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## The Registry Connection

Welcome to the latest edition of *The Registry Connection*!

Sending documentation to The Registry may be one of the most important parts of your Registry membership. By sending documentation, The Registry can verify your records, which is important for licensing considerations, your program's quality rating, and/or for your own personal record-keeping. Below are some important tips and reminders for when you send in documentation with your next application for Registry Membership or Membership Renewal.

With so many online accounts, it can be easy to forget a password from time to time. In this edition of *The Registry Connection*, we outline how you can use The Registry's **Forgotten Password Tool** in case you cannot remember your password. Find out how you can reset your password in just a few easy steps.

Did you know that The Registry offers support guides and a number of useful resources on its website? Check out the list of some of the most highly used resources below as well as links to our resource pages.

Though 2020 was a challenging year in many ways, we are excited to share that it was a record-breaking year for us. We processed more Registry membership applications in 2020 than any other year. Be sure to check out the **By the Numbers** section below for our numbers from last year.

We hope you are doing well and staying safe! If you have any questions, please [contact us](#).

Best Regards,  
*The Registry Staff*

## MEMBERSHIP APPLICATION PROCESSING REMINDER

When you submit an application for Registry Membership or Membership renewal, you may need to submit documentation so The Registry can verify items in your Registry Profile. Here are a couple of important reminders:

- **45-Days Window:** After you submit your Registry Membership application, you have 45 days to send documentation to The Registry. If you do not have documentation to send, be sure to click the [I have no documents to submit button](#) in your Registry profile.
- **In Process Status:** When The Registry receives your documentation, the status of your application status changes from **Applied** to **In Process**. You may still send additional documentation to The Registry, but there is no guarantee your documentation will be received before your application is processed. If you have concerns that your documentation will not be received before 45 days, please [contact](#) The Registry.
- **Send Documentation Together:** All documentation (with the exception of official transcripts) should be sent to The Registry in one envelope by mail or in one email or fax whenever possible. This helps ensure all new documentation is included when your Membership Application is processed. Please note, your official transcripts must be mailed or emailed directly from your college or university to The Registry.
- **Confirmation of Receipt:** Once The Registry receives your documentation, Registry staff will confirm receipt and leave a note on the bottom of your Summary page in your Registry Profile.

For more information about sending documentation to The Registry, please download our [Acceptable Documentation guide](#).

## FORGOTTEN PASSWORDS

Remembering passwords for all of our accounts online isn't always easy. Fortunately, many sites, including The Registry, has a tool to help you create a new password. Here's how it works:



Email Address


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Password

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Remember me

  Login

[Forgot Password?](#)  Create Account

1. Go to [The Registry log in page](#).
2. Click on **Forgot Password?** under the Login button.
3. You will be prompted to enter your email address. Within a few minutes, you will receive an email from [support@the-registry.org](mailto:support@the-registry.org) titled **Insight Password Reset**.
4. The email will prompt you to reset your password. Please note if you do not reset your password within 48 hours, you will need to go back to The Registry log in page and use the Forgot Password Tool again.

For more information about the Forgot Password Tool, download our [step-by-step support guide](#).

Can't remember the email address of your Registry account or running into other login errors? Download our [logging in tips sheet](#) for more information.

## UPDATED GUIDES & RESOURCES

The Registry offers many resources and support guides to help make your Registry experience easier. Here are some must have guides to check out before you log in to The Registry:

### Resources for individuals / Registry Members

- [Logging In Tips Sheet](#): Provides tips if you are having trouble logging in to your Registry Profile.
- [Forgot Password Guide](#): Provides step-by-step guidance on how to reset your password.

- [Registry Membership Application Guide](#): *Walks you through each step of The Registry Membership Application.*
- [Acceptable Documentation & Application Definitions](#): *Provides detailed information about sending documentation to The Registry.*
- [How to Search for Training](#): *Provides tips on how to find training using The Registry Statewide Training Calendar.*

For more resources and guides related to Registry Membership, be sure to check out the [Membership Resources Page](#).

### **Resources for Programs & Organizations**

- [Creating a Program Profile Guide](#): *Provides step-by-step guidance on how to create and access a Registry Program Profile.*
- [Adding a New License to your Program Profile Guide](#): *Provides information about how to add a new license facility number to an existing Program Profile.*
- [Sending an Invitation to an Employee Guide](#): *Provides information on how Program Profiles can make sure their list of employees is up to date.*
- [How to Renew as a Training Sponsor Organization \(TSO\) Guide](#): *Provides information about how programs and organizations that are TSOs can renew to access the Registry PDASystem.*

For more resources and guides related to Registry Membership, be sure to check out the [Program Profile Resources Page](#).

