

HSEM Training Portal FAQ

HSEM Training Program

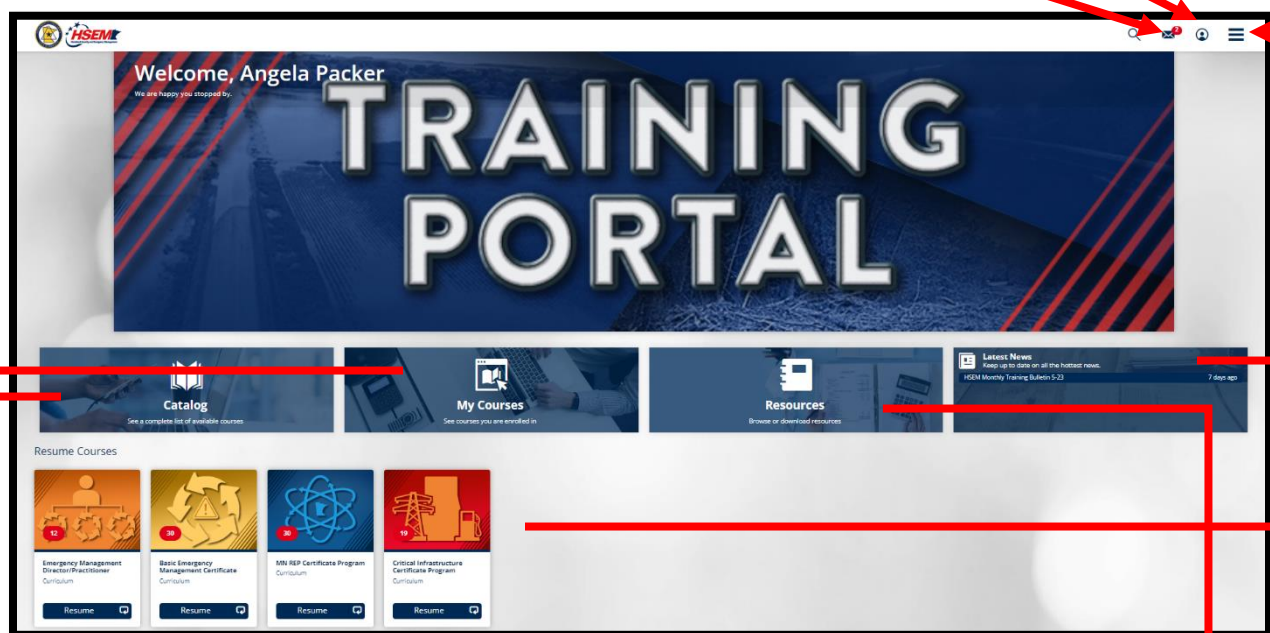
What is the Portal Dashboard?

The Training Portal Dashboard is considered the homepage. Below is a photo and description of the main areas of the Dashboard.

Menu- Get back to the Dashboard, view your transcripts, or view a calendar of the courses you are registered for.

Profile- Edit your profile information. Remember to keep your email up to date.

Messages- Any messages that have been emailed to you will also be found here.



Catalog- This is where you will find all of the certificate programs and courses offered by HSEM.

My Courses- This is where you will find certificate programs you have started or courses you have enrolled in.

Resources- Venue and other resource documents will be stored here.

Latest News- View the latest HSEM Training Bulletins and Announcements.

