

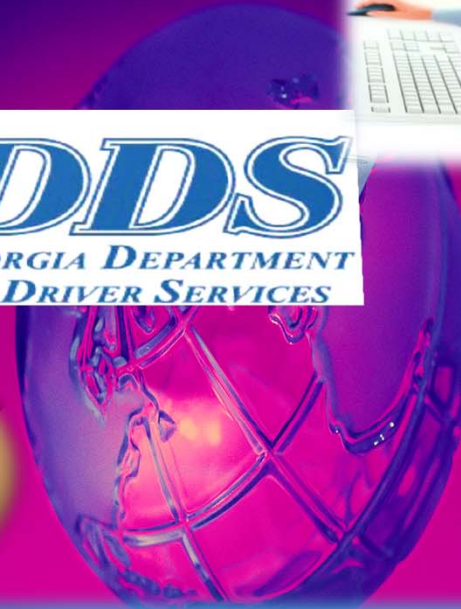


**Online Certification
Reporting Application
(OCRA)
Refresher Course for
DT Instructors**



THE BASICS

http://www





WHAT IS OCRA?

Online Certification Reporting Application

- Secure web-based application
- Electronically transmits course completions to DDS
- Updates driving records with course completions
- Generates standard Certificates of Completion
- Creates an electronic record of a student