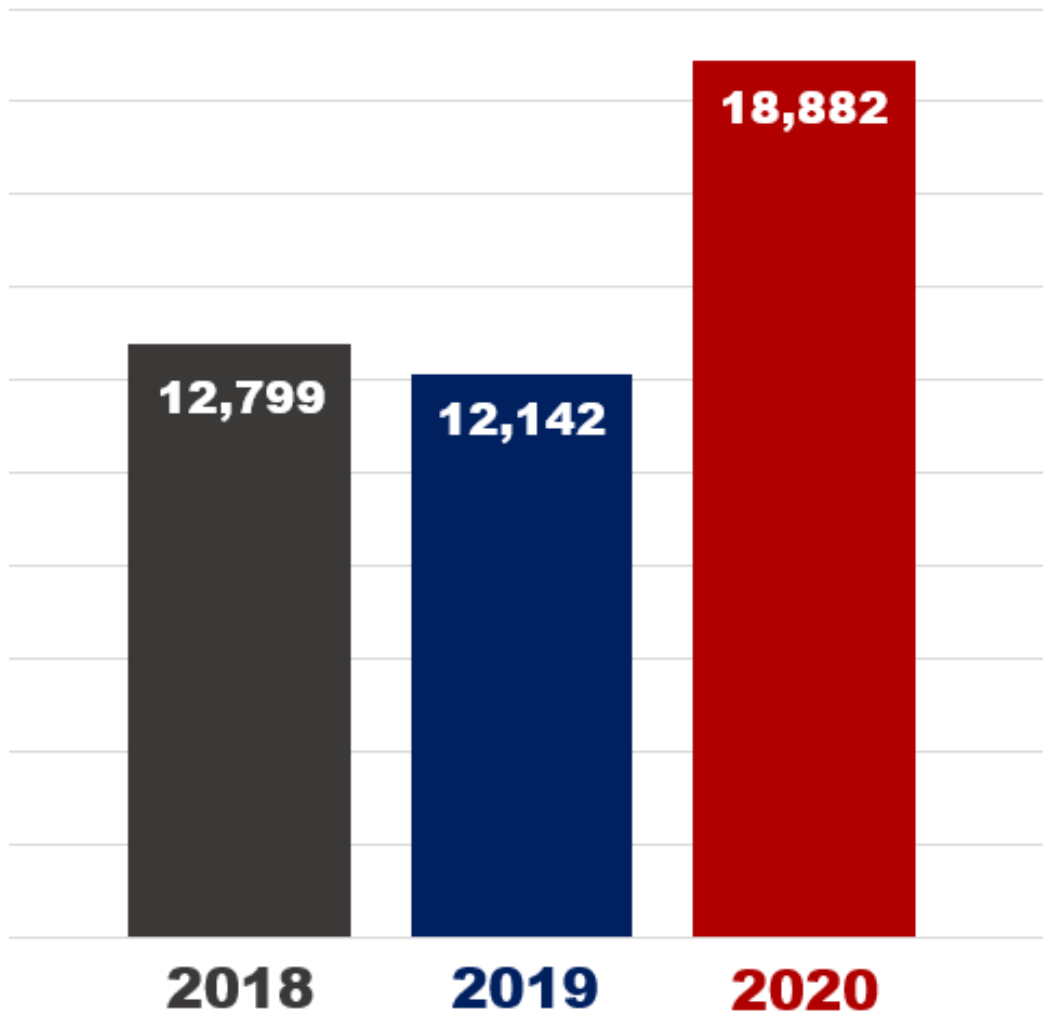
### **Resources for Trainers & Technical Assistance Professionals (T-TAPs)**

- [T-TAP Toolkit](#): *Provides everything you need to know about being a Registry approved Trainer or Technical Assistance Professional.*
- [T-TAP Requirements Chart](#): *Outlines the requirements to become a Registry approved Trainer or Technical Assistance Professional.*
- [How to Become a Trainer Guide](#): *Provides step-by-step guidance on how to apply to become a Registry approved Trainer.*
- [Training Entry Part 1: Course Approval Guide](#): *Provides step-by-step guidance on how to create a course in The Registry.*
- [Training Entry Part 2: Scheduling Events Guide](#): *Provides step-by-step guidance on how to schedule a training event in The Registry.*

For more resources and guides related to Registry Membership, be sure to check out the [PDAS Resources Page](#).

## BY THE NUMBERS

The following information reflects Registry data from 2020.



The number of membership applications that  
The Registry has processed by year.

# 849

The number of Registry approved Trainers by end of year.

*\*For more information about becoming a Registry approved trainer, please download our [Trainer-Technical Assistance Professionals Toolkit](#).*

# 14,760

## The number of individuals that took at least one Registry approved training in 2020.

*\*To find Registry approved training, be sure to visit our [Statewide Training Calendar](#). For more information on using the Statewide Training Calendar, download our [How to Search for Training support guide](#).*

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