

Environmental Health and Safety Training

Frequently Asked Questions

I am using an authorization code to create my account and I receive an error message telling me my code is outdate or inactive. What do I do?

- Close and reopen your web browser window. Refer to the instruction used to create your account.
- Go to and follow the steps outlined in the section titled “Log into the Learning Center.”
- Contact ehstrain@iastate.edu if you continue to have issues.

I’ve created my account and was successful with logging in. I don’t see any courses or catalogs. What do I do now?

- System updates occur every day at 5:00 am. These updates will place you in the catalogs.
- You may wait until the system updates to take training.
- You may email ehstrain@iastate.edu and let us know you have created your account and need to be added to the catalogs. We will add you to the catalogs if we receive the email during normal business hours.

How do I take an online course?

- Log into the learning management system.
- Click on Course Catalog under My Menu.
- Scroll through the alphabetized Online Course Catalog.
- Click the Launch link next to the desired course.

How do I open and close my course catalogs?

- Click on the folder icon next to the title of the catalog.

How do I search for a course?

- From My Menu> My Dashboard > “Search Course Catalog”
 - Select the catalog to search and keywords associated with your search.
- From My Menu >Course Catalog
 - Type in a keyword into the search bar located in the upper left portion of the screen.
 - Be sure to reset the search keyword after you have found the course you need to take.

Environmental Health and Safety Training

Frequently Asked Questions

What if my online course will not launch or I receive a 404 error?

- Make sure you're using Firefox or Chrome browsers.
- Allow Pop-ups for www.ehs.iastate.edu and training.ehs.iastate.edu.
- Clear your cache from your browser history.

When I launch the course I hear audio but do not see the course. What do I do?

- Sometimes the window will launch behind your current browser window. You can minimize your open applications until you find the web browser window displaying the online course.

Can I stop an online course in the middle and resume later?

- Yes you can! If you're halfway through a course and need to leave, you can resume where you left off the next time you launch the course.

Where do I find my training history?

- Click on My Transcript under My Menu to get a full list of your training history.

Can I sort my training history?

- You can sort your training history by any of the column labels, including Course Title, Status, Status Date, and Expiry Date.

Where do I find my current Enrollments?

- View My Current Enrollments on My Dashboard. This is the view you see when you first log into the system.
- Click on My Enrollments under My Menu
 - Here you will have a list of all courses that don't have a "Finished" status.
 - These statuses include "In Progress", "Enrolled", and courses that are "Finished" but the assessment has yet to be completed.

Environmental Health and Safety Training

Frequently Asked Questions

Why can't I view my certificate?

- Some courses do not provide participants with a certificate.
- If your status is "In Progress" you will not receive a certificate.
- Make sure to complete the course and your status is "Finished – Pass".

How do I view my certificate?

- Click on My Transcript under My Menu.
- The Certificate column is located on the far right portion of the screen.
- Use the Print link to print a copy of your certificate.
- Use the Email link to send a digital copy to your email.

My completion status will not update when I successfully finish an online course?

- There may be a compatibility issue with the web browser you are using. Check which web browser you are using. Recommended web browsers are Google Chrome and Mozilla Firefox. Do not use Internet Explorer.
- You may have timed out of the learning management system while completing your online course. Avoid this by periodically selecting an option such as My Menu> My Dashboard within the learning management system while you are working on the coursework. If the system has timed out while you are completing the online course simply log in again before clicking "Finish" at the end of the online course.
- Sometimes a completion status will get stuck in "In Progress", contact us at ehstrain@iastate.edu and we will manually change your status.