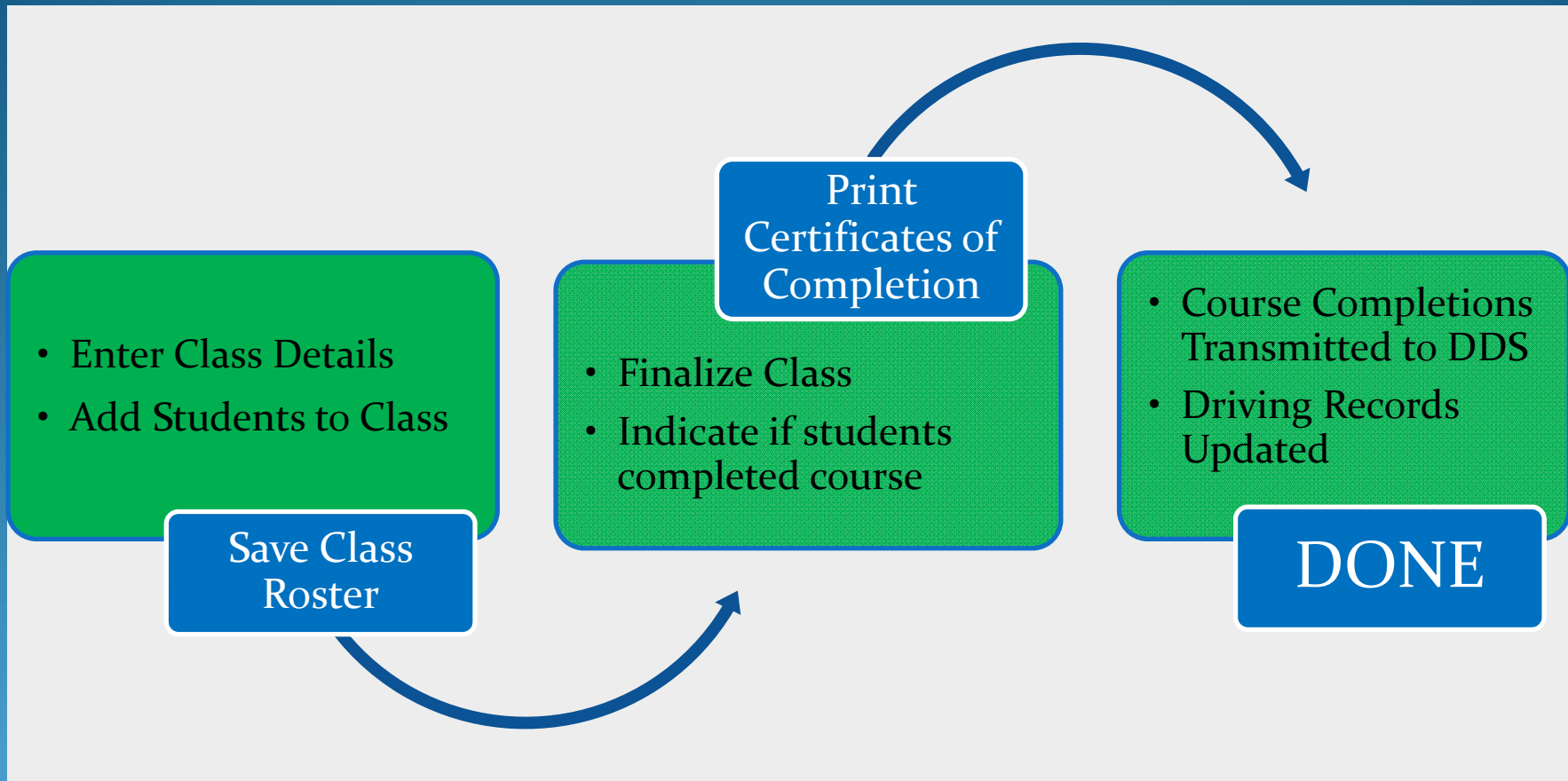


REQUIREMENTS

- **Microsoft Internet Explorer, Version 5 or higher, is the only supported browser. OCRA will not function properly with Google Chrome, Safari or Firefox.**
- **Adobe Acrobat Reader, Version 8 or higher, is required to view and print certificates.**
- **Turn off pop-up blockers on Internet Tools.**
- **There is an automatic log off after 10 minutes of inactivity.**



HOW IT WORKS





THE LINK

www.dds.ga.gov



Business Partners



Online Certification
Reporting Application
(OCRA)



THE LINK

File Edit View Favorites Tools Help



Search... Go

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Home > Business Partners



Business Partners

Business Services

[Alcohol and Drug Awareness Program \(ADAP\)](#)
[Electronic Alcohol and Drug Awareness Program \(eADAP\)](#)
[Georgia Electronic Conviction Processing System \(GEPCS\)](#)
[Motor Vehicle Reports \(MVR\)](#)
[Online Certification Reporting Application \(OCRA\)](#)
[Third Party Testing](#)

Business Documents

[2008 Traffic Court Reference Manual](#)
[DDS Law Enforcement Update - Summer 2006](#)
[DDS Law Enforcement Update - Winter 2007](#)
[Law Enforcement Dispatcher Quick Reference Guide](#)
[Law Enforcement Guide to DDS Forms](#)
[Court Bulletin Updates](#)
[Monthly Traffic Convictions Reported by Court](#)



Connect with DDS

[Facebook](#)
[News](#)
[YouTube](#)

Useful Links

[Georgia Navigator](#)
[Car Tags and Titles](#)
[Teen Driving Safety](#)
[Joshua's Law](#)

Georgia Government Links

[State of Georgia](#)
[Department of Transportation](#)
[Department of Public Safety](#)
[Governor's Office of Highway Safety](#)
[Department of Revenue](#)
[Explore Georgia](#)



[Privacy Statement](#)
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Share DDS with Others





OCRA ACCESS

File Edit View Favorites Tools Help



Drivers Licenses Online Services Locations FAQs Business Partners Regulated Programs About Us

OCRA Phase II Login

All the fields indicated with * are required

* User ID:

* Password:

SIGN IN

[Forgot Your Password?](#)

Enter DDS assigned User ID and password. You will be prompted to change your password the first time you log in and or have your password reset.

You are attempting to access resources owned by the Georgia Department of Driver Services. These resources are to be accessed by authorized users only. If you are not specifically authorized to access these resources, do not proceed further. Unauthorized access could subject you to liability or criminal prosecution, in accordance with the Georgia Computer Systems Protection Act (O.C.G.A. §16-9-90, et seq.). Department of Driver Services Internet communications and interaction are subject to monitoring and audit. By continuing and accessing the Department of Driver Services network, you are consenting to having your interaction with and use of Department of Driver Services Internet resources monitored, audited, retrieved and copied.

[Privacy Statement](#) | [Contact Us](#)

© State of Georgia Department of Driver Services



OCRA ACCESS

- **Certified DT Private School Owners and Public High School Directors will have automatic access to OCRA. Log-in information will be included in approval packet.**
- **Certified DT Instructors have access to finalize and print certificates with school's approval.**
- **Certified DT Private School Owners and Public High School Directors must use the OCRA Administrator Privilege Form to allow office staff access to OCRA or to remove access for staff no longer employed with the school.**



OCRA ACCESS

- **For security and liability reasons, OCRA users should NEVER allow someone else to use their OCRA user name or password.**
- **Users may reset their password by using the Forgot Password link on the OCRA sign-in page or send a request from their personal email to reginfo@dds.ga.gov.**



WELCOME PAGE

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Drivers Licenses Online Services Locations FAQs Business Partners Regulated Programs About Us

Navigation Menu

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Online Certification Reporting Application (OCRA)

Welcome

The Georgia Department of Driver Services would like to thank you for your support in our transition to an automated student certification system. Your cooperation is imperative to the success of our organization. Please refer to the User's Guide or the Frequently Asked Questions (FAQ's) section for helpful hints. For technical support, please submit an email to reginfo@dds.ga.gov.

Please use the navigation menu on your left to make your selection.

OCRA Document Library

To view the forms and reports provided by our website you will need Adobe Acrobat Reader on your PC.



