

Frontline Registration System Frequently Asked Questions

Registration Help

First Time Users:

Set up an account AFTER you select an activity in the catalog. Go to the Frontline Professional Learning Management catalog (formally MyLearningPlan,) select your activity and then 'Click to Enroll'. Select 'I am a New User' to set up your account while proceeding with the enrollment process for the activity you selected. Use an email address that you check regularly - our registrar uses that email to communicate regarding handouts, materials and changes in dates, times and locations.

Returning Users:

- Employed by a Frontline Professional Learning Management (formally MyLearningPlan) school district? Go to the catalog, select your activity, click to enroll and select 'Frontline Professional Growth'. Proceed with the registration process.
- Not employed by a Frontline Professional Learning Management (formally MyLearningPlan) school district? Go to the catalog, select your activity, click to enroll and select 'I'm a registered user'.

I'm a registered user

Select this option if you have already created an account.

I'm a new user

Select this option if you do not have an account yet. The account is free and you can use it to check the status of your registrations and maintain records.

Frontline Professional Growth

Select this option if your organization subscribes to Frontline Professional Learning Management.

I forgot my account information

- Go to the catalog, and click on [Forgot Username](#) or [Forgot Password](#).

Print a receipt or completion certificate

Once attendance for an activity has been completed, participants receive an email confirming the activity's completion. To print a receipt for payment or completion certificate, follow these steps:

- Log into Frontline Professional Learning Management (formally MyLearningPlan) using your username and password
- Click the 'My Registrations' or 'My Portfolio' link on the left
- Click the activity title of the course you attended

- Click the 'PRINT CERTIFICATE' or 'PRINT RECEIPT' link, if present. (Please Note - If these links are not present, it is because the attendance for the activity has not been completed or full payment has not been received. Contact [Michelle Davis](mailto:mdavis@caiu.org) at mdavis@caiu.org with questions.

Cancellation Policy

The Capital Area Intermediate Unit (CAIU) reserves the right to cancel any and all courses and/or workshops due to insufficient enrollment. Notification of activity cancellations will be made by e-mail and/or by phone. In the event your activity is canceled due to insufficient enrollment, you may register for any other available course or workshop.

All course listings are accurate at the time of posting. While unlikely, course times, dates, locations and costs may change due to unforeseen circumstances. For additional information, please contact Michelle Davis at mdavis@caiu.org.

Cancellation Refund Policy:

- Insufficient enrollment = 100% refund of any collected tuition.

Course Withdraw Tuition Refund policy:

- Withdraw up to 7 days prior to the first day of class: No Tuition due. 100% refund of any collected tuition.
- Withdraw less than 7 days prior to the first day of class: Full Tuition due. 0% refund of collected tuition.
- Withdraw after class begins or No-Show: Full Tuition due. 0% refund of collected tuition.

Workshop Withdraw Refund policy:

For fee-based workshops, a cancellation notice by either CAIU or the participant of less than three working days may result in a \$25.00 cancellation fee plus a materials fee, if applicable. For additional information, please contact Michelle Davis at mdavis@caiu.org.

Attendance Policy

Pennsylvania Department of Education's (PDE) policy requires 100% attendance for Act 48 credit(s) to be earned. Instructors may grant exceptions in emergency situations; however, all class requirements must be fulfilled. Participants who are absent more than once during a course will not be eligible for credit. Participants who leave a workshop early may not receive credit for the Act 48 hours advertised.

Reporting Act 48 hours

The CAIU reports course credit and workshop Act 48 hours to PDE for participants who successfully complete events. This reporting system requires the use of the participant's PPID number.

Click [here](#) to obtain a PPID number and to view your Act 48 history.

Change or cancel/DROP a Registration

The easiest and fastest way to change a registration is to cancel or DROP the request and re-register.

Please note: It is not possible to change a registration for a course or workshop that is in the past.

To change a registration:

Log in to your account via Frontline Professional Learning Management (formally [MyLearningPlan](#))

- Click on 'My Registrations'
- Click the title of the course/workshop for which you are registered
- Click DROP and then accept the confirmation message
- Click the LearningPlan tab along the top of the screen
- Click 'Course Catalog'
- Browse until you find the course/workshop
- Follow the on-screen prompts to re-register

To switch your payment method:

- DROP and re-register
- Contact Michelle Davis at mdavis@caiu.org to add your credit card manually.

To cancel or drop a registration:

- Log in to your account via Frontline Professional Learning Management (formally [MyLearningPlan](#))
- Click on 'My Registrations'
- Click the title of the course/workshop for which you are registered
- Click DROP and then accept the confirmation message

Activity no longer appears in the catalog. Is it still scheduled?

CAIU removes many activities from our on-line catalog 14 days prior to the start date for

scheduling purposes. The best way to check your current activities is to log in to your account through Frontline Professional Learning Management (formally [MyLearningPlan](#).)

Once you have logged in, you can view your entire activity history.

Location, dates, and times of upcoming activities

- Log in to your account through Frontline Professional Learning Management (formally [MyLearningPlan](#))
- Once you have logged in, you can view your entire activity history
- Click on the title of the activity for which you would like more information
- Click 'View Enrollment Form'
- Location, dates, and times are located at the top of your enrollment form

Driving Directions

Click [here](#) for directions to the Enola offices and training facility.

Questions or Concerns

If you have any questions or concerns regarding a workshop you have attended, or a process we have followed at Capital Area Intermediate Unit, please contact the Registrar Office at mdavis@caiu.org or 717-732-8400.