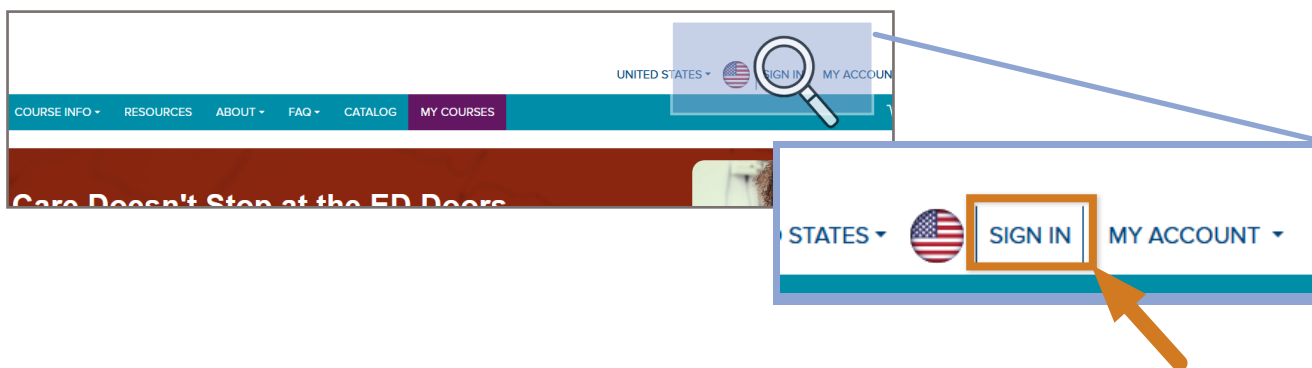
GET STARTED

1 | Navigate to the TCAR Home Page

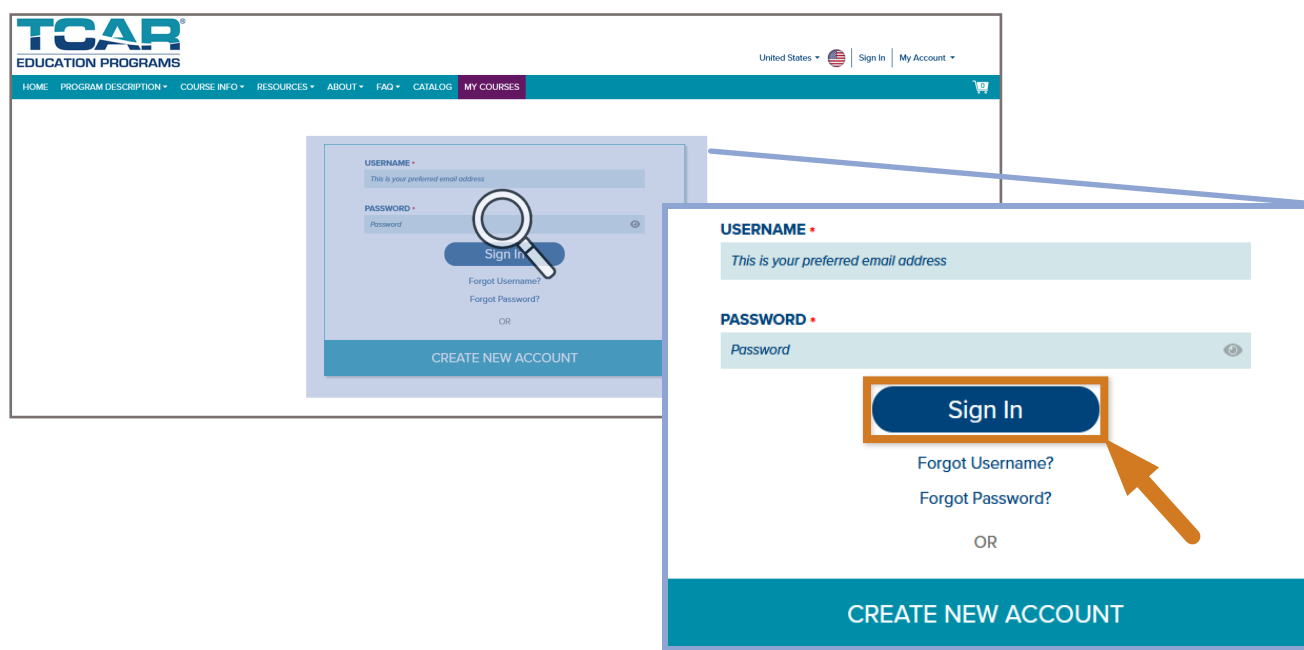
Go to: tcarprograms.org

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.



