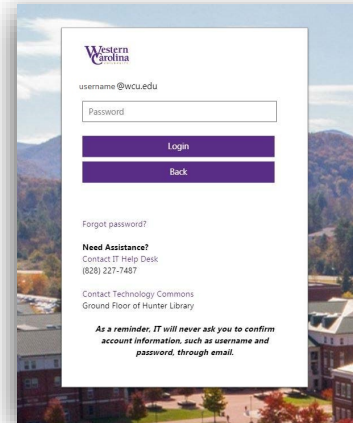


# ACCESSING YOUR ONLINE HEALTH AND SAFETY TRAINING

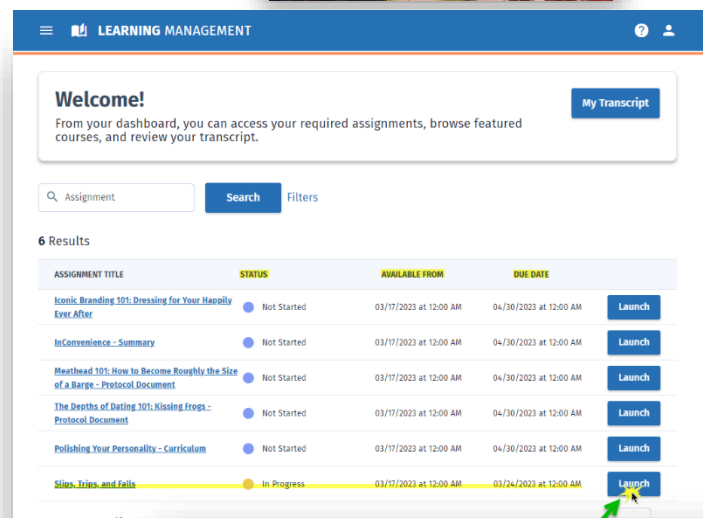
## STEP 1

Go to your training portal as listed in your training notification email or at [hsi.wcu.edu](https://hsi.wcu.edu). The HSI training portal is linked to your WCUid. Please proceed through the multi-factor authentication to **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.



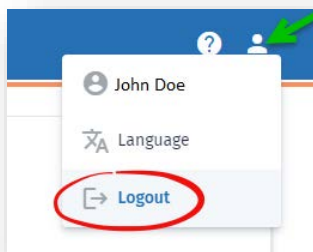
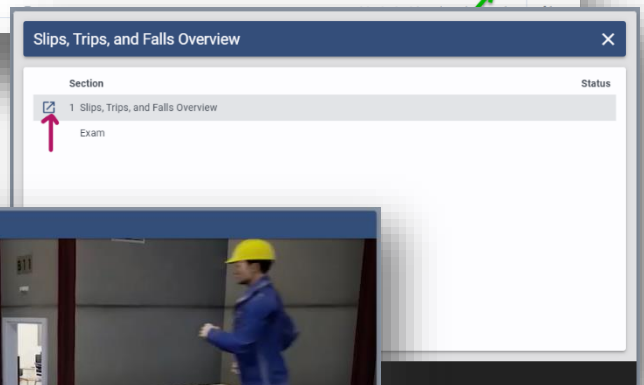
## STEP 3

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 any 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 HEALTH AND SAFETY 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 (Optional)