- [New Administrator Privilege Request](#)
- [New What's New in OCRA?](#)
- [Frequently Asked Questions](#)
- [OCRA User Guide](#)
- [OCRA Quick Reference Guide](#)

Link to Adobe site



DDS
GEORGIA DEPARTMENT
OF DRIVER SERVICES

DT CLASS SETUP





ADD DT CLASS



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Course Search

Schedule Maintenance

School/Instructor/Class Information

School: DDS Test Driving School - 10043

Course Type: DriversEd

DT-30 Classroom

DT-30/6

DT-6 BTW

Instructor: User,DDS

Start Date: 8/16/2013 Start Time: 9:00 AM

End Date: 12/15/2013

Save

Select Save button to save class details now and add students to class later.

Go To Roster

Cancel Go To Previous Screen

1. Click Add Course

2. Add Course Details

3. Click Go to Roster



ADD STUDENT INFO

- School Maintenance
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- Assign Instructor
- Students
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Schedule Maintenance

Course(s): DT-30/6 Start Date: 8/16/2013 9:00 AM End Date: 12/15/2013

Search Students

Add Student

Enter the student's information exactly as it appears on the driver's license, ID, or permit. Do not enter nicknames or abbreviated names.
Check the "No DL/ID/Permit/SSN" checkbox if the driver's license number or social security number is unknown.

First Name: Middle Name:
Last Name: Suffix:
Date Of Birth: SSN:
DL/ID/Permit Num: Country:
 No DL/ID/Permit/SSN
DL State: Gender:

Comments:

- 1) Enter student information
- 2) Click Confirm
- 3) If address box opens, enter address and click Confirm



ADD STUDENT INFO

The student's driving record will only be updated if the correct information is entered.

- **First, Middle, and Last Name**
- **Date of Birth**
- **DL/ID/Permit # or SSN**
- **Gender**



COMPLETING ROSTER

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Schedule Maintenance

Course(s): DT-30/6 Start Date: 8/16/2013 9:00 AM End Date: 12/15/2013

Selected Student(s)

Total students selected: 3

First Name	Last Name	SSN	DL Number	Course	Fee Paid	Course Intent
Buggs	Bunny	123456789	054118192	DT-30/6	350	Initial License
Daffy	Duck			DT-30/6	350	Initial License
Minnie	Mouse	783765298	000000000	DT-30/6	350	Initial License

Search Students

Add Student

Enter the student's information exactly as it appears on the driver's license, ID, or permit. Do not enter nicknames or abbreviated names.
Check the "No DL/ID/Permit/SSN" checkbox if the driver's license number or social security number is unknown.

First Name: Middle Name:
Last Name: Suffix:
Date Of Birth: SSN:
DL/ID/Permit Num: Country: United States
 No DL/ID/Permit/SSN
DL State: GA Gender: --

Comments:

Confirm Clear

Previous Save Cancel

1) Enter Fee Paid

2) Save Roster



COMPLETING ROSTER

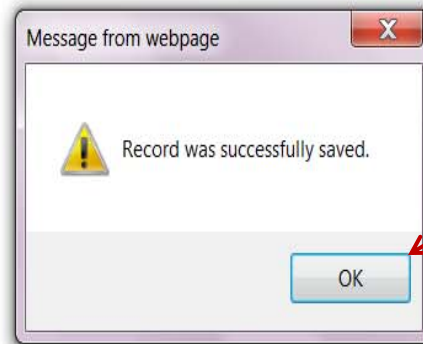
A screenshot of the DDS website interface. At the top left, there is a navigation menu with links for Drivers, Licenses, Online Services, Locations, FAQs, Business Partners, Regulated Programs, and About Us. Below this, there is a sidebar with links for Home, Schools, School Maintenance, and School Association. The main content area shows a "Schedule Maintenance" button. A modal dialog box is open in the center, titled "Save Course Confirmation". It contains the text "Are you sure you want to Save this Course?" and two buttons: "No" and "Yes". A red arrow points from a red-bordered box containing the text "Click Yes" to the "Yes" button in the dialog box.

Click Yes

A white dialog box with a blue border. At the top left is the DDS logo. The title "Save Course Confirmation" is centered in blue. Below it, the question "Are you sure you want to Save this Course?" is written in red. At the bottom, there are two buttons: "No" and "Yes".



COMPLETING ROSTER



Click OK





DT CLASS EDITS





EDIT DT CLASS



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1. Click Edit Course

Schedule Search

Class Start Date From: To:

School:

Instructor First Name:

Instructor Last Name:

Course Type:

2. Enter Course Search Details

3. Click Search

Total records: 1

	Start Date	End Date	School Name	Instructor Name	Co
Edit	8/16/2013 9:00:00 AM	12/15/2013	DDS Test Driving School	Driver Services	DT-

4. Click Edit



EDIT DT CLASS



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Search Course

Schedule Maintenance

School/Instructor/Class Information

School: DDS Test Driving School - 10043

Course Type: DriversEd

DT-30 Classroom
 DT-30/6
 DT-6 BTW

Instructor: Driver Services

Start Date: 8/16/2013 Start Time: 9:00 AM

End Date: 12/15/2013

Save

Select Save Button to Save Revised Class Details Only.