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.

CREATE ACCOUNT

FIRST NAME *	LAST NAME *
EMAIL ADDRESS *	ADDRESS TYPE *
	☒ Work ☐ Personal
PASSWORD *	CONFIRM PASSWORD *
WORK PHONE	MOBILE PHONE
ADDRESS LINE 1 *	STREET ADDRESS LINE 2
CITY	POSTAL CODE
COUNTRY:	STATE / PROVINCE:
Type to search country	Type to search state

SAVE

If you have an account and are unable to sign in, click on **Forgot Username?** or **Forgot Password?** for help retrieving your login information.

USERNAME *
This is your preferred email address

PASSWORD *
Password

Sign In

Forgot Username?
Forgot Password?

OR

CREATE NEW ACCOUNT

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.

The screenshot shows the 'ORDER MANAGEMENT' page. At the top, there is a dropdown menu for selecting an organization, currently set to 'St. Elsewhere Trauma Center'. Below the dropdown is a table with the following data:

Order	Date	Status	Product(s)	PO number	Total	Payment	Balance	Currency
131005	2026-06-03	Pending	TEP Course		4380.00	0.00	4380.00	USD
131003	2026-06-03	Complete	TEP Course		3650.00	3650.00	0.00	USD



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.

PAY ORDER BALANCE

×

AMOUNT TO PAY

CURRENCY

4380.00

USD

Card

Full name

Florence Nightingale

Country or region

United States

Address line 1

111 Trauma Center Dr.

Address line 2

Apt., suite, unit number, etc. (optional)

City

SCAPPOOSE

State

ZIP code

Select

97056-3836

Submit Payment

Cancel

When you select **VIEW**, you can see your **ORDER** information. Here you can also view the **INVOICE**.

where Trauma Center

PAY

VIEW

MY ORDER 131005

INVOICE

EXIT

FIRST NAME

Florence

LAST NAME

Nightingale

USERNAME

fnightingale@stelsewhere.org

ORDER DATE

2026-06-03

BILLING ADDRESS

ST. ELSEWHERE TRAUMA CENTER
111 TRAUMA CENTER DR.
SCAPPOOSE 97056-3836

SHIPPING ADDRESS

ORDER ITEMS

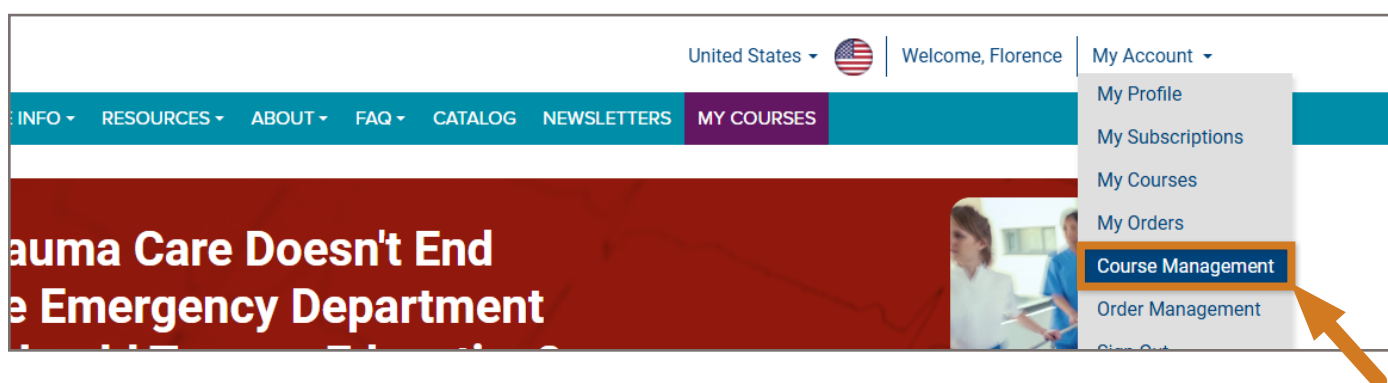
Product	Nickname	SKU	Price	Quantity	Total	Currency
---------	----------	-----	-------	----------	-------	----------

