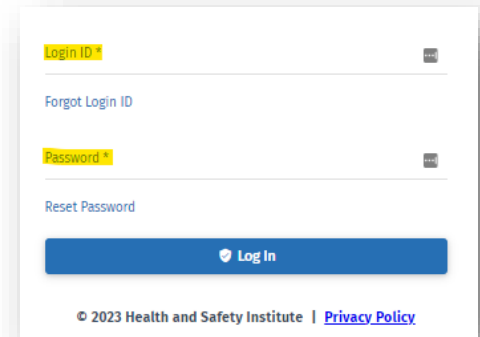


ACCESSING YOUR ONLINE TRAINING



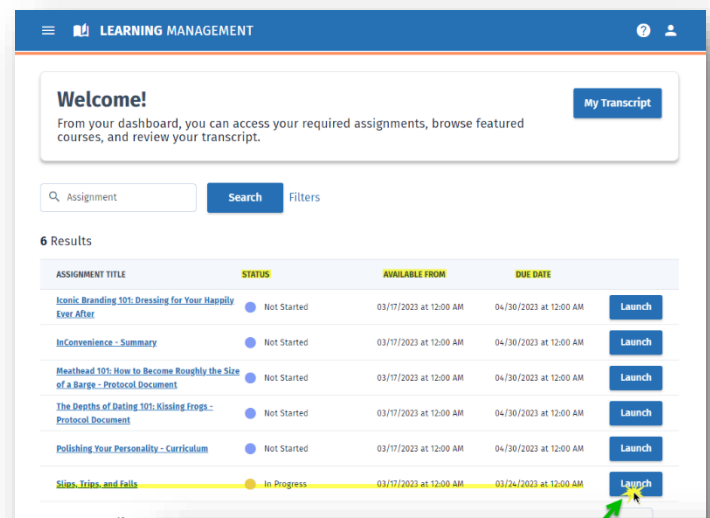
STEP 1

Go to your training portal as listed in your notification email. Type in your User ID and Password, then click **Log In**.



STEP 2

After login you will land on the **Dashboard** which will display a list of any Incomplete Courses. To select your training path, click the blue **LAUNCH** button to the right of the course title.



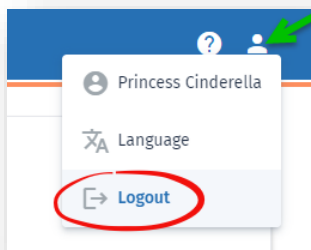
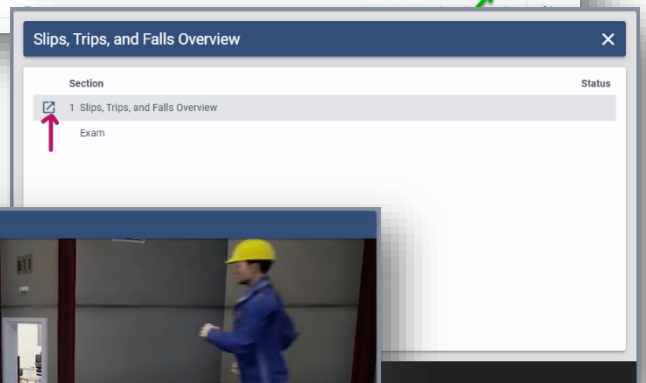
STEP 3

You will then see the **Acceptable Courses** menu. Click the **BLUE** launch button to launch your appropriate training path for that training objective. The course itself will open in a new browser window.* Click the interactive navigation arrows/buttons to advance through the course audio/video/documentation.

* Make sure your Pop-Up Blockers are disabled.

STEP 4

To stop training, click **Exit** to close the courses, then click **Logout** via your **Profile** icon in the upper right corner. It is important that you log out of the system if you need to walk away from training and then log back in to continue so your training progress will be saved. To log in to continue training, start at **STEP 1**.



ACCESSING YOUR ONLINE TRAINING



STEP 5

Once you've reviewed all content sections, as evidenced by checkmarks in the **Status** column, you may move on to the **Exam** which is listed as the last section. You'll pass the course with 80% or higher; you may retake the test if needed.

