

Support: Getting Started

We couldn't be more excited for you to begin your training journey! Moving forward, our Customer Experience team is here to support you throughout your training experience. Below are some details about how to get started and engage with our team:

Platform Access and Onboarding:

- To access your program visit the [CareerStep Program Login Page](#) and sign in using your email address. If you did not already create a password during the enrollment process, click the blue "Forgot Password" link located on the login page and follow the instructions on the screen to set a password. Once you have logged in you will be taken to your program dashboard. We have included a [Tutorial Video](#) that will help get you acquainted with the program Dashboard.
- The next step towards success in your program is to [schedule](#) your onboarding call so that your *Learner Experience Advocate* can introduce you to your program, explain how to interact with our Instructors and guide you in navigating our learning platforms.

Meet Our Team:

- **Learner Operations** handles all questions related to our learning platforms, program access, learning progress, textbooks, materials and all other technical support questions
 - Phone: 888-657-5752
 - Email: operations@carruslearn.com
 - Chat: <https://careerstepcommunity.force.com/s/>
- **Learner Experience Advocates** support specific programs and engage learners through *program onboarding* and the *externship placement process*.
 - Email: advocates@carruslearn.com
 - [Appointments](#)

The CareerStep Learner Community:

- <https://careerstepcommunity.force.com/s/>
- *Self-Serve* answers to common questions about their training programs using our robust knowledge base
- *Engage* with other learners in discussion boards and groups.
- *Explore* future possibilities with our dedicated Career Services space.