Frequently Asked Questions

What is TCEO?

CDC's Training and Continuing Education Online (TCEO) is a system that provides the public health and healthcare workforce access to CDC educational activities that offer free continuing education (CE) credits, contact hours, or units. Use TCEO to search for CE opportunities, complete course evaluations and posttests, obtain your CE certificates, and manage your CDC CE transcript.

What features are available to learners?

- Secure account creation and maintenance
- Searchable catalog of accredited courses and events
- Printable transcript of completed courses and events
- Printable continuing education certificates and statements of credit

What type of Continuing Education (CE) are offered?

CDC offers courses with up to 10 types of accreditation. Use the search function to search by accreditation type here.

- CDC is authorized as a **Joint Accreditation** provider by the governing bodies of the Accreditation Council for Continuing Medical Education (ACCME), the Accreditation Council for Pharmacy Education (ACPE), and the American Nurses Credentialing Center (ANCC). As a provider of Joint Accreditation CDC offers:
    - **Physicians** the American Medical Association (AMA) Physician Recognized Award (PRA) Category 1 Credit(s) ™.
    - **Physician Assistants** American Academy of Physician Assistants (AAPA) Category 1 Continuing Medical Education (CME) credit(s).
    - **Social Workers** the Association of Social Work Boards (ASWB) Approved Continuing Education (ACE) program continuing education credit(s).
    - **Nurses** ANCC contact hours.
    - **Pharmacists** pharmacy contact hours or continuing pharmacy education (CPE) units.

- CDC also offers:
    - **All Health Professionals IACET Continuing Education Unit (CEU)**
      as an accredited authorized provider by the International Association for Continuing Education and Training (IACET), 1760 Old Meadow Road, Suite 500, McLean, VA 22102.

Centers for Disease Control and Prevention
Center for Surveillance, Epidemiology, and Laboratory Services

- **Certified Health Education Specialists (CHES)**

  as a designated provider of continuing education contact hours (CECH) in health education by the National Commission for Health Education Credentialing, Inc.

- **Master Certified Health Education Specialists (MCHES)**

  as a designated provider of advanced level continuing education contact hours (CECH) in health education by the National Commission for Health Education Credentialing, Inc.

- **Certified Public Health Professionals (CPH)**

  as an approved provider of CPH Recertification Credits by the National Board of Public Health Examiners (NBPHE). Learners seeking CPH should use the guidelines provided by the NBPHE for calculating recertification credits. For assistance, please contact NBPHE at www.NBPHE.org.

- **Veterinarians (AAVSB/RACE)**

  as a designated provider of AAVSB/RACE continuing education credit by the American Association of Veterinary State Boards, Registry of Approved Continuing Education.

- **Laboratorians (P.A.C.E.®)**

  as a designated provider of Professional Acknowledgment for Continuing Education (P.A.C.E.®) by The American Society for Clinical Laboratory Science. CDC is also an approved provider for Florida Credit for Laboratory Professional and offer California credit through our association with P.A.C.E.®

  P.A.C.E.® is the only credit type not offered in TCEO, please visit the CDC Laboratory Training site to find these courses.

Is it possible to earn more than one type of Continuing Education (CE) for one course?

Yes, you are able to earn more than one type of CE from one course. You can also adjust enrollment (change the type, add, or remove CE) after you have selected CE and the course is listed under Pending CE on the My Activities page. Credit can be adjusted up until the expiration of the course. If you have completed the course and earned CE, you can select the course title under the Completed CE section of the My Activities page and you will be presented with a button that allows you to Adjust Enrollment (change the type, add, or remove CE) in that course.

Can I search for courses if I am not signed into the system?

Yes, you can search for courses by clicking on the Search Courses button on the left side of the Homepage. You will be able to see any of the courses available for continuing education (CE) in TCEO; however, you will not be able to register for CE until you sign into TCEO.

How do I sign into the system if I already have a TCEO account?

1. On the new Training and Continuing Education Online (TCEO) Homepage, enter your username or email and password in the fields located at the top right corner of the page; then click Sign In.
2. Click I Agree on the Government Warning.

