Teen Driving… A Family Affair

FREQUENTLY ASKED QUESTIONS

How do I apply for a parking permit?
The Teen Driving program is just a part of the requirements the schools in Dutchess County have for the students to receive parking permits. Our organization is only responsible for providing this program to the schools. If your student needs to apply for a parking permit, you need to speak to your school.

How do I know if my student needs to take this course?
This program is for students who will have a license and want to drive to school for the UPCOMING school year only. If your student does not have a license or is not eligible for a parking permit in the coming school year, they are not eligible to take this course.

What is the correct website to take the course?
The website address for our online classes is https://capedc-education.org.

How long will it take to complete the course? Can I exit and come back to it?
The course takes about an hour to complete. If you exit the course, you will be able to resume where you left off. Please note that all the sections have a minimum time requirement, so make sure to read all the text and watch all the videos in full. Otherwise, you will receive a warning at the end of the section letting you know that you will have to start it over.

How do I register for the Teen Driving course?
A letter and instruction page were provided to each school with the info on how to register. If you do not think you have these documents, then please check with your school. The course website address, the procedure to log in, your school's enrollment key, the date range that the course will be open to you, and the requirements needed to receive credit are all in those documents.

What if I accidentally registered my account under the parent/guardian name rather than the student's name?
Your name and account information should be registered under your student's identity. If you did not register under the student's name, you will not receive credit for completing the course. If you need to correct this, please go to the profile section (use the icon on the top right of the page once you are logged in) and edit the profile information accordingly.

Where is my confirmation email? I made an account but did not get one.
Most of the email confirmations are instant, but some go into the spam folder, and a few can be delayed or blocked by the email server. If you have already waited 24 hours and checked your spam folder, but you still do not have a confirmation, send the name and email you registered with to info@capedc.org. Your account can be

confirmed manually from the back end of the system. Please note that these requests will only be resolved during our normal office hours: Monday – Friday from 8 am – 4 pm.

Do I have to complete more than one class on the website?
As the letter provided to your school indicates, you are taking the Teen Driving course. This is the only course you need to click on. PLEASE DO NOT TRY TO PAY FOR OR ENROLL IN VICTIM IMPACT PANEL. This is a completely different course. The Teen Driving course is FREE. If it is prompting you to pay, you have clicked on the wrong class.

What is my enrollment key?
A letter and registration instruction page were provided to each school. The parent letter contains your unique enrollment key. If you do not think you have received this info, please check with your school. The course website address, the procedure to log in, your school's enrollment key, the date range that the course will be open to you, and the requirements needed to receive credit are all in those documents.

Does the parent also need to take the class or just the student?
Each student and ONE parent/guardian are required to take the course together. The account should be registered in the student's name. Please go through all the steps in the course alongside your student, and then complete your own individual feedback surveys at the end of the course as instructed.

Do both parents need to take the course?
As instructions provided indicate, each student only requires ONE parent/guardian to take the course with them.

I am a parent with more than one student. Do I need to take the course twice?
Only one parent/guardian per household is required to complete the course one time, but the course will require the parent survey for each student to reach the end and view their certificate of completion. Rather than submitting multiple surveys on your students' profiles, please reach out to the program coordinator to have this issue resolved: Crissy Groenewegen – cgroenewegen@capedc.org.

What if I accidentally chose the wrong school's group in STEP ONE?
If you accidentally choose the wrong group, please notify info@capedc.org to have it corrected. Send an email containing the student's name and email that you registered with and the correct school group you should have chosen. The site administrator can switch your group for you on the back end.

Why aren't the videos working?
The videos have been tested and are all working correctly. The issue is likely being caused by the security settings on your internet browser (i.e. Internet Explorer, Safari, Microsoft Edge, Mozilla Firefox, Chrome, etc.). Go to the browser settings and look for something that allows audio/visual content. Once you make sure the settings ALLOW the video to play, you just need to refresh the page and the video will work. Every browser is different. If you do not know where these settings are, please utilize Google

search to find where the setting is for your particular browser. All you need to do is Google 'Why won't videos play in [insert name of browser]' and the answer will come right up. If you or someone in your house cannot resolve this, please try a different browser or a different device. We recommend using the Microsoft Edge browser.

How do I know if I completed the course?
The course is designed to force participants to fulfill all the requirements. You will not be able to move onto the next step in the course until you have successfully completed the section preceding it. If you reach the end of the course and view your completion certificate, then you have met all the requirements and will receive credit.

Do I get a confirmation email or course certificate at the end of the course?
Yes! If you complete all steps within the course, you will reach the course completion certificate. You are welcome to keep a copy for your records, but you are not required to submit it anywhere. We will provide a list of students receiving credit for the course directly to your school. You should also receive a copy of this certificate to the email address that was registered to your account, once you have completed the course.

What if my questions are not answered by this FAQ?
This FAQ and the instructions provided within the course address all common questions or issues experienced by participants. Please read through the course CAREFULLY. Any further questions should be directed to your school's Teen Driving representative.

WITH SEVERAL THOUSAND PARTICIPANTS REQUIRED TO TAKE THE COURSE, OUR CAPE STAFF IS NOT AVAILABLE TO ASSIST WITH INDIVIDUAL INQUIRIES (other than certain scenarios indicated within the FAQ).

PLEASE CONTACT YOUR SCHOOL'S TEEN DRIVING REPRESENTATIVE FOR ADDITIONAL HELP.