



FREQUENTLY ASKED QUESTIONS

EDGE stands for *Employee Development, Growth, and Education*. EDGE is a centralized place where training for professionals who support individuals with developmental disabilities can be found. Training will be delivered, organized, and tracked to support a more educated workforce. This FAQ helps you understand what EDGE is, who uses it, the types of training and curriculum available, and how to get started. If you have any questions or concerns, please email cce-dds-support@csus.edu.

Q1. Who creates the training on EDGE?

A1. The Department creates or contracts for the training programs on EDGE. The Department makes sure the information is correct, easy to use, and kept up to date.

Q2. Who uses EDGE?

A2. EDGE currently has Direct Support Professional University (DSPU) available for Direct Support Professionals (DSPs). As trainings are completed and available, regional center employees, regional center service providers, administrators, Department employees, individuals supported, and community members may access depending on the training offered on EDGE.

Q3. Steps for Participating in the Direct Support Professional University Program.

A3. DSPs who wish to participate in DSPU must complete the initial enrollment form. The steps to enroll into the program can be reviewed in the [Quick Reference Guide](#). DSP learners are required to use a personal email address when creating an account to ensure consistent access, such as if they change employers.

Q4. How can a non-DSP access DSPU content?

A4. For all other learners who are not DSPs, such as regional center employees, Department employees, providers, and community members, EDGE accounts can be created by completing the following form <https://learncentral.oelctod.org/register/non-dspuser>. Regional center employees must use their official regional center email address when creating an account.

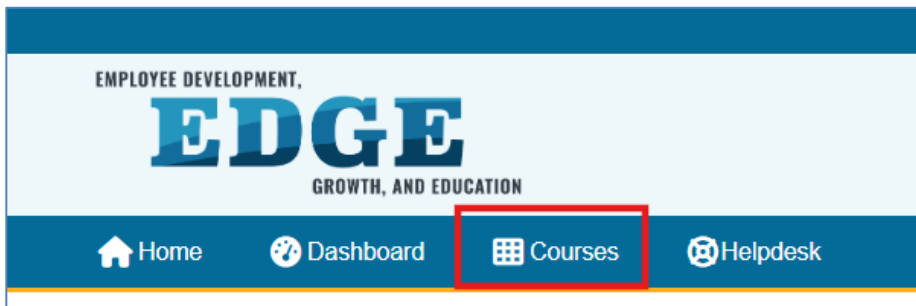
Q5. Can someone take the same course more than once?

A5. Most of the time, you can take a course as many times as you want. You only get credit the first time. Some programs or system rules might not let you get credit again if you retake the course.

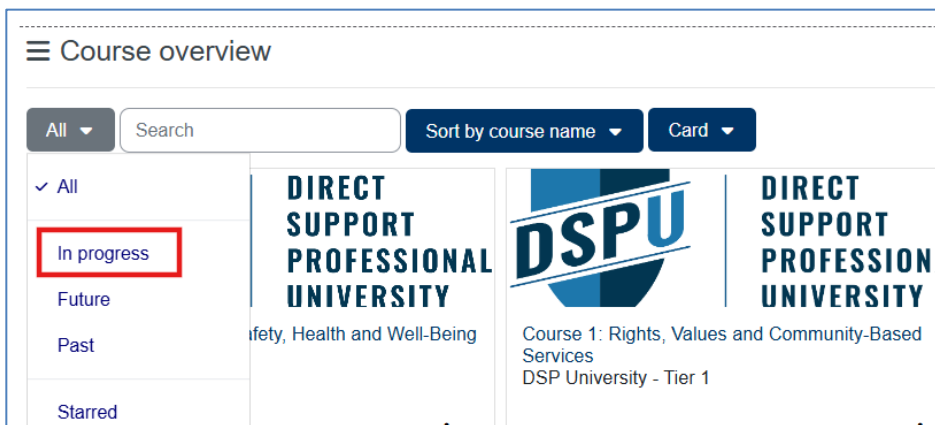
Q6. How do I know in what courses I am currently enrolled?

A6. To review a list of current enrollments:

1. Click “Courses” on the navigation bar homepage.



2. Courses can then be filtered using the blue and white dropdown options on either side of the search bar. To search for current courses, click “All” and change the filter option to “In progress.”

**Q7. What should someone do if they cannot access EDGE or believe their account information is incorrect?**

A7. For Account Access or Incorrect Information: Learners or regional center service providers should contact cce-dds-support@csus.edu for technical assistance.

Q8. How do I change a password?

A8. To Change a Password: Follow these steps with the system:

- Click your name/profile picture located in the top right corner of the screen. Please note, the profile picture will default to your initials if a photo has yet to be selected. You are not required to upload a photo.
- Select Preferences from the dropdown options.
- Under User Account, click change password.
- Type your old password, your new password, and then retype your new password in the corresponding fields.
- Your password must have at least 8 characters and include at least 1 digit, 1 lower case letter, 1 upper case letter, and 1 special character such as *, -, or #.