

CCFO Course Registration Instructions

Use the CTAS [K@te](#) learning management system to find and register for a Certified County Finance Officer (CCFO) course. This guide explains how to register, pay, attend class, check your transcript, and access completion records.

Before You Begin

The registration process has four parts: register, pay, attend, check transcript.

Important: You may attend class before payment is processed; however, grades will not be posted until payment for the class has been processed.

1. Find and Register for a Course

Sign in to the CTAS learning portal.

Find a course using either of these options:

- Use the **search box** in the upper-right area of the portal
- Use the **direct link** provided in your registration email

Select the course and review the available sessions.

Confirm the location, date, time, duration, fee, and available seats.

Select **Add to Cart** for the session you want.

Open your Shopping Cart.

Review the course in your cart. If you need to remove it, select the X next to the price for that item.

When the cart is correct, select **Proceed to Checkout**.

2. Choose a Payment Method

Checkout has three steps: Payment, Review, and Confirmation. Complete all required information and select the applicable buttons to continue.

At Step 1: Payment, open the Payment Method drop-down list.

Choose either Credit Card or Invoice.

Important: Choosing Credit Card automatically updates the course status to *Registered*. Choosing Invoice updates the course status to *Pending Payment* and an invoice is emailed within 1-2 business days.

Pay by Credit Card

1. Select Credit Card as the payment method.
2. Enter the requested credit-card information.
3. Enter the required billing address information exactly as it appears on the card statement, including email address, name, address, city, country, and ZIP code.
4. Select Next.
5. Review the order details and select Place Order to complete the purchase.

After a credit-card payment is processed, your status automatically updates to Registered. A payment receipt is emailed within 1-2 business days.

Request an Invoice

1. Select Invoice as the payment method.
2. Enter a reference number if your office uses one.
3. Select Next.
4. At Step 2: Review, verify the course and payment details.
5. Select Place Order.

Important: The invoice is generated overnight and emailed within 1-2 business days. Contact CTAS Support if you need assistance.

When paying by check, send a copy of the invoice with the payment, or include the correct invoice number on the check.

Use the CTAS address printed on the invoice when remitting payment.

Use the unique invoice number to ensure the payment is matched to the correct training.

The invoice includes the training information and contact information for questions.

The invoice also includes an option to pay online by credit card.

Other Payment Options & Details

- You may pay by credit card even after you requested an invoice.
 - A manager may pay your invoice by credit card.
 - A receipt of payment is emailed within 1-2 days for both credit-card payments and checks.
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3. Check Your Registration Status

To check a registration, open your transcript. You can locate it in the following ways.

- Select **Learning** on the top menu, then select **View Your Transcript**.
- Select **My Active Courses** from the learner home page.
- Select **My Completed Courses** from the learner home page if you have already taken the course and submitted payment.

Understand Transcript Statuses

- **Pending Payment.** Payment has not yet been received and processed. You may attend class, but you will not receive a grade until payment is processed. A receipt is emailed within 1-2 business days after payment.
 - **Registered.** Your payment has been processed; registration is complete.
 - **Approved.** You are not yet registered and have not requested an invoice. Select Register to continue the registration process.
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4. View a Grade or Completion Record

1. Open your transcript using one of the methods above.
 2. Change the transcript filter from Active to Completed.
 3. Locate the completed course.
 4. Open the course actions menu, for example, View Completion.
 5. Select View Training Details to determine the grade.
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5. Access a Completion Certificate

After a class moves from Active to Completed on your transcript, a printable completion certificate becomes available.

1. Open your transcript and change the filter to Completed.
2. Locate the completed course.
3. Open the course actions menu using the black drop-down menu to the right of the course name.
4. Select View Certificate.

The certificate opens in a printable format.

Changing a Class Date

Please do not change or withdraw your own class registration if you need to change sessions. For help changing a class date, contact CTAS Support.

Need Help?

CTAS Support

Phone: 615-532-3555

Email: ctas.support@tennessee.edu

County Technical Assistance Service (CTAS) | Institute for Public Service