CONNECT USER GUIDE/FAQ

To Create an Account:

1. Go to the NCMEC CONNECT website at https://connect.missingkids.org/

2. To view the catalog of upcoming, live, and on demand offerings, you must create your own username and password by clicking on the grey "**CREATE ACCOUNT**" button. (If you already have a NCMEC CONNECT account, you can click the yellow "**LOG IN**" button instead.)

3. After you create your account, you'll receive a "NCMEC CONNECT User Account successfully established" confirmation email. **Then you will be vetted and approved as a user within 2 business days.** (Please make sure to check your spam/junk folder in your email. If the message is there, mark it as "not spam/junk" to prevent being filtered in the future. If you don't receive a confirmation email within 2 business days, contact us at training@ncmec.org

- **While you're being vetted, you may browse the abbreviated catalog. Once assigned to a user group (within 2 business days), your offerings will expand depending on your group's permissions.**

System Requirements:

NCMEC CONNECT works best with an **up-to-date version** of:

- Google Chrome
- Mozilla Firefox
- Microsoft Edge
- Safari
- **Avoid using Internet Explorer as it's not compatible with our system and your courses will not load or play properly.**

FAQs:

How do I reset my password?

- Log in by entering your email address only and press "**LOG IN." (Do not put in your password)**.
- You will see an error message towards the center of the page under the banner.
- Go down to "**Forgot your password"** and follow instructions.

Why can't I see all the courses?

- You must be vetted before you can see your full course catalog. When you create your account, you will be granted access to your training courses **within two business days**.

What is the difference between a Virtual Discussion, Training and Quick CONNECTIONS?

- **Virtual Discussions** are live webinars or on-demand recording of webinars
- **Trainings** are in-depth, self-paced learning modules
- **Quick CONNECTIONS** are micro-learning opportunities: short videos about a specific topic of interest

How do I register for virtual discussions, trainings and Quick CONNECTIONS?

- Log in to NCMEC CONNECT
- Select the course you are interested in taking
- Click the **"Register Now"** Button on the top right side of the screen
- You will immediately be registered and if the content is available on demand, you'll have immediate access to view it. If the content is an upcoming live virtual discussion, you will receive a confirmation email and can add it to your calendar once you register.

How do I find the courses/webinars I've registered for?

To see what course you have registered for, go to "My Dashboard" on the left-hand menu.

How do I log in for a live virtual discussion I have registered for?

- You must log on to NCMEC CONNECT to access live virtual discussions.
- Go to "My Dashboard" to locate the virtual discussion and click on it.
- Note that access to live virtual discussions may not be granted until 5-10 minutes before the start time. It's a good idea to log into NCMEC CONNECT 5-10 minutes early just in case you encounter any issues logging in or joining the live virtual discussion.
- Reminder, live virtual discussions will not load if you are using Internet Explorer. Please use another browser.

What do I do if the course I am watching freezes?

Start the course from the beginning instead of trying to start at the point where it freezes.

Who can you contact for additional questions or problems you can't resolve?

- Contact 703 838-8385 or email training@ncmec.org