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

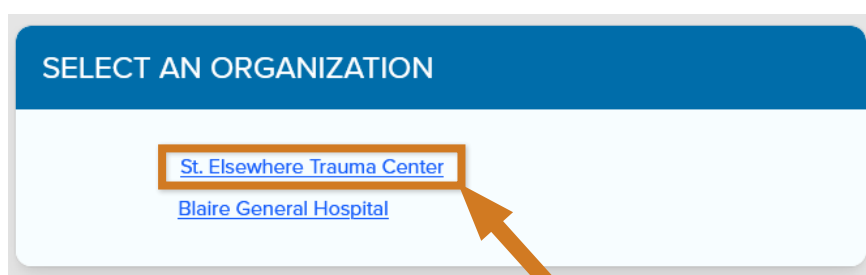
Course Management Dashboard Overview

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**.

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 screenshot shows the 'COURSE MANAGEMENT DASHBOARD' for 'St. Elsewhere Trauma Center'. The top navigation bar includes a dropdown menu for the organization, currently set to 'St. Elsewhere Trauma Center', and a 'HOME' button. A magnifying glass icon is positioned over the dropdown menu. Below the navigation bar, the dashboard is divided into several sections: 'GO TO' with a 'LEARNER MANAGEMENT' button, 'SEATS AVAILABLE' (37), 'ASSIGN A SEAT' button, 'NEED HELP?' section with a video player and 'Detailed PDF Instructions' link, 'LEARNER SUMMARIES' for 'TCAR USA' with various status counts, 'DEFAULT DURATION' button, and 'COURSE EVALUATIONS' with a 'TCAR USA LEARNERS' button. An inset shows the expanded dropdown menu with 'St. Elsewhere Trauma Center' and 'Blaire General Hospital' as options, with an orange arrow pointing to the latter.

Assign A Seat

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

This screenshot shows the same 'COURSE MANAGEMENT DASHBOARD' for 'St. Elsewhere Trauma Center'. The 'ASSIGN A SEAT' button is highlighted with an orange arrow, indicating the next step in the process.

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)

The screenshot shows the 'ASSIGN A SEAT' modal. It has a title bar with a close button. The form contains the following fields and options:

- COURSE ***: A dropdown menu with a magnifying glass icon. An arrow points to it with the text 'Select course verification or audit'.
- VERIFY** and **AUDIT**: Radio buttons. An arrow points to them with the text 'Learner Information'.
- FIRST NAME ***, **LAST NAME ***, **EMAIL ADDRESS ***, and **WORK AREA**: Text input fields. An arrow points to the 'FIRST NAME' field with the text 'Learner Information'.
- COMPLETION DEADLINE**: A date picker with the text 'Select a date'. An arrow points to it with the text 'Course completion date (optional)'.
- ASSIGN & NOTIFY**: A blue button at the bottom. An arrow points to it with the text 'Submit*'.

A red asterisk and the text '* Required fields' are located at the bottom left of the form.

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

This is a close-up of the 'COURSE' dropdown menu. The dropdown is open, showing a list of options:

- TCAR USA (highlighted with an orange box and an arrow pointing to it)
- PCAR USA
- TCAR UK
- PCAR UK

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.

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.

Optional

Set a default course completion duration for all future assignments

DEFAULT DURATION ⓘ

SELECT GLOBAL COURSE DURATION - OPTIONAL ✕

Although learners have access to course materials for one year, Course Administrators can set a default timeframe for coursework completion. For optimal comprehension and retention, TCAR Education Programs recommends assigning a duration of 3-8 weeks.

Selecting the number of weeks (below) will apply a default limit to ALL new learners. However, Administrators can adjust group or individual deadlines during the registration process or at any time from the Learner Progress page.

