

Asynchronous Learning – Strategic Thinking and Planning

Technical Assistance: ndclientcare@cognia.org or 866-239-0844

Hours: 8am – 5pm EST

1. What trainings do we have access to?
 - Connecting the Strategy Map to the Annual Plan (Planning)
 - Writing Effective Strategy (Planning)
 - Cycles of Improvement (Implementing)
 - Investigating Implementation Elements (Evaluating)
2. What is the website to access these labs?

Navigate to home.cognia.org to log in.
3. How do we get started?

[Getting Started in the Cognia Improvement Platform - Cognia](#)
4. Who do we contact if we are having issues creating an account in Cognia Home?

Teachers should contact their administrator. Leaders should contact ndclientcare@cognia.org
5. How do I add my staff or manage users in Cognia Home?

Register your staff (*skip this step for staff that already have an account*). Prior to accessing their accounts to complete the trainings, your staff will need to be uploaded into [Cognia Home](#). For help with this process, refer to [Getting Started in the Cognia Improvement Platform - Cognia](#). Once your teachers are uploaded into [Cognia Home](#), they will receive an automated email to help them set up their account. **Note: This is a separate login from myJourney. Your myJourney username and password will not work for Cognia Home.*

Notify your staff.
6. 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 ndclientcare@cognia.org for assistance.
7. Who do I contact if I have navigated to the Learning Labs and cannot find any to complete?

If you are having visibility issues, contact ndclientcare@cognia.org
8. 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.