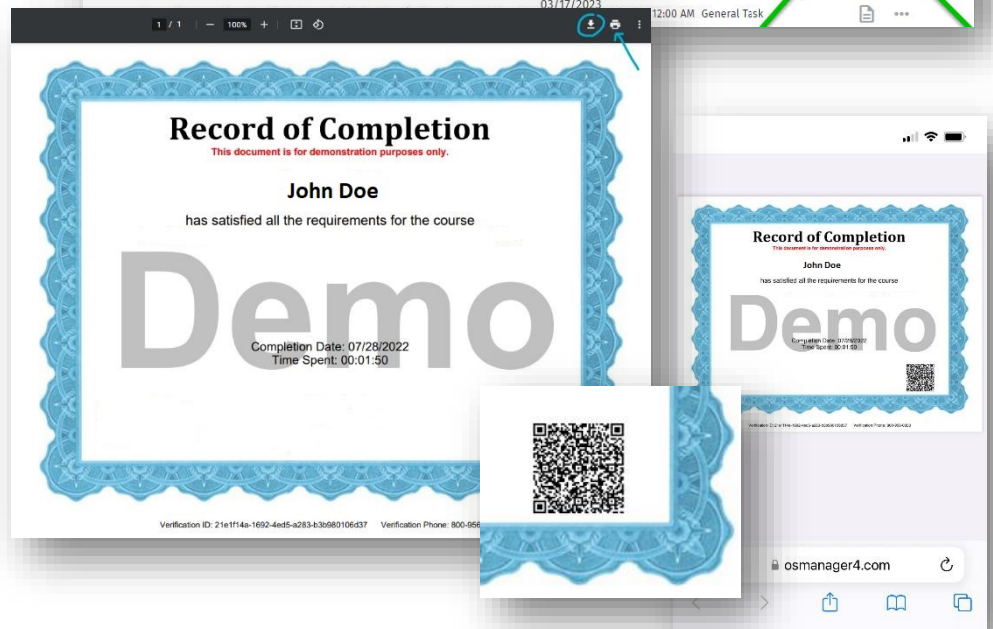
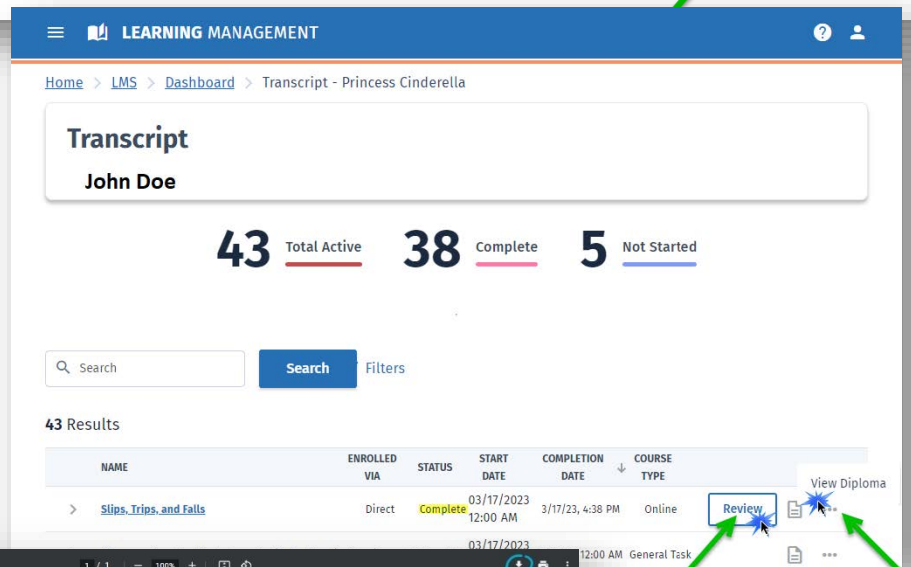
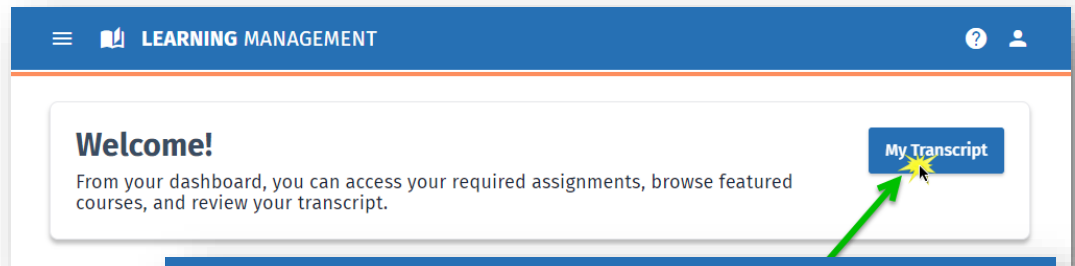
From your Dashboard, click on **Transcript** to view your training history, including Completed and In Progress training. You may access your diploma by clicking on the document icon or the ellipses (aka three horizontal dots) to access the **View Diploma** button to the right of a completed course.

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.

**Note:** Saving or printing a diploma is not a **requirement** for completing a course but for your personal records only.