☐ No Limit 2 3 4 5 6 7 8 9 10 11 12

The completion period begins on the day of registration. Learners receive weekly emails indicating whether they are on track or behind schedule. Administrators can monitor compliance from the Learner Progress page.

SAVE **CANCEL**

Your dashboard will also show you how many seats that you have purchased that will be expiring within 60 days. These are seats that have been purchased, but have not yet been assigned to a Learner.

COURSE MANAGEMENT DASHBOARD
St. Elsewhere Trauma Center

St. Elsewhere Trauma Center **HOME**

GO TO **LEARNER MANAGEMENT**

NEED HELP?

SEATS AVAILABLE **37** **ASSIGN A SEAT**

Seats expiring within 60 days **43**

[Learners notified - Not registered](#) **22**

13 **ASSIGN A SEAT**

SEATS EXPIRING WITHIN 60 DAYS ✕

Invoice #	Purchased	Used	Available	Expires
98167	43	28	12	Aug 9, 2026

CLOSE

Learner Summaries

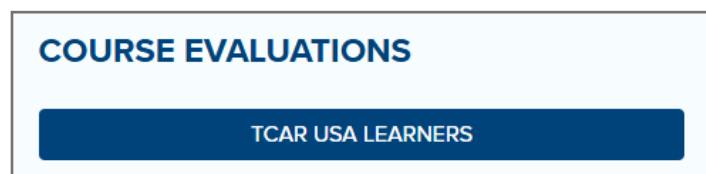
You can view summaries of your learners progress in the **Learner Summaries** section of the Course Management Dashboard. Each item is a link to the **Learner Management** page with the view automatically filtered to the selected items.

LEARNER SUMMARIES	
TCAR USA	
Registered - Not Started	3
In Progress	24
Behind Schedule	0
Incomplete - Course Access expires within 60 days	1
Verification expires within 60 days	0

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.

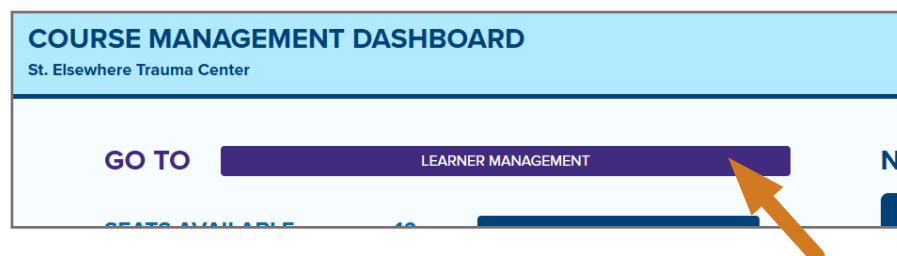
Course Evaluations

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 Management button. The Learner Management screen will allow you to get detailed information on all your learners.



NEW

- 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

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



Back to Contents 

100

LEARNER SUMMARIES

TCAR USA

<u>Registered - Not Started</u>	3
<u>In Progress</u>	24
<u>Behind Schedule</u>	0
<u>Incomplete - Course Access expires within 60 days</u>	1
<u>Verification expires within 60 days</u>	0

100

LEARNER MANAGEMENT

St. Elsewhere Trauma Center

[HOW TO](#)
[DASHBOARD](#)

[ASSIGN A SEAT](#)
[BULK ACTIONS ▾](#)
[VIEW ▾](#)
[EXPORT](#)

☐	Name ▾	Email	Area ▾	Course ▾	Course Status ▾	% Complete ▾	Completion Deadline ▾	Course Expires ▾
☐	Baker, Julie	j.baker@yahoo.com	ICU	TCAR US	On Track	60%	08/15/2026	06/05/2027

Additional columns available, but not showing in the initial screen view are "Assigned By" and "Audit/Verify." These can be shown 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