Go To Roster Cancel Go To Previous Screen

1. Correct Start Time and/or End Date if necessary and then click Save

2. Click Go To Roster to add or remove students

EDIT DT CLASS

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Schedule Maintenance

Course(s): DT-30/6 Start Date: 8/16/2013 9:00 AM End Date: 12/15/2013

Selected Student(s)

Total students selected: 3

Last Name	SSN	DL Number	Course	Fee Paid	Course Intent	
unny	123456789	054118192	DT-30/6	350.00	Initial License	Re
uck	123456789		DT-30/6	350.00	Initial License	Re
ouse	783765298	000000000	DT-30/6	350.00	Initial License	Re

Search Students

Add Student

Enter the student's information exactly as it appears on the driver's license, ID, or permit. Do not enter nicknames or abbreviated names. Check the "No DL/ID/Permit/SSN" checkbox if the driver's license number or social security number is unknown.

First Name:

Last Name:

Date Of Birth:

DL/ID/Permit Num:

DL State:

Middle Name:

Suffix:

SSN:

Country:

Gender:

No DL/ID/Permit/SSN

Comments:

Use the Remove button to remove students who have not completed appropriate class

OR

Enter student information to add new student into class roster

THEN

Click Confirm and Save



EDIT DT CLASS



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DDS Administrator

Search Course

[Home](#)

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Save Course Confirmation

Are you sure you want to Save this Course?

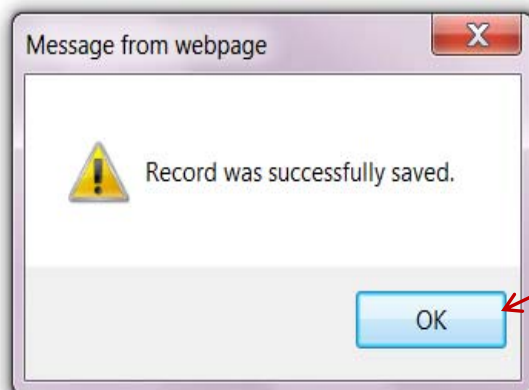
No

Yes

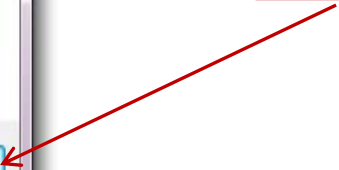
Click Yes



EDIT DT CLASS



Click OK





IMPORTANT POINTS

- **Only choose one course type when adding a class.**
- **Students in a 30/6 class can be finalized separately only after they have all completed the 30 hour course and as they each finish their individual 6 hour behind-the-wheel training.**
- **Students in a 30/6 class that do not complete both trainings, but desire a certificate for the training they did complete, must be removed from the 30/6 roster before finalization. They should be added to an appropriate 30 hour or 6 hour BTW class and then finalized.**



FINAL DT STEPS





DDS
GEORGIA DEPARTMENT
OF DRIVER SERVICES

FINALIZE DT CLASS



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Finalize Course

Schedule Search

Class Start Date: 8/16/13

Class End Date:

School: DDS Test Driving School - 10043

Instructor First Name:

Instructor Last Name:

Course Type: DI
DT-30 Classroom
DT-30 Virtual
DT-30/6

Total records: 1

1. Click Finalize Course

2. Enter Course Search Details

3. Click Search

4. Click Finalize

	Start Date	End Date	School Name	School's City	Instructor Name	Course Type
Finalize	08-16-2013 09:00:00	12-15-2013	DDS Test Driving School	Conyers	Driver Services	DT-30/6



FINALIZE DT CLASS



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Course Search

Total records: 3

First Name	Last Name	SSN	DL Number	Course	Current Status	Pass/Fail
Buggs	Bunny	123456789	054118192	DT-30/8		--
Donald	Duck	123456789		DT-30/8		Pass Fail Not Tested No Show
Minnie	Mouse	783765298	000000000	DT-30/8		

Total records: 3

Continue

2. Click Continue

1. Click on drop down box and choose appropriate Pass/Fail option



FINALIZE DT CLASS



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Please confirm your selection

[Return to data entry screen](#)

First Name	Last Name	SSN	DL Number	Course	Current Status	Pass/Fail
Buggs	Bunny	123456789	054118192	DT-30/6		Pass
Donald	Duck	123456789		DT-30/6		Pass
Minnie	Mouse	783765298	000000000	DT-30/6		Pass

Save

Cancel


2. Click Save if everything is correct

1. Review for accuracy and Click Return to data entry screen link if Pass/Fail options need to be corrected




FINALIZE DT CLASS

File Edit View Favorites Tools Help

 **DDS** GEORGIA DEPARTMENT OF DRIVER SERVICES

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DDS Test Driving School - 10043

 **DDS** GEORGIA DEPARTMENT OF DRIVER SERVICES

Course Finalization Confirmation

Are you sure you want to finalize this schedule?

