Frequently Asked Questions (FAQs)

1. **What if I need help using Alabama Pathways?**

   Find answers to many questions in the Alabama Pathways User Guide (available on your Dashboard after you create your account and login). The User Guide can be viewed, downloaded, saved, or printed at any time!

   Our Help Desk also provides support to users via phone and email from 9AM-4PM CDT/CST. Contact information is included at the bottom of this resource, as well as on the Registry home page (www.alabamapathways.org).

2. **How do I sign up for Alabama Pathways?**

   Alabama Pathways has been developed with Early Childhood Professionals in mind, so signing up is easy! You can create your Registry account using a web browser on any computer, phone, or tablet. You will set your own password so that your account information is securely protected! Training will be available from the Department of Human Resources (DHR) and User Guides are available when learning how to navigate the Alabama Pathways Registry.

3. **What information do I need to have handy to sign up?**

   Alabama Pathways uses your profile registration to match your information with training completed with state partners. Alabama Pathways requires a personal email for the Early Childhood Professional (EC Professional) to help ensure your information is secure and that your professional development and completed training follows you throughout your Early Childhood career. Alabama Pathways has been designed to give you privacy, security, and peace of mind about your personal and professional information.

4. **What happens to my Alabama Pathways account if I change jobs?**

   If you change jobs, you will simply need to update your employment record and any other relevant details in your Registry Profile. Your Alabama Pathways account stays with you as

you continue your Early Childhood career!

5. **What is the difference between the Profile and the Dashboard?**

   Completing your Profile is required when creating an Alabama Pathways account. Your profile also gives you access to your Dashboard linking a variety of functions and tools in Alabama Pathways, including sections for Employment, Education, and Training.

6. **How do I add completed training into my Alabama Pathways account?**

   There are two ways that completed training is added into your Registry account:

   - Training you register for and complete through a Quality Enhancement Agency (QEA) will automatically be loaded into the training section of your profile (My Training). You will share your account number with the QEA when enrolling for training or by signing the attendance rosters and including your Alabama Pathways Registry ID number. The QEA trainer will verify completion of training and the Alabama Pathways Registry will produce a training certificate that can be downloaded, saved, or printed at any time.

   - You are responsible for uploading training certificates and training information for training that was completed prior to August 1, 2022, and all trainings that were completed while the registry was offline for transitional maintenance. In addition, you may upload any information from training received from resources outside the Quality Enhancement Agencies (QEAs). Your Director will review your training documentation (for example, training certificate) and then s/he can verify the training in the Alabama Pathways. A Facility's licensing compliance is based in part on completed and verified training for all staff.

7. **How do I find out what training I need?**

   To help you identify your training requirements, check with your Director or Child Care Licensing Consultant.

8. **How do I sign up for training?**

   The Alabama Pathways Registry allows you to easily search and register for training at any time. With a Registry account, you can login, navigate to the My Calendar (📅) area, find training you are looking for using any of a variety of search options, and register easily! Any training you have registered for will appear in your Calendar to help you stay organized.

9. **How do I correct or delete incorrect uploaded documents/information?**

Most sections of the Alabama Pathways include an edit (✎) button. The EC Professional may use the edit button to make any needed changes or corrections to information in the profile. Any record that is verified (eg. training, start date for your employment, etc.) cannot be edited by the EC Professional once the record is verified.

10. **Who will be able to access my Alabama Pathways Account?**

The Early Childhood Professional's Alabama Pathways Account is their account. Specific training information may only be viewed by the Director, Childcare Consultant, or Alabama Pathways Registry Manager.

11. **What securities are in place to protect my personal information/data?**

The *Alabama Department of Human Resources (DHR)* uses firewalls and follows industry-standard security protocols to protect your information. Only DHR staff and their contractees (JHU IDEALS Institute/QEAs) can view your data, and only when their position specifically requires the information (ie regulations, training verification, etc). We take measures to ensure your privacy within the confines of the system."

Alabama Pathways Child Care and Education Professional Development Registry (PDR)

Help Desk Support

9AM-4PM CDT/CST

Email: **ALPathways@dhr.alabama.gov| Phone: 334-353-9618**

Provided by
Alabama Department of Human Resources