Training and Contining Education Online (TCEO)
Frequently Asked Questions

What is TCEO?

CDC's Training and Continuing Education Online (TCEO) was the primary system that provided access to CDC educational activities for continuing education (CE). The TCEO system has been retired and only **limited functionality is available as of January 1, 2025.** You can

- Access your CE transcripts and certificates in TCEO for download through December 31, 2025.
- Find all activities that currently offer CE from CDC in [CDC TRAIN.](#)

What can I do in TCEO?

- Update account information.
- Print transcripts that include completed courses and events.
- Print earned continuing education certificates for completed courses and events.

How do I sign into the system with an existing TCEO account?

1. On the TCEO Homepage, enter your email or username and password in the fields located at the top right corner of the page.
2. Click **Sign In**.
3. Answer the Security Questions.
4. Click **I Agree** on the Government Warning.

I have multiple usernames. Which one do I use to sign into the TCEO system?

If you have used multiple accounts with the same personal information (address, zip code, phone number, etc.), those accounts were merged into one account in the TCEO system. You can sign into TCEO with any of your past usernames and corresponding password(s) to confirm and update your account. After signing in, you will be prompted to choose one email address and password. Going forward, you will use the selected email address and password to sign into TCEO to access your merged account in one location.

Can I create a new TCEO account?

No. As of December 31, 2024, new accounts cannot be created in TCEO. You can only access TCEO if you had an existing account before December 31, 2024. If you would like to earn CE from CDC, please go to [CDC TRAIN](#) to log in or create a new account.

What if I forgot my password?

1. Click on the Forgot Password? Link.

2. On the Forgot Password? page, enter your email or username in the box in the middle of the page and click **Next**.

3. An email will be sent to the email address you used when you created your account. Please verify your account and complete the password reset. If you do not receive a password reset email within 10 minutes, please check your Spam/Junk folders before requesting another password reset.

What if I forgot my email or username?

1. If you have *previously visited* the TCEO system, and used an email address to sign in, please go to Forgot Username? Enter your email address to get your username.

2. If you do not remember the email or username you used to sign in, please click Contact TCEO using the left menu bar.

How do I view or print a certificate?

1. The Transcripts & Certificates page will display once you log in to TCEO.

2. Enter the appropriate search criteria to locate the transcript that includes the certificate(s) you want to view.

3. After you click **View**, the transcript results will be displayed.

4. Find the Certificate column on the far right and click on the **Download Certificate** link for the appropriate course. Your browser settings may have a separate box pop up that asks you to confirm if you want your computer to open or save the file. Select the appropriate option(s).

5. If you only selected one type of CE for the course, the certificate will download in Adobe PDF where you can open or save the file; otherwise, the different types of certificates will display in a separate window where you can select the type of CE certificate you would like to download.

6. To print the certificate, select **Print** from within Adobe PDF.

7. To save the certificate, select **Save As** and save the file in the desired location on your computer.

How do I view and print my transcript?

1. The Transcripts & Certificates page will display once you log in to TCEO.

2. Use the search boxes to create the type of transcript you want. You can include completed courses, with or without scores, for a specific keyword or date range.

3. After you click **View**, the transcript results will be displayed.

4. To select specific courses that you want to have displayed on the transcript, check the box next to the desired course(s) before clicking **Download Transcript** at the bottom of the page. If you do not select a box, the whole transcript will download.

5. Click on **Download Transcript** to open a PDF of the transcript and print a copy. The transcript will download in Adobe PDF. Your browser settings may have a separate box pop up that asks you to confirm if you want your computer to open or save the file. Select the appropriate option(s).
6. To print the transcript, select **Print** from within Adobe PDF.
7. To save the transcript, select **Save As** and save the file in the desired location on your computer.

How do I report trainings that I have taken?

Please refer to your licensing board or group that required the training for more information on how to submit a transcript.

Why aren't the courses I took before 2006 showing up on my transcript?

The current TCEO system only stores your course data from January 1, 2006, to present. If you need to save certificates or transcripts for continuing education (CE) you earned before January 1, 2006, please visit Contact TCEO and request your full transcript.

How is my information protected?

This is a secure website on a CDC web server that uses encryption to protect the information that you provide. Information in your individual TCEO account is accessible to you and CDC for reporting purposes and to provide learner support. Limited account information is accessible by the TCEO Learner Support team to help you access your account or use the system. For reporting purposes, TCEO data is shared with accrediting organizations as required, and course data (information about the group of people who took a course) may be summarized and shared with course providers for evaluation and program improvement purposes.

To ensure your account information remains protected, we recommend that you select the **Sign Out** button in the top right corner of the website when you are done using TCEO. For additional security, after 15 minutes with no activity on a TCEO webpage, you will receive a pop-up warning. After 20 minutes of no activity on a TCEO page, you will automatically be signed out to prevent anyone from accessing your information.

How can I navigate if I am unable to use a mouse?

1. For Windows OS: First configure your arrow keys into mouse keys. Go to the **Start** menu and then click the **Control Panel**. Next, click **Ease of Access** to activate keyboard navigation. To navigate on the website, use the following keyboard commands:

    a. Tab key, moves through clickable items (such as links, pictures, buttons, etc.) on the page.
    b. Enter or Space key, selects clickable items.
    c. Alt + Left Arrow, takes you back to the previous page that you opened.
    d. Alt + Right Arrow, takes you to the next page that you opened.
    e. Alt + Home, takes you to the pre-set TCEO II homepage.
    f. Ctrl + R, reloads the webpage.
    g. Ctrl + P, prints the current page.