Click Continue

Print Certificates
Print By Student
Print By Course
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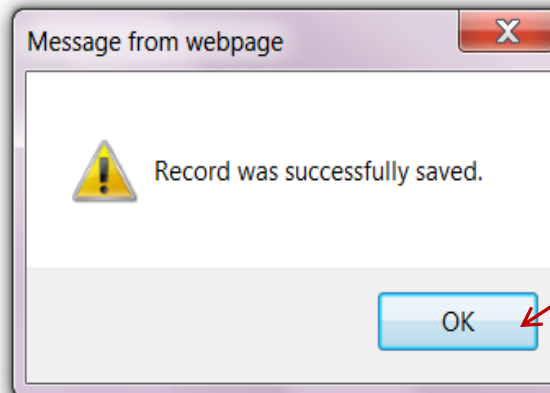
FINALIZE DT CLASS



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Click OK





PRINT CERTIFICATES



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Print Certificates

1. Click Print Certificates

2. Click Open

Do you want to open or save **DTCert.pdf** from **online.dds.ga.gov**?

Open

Save

Cancel





PRINT CERTIFICATES

Certificates can be printed
in black and white
or color

DTT181336

State of Georgia Department of Driver Services
Presents
Certificate of Completion
in
Driver Education
30 Hours Classroom Instruction
6 Hours of Behind the Wheel Instruction

To
Bunny, Buggs
DL/ID/Permit #: 054118192
DOB: 1/23/1992

For
Initial License
October 17, 2013

DDS Test Driving School
2206 East View Pkwy
Conyers, GA 30013

Services, Driver
Instructor

THIS FORM MAY BE SENT TO YOUR INSURANCE AGENT FOR THE PURPOSE OF REDUCING THE PREMIUM OF YOUR INSURANCE IF YOU MEET THE REQUIREMENTS AS SET FORTH IN § O.C.G.A. 33-9-42.

Note: Record Not Found

Change printer settings
to: "Print Color Images in
Black and White" if
printer is out of color ink



DDS
GEORGIA DEPARTMENT
OF DRIVER SERVICES

REPLACEMENT CERTIFICATES





REPRINT CERTIFICATES

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1. Click Print By Student

Print Certificate Search

School Name:

Course Type:

Last Name:

First Name:

Date of Birth:

Certificate Number:

SSN:

DL ID/Permit Num:

Instructor:

2. Enter Student Search Details and Click Search

Total records: 1

	First Name	Middle Name	Last Name	DL Number	DOB	Start Date	School Name	Course Type
<input checked="" type="checkbox"/>	Buggs		Bunny	054118192	01/23/1992	08/16/2013	DDS Test Driving School	DT-30/6

3. Click Continue



REPRINT CERTIFICATES

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Return to Certificate List

Print Certificate(s)

1. Click Print Certificate(s)

2. Click Open to Print Certificate or Click Save to email to student

Do you want to open or save **DTCert.pdf** from **online.dds.ga.gov**?

Open

Save



Cancel





REPRINT CERTIFICATES

DTT181336

State of Georgia Department of Driver Services

Presents

Certificate of Completion

in

Driver Education

30 Hours Classroom Instruction

6 Hours of Behind the Wheel Instruction

To

Bunny, Buggs

DL/ID/Permit #: 054118192

DOB: 1/23/1992

For

Initial License

October 17, 2013

DDS Test Driving School
2208 East View Pkwy
Conyers, GA 30013

Services, Driver

Instructor

THIS FORM MAY BE SENT TO YOUR INSURANCE AGENT FOR THE PURPOSE OF REDUCING THE PREMIUM OF YOUR INSURANCE, IF YOU MEET THE REQUIREMENTS AS SET FORTH IN § O.C.G.A. 33-9-42.

Note: Record Not Found

Certificate is an exact replica
of original certificate



CERTIFICATE CORRECTIONS





CERTIFICATE CORRECTIONS

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DDS GEORGIA DEPARTMENT OF DRIVER SERVICES

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Student Maintenance

Add RRP Student

Student Search

First Name: minnie
Last Name: mouse
Date of Birth:
SSN:
DL/ID/Permit Num:
Course Type: DI
DT-30 Classroom
DT-30 Virtual
DT-30/6
Class Start Date:
Certification #:

Total records: 2

	First Name	Middle Name	Last Name	DOB	SSN	DL Number	Delete
Edit	Minnie		Mouse	09-18-1952	*****6789	055521111	Delete

1. Click Student Maintenance

2. Enter Student Search Details

3. Click Search

4. Click Edit



CERTIFICATE CORRECTIONS

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Student Maintenance

Search Students

Add Student

Enter the student's information exactly as it appears on the driver's license, ID, or permit. Do not enter nicknames or abbreviated names.
Check the "No DL/ID/Permit/SSN" checkbox if the driver's license number or social security number is unknown.