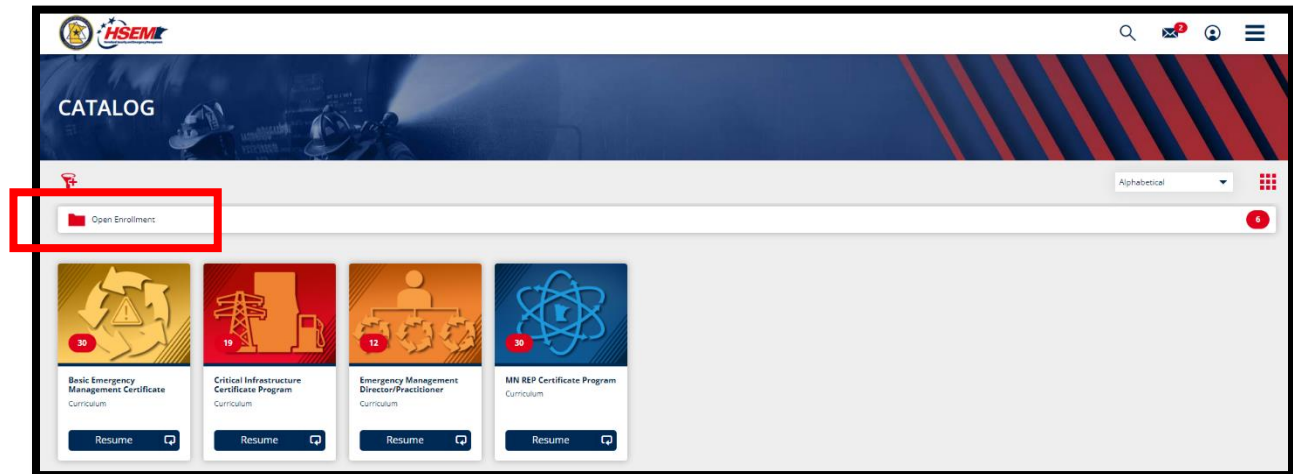
Resume Courses- Any certificate programs or courses you have been enrolled in will be displayed here.

HSEM Training Portal FAQ

HSEM Training Program

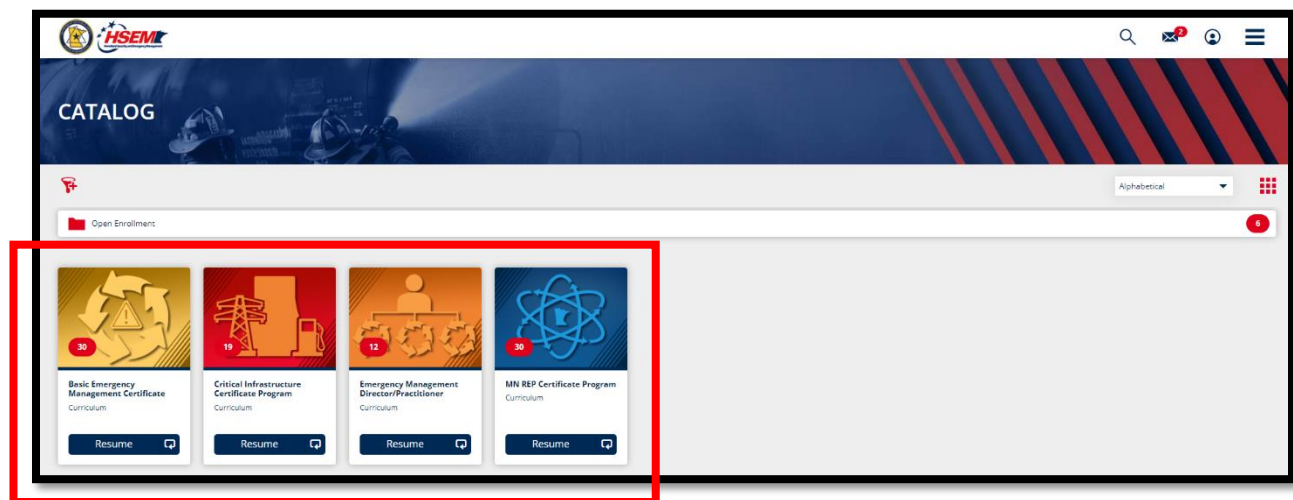
What is Open Enrollment?

Open Enrollment courses are courses that are not associated solely with a certificate program. You can view Open Enrollment courses by clicking the Open Enrollment folder in the Catalog.



Where can I find certificate programs available for enrollment?

Certificate programs can be found in the Catalog. You will need to request enrollment into certificate programs. Once you have been accepted into a program, you can access the program in the Catalog or My Courses.



A course is only displaying “Enroll.” What does this mean?

There are no course sessions available. You can still enroll but you’ll need to check back again at another time to register for a course session.

HSEM Training Portal FAQ

HSEM Training Program