COLUMNS

Reset

☒ Name

☒ Email

☒ Area

☐ Assigned By

☒ Course

☐ Audit/Verify

☒ Course Status

☒ % Complete

☒ Completion Deadline

☒ Course Expires

APPLY COLUMNS

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

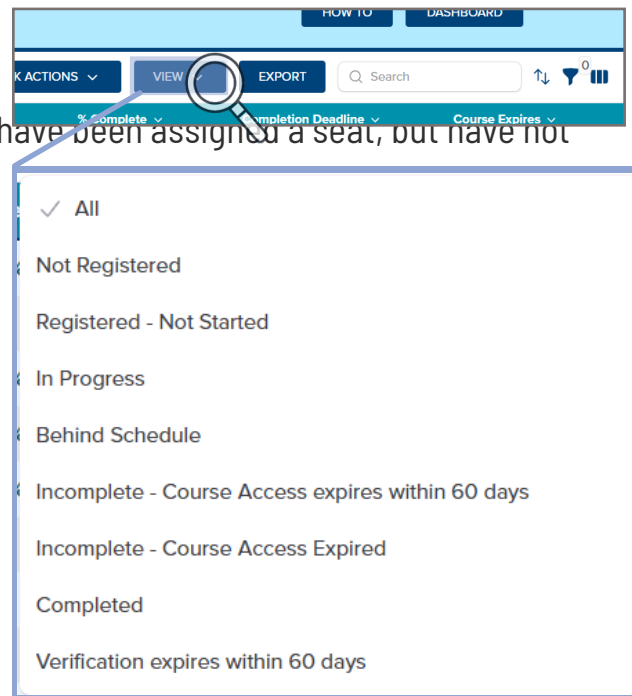
Behind Schedule: Learners who have been assigned a course completion deadline and who are behind schedule

Incomplete - Course Access expires within 60 days: Learners who have less than 60 days before their access to the course materials will expire

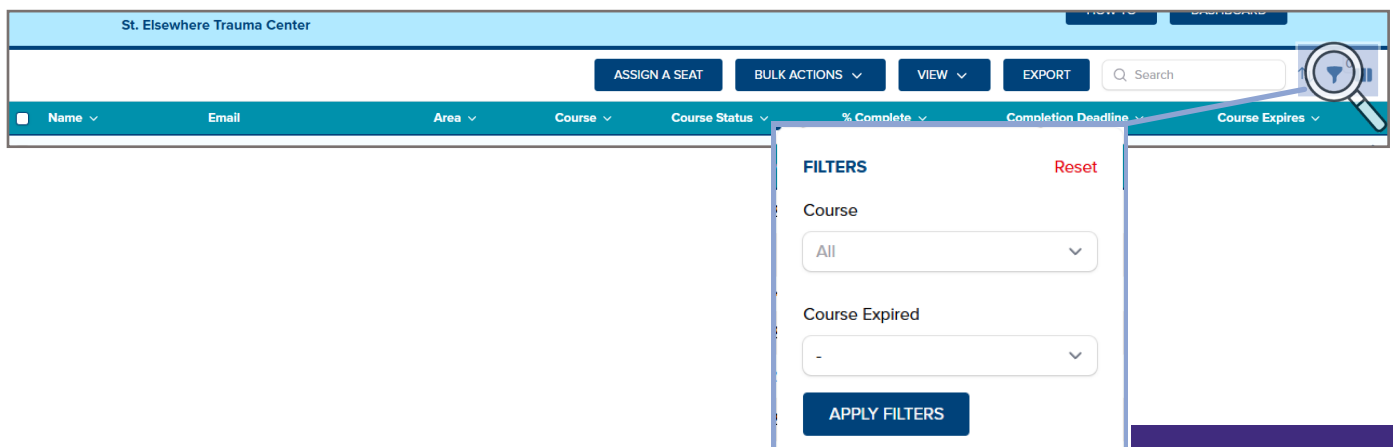
Incomplete - Course Access expired: Learners who did not complete the course and their access to the course materials has expired