First Name:	<input type="text" value="Minnie"/>	Middle Name:	<input type="text"/>
Last Name:	<input type="text" value="Mouseketeers"/>	Suffix:	<input type="text"/>
RRP Assessment Completed?	<input type="text" value="No"/>	RRP Assessment Date:	<input type="text"/>
Date Of Birth:	<input type="text" value="9/18/1952"/>	SSN:	<input type="text" value="123456789"/>
DL/ID/Permit Num:	<input type="text" value="055521111"/>	Country:	<input type="text" value="United States"/>
<input type="checkbox"/> No DL/ID/Permit/SSN		Gender:	<input type="text" value="F"/>
DL State:	<input type="text" value="GA"/>		

1. Correct name spellings, date of birth, SSN, Permit # and/or gender

2. Click Confirm

NOTE: If address box opens, enter address and click Confirm



CERTIFICATE CORRECTIONS

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Student Maintenance

Search Students

Student was successfully saved.

Add Student

- Enter the student's information exactly as it appears on the driver's license, ID, or permit. Do not enter nicknames or abbreviated names.
- Check the "No DL/ID/Permit/SSN" checkbox if the driver's license number or social security number is unknown.

First Name: Middle Name:

Last Name: Suffix:

RRP Assessment Completed? No RRP Assessment Date:

Date Of Birth: SSN:

DL/ID/Permit Num: Country: United States

No DL/ID/Permit/SSN

DL State: -- Gender: --

Confirm Clear All

You must see this message. If it does not appear, search for student again to see if changes were saved. If not try again to correct the information and if it still does not work, contact RCD OCRA Support.

Do NOT enter a student more than once to correct their information.



CERTIFICATE CORRECTIONS

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Print Certificate Search

School Name: ...

Course Type: DI

Last Name: Mouseketeers

First Name: Minnie

Date of Birth:

Certificate Number:

SSN:

DL ID/Permit Num:

Instructor:

Search

Clear All

Total records: 1

First Name	Middle Name	Last Name	DL Number	DOB	Start Date	School Name	Course Type
<input checked="" type="checkbox"/>	Minnie	Mouseketeers	055521111	09/18/1952	06/01/2012	Lynne Test Driving School, Inc.	DI

After you correct the student information, you must print the certificate again to retransmit the certificate to the student's driving record. Give the student the corrected certificate and destroy the incorrect one.

Continue



CANCELLATIONS





CANCEL COURSE

File Edit View Favorites Tools Help

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1. Remove all students from the roster through the Edit Course function then save the roster

2. Click on Cancel Course

3. Enter class search details and click Search

4. Click Cancel

Cancel Course

Schedule Search

School: DDS Test Driving School - 10043

Class Start date: 1/17/13

Class end date:

Instructor First Name:

Instructor Last Name:

Course Type: DI
DT-30 Classroom
DT-30 Virtual
DT-30/E

Search Clear All

Total records: 1

	Start Date	End Date	School Name	School's City	Instructor Name
Cancel	01-17-2013 10:00:00	01-17-2013	DDS Test Driving School	Conyers	AubSchAdminst Thomas



CANCEL COURSE

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Cancel Course

Reset Course

Please confirm your selection.

Source
SOURCE SCHOOL: DDS Test Driving School - 10043
START DATE: 01-17-2013 10:00:00
END DATE: 01-17-2013
COURSE: DI
INSTRUCTOR NAME: AubSchAdmlnst Thomas
REASON: ---

Lack of student participation
Weather related
Facility Issues

1. Click on the drop down box and choose a reason that is closest to the reason for the class cancellation.


2. Click Save

Save Cancel




CANCEL COURSE

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Cancel Confirmation

Are you sure you want to Cancel this Course?

