

# NEICE 2.0 Training for ICPC Caseworkers

Required eLearning, Practice and Tetras Webinar with helpful links provided to the NEICE Support Desk Knowledge Base resources.



Association of Administrators  
of the Interstate Compact on  
the Placement of Children



**NEICE**  
National Electronic Interstate  
Compact Enterprise

# Three Steps to take before using NEICE 2.0

1

**Take eLearning courses**

2

**Practice in your state's UAT Test environment**

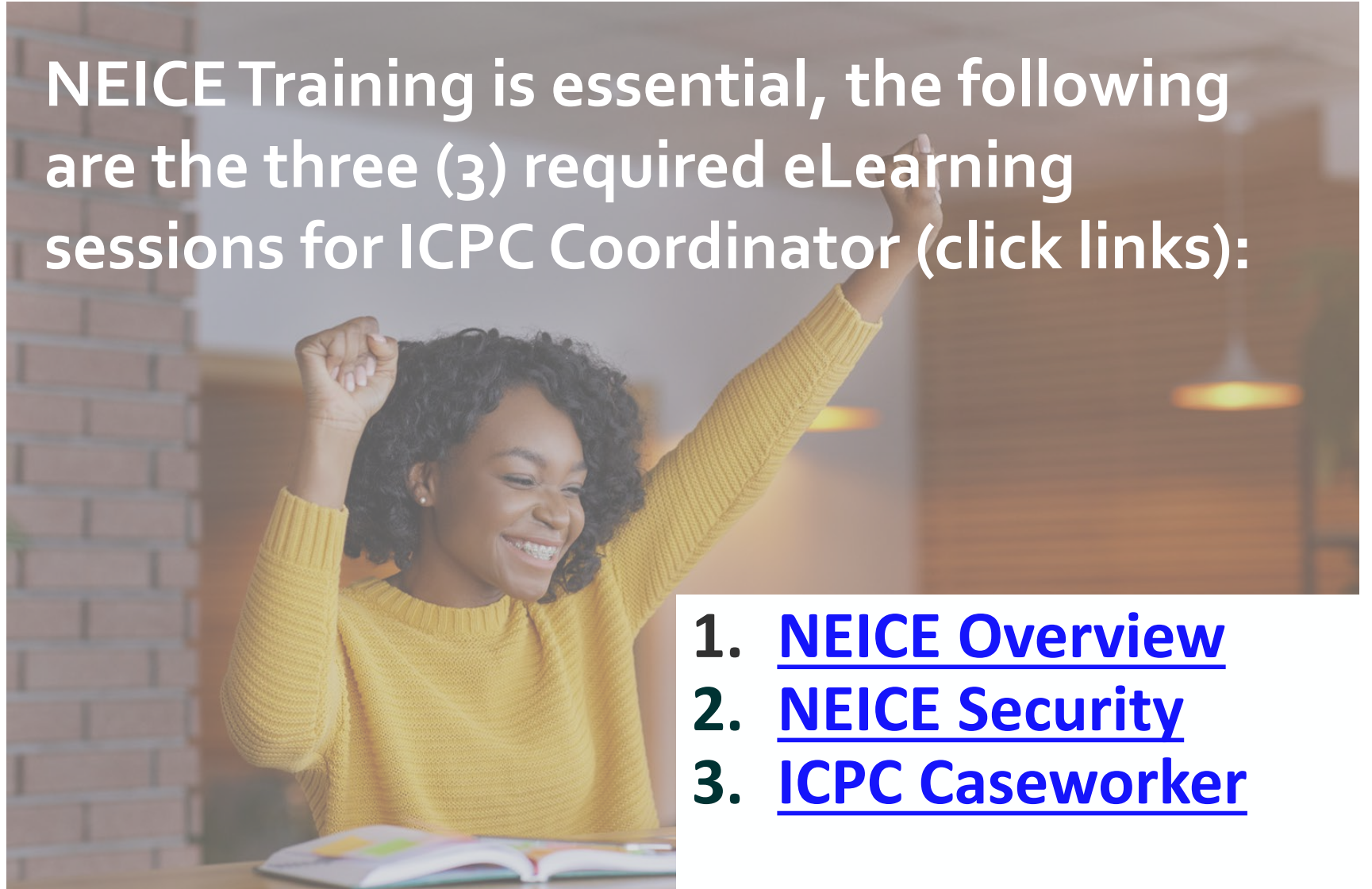
3

**Attend or view a recording of Tetrus' Webinar**

Knowledge of  
the process  
forms the  
foundation of  
your success  
using NEICE

NEICE Training is essential, the following  
are the three (3) required eLearning  
sessions for ICPC Coordinator (click links):

1. [NEICE Overview](#)
2. [NEICE Security](#)
3. [ICPC Caseworker](#)



Practice Makes  
Perfect

**So, you're ready to start practicing in a  
safe environment in NEICE?**

**GREAT!**

Visit the NEICE Support Desk Knowledge Base for resources and help for  
“[Practicing in NEICE](#)” (click link)

Your State Admin can create a user ID for you in the test environment  
used by your state. If you do not have user access assigned, contact your  
NEICE State Admin who can provide access.

**\*\*\*Please use Google Chrome for NEICE 2.0 UAT;  
You may encounter issues with other browsers.\*\*\***



# Register for NEICE Training provided by Tetrus

NEICE offers webinar-based training for the various roles in NEICE on a monthly basis. This provides an opportunity to ask questions and learn from discussion with others.

Visit the NEICE Support Desk Knowledge Base for the [NEICE Training Schedule](#); OR visit [NEICE 2.0 Training](#) page for recorded webinars for each role.

# NEICE Support: Ways to get help in NEICE CMS/MCMS

Ask **your state NEICE lead, supervisor, or a coworker** for help on basic questions like how do I get access to NEICE, or how do I reset my password?

Explore the **NEICE Knowledge Base** for job aids on how to use the NEICE system.

<http://support.neice.us/support/solutions>

Send the **NEICE support desk** an email between 7 am and 7 pm ET. Your email generates a support ticket and helps us track your question and respond in a timely way.

**Email: [support@neice.us](mailto:support@neice.us)**

You can also submit a ticket through the Tetras online portal:

<http://support.neice.us/support/home>