



APS Virtual Learning Community

A place to connect, communicate, and collaborate

UI: FAQ



Frequently Asked Questions

Fall 2018

(Last Updated Sept 2, 2018)

This is a list of questions we often answer. If you have a question, it's a good idea to check this list before making a call to user support.

What is the Academy of Peer Services?

The Academy of Peer Support (APS) is an open source, online, on-demand, training and testing platform funded and sponsored by the New York State Office of Mental Health (NYOMH). The course modules include the 13 CORE courses required for New York State Peer Specialist Certification, over 20 elective courses, and a Supervision track.

What is the New York Peer Specialist Certification Board?

The New York Peer Specialist Certification Board oversees the application and certification for Peer Support Specialists. The Board works collaboratively with the APS but is a separate and distinct group. For more information on certification, please visit: <http://nypeerspecialist.org> (<http://nypeerspecialist.org>).

Is there a fee for taking the courses?

At this time, all APS courses are offered free of charge.

When does the term begin / end?

The APS courses are offered in three terms per year. Terms run from January to March, May to July, and September to December each year. For exact start and end dates, visit the APS homepage at www.academyofpeerservices.org (<http://www.academyofpeerservices.org>).

APS Virtual Learning Community

The Virtual Learning Community is a project of the Academy of Peer Services that is intended to create a bridge from knowledge (learned in the online courses) and the applied skills to practice peer support and supervision in the current workforce. To learn more about the Virtual Learning Community, you can explore the website <https://aps-community.org> (<https://aps-community.org>).

How do I register (enroll) in courses?

Visit www.academyofpeersservices.org (<http://www.academyofpeersservices.org>) and click on Log in. You will be prompted to either log in (for existing users) or to create an account. If you are a new user, you are required to fill out the registration form and will be able to activate your account once the confirmation email is sent to you.

What if I forget my username or password?

There is a **Forgot Password** button on the Login screen that you can use to reset your password. For step by step instructions related to using the system, visit the online User Guide at <https://aps-community.org/user-instructions> (<https://aps-community.org/user-instructions/>).

Can I take the courses on a mobile device (smart phone / tablet)?

The APS courses were developed using a system that now works in mobile devices, but this functionality has not been thoroughly tested (yet) and is not currently supported by our user support team. Early users have found it works well on most mobile devices. If you would like to try taking APS courses on a mobile device and give us feedback we would welcome knowing about your experience: https://www.surveymonkey.com/r/APS-Mobile_Q (https://www.surveymonkey.com/r/APS-Mobile_Q).

When I try to start a course, nothing happens. What should I do?

Make sure you are using the latest version of one of the approved web browsers: Edge, Chrome, or Firefox. Safari is not approved.

You may also need to do one or more of the following things to set up your computer for the course to work correctly:

- Unblock pop-up windows. You can do this by adjusting the settings in your web browser.
- Clear the history in your browser.
- Make sure your internet connection is stable.
- Free up space on your computer for the course to run correctly.

If you are still having difficulty opening a course, send email to our User Support Specialist: academyofpeerservicesnyomh@gmail.com (<mailto:academyofpeerservicesnyomh@gmail.com>).

When I start a course only the first screen is visible. What should I do?

When the course opens, a **Next** button should appear at the bottom of the screen that will allow you to move through the course. If the Next button is not visible, reduce the screen size in your browser (Zoom) or try opening up the course in a different browser.

If you are still cannot see the Next button, send email to our User Support Specialist: academyofpeerservicesnyomh@gmail.com (<mailto:academyofpeerservicesnyomh@gmail.com>).

Are the courses accessible to people with sensory disabilities?

Yes, there are versions of the courses available that can be viewed with different types of adaptive technology, such as magnifiers to view an enlarged version of the course screens, lists of how to find closed captions and transcripts for audio/video content in the courses, and text files for screen readers and automated narration devices for the course content.

Other frequent questions — how do I....

- See a list of courses that I am registered for?
- Print a certificate?
- Print a master certificate?
- See a list of courses I have completed?

For step by step instructions related to managing your courses and certificates, visit the online APS User Guide at <https://aps-community.org/user-instructions>. (<https://aps-community.org/user-instructions/>).

Still Have Questions?

New York Peer Specialist Certification Board

The Academy of Peer Services is the online training and testing site, but the New York Peer Specialist Certification Board is the final authority on accepting credit toward the New York State certification. A separate FAQ related to certification and the requirements for the different levels of certification and renewal can be found on the New York Peer Specialist Certification Board website <http://nypeerspecialist.org>. (<http://nypeerspecialist.org/>).

Academy of Peer Service User Guide

If you have questions about logging in, taking courses, or printing certificates in the Academy of Peer Services, review the step by step instructions in the APS User Guide <https://aps-community.org/user-instructions>. (<https://aps-community.org/user-instructions/>).

APS Virtual Learning Community

If you want to know about current events, research, training opportunities, job openings, or see a webinar on a topic of interest to the peer support workforce, watch for the monthly Virtual Learning Community newsletter or explore the website <https://aps-community.org>. (<https://aps-community.org/>).

APS User and Technical Support

For other questions related to accessing and managing the courses, Send email to: academyofpeerservicesnyomh@gmail.com (<mailto:academyofpeerservicesnyomh@gmail.com>).

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