First time:
If this is your first time visiting the new system:

1. Enter and confirm an email address that you will use to sign into TCEO from this point forward.
2. Enter a password and confirm the password by typing it again. Your password must include at least 8 characters with at least one upper case letter, number, and special character. Note: you can reuse your previous password if it meets this criteria.
3. Select your notification preferences.
4. Fill in the information requested about your contact information and current employer. Information from your previous account will be automatically moved over to your new TCEO system account. You can update this information later.
5. Select two security questions and enter your answers. These will be used to verify your identity when you reset your password.
6. Click the Update Account button.
7. You will be sent an email to confirm your email address.
8. Open the email and click the link to confirm and complete the process. Note that this will open TCEO in a new tab in your internet browser. You will want to close the previous tab to prevent confusion.
9. Click I Agree on the Government Warning.
10. You will see your account page with any pending or recently completed continuing education (CE).

Returning:

1. If you have previously used an **email** address and password that is associated with your account in the new system you will see your account page with any pending or recently completed continuing education (CE).

I have multiple usernames, which one do I use to sign into the new system?

If you have used multiple accounts with the same personal information (address, zip code, phone number, etc.), those accounts were merged into one account in the new Training and Continuing Education Online (TCEO) system. You can sign into the new TCEO for the *first time* with any of your past usernames and corresponding password to confirm and update your account. After signing in, you will be prompted to choose one email address and password. Going forward, you will use that email address and password to sign into TCEO to access your merged account in one location.

How do I create a new account?

1. Visit the Create Account page.
2. Fill in the required registration information on the Create Account page. Required information is designated with a red star.
   a. Enter an email address that you will use to sign into TCEO from this point forward.
   b. Enter a password and confirm the password by typing it again. Your password must include at least 8 characters with at least one upper case letter, number, and special character. Note: you *can* reuse your previous password if it meets this criteria.
   c. Fill in the information requested about your address, education, work setting, and other fields. This will allow the system to pre-fill information required when you select a specific continuing education type for a course.
   d. Select your notification preferences.
   e. Select two security questions and enter your answers. These will be used to verify your identity when you reset your password.
3. Click on the Create Account button at the bottom of the page.
4. You will be sent an email to confirm your email address.
5. Open the email and click the link to confirm and complete the process. Note: This will open TCEO in a new tab or window in your internet browser. You will want to close the previous tab to prevent confusion.
6. Click I Agree on the Government Warning.
7. You will see your account page with any pending or recently completed continuing education (CE).

How do I see the password I am typing?

If you are using Internet Explorer as your internet browser, type the first letter of your password in the password box. An image of an eye 👁 will show up in the far right of the password box. Click on the image and continue to hold the button down to see the letters as you type. This will allow you to check your spelling before clicking Sign In. If you are using a different internet browser, this may not be an option.

| EMAIL or USERNAME | • 👁 | Sign In |

Create Account | Forgot Password?

What if I forgot my password?

Returning:

1. Click on the Forgot Password? Link.
2. On the Forgot Password? page, enter your email address in the box in the middle of the page and click Next.
3. An email will be sent to the email address you used when you created your account to verify your account and complete the password reset. If you do not receive a password reset email within 10 minutes, please check your Spam/Junk folders before requesting another password reset.

First time using TCEO:

1. If this is your *first time* accessing the new Training and Continuing Education Online (TCEO) system, enter your **username or email** address, in the box in the middle of the page and click Next.
2. Fill in the required registration information (first name, last name and country of residence). Required information is designated with a red star.
3. Enter a password and confirm the password by typing it again. Your password must include at least 8 characters with at least one upper case letter, number, and special character. Note: you *can* reuse your previous password if it meets this criteria. Click Change Password.
4. You will be prompted to sign into TCEO using your username and the new password you created. You will then update your account.

What if I forgot my email or username?

If you do not remember the email or username you used to Sign In, please click Contact TCEO using the button on the left menu bar.

