

# Frequently Asked Questions

## Guardianship and Conservatorship Training

- 1. Q: Where can I find certain forms?**  
A: Go to: <http://www.courtselfhelp.idaho.gov/> or contact your local Court Assistance Office. To find contact information visit: <http://www.courtselfhelp.idaho.gov/find-office>
- 2. Q: If the case involves a minor, is it necessary to pay and take the course?**  
A: Idaho Court Administrative Rule 54 specifically exempts cases involving the guardianship or conservatorship of a minor, but some judges may still order a petitioner to take the training and verify successful completion.
- 3. Q: If one case has multiple conservators or guardians, is it necessary for all parties involved to pay the \$25.00 fee?**  
A: No, only one \$25.00 fee is to be paid per case. To set up two accounts with one receipt number, create one account using the original receipt number and set up the second account with the original receipt number and add a “1” at the end.
- 4. Q: Who can waive the \$25.00 fee?**  
A: The judge has the authority to waive the fee.
- 5. Q: If two people are appointed joint conservators, do they both have to take the training?**  
A: Yes, all conservators need to take the training independently.
- 6. Q: I have forgotten my password, what do I do now?**  
A: On the initial screen of the course found at: <http://www.idahojudicial.edu.com/guardian-conservator/> click on the “login/Register” tab in the upper right hand corner. You will see three tabs. To reset your password click on the third tab “Request new password” Enter the e-mail address you used to create the account and a new password will be emailed to the identified email account. If you are still having problems, contact the Idaho Supreme Court at (208) 947-7452 for additional assistance.
- 7. Q: Once I have completed the tests, can I go back to the training in the future for reference?**  
A: Yes, just make sure to have your email and password.

8. **Q: I stopped in the middle of the training and need to go back to finish the test but have already watched the video, do I have to watch the video all over again?**

A: No, you do not need to watch the video all over again if you have already completed it. Go to the section when you logged off and click on the View Tab and click text only. You can then quickly move through the material to get to the test.

9. **Q: How long should it take for me to receive the certificate of completion from the training?**

A: Once completed with a passing grade, a certificate will be immediately emailed to you and to the county you identified when setting up your account.

10. **Q: Is there any community assistance or scholarships available for financial assistance to help cover the \$25 fee?**

A: No, but the assigned judge has the authority to waive the fee.

11. **Q: If my wife and I both need to take the course and we only have one email account, what do we do?**

A: It will be necessary to get another email account to set up separate accounts. Gmail or Hotmail are both free alternatives.

12. **Q: I don't have a home computer, what do I do?**

A: If you do not have a computer at home or work, and you are unable to find a family member, friend or your attorney with a computer, your local library has computers open to the public with free internet access.

13. **Q: If I finish a test after the section and the system kicks me out and I go back into the system and it appears I didn't take the test, what does that mean?**

A: It might mean the system timed out or the internet was too slow. It may be necessary to take the test again that the system kicked you out of.

14. **Q: What does it mean if I don't get a certificate or the county didn't get a certificate once I have completed the training?**

A: It either means that the incorrect email address was entered in or the incorrect county was selected when you set up the account. You should contact the Idaho Supreme Court at (208) 947-7452 to request a copy of your certificate.

**15. Q: Who receives and needs a copy of my certificate of completion?**

A: A copy of the certificate of completion is emailed to you and the county court you entered when you set up the account. No one else receives a copy, including your attorney. You should keep a copy of the certificate for your records.

**16. Q: English is my second language, is the training offered in other languages?**

A: Yes! A Spanish version is available.

**17. Q: Who schedules the hearing once I successfully complete the course?**

A: The local court is responsible for scheduling a hearing on your petition for Guardianship and/or Conservatorship.

**18. Q: I'm a volunteer guardian and I take several cases, do I have to pay a fee every time I get a new case?**

A: You only need to take the course once. The certificate is good for any Guardianship or Conservatorship case in Idaho.