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

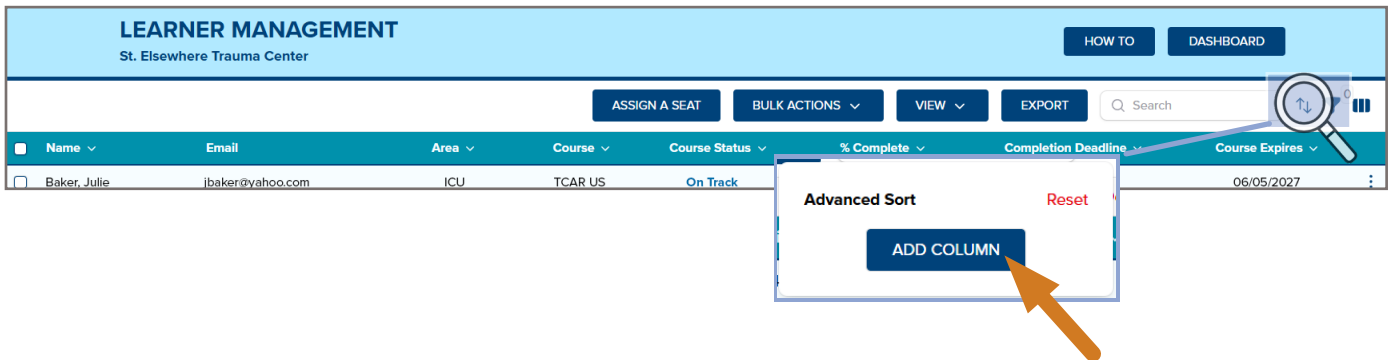


Additionally, you have several options for sorting information on the Learner Management screen. Using the Filter option allows you to filter your information by either Course, whether the Course has expired, or both. Click on the **FILTER** icon on the right to open the Filter Dropdown menu. Select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



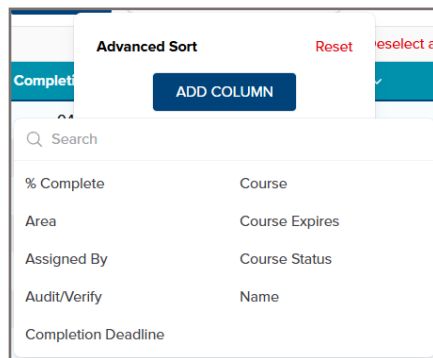
[Back to Contents](#) ↑

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.

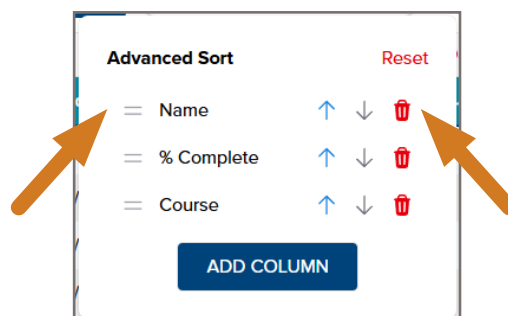


Click the **ADD COLUMN** button and select the desired column(s) from the list.

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.



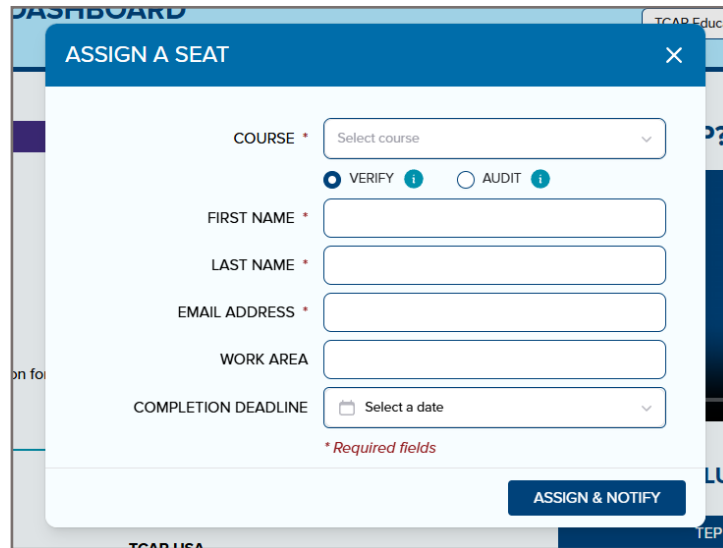
To change the sort order, click on the double line icon to the left of a column name and drag it to the desired position. Use the up and down arrows to toggle between ascending and descending sort for a given column.



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.

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.