2. For MacOS:

    MacOS features an Accessibility Options window that lets you turn on or off common accessibility features. You can bring up this window any time.

    a. On the built-in keyboard of a Mac notebook computer, press Fn-Option-Command-F5.
    b. On a Mac notebook with Touch ID (power button), * triple-press Touch ID.
    c. On an external keyboard, press Option-Command-F5.

    If you accidentally activate the Accessibility Options window, click **Done** to close it, or click anywhere outside of the window. To navigate on the website, use the following keyboard commands:

    a. Tab key, moves through clickable items (such as links, pictures, buttons, etc.) on the page.
    b. Enter or Space key, selects clickable items.
    c. Command + Left Arrow, takes you back to the previous page that you opened.
    d. Command + Right Arrow, takes you to the next page that you opened.
    e. Command + R, reloads the webpage.
    f. Command + P, prints the current page.

What should I do if I didn't receive the verification email?

If you haven't received your verification email after 10 minutes, please check your email's spam folder. If you are still unable to find it, please visit Contact TCEO and someone from the TCEO Learner Support team will assist you.

What should I do if I don't remember the answers to my security questions?

Please use the Contact TCEO page and someone from the TCEO Learner Support team will assist you in using an alternate method to verify your information.

What do I do if I have an issue using TCEO?

1. If you are experiencing issues with TCEO pages:

    a. If you are using a Windows operating system, first make sure that cookies are enabled on your computer.

    b. Next, ensure that you are using any version of Microsoft Edge or Google Chrome, or Mozilla

Firefox 4.0 or above to access the Internet.

2. If you are using a Mac, first make sure cookies are enabled. To update cookies in Safari:

    a. Choose Safari, next choose **Preferences**, click **Privacy**.

    b. To change which cookies and website data are accepted, select the **Cookies and website data** option.

    c. Next, select:

        ▪ To allow from current website only, or

        ▪ To allow from websites I visit.

3. If you are having trouble with your password, please use the Forgot Password link on the TCEO home page.

4. If you are having trouble with your username, please use the Forgot Username link on the TCEO home page.

5. If you need other assistance, please Contact TCEO from the left menu bar.

If TCEO is retired, how do I find continuing education (CE) activities?

TCEO retired on December 31, 2024, and will no longer offer activities for CE. CDC has moved all activities that offer CE to CDC TRAIN. You can sign up for a free CDC TRAIN account if you do not have one.

What is CDC TRAIN?

CDC TRAIN is a gateway into the TRAIN Learning Network (or TRAIN for short). TRAIN is the most comprehensive catalog of public health trainings shared by public health organizations across the United States. More than 43 federal, state, local, tribal, and other health organizations, including CDC, use TRAIN to manage public health training courses and learners. Based on the groups you choose for your learner account; you can access more than 4,000 courses or training plans.

How do I access CDC TRAIN?

1. Go to CDC TRAIN.

2. If you **do not already have a TRAIN account** (a TRAIN account from any affiliate), create a CDC TRAIN account:

    a. Click **Create an Account**

    b. Follow the create an account prompts to enter all required information.

    c. Complete the email verification step.

    d. Once the process is complete, the system will log you in to CDC TRAIN.

    e. You will be prompted to complete some additional profile information.

3. If you **already have a TRAIN account** with another affiliate, please log in to your TRAIN account.

    a. Once logged in, click on **Your Profile** name located in the top right corner of the homepage and then click **Your Profile** in the dropdown menu.

    b. Select **Manage Groups**, and then select the large blue **Join Another Group** button.

    c. Select **CDC**.

    d. Select a subgroup that best fits your work setting or job category and submit.

e. Save your profile information and then select **Cancel** to exit.

Can I use my TCEO account information to log into TRAIN?

The two systems are not connected. Your TCEO account information cannot be used to log into TRAIN. You must create a new account in TRAIN unless you already have one.

- If you do not have a TRAIN account, go to CDC TRAIN. Click on **Create an Account** under the Login button on the left side of the page. Complete the form and review and accept the TRAIN policies. If you live in a state that also uses TRAIN, you may be required to provide additional information. When you are finished, click **Create Account.** Your new account will be associated with CDC as well as a state affiliation if you were prompted with additional questions.
- If you already have an account (from any other affiliate), log in and go to **Your Profile** (click your name in the upper right corner). Under **Manage Groups** you can add CDC to your existing account.

Did my TCEO data move to CDC TRAIN?

No, TCEO and CDC TRAIN records will not be combined, but you will be able to access your TCEO data through December 31, 2025, in TCEO. If you earned CE for a course in TCEO, please visit TCEO to access and download your certificates and transcript. If you earn CE in CDCTRAIN, you will be able to access you records for those courses in CDC TRAIN.

How do I access my records from TCEO after December 2025?

You will be able to access your CE course records from TCEO through December 31, 2025. We recommend saving your transcript and certificates for your reference before that date. If for some reason you need to access these after December 31, 2025, please reach out to Contact TCEO to have your records emailed to you. Records will not be available after a seven-year retention period.

Why did CE move to CDC TRAIN?

Moving to one training system is more efficient for learners and for CDC. CDC has managed two systems for CDC training opportunities, both TCEO and CDC TRAIN, since 2011. Moving to one system provides CDC programs and partners one place to list their training opportunities and allows learners to access non-credit and for-credit educational activities, track their learning, and earn CE in one place.

How do I print out these FAQs?

A print version of these FAQs is provided at the top of this page. It will open as a PDF which can be saved, opened, and/or printed. This version will be easier to read than printing from your browser window.