Returning:

- If you have *previously visited* the new TCEO system, and used an email address to sign in, please fill out the Forgot Username? web form.

First time using TCEO:

- If this is your *first time* using the **new Training and Continuing Education Online (TCEO) system**, click on the Forgot Username?. You will be prompted to type an email address and click submit. If you used the email address associated with your account, your username will be sent to that email address. If you do not receive your username within 10 minutes, please check your Spam/Junk folders before sending another request. If you cannot remember the email address which is associated with your account or you are receiving an error message, please Contact TCEO and fill out the web form.

What do I do if I have a problem?

1. If you are using a Windows operating system, first make sure that Cookies are enabled on your computer. Next, ensure that you are using Internet Explorer 7.0 or above, any version of Google Chrome, or Mozilla Firefox 2.0 or above to access the Internet.
2. If you are using a Mac, first make sure Cookies are enabled. To update cookies in Safari:
   a. Choose Safari, next choose Preferences, click Privacy
   b. To change which cookies and website data are accepted, select the Cookies and website data option.
   c. Next, select:

      - To allow from current website only
        or
      - To allow from websites I visit.

3. If you are experiencing difficulty with your password, please use the Forgot Password? link on the Training and Continuing Education Online (TCEO) home page.
4. If you are experiencing difficulty with your username, please visit the Forgot Username? Page.
   a. In the new system, you will use an email address to sign in. Your email address must be unique to your account. Therefore, only one learner can sign in to confirm and update their previous account.
5. If you need other assistance please Contact TCEO from the left menu bar.

How do I search for a course?

There are two ways to search for a course. On the Training and Continuing Education Online (TCEO) homepage, you can type key words into the Quick Search box on the top right of the page. Or you can click on Search Courses from the left menu bar. If you click on Search Courses, you have two options:

1. On the Search tab, use at least one of the search options. You can:

   a. enter a topic, keyword, or course number (e.g., WB1799 or WD1850).
   b. select a type of continuing education (CE) from the drop-down menu.
   c. select a month during which a conference or live event recently occurred.

2. On the Browse tab, select a letter or All to browse alphabetically by title of the course.

Search results present the newest courses at the top (in order by start date). Click on the column headers in the table to sort results by course type, course title, or course number. You can also adjust the number of results on the page. You can click on View More under a particular course to see more of the description. You can click on the title of any course in your results to get more information, access the course if a link is provided, and click Continue to select CE for the course.

What is a Course Access Code?

A Course Access Code is used to ensure that the person earning continuing education (CE) has attended and completed the course. If your course includes a Course Access Code, it is typically located on a screen towards the end of the course content, or it may have been given to you by the course provider. Remember: The course provider is the only source for a Course Access Code.

Once you receive your Course Access Code, you will use it in Training and Continuing Education Online (TCEO) as proof of course completion and verification of attendance. In TCEO, a course that requires a Course Access Code will have a key icon. If your course requires a Course Access Code, you will be prompted for it after clicking the continue button under the course summary. Access codes are case sensitive. Once you enter the code, the course will be added to your account and you will be able to take the evaluation and posttest. If you were provided a Course Code or Verification Code, please enter it in the Course Access Code box.

Where do I put my Course Code or Verification Code?

If you have a Course Code or Verification Code, this code is entered in the Course Access Code box. If required, a Course Access Code is used to ensure that the person earning continuing education (CE) has actually attended and completed the course. The Course Access Code must be entered on the course summary page before you can select CE for the course.

How do I receive CE units, contact hours, or credits for a course?

1. After completing a course, login or create a new account on TCEO.

2. Visit Search Courses to find the course.

3. Scroll down and click on the title of the course.

4. Review the information on the Course Summary page and click Continue.

5. If prompted, enter in the Course Code or Verification Code in the Course Access Code box. (Hint: these codes are provided by the course instructor or may be found in the course materials).

6. Choose the type of continuing education you'd like to earn. You can select more than one.

7. Under Pending CE on the My Activities page, click on the course Evaluation and complete it. You will be returned to the My Activities page.