Course ▾	Course Status ▾
TCAR US	On Track
TCAR US	Behind
TCAR US	Not Registered
TCAR US	Completed
PCAR US	In Progress
TCAR US	In Progress
TCAR US	Expired
PCAR US	Registered - Not Started
TCAR US	Completed
PCAR US	Behind

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.

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.

☐	Name	Email	Area	Course	Course Status	% Complete	Completion Deadline	Course Expires	⋮
☐	Baker, Julie	jbaker@yahoo.com	ICU	TCAR US	On Track	60%	08/15/2026	06/05/2027	⋮
☐	Barnes, Priscilla	pbarnes@gmail.com	ICU	TCAR US	Behind	10%	08/15/2026	06/23/2027	⋮
☐	Chapel, Christine	cchapel@gmail.com	ICU	TCAR US	Not Registered	0%			⋮

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.

- Learner Details
- Edit Learner Name
- Unassign Learner
- Renotify Learner
- Set Work Area
- Change Learner Deadline
- Email Learner
- 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.

LEARNER PROGRESS DETAIL

Learner Progress: **IN PROGRESS**

Assigned Learner: **Julie Baker**
Registered Learner: **Julie Baker**

Course: **TCAR USA - Verification**
Work Area:

COURSE STATUS

Total Number of Course Activities: **79**
Today's Status
Number of Activities Expected: **40**
Number of Activities Completed: **48**

TEST RESULTS

Pretest: **78%**
Posttest: **-**
Retest: **-**

IMPORTANT COURSE DATES

Date Assigned: **06/01/2026**
Most Recent Notification: **06/01/2026**
Date of Registration: **06/05/2026**
Date Course Started: **06/10/2026**

Course Access Expires: **06/05/2027**
Verification Expires: **-**
Completion Deadline: **08/15/2026**
Course Completion: **-**

Set New Course Completion Deadline:

EMAIL LEARNER CLOSE

[Back to Contents](#) ↑

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

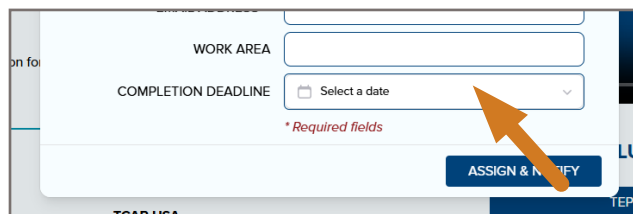
- The Learner's current status
- Learner progress including the total number of activities to be completed, number of activities expected to currently be complete, and the total number of activities the Learner has already complete
- Important Course Dates including the date assigned, most recent notification 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.

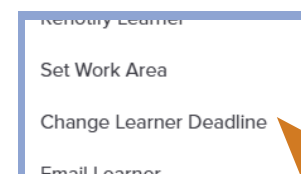
- 1. From the Assign A Seat dialogue box.** Click on the **ASSIGN A SEAT** button. This will open the Assign A Seat dialogue box where you can set a specific completion deadline



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

Name	Email	Area	Course	Course Status	% Complete	Completion Deadline	Course Expires
☐ Baker, Julie	jbaker@yahoo.com	ICU	TCAR US	On Track	60%	08/15/2026	06/05/2027
☐ Barnes, Priscilla	pbarnes@gmail.com	ICU	TCAR US	Behind	10%	08/15/2026	06/23/2027
☐ Chapel, Christine	cchapel@gmail.com	ICU	TCAR US	Not Registered	0%		

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



SET CUSTOM LEARNER DEADLINE

Note: Setting this date will override the global course duration for the selected learners.

Leave the date blank to remove the individual deadline. Selected learner(s) will be notified via e-mail and given your name and contact email for questions.

INDIVIDUAL COURSE DEADLINE:

Jun 6, 2026

×

Selected learners:

Julie Baker <jbaker@yahoo.com>

SAVE

CANCEL

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.