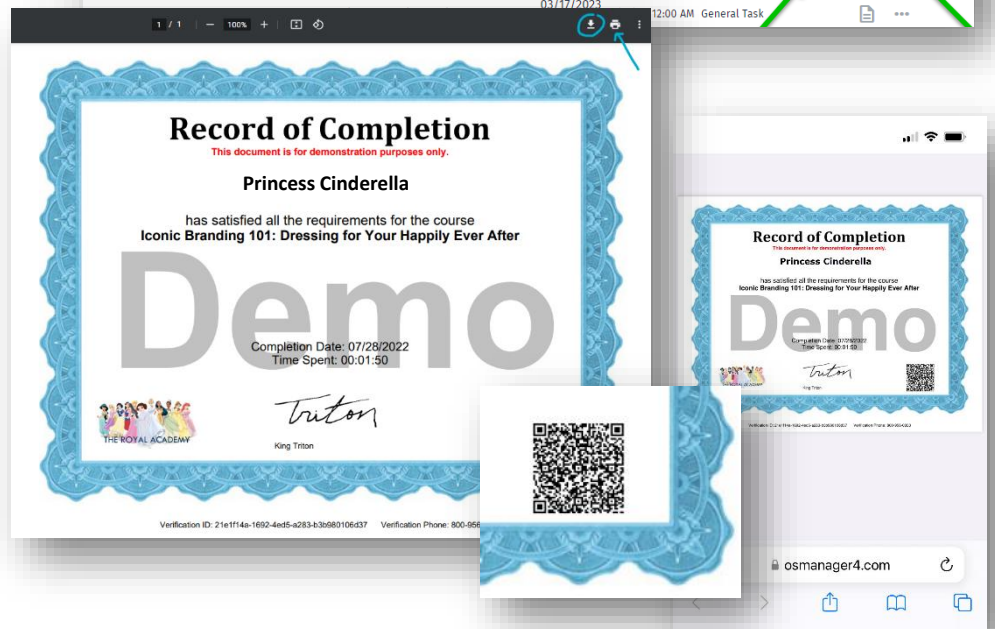
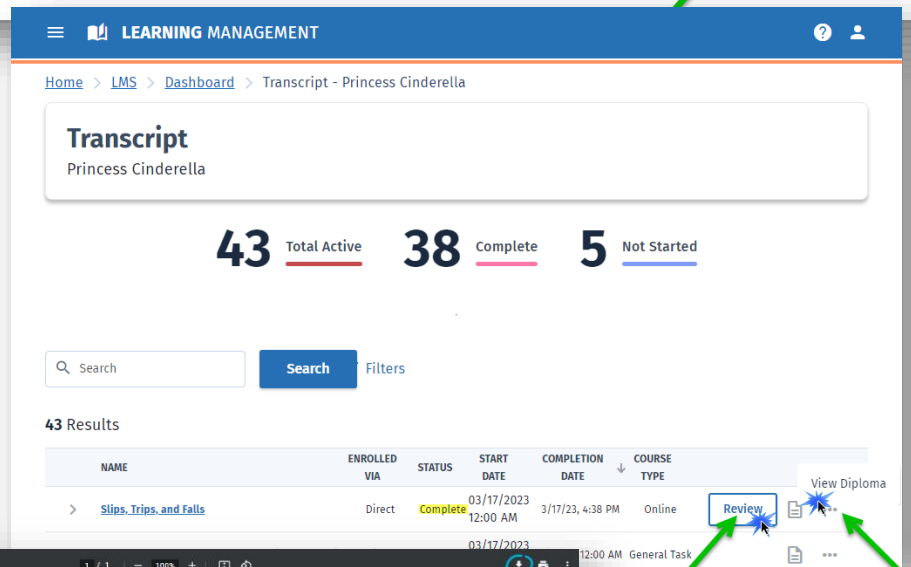
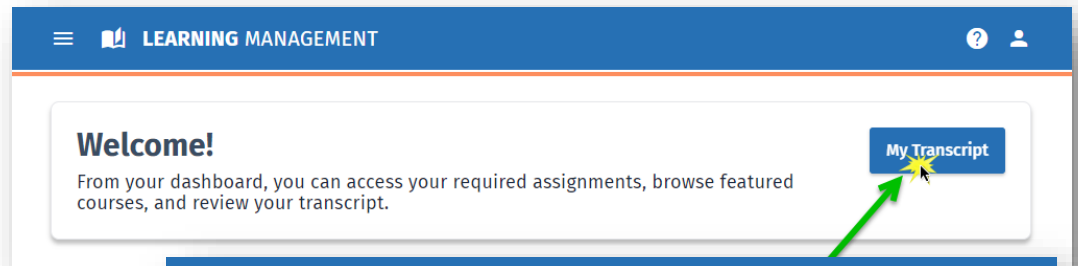
STEP 6