8. Under Pending CE, click on the posttest and complete it. If you don't pass the posttest, you will have one opportunity to retake it.

9. Visit the Completed CE section of the My Activities page to download your certificate.

Why can't I select a course that I see available for CE?

There are some courses that have been assigned a Course Access Code. Course access codes are used to validate your attendance and participation in the course. If a course access code is needed, a key icon will appear on the screen to the left of the course title and description, or on the course summary page next to the Continue button. This type of course will only be accessible if you provide the correct access code which is provided to you in the course materials. Once you enter the code, you will be able to select CE for the course.

If this doesn't help or you need other assistance please Contact TCEO from the left menu bar.

Why does the Course Link button take me to a different website?

All courses are housed on websites outside of TCEO. In order to take the course please follow the link, complete the course and come back to TCEO to complete your evaluation and posttest.

Why can't I select AAVSB as a credit type when I can see it?

AAVSB may take longer to approve than other credit types. It appears as a credit type for the course you selected because it is being considered for approval. You can wait and return to this course at a later date to select AAVSB. Or you can select another credit type, continue to take the evaluation and posttest now, and return to your My Activities page at a later date and adjust your enrollment to include or switch the credit type. See the FAQ "Is it possible to earn more than one type of Continuing Education (CE) for one course?" for more information on how to adjust your enrollment.

How do I report trainings that I have taken?

Please refer back to your licensing board or group that required the training for more information on submission of transcript.

How do I view or print a certificate?

To view or print certificates from the My Activities **page:**

1. Once you have completed the evaluation and posttest (if required), the course will be listed on your My Activities page under Completed CE.
2. Click on the Download Certificate link located below the course. Your browser settings may have a separate box pop up that asks you to confirm if you want your computer to open or save the file. Select the appropriate options.
3. If you only selected one type of CE for the course, the certificate will download in Adobe PDF where you can open or save the file; otherwise, different types of certificates will display in a separate window where you can select the type of CE certificate you would like to download.
4. To print the certificate, select print from within Adobe PDF.
5. To save the certificate, select Save As and save the file in the desired location on your computer.

To view or print the certificate from the Transcripts & Certificates page:

1. Click on the Transcripts & Certificates link from the left menu bar or from the bottom of the Completed CE section of your My Activities page.
2. Enter the appropriate search criteria to locate the transcript that includes the certificate(s) you want to view.
3. After you click View, the transcript results will be displayed.
4. Find the Certificate column on the far right and click on the Download Certificate link for the appropriate course. Your browser settings may have a separate box pop up that asks you to confirm if you want your computer to open or save the file. Select the appropriate options.
5. If you only selected one type of CE for the course, the certificate will download in Adobe PDF where you can open or save the file; otherwise, the different types of certificates will display in a separate window where you can select the type of CE certificate you would like to download.
6. To print the certificate, select print from within Adobe PDF.
7. To save the certificate, select Save As and save the file in the desired location on your computer.

How do I view and print my transcript?

1. Click on the Transcripts & Certificates link from the left menu bar or from the bottom of the Completed CE section on your My Activities page.
2. Use the search boxes to create the type of transcript you want. You can include completed or pending courses, with or without scores, for a specific keyword or date range.
3. After you click View, the transcript results will be displayed.
4. To select specific courses that you want to have displayed on the transcript, check the box next to the desired course(s) before clicking Download Transcript at the bottom of the page. If you do not select a box, the whole transcript will download.
5. Click on Download Transcript to open a PDF of the transcript and print a copy. The transcript will download in Adobe PDF. Your browser settings may have a separate box pop up that asks you to confirm if you want your computer to open or save the file. Select the appropriate options.
6. To print the transcript, select print from within Adobe PDF.
7. To save the transcript, select Save As and save the file in the desired location on your computer.

How is my information protected?

