



Frequently Asked Questions

What is SEEDS?

SEEDS is a set of online learning modules designed to provide basic tips on topics considered relevant to the role of the rural municipal elected official. *What's unique about this program?* Each module has been designed to require only ten minutes of an elected official's time. Ten minutes, and they become familiar with key tips on an important topic, helping them be more comfortable with and effective in their role as an elected official.

What are the Program Objectives?

The fundamental program objective is to increase the awareness of elected officials of key topics – increased knowledge. In addition to this core objective:

- *Address the barriers* limiting participation by providing light and concise learning experiences
- *Build a learning culture* with elected officials by increasing the number of elected officials engaging and participating in learning, and
- *Provide a simple entry point to learning* for elected officials.

How do I register for the program?

The registration process is very straightforward. Simply click the 'Click to Sign Up' button on the program home page, and get started. You will need to provide your first and last name, your email address, prepare a password, select your rural municipality from the dropdown list, and ensure the role field is set as 'elected official'. You then hit the 'sign up' button, and you are registered.

Do I need to register each time I visit the site?

No. Once you have registered you simply need to click the 'I already have an account!' line located at the bottom of the home page, and you will be taken to the sign in page. Here you will be asked for your email and your password.

What happens if I can't remember my password?

There is a 'Forgot Password' link on the sign in page. By clicking this link a message will be sent to your email address that will provide you with instructions on how to reset your password.

What if I wish to change my password?

Once you are logged into the platform, you may change your password by entering your account – top right of the home page – selecting my account, then password.

Who do I contact if I am having troubles registering or logging in?

Your administrator is your first and primary point of contact for this support.

Who do I contact to report a technical issue or 'bug' in the platform of program?

Your administrator is your first and primary point of contact to report these types of issues, should they arise. If there is a technical issue being experienced, this should be reported to your administrator and the administrator will follow the established steps to report this issue to system support.

How many modules are in the SEEDS program?

There are eight modules in the SEEDS program: Introduction to SEEDS, Things Not to Do as an Elected Official, Tips on the Role of Council, Tips on the Role of the Elected Official, Elected Officials and Conflict of Interest, Tips on Ratepayer Relations, Tips on Managing the Money, Tips on HR Basics.

Will my participation with the program be monitored?

The LMS does track the progress of users registered on the system. This allows the program manager to reach out to users to encourage them to continue down the learning path. The data also allows the program manager to monitor the performance of the program against the program objectives, e.g., independent learning by elected officials.

Will information on my individual participation be shared with anyone?

All performance and monitoring reports will be done in aggregate (e.g., rural municipal council). Specific information related to any one individual and their engagement with the system will only be shared with the respective rural municipality where this individual is serving as an elected official.

Will my learning be recognized – am I able to get a certificate?

The system invites the user to download a program certificate at the completion of the program. The SEEDs program is comprised of eight modules. Once the user completes the eighth module, the option to download an individualized certificate is introduced.