LEARNER PROGRESS DETAIL

Learner Progress:

IN PROGRESS

Assigned Learner:

Julie Baker

Registered Learner:

Julie Baker

Course:

TCAR USA - Verification

Work Area:

COURSE STATUS

Total Number of Course Activities:

79

Today's Status

Number of Activities Expected:

40

Number of Activities Completed:

48

TEST RESULTS

Pretest:

78%

Posttest:

-

Retest:

-

IMPORTANT COURSE DATES

Date Assigned:

06/01/2026

Most Recent Notification:

06/01/2026

Date of Registration:

06/05/2026

Date Course Started:

06/10/2026

Course Access Expires:

06/05/2027

Verification Expires:

-

Completion Deadline:

08/15/2026

Course Completion:

-

Set New Course Completion Deadline:

Jun 6, 2026

×

EMAIL LEARNER

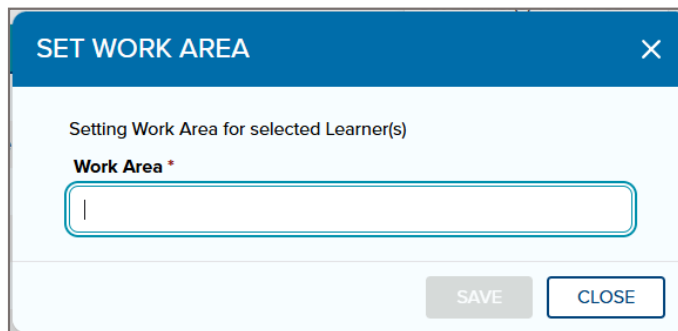
CLOSE

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.



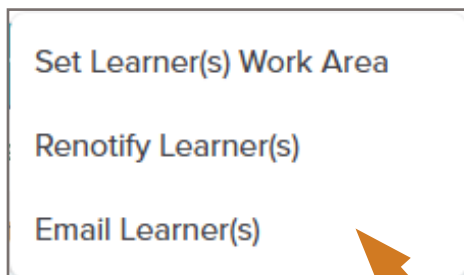
The screenshot shows a dialog box titled "SET WORK AREA" with a close button (X) in the top right corner. Below the title bar, the text "Setting Work Area for selected Learner(s)" is displayed. Underneath, there is a label "Work Area *" followed by a text input field. At the bottom of the dialog, there are two buttons: "SAVE" and "CLOSE".

Email Learners

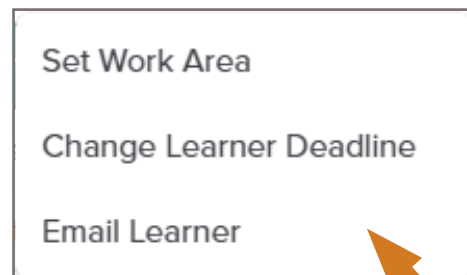
From the Learner Management screen you can also email individuals or groups of Learners.

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.

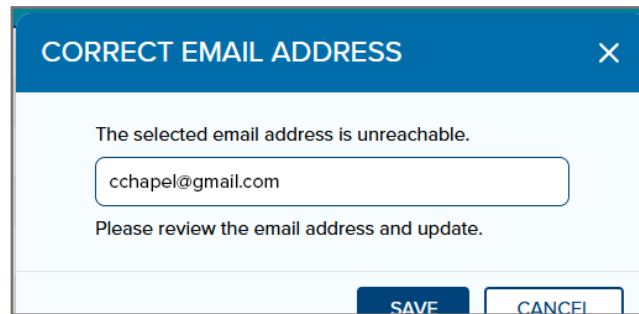


Bulk Actions dropdown



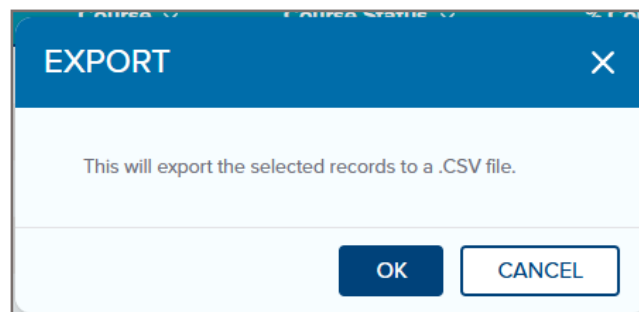
Kebab menu dropdown

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 include 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.

