



Experience the Cognia Learning Community



## **ALSDE Mandatory Training FAQs**

**2025-2026**

**Most questions can be answered using these resources below:**

[Cognia/ALSDE Partnership Site](#) - Choose the “**Cognia Learning Community**” tab

[Cognia Home/Learning Community Tutorial Videos](#) & [Cognia Home User Guide](#)

[Learning Community Resource Padlet](#)

Technical Assistance: [clientcare@cognia.org](mailto:clientcare@cognia.org) or 888-413-3669

### **General Questions**

#### **1. Do we have to use the Cognia Learning Community to complete the Alabama required trainings?**

While the trainings are mandatory, you do not have to accomplish them in the Learning Community. It is merely offered as an option.

#### **2. Are there resources to help facilitate this training with my staff?**

Training resources are available on the [Cognia ALSDE Partnership page](#). The tab labeled "Cognia Learning Community" will provide all of the resources that you need for planning and implementing.

Two of the most useful documents are the [Leader Email](#) and the [Teacher Email](#) that can be sent to your staff to alert them of the requirements of the trainings and the steps to confirm accounts and complete the content. The teacher email is editable for you to amend for the needs of your district.

#### **3. Are all trainings that are required by my district/school (ex: bloodborne pathogens) available in the Learning Community?**

It is possible that your district requires additional trainings that are not included in the Learning Community. Please contact your district/school leader if you have any

questions about the required trainings. Below is what is currently available for the 25-26 school year:

- AL - Acceleration Procedures (Gifted) 25-26
- AL - Gifted Behavior Traits (A TABs Tutorial) 25-26
- AL - Understanding Gifted Students & the Gifted Referral Process 25-26
- AL - Lee vs. Macon (Component 1 & 2) 25-26
- AL - Lee vs. Macon (Component 3) 25-26
- AL- Annalyn's Law (Juvenile Sex Offenders) 25-26
- AL - Jamari Terrell Williams Act (Bullying Prevention) 25-26
- AL - Erin's Law (Child Sexual Abuse) & Mandated Reporting 25-26
- AL - Suicide Prevention & Mental Health Awareness 25-26

**4. Does every staff member have to do all of the trainings?**

No, not necessarily. Please check with your district leaders if you are unsure about what staff members need to complete which trainings.

**5. What is the difference between Cognia Home and the Cognia Learning Community?**

Cognia Home is the portal in which you access the Learning Community. All user management is completed in Cognia Home. The Learning Community is the professional development platform where you will find the AL Mandatory Training Learning Labs. The Learning Community is also where you will view learner progress and receive certificates.

**Cognia Home Questions**

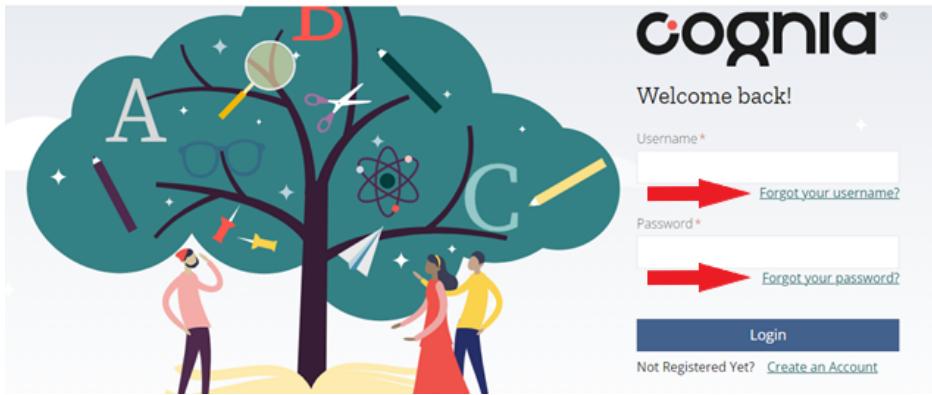
**6. What is the website to access the mandatory training labs?**

Navigate to [home.cognia.org](https://home.cognia.org) to log in. [Click here](#) for directions on how to navigate from Cognia Home to your CLC dashboard.

**7. I have already created an account in Cognia Home, but I am getting the error message, “You have not verified your email or your username and password are incorrect.”**

There can be a few reasons why you are receiving this error message.

- Your username may or may not be your email address. This error is triggered from the email associated with your account. If you do not remember your username or password, click on “Forgot your username?” or “Forgot your password?”.



- Your username, password, and email address are case sensitive. Please check for capitalization and spelling accuracy.

If you are still having issues, contact [Cognia Client Care](#).

## 8. Who do we contact if we are having issues creating an account in Cognia Home?

Teachers should contact their administrator. Leaders should contact [Cognia Client Care](#).

## 9. I am logged into the myJourney site ([myjourney.cognia.org](http://myjourney.cognia.org)) and cannot see the mandatory training labs. Am I in the right place?

myJourney is Cognia's site that includes our continuous improvement resources. This is not where you will find the labs. Open a new tab and navigate to [home.cognia.org](http://home.cognia.org) to access the Learning Community. *Note: Your username and password may not be the same based on how you set up your accounts.*

## 10. How do I add my staff or manage users in Cognia Home?

Refer to the [Cognia Home Tutorial Videos](#) or the [Cognia Home User Guide](#) for quick guides on how to manage users. *Note: District leaders MUST add users to their respective schools and NOT to the district account.*

## 11. Can you explain the Cognia Home user permission differences and levels regarding “Access Level” and “Learning Community”?

Refer to the videos below for a comprehensive explanation of permissions:

- [Editing Roles & Permissions for Existing Users](#)

If you have leadership changes that are not reflected in Cognia Home, please contact [Cognia Client Care](#) with those changes.

**12. Who do I contact if I am a single site leader and am unable to add users to my school?**

This probably means that you do not have the correct permissions. Please contact your Head of Institution, Primary Contact, or [Cognia Client Care](#) for assistance.

**13. I am a district leader, but I can't figure out how to add/manage users at my specific schools in the district.**

We always encourage our single site leaders to manage users in Cognia Home. However, district leaders can also accomplish the same task. Refer to the videos below for assistance.

- [Inviting New Users for System Managers](#)

**Cognia Learning Community Questions**

**14. Who do I contact if I have navigated to the Learning Community and cannot find the AL Mandatory Training Learning Labs?**

If you are having visibility issues, contact [Cognia Client Care](#).

**15. I have additional questions about the functionality in the Learning Community. Where do I go for quick tutorials on how to navigate the Learning Community?**

Refer to the [Completing a Learning Lab Video](#) to learn more about how to navigate through a lab.

**16. As a district leader, I am in the Learning Community and am unable to view all of my schools. How do I get those to appear?**

Typically, this happens with ancillary schools. Please send these requests to [Cognia Client Care](#). This process will take 24-48 hours to complete.

**17. Do I need to request a certificate as a form of completion?**

No, you will automatically receive a certificate once the lab has been completed in its entirety.

**18. Besides the Mandatory Training Labs, I am noticing other professional learning content in the Learning Community. Who do I contact for more information on how the Learning Community can support our PD goals?**

For more information on using the Learning Community to support your professional development goals, please contact [clientcare@cognia.org](mailto:clientcare@cognia.org).

**19. How do I find out about the extra content in the Learning Community, including the library to support the ATOT work?**

The Learning Community has a wide variety of professional learning content consisting of Learning Labs (modules) within Libraries. There are Libraries that are included as part of your Cognia membership and others that are available for purchase. To inquire about purchasing additional content or to discuss how the Learning Community can meet the needs of your institution, please contact [clientcare@cognia.org](mailto:clientcare@cognia.org).