From your Dashboard, click on **Transcript** to view your training history, including Completed and In Progress training. You may access your diploma by clicking on the document icon or the ellipses (aka three horizontal dots) to access the **View Diploma** button to the right of a completed course.

The diploma itself features a QR code that allows access to a digital copy of the diploma via the camera of a smart phone or tablet.

Your diploma will present in a new browser tab. To Download or Save, click the **Download** button in the right corner of the diploma viewer itself. Follow the traditional *Save As* process to save to your device. To print a hardcopy of the diploma, use the **Print** button in the right corner of the diploma viewer and select your print destination.

To begin another course, return to your Dashboard and repeat steps #2-4.



HAVING TROUBLE? NEED HELP?

If you need help, there are two valuable places in which to turn.

- 1) Click the support options on the Login page, where you can retrieve your Login ID or **Reset Password**
- 2) Additional support is available by calling **(800) 447-3177** or you can create a Help Desk ticket.
- 3) Or by clicking on the **?** icon in the upper right corner to open the Support Center, you'll find the **Contact** button by which you can create a Help Desk ticket.

Login ID *

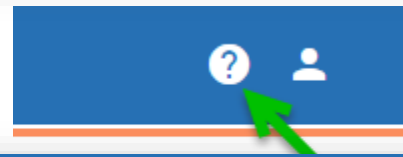
[Forgot Login ID](#)

Password *

[Reset Password](#)

Log In

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SELF-SERVICE TROUBLESHOOTING —

ISSUE: “The course loads but the audio isn’t playing.”

— **RECOMMENDATION:** Click the Play button to begin the audio/video.

ISSUE: “I lost my internet connection on my device and now the course won’t continue.”

— **RECOMMENDATION:** Online training requires a consistent internet connection* to deliver content and record your progress. Log out and then log in again to begin a new session with your restored internet connection. *If you anticipate losing your internet connection frequently, we recommend postponing your training so you do not spend time in training that may not be recorded because your device disconnects from the internet.

HSI PLATFORM

Help

Help

System Documentation and Troubleshooting.

[Contact](#)

Help me with...

Contact

Send

(Self-Service Troubleshooting continued...)

ISSUE: *"I have reviewed 2 sections of the course, but my checkmarks are not being recorded."*

— **RECOMMENDATION:** Update/clear your Internet Browser Cache/Cookies setting (via Tools menu > Internet Options > General tab > Browsing History > Settings button — Check the option for 'Every time I visit the webpage'). Then log out of the training, close your browser, then reopen and log back into your training...

NOW complete a section and verify the change resolved the problem. If you still do not have a checkmark, contact Technical Support.

ISSUE: *"I clicked on the next course and it displays one I have already completed."*

— **RECOMMENDATION:** Update/clear your Internet Browser Cache/Cookies setting. See previous instructions.

ISSUE: *"The course window seems stuck on loading dots."*

— **RECOMMENDATION:** Check to be sure your device/network is not blocking streaming media. Check with your company IT department about any possible network cache settings that may prevent you from loading the content.

ISSUE: *"I clicked on the 'Launch' button for a course and nothing happened."*

— **RECOMMENDATION:** Turn off all your Pop-Up Blockers (check your internet browser and all toolbars).

ISSUE: *"My certificate printed on two pages."*

— **RECOMMENDATION:** Adjust your printer setting to "Shrink to one page" or "Scale to fit."

If the recommended solutions do not fix the problem you're encountering, please contact HSI's Technical Support team at (800) 447-3177.