California Department of Education  
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# PRISM Account Manager Tips

Thank you for managing the online, cultural competency training for certificated educators to support lesbian, gay, bisexual, transgender, queer, and questioning (LGBTQ+) students. To start, here is a list of commonly used terms.

* **PRISM =** Providing Relevant, Inclusive Support that Matters for LGBTQ+ Students cultural competency training
* **User =** The participant with an account to the PRISM online training.
* **Account Manager** = Each district or Local Education Agency (LEA) will have an Account Manager with the ability to add Users for their LEA, and to access reports showing which Users have completed courses.
* **PRISM Digital Notebook =** Users will engage in guided reflections using the Digital Notebook. These typed responses will remain private. Account Managers at the site/district will ***not*** have access to the responses.
* **Certificate of Completion =** After a User completes the course, they can print or save a Certificate of Completion. Only one per year will be issued on [PRISM California](https://www.prismcalifornia.org/home), and it will be the first course completed that year.

The Account Manager can complete the following for their district or LEA.

* **Add Users:** 
  + Individually, and
  + Bulk Add (please see the How to Bulk Add support)
* **Send Initial Account Email:** 
  + Any new User account created will receive an initial email to create a password.
  + The link expires after two hours. The User can go to [PRISM California](https://www.prismcalifornia.org/home) to select ‘Forgot Password’ to log in.
* **Delete Users:** 
  + Individually as staffing changes (It is recommended to have the User print their Certificate of Completion beforehand)
* **Monitor Completion:** View or download a report for the status of each User in the LEA.
  + Go to the top section called, ‘Reports’, the dashboard will display courses as ‘Complete’, ‘Incomplete’, or ‘Reviewed’

The Account Manager *cannot* complete the following and should message [PRISM@cde.ca.gov](mailto:PRISM@cde.ca.gov) for needed assistance.

* See other Account Managers
* Delete or add schools
* Add multiple districts to their account
* Change their district
* Update email addresses

Remind Users they must complete the following to receive a Certificate of Completion.

* **60-Minute Minimum:** Users must remain in the PRISM course and be active for a minimum of 60 minutes.
  + It is recommended to start and complete the course in one sitting.
* **Digital Notebook Entries:** Users must complete all required sections of the PRISM Digital Notebook with a minimum of 300\* characters.
  + \*The minimum character count for Course 1, Notebook 3 is 50.
  + Users access the Digital Notebook by clicking the designated button on the homepage whenever prompted.
* **Progress Not Saved:** Progress is NOT saved in [PRISM California](https://www.prismcalifornia.org/home). To avoid losing your progress, be sure to stay active in your browser.
  + If a User is logged out, they will need to restart the course and complete the required 60 minutes again.
* **Certificate of Completion:** Once both conditions are met, a minimum of 60 minutes and completion of notebook entries, the checkbox to submit your course completion will become active.
  + After checking the box and submitting it, the User will be able to download your Certificate of Completion.

PRISM is a comprehensive professional development training program for California certificated educators. Comprised of six high-quality courses, PRISM aims to foster inclusive classroom environments and address the unique challenges faced by LGBTQ+ and all students. As mandated by Assembly Bill 5: The Safe and Supportive Schools Act (2023), teachers and other certificated staff serving grades 7 through 12 must complete 60 minutes of this training annually over the next five years. This initiative is expected to significantly benefit educators, enhance the success of LGBTQ+ students, and improve overall educational outcomes.