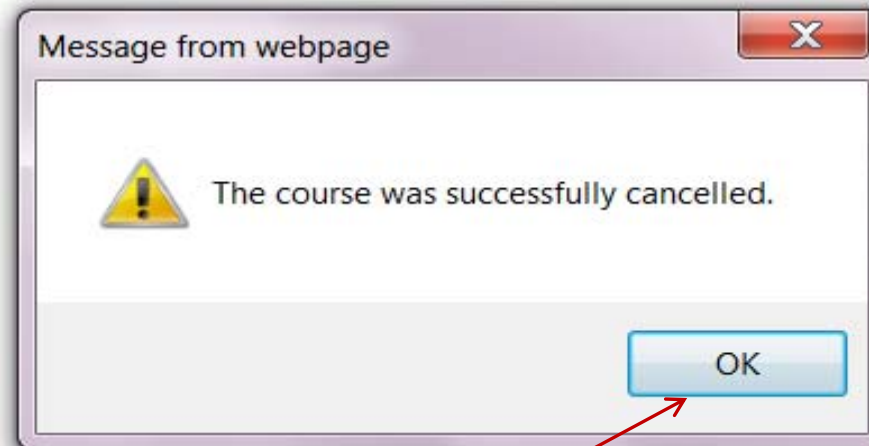
Click Yes

Program Schedule
Print Certificates
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Print By Course
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CANCEL COURSE



Click OK and class will be removed from OCRA

NOTE: Email your field analyst immediately to inform them of the class cancellation




CLASS ROSTER





CLASS ROSTER

File Edit View Favorites Tools Help

 **1. Print out class roster after class is finalized and place in class file**

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Certification Reports
of Students by School
School Association
Active/Inactive Instructor details by School
of Schools by School Type
Class Roster Details
Risk Reduction Program Intervention Course Roll
Monthly Report by Student Age and School Type

2. Click on Reports

3. Click on Class Roster Details



CLASS ROSTER



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Class Roster Search

School Name:

Instructor Name:

Class Start Date:

Class End Date:

Course Type:

1. Enter class search details

2. Click Search

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[Back to Search](#)

[Verify Search Info](#)

School : DDS Test Driving School - 10043
Instructor : Services,Driver
Class Start Date : 8/16/13

Click View Report

If the above report search data is correct, click on 'View Report' button.

[View Report](#)



CLASS ROSTER

Instructor Class Roster Report

Date Printed : 10/18/2013

Page 1 of 2

School Name : DDS Test Driving School

Instructor Name : Driver Services

Class Date : August 16, 2013 9:00 am

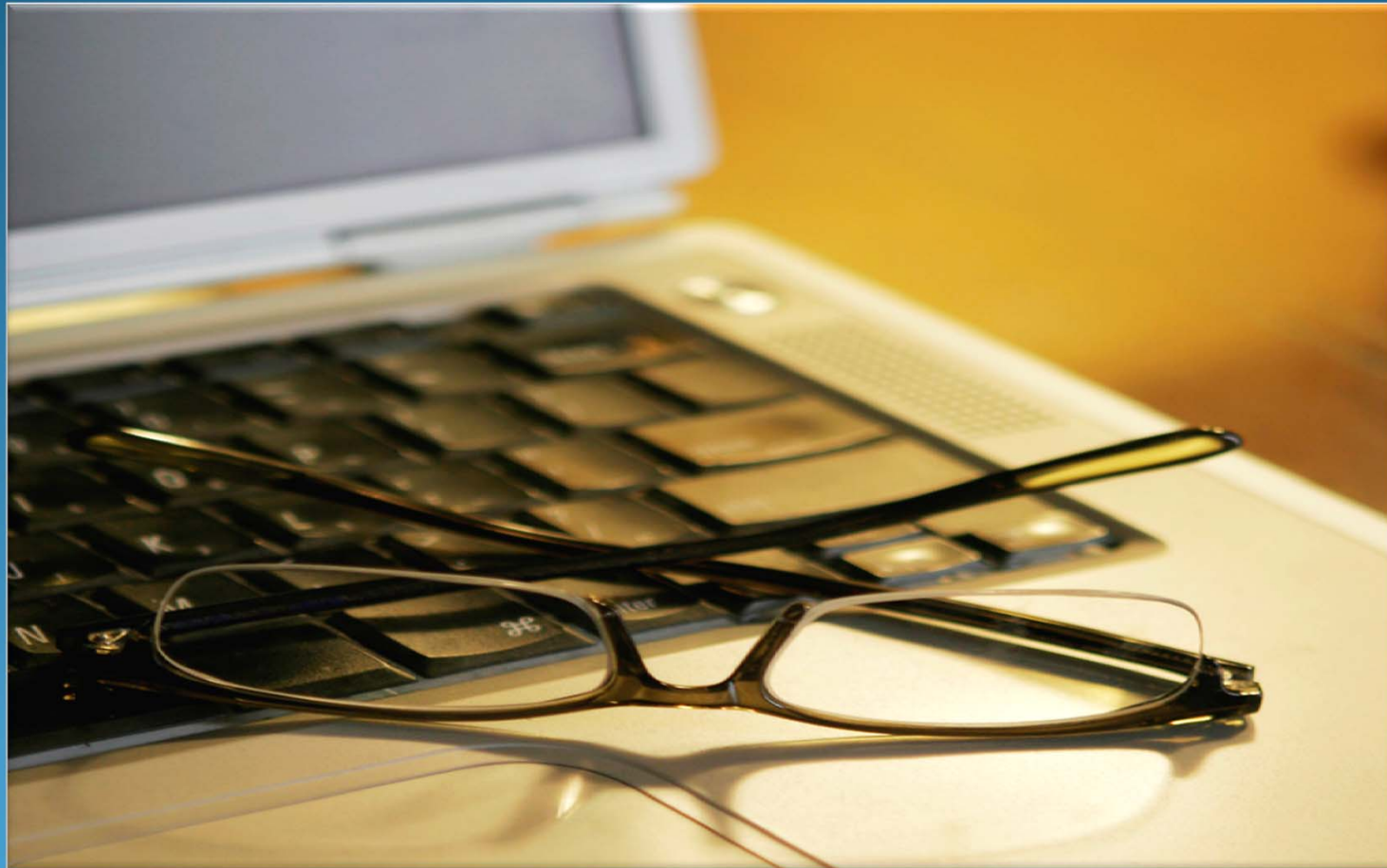
Student Details :