This is a secure website on a CDC web server that uses encryption to protect the information that you provide. Information in your individual Training and Continuing Education Online (TCEO) account is accessible to you and

CDC for reporting purposes and to provide assistance. Some account information is accessible by the TCEO Learner Support team to help you access your account or use the system. For reporting purposes, TCEO data is shared with accrediting organizations as required and course data (information about the group of people who took a course) may be summarized and shared with course providers for evaluation and program improvement purposes.

To ensure your account information remains protected, we recommend that when you are done using TCEO, select the Sign Out button in the top right corner of the website. For additional security, after 15 minutes with no activity on a TCEO webpage, you will receive a pop-up warning. After 20 minutes of no activity on a TCEO page, you will automatically be signed out to prevent anyone from accessing your information.

How can I navigate if I am unable to use a mouse?

1. For Windows OS: First configure your arrow keys into mouse keys. Go to the Start menu and then click the Control Panel. Next, click Ease of Access to activate keyboard navigation. To navigate on the website, use the following keyboard commands:
    a. Tab key, moves through clickable items (such as links, pictures, buttons, etc.) on the page.
    b. ENTER or Space key, selects clickable items.
    c. Alt + LEFT ARROW, takes you back to the previous page that you opened.
    d. Alt + RIGHT ARROW, takes you to the next page that you opened.
    e. Alt + HOME, takes you to the pre-set TCEO II homepage.
    f. Ctrl + R, reloads the webpage.
    g. Ctrl + P, prints the current page.
2. For MacOS:
    MacOS features an Accessibility Options window that lets you turn on or off common accessibility features. You can bring up this window any time

    - On the built-in keyboard of a Mac notebook computer, press Fn-Option-Command-F5.
    - On a Mac notebook with Touch ID (power button),* triple-press Touch ID.
    - On an external keyboard, press Option-Command-F5.

    If you accidentally activate the Accessibility Options window, click Done to close it, or click anywhere outside of the window. To navigate on the website, use the following keyboard commands:
    a) Tab key, moves through clickable items (such as links, pictures, buttons, etc.) on the page.
    b) ENTER or Space key, selects clickable items.
    c) Command + LEFT ARROW, takes you back to the previous page that you opened.
    d) Command + RIGHT ARROW, takes you to the next page that you opened.
    e) Command + R, reloads the webpage.
    f) Command + P, prints the current page.

Why aren't the courses I took prior to 2006 showing up on my transcript?

The new TCEO system can only store your course data from January 1, 2006 to present. If you need to save certificates or transcripts for continuing education (CE) you earned before January 1, 2006, please visit the Contact TCEO form and request your full transcript.

How do I earn continuing education for a conference or multiple session event?

1. After attending a conference, login or create a new account on TCEO.

2. Search for the conference you attended.

3. Scroll down and click on the title of the course.

4. Enter in the Course Code provided at the conference in the Course Access Code box and click Continue.

5. Choose the type of continuing education you'd like to earn. You can select more than one.

6. Select the sessions of the conference that you attended. At the top of the page click Save Selections.

7. Under Pending CE, complete the Evaluation for each session you attended and then complete the Entire Conference Evaluation.

8. Visit the Completed CE section of the My Activities page to download your certificate.

How do I print out these FAQs?

A print version of these FAQs is provided at the top of this page. It will open as a PDF which can be saved, opened, and/or printed. This version will be easier to read than printing from your browser window.

Can I audit a course?

The option to audit is not offered in the new Training and Continuing Education Online (TCEO) system; however, if you need a certificate for a course, select CEU as an accreditation type when you enroll in the course. You will need to take the evaluation and posttest, upon passing you'll be presented with a certificate for Continuing Education Units. CEUs can be converted into other measurements depending on the organization and regulating body and may be accepted by some institutes of higher education.

What should I do if I didn't receive the verification email?

If you haven't received your verification email after waiting 10 minutes please check your email's spam folder. If you are still unable to find it, please use the Contact TCEO page and someone from the TCEO Learner Support team will contact you.

What should I do if I don't remember the answers to my security questions?

Please use the Contact TCEO page to use an alternate method to verify your information.