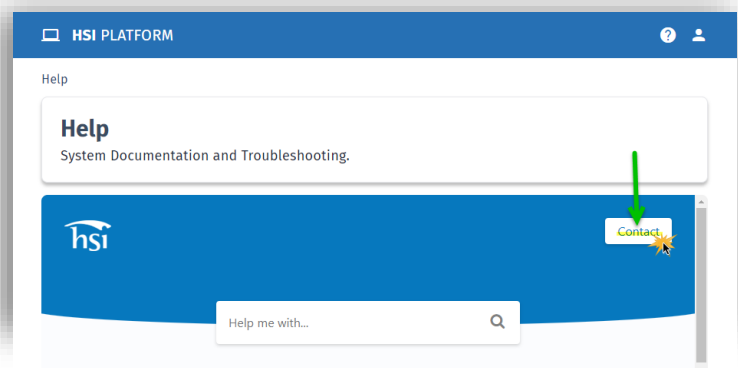
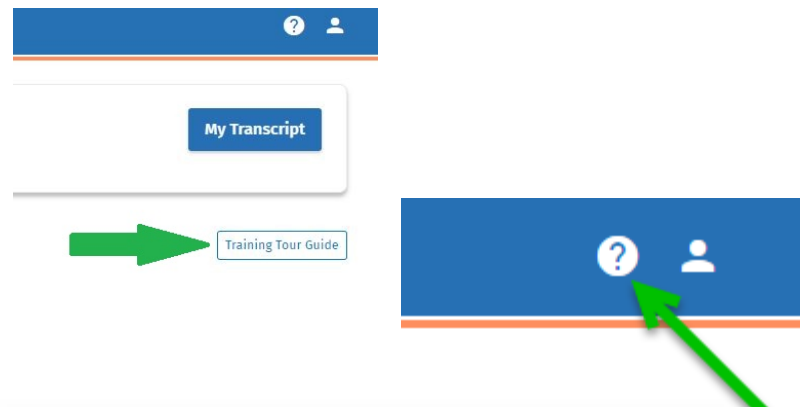
To begin another course, return to your Dashboard and repeat steps #2-4.



## HAVING TROUBLE? NEED HELP?

If you have any questions or need further assistance, there are valuable places in which to turn.

- 1) Contact the Safety and Risk Management Office by email [safety@wcu.edu](mailto:safety@wcu.edu) or **828.227.7443**
- 2) By clicking the **Training Tour Guide** to help with navigating your dashboard.
- 3) Additional support is available by calling HSI Support Service **800.447.3177**
- 4) Or by clicking on the **?** icon in the upper right corner to open the Support Center, you'll find the **Contact** button.



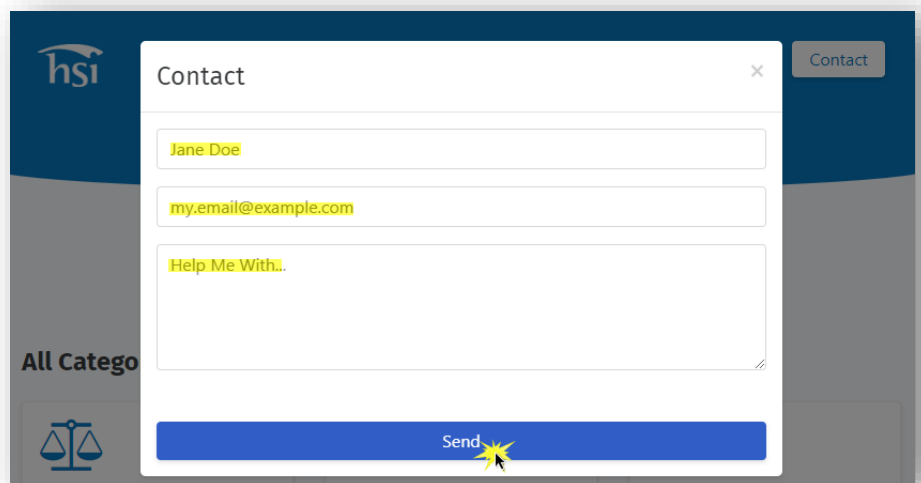
## SELF-SERVICE TROUBLESHOOTING —

**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.



*(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. Then log out of the training, close your browser, then reopen and log back into your training

**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."

**ISSUE:** *"What is my WCUid and Password to log in?"*

— **RECOMMENDATION:** Your WCUid is the username assigned by the university that ends in @wcu.edu (faculty/staff/student workers) and your password is unique and set by each user.