Last Name	First Name	Date Of Birth	Pass / Fail	Program Type	Certificate No	Issue Date
Bunny	Buggs	01/23/1992	Pass	DT-30/6	DTT181340	10/17/2013
Duck	Donald	01/10/1992	Pass	DT-30/6	DTT181341	10/17/2013
Mouse	Minnie	01/01/1960	Pass	DT-30/6	DTT181342	10/17/2013

**Print and place in
class file**



REVIEW





CERTIFICATES

Schools may issue certificates the next business day after class

- **Email to Student**
- **Mail to Student (verify mailing address)**
- **Pick up by Student**

Schools may email certificates to students (PDF format)

- **Start obtaining email addresses during registration**
- **Amend contracts to capture student's email address**



CERTIFICATES

of multiple or repeated violations, you may be required to pay additional reinstatement fees. You may contact the at 678-413-8400 if you have any questions about the amount of your reinstatement fee. You may reinstate a suspension in person or by mail. To reinstate by mail, please mail the Original certificate of completion and appropriate reinstatement fee(s) to the Georgia Department of Driver Services, P.O. Box 80447, Conyers, Georgia 30013.

Please visit the DDS website at www.dds.ga.gov for additional information and the locations and operating hours of Customer Service Centers throughout the State of Georgia.

To verify the authenticity of the information contained in this certificate, please contact the DDS Regulatory Compliance Division at 678-413-8745 or reginfo@dds.ga.gov

Note: Record Updated

of multiple or repeated violations, you may be required to pay additional reinstatement fees. You may contact the at 678-413-8400 if you have any questions about the amount of your reinstatement fee. You may reinstate a suspension in person or by mail. To reinstate by mail, please mail the Original certificate of completion and appropriate reinstatement fee(s) to the Georgia Department of Driver Services, P.O. Box 80447, Conyers, Georgia 30013.

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To verify the authenticity of the information contained in this certificate, please contact the DDS Regulatory Compliance Division at 678-413-8745 or reginfo@dds.ga.gov

Note: Record Found

questions about the amount of your reinstatement fee. You may reinstate a suspension in person or by mail. To reinstate by mail, please mail the Original certificate of completion and appropriate reinstatement fee(s) to the Georgia Department of Driver Services, P.O. Box 80447, Conyers, Georgia 30013.

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Note: Record Not Found



CERTIFICATES

Record Updated means the student's driving record was updated with the course completion.

Record Not Found means a matching driving record was not found.

- “Record Not Found” certificates are valid
- Go to Student Maintenance in Main Menu to update student's information and reprint certificate



CERTIFICATES

Record Found

Server busy

- Record is in a queue waiting to be updated
- Usually updates within 15 minutes but can take up to two (2) hours

OR

The OCRA student information does not match close enough to update the driving record.

- Common issues
 - Middle name
 - Gender
 - Incomplete first name (Greg/Gregory; Will/William)



CORRECTIONS

Student Information

- Go into Student Maintenance to correct name, DL#, SSN, date of birth and gender
- Save Student Record
- Reprint certificate
- Do not enter a second record for the student and issue another certificate
- Do not set up another class for that student to issue them another certificate
- Contact RCD OCRA Support if problems occur when trying to enter the corrected information



CORRECTIONS

Incorrect Course End Date

- Use the Edit Course function to correct the end date
- Save the class
- Reprint the certificates
- Do not set up another class with the corrected end date and issue students another certificate
- Contact RCD OCRA Support immediately to notify them of errors regarding students finalized incorrectly, duplicate certificates issued, or technical problems.



OCRA SUPPORT

678.413.8803 – Denaë Hartsfield

678.413.8859 – Lynne Swaney

678.413.8746 - Anna Rhoades

678.413.8745 – RCD main number

reginfo@dds.ga.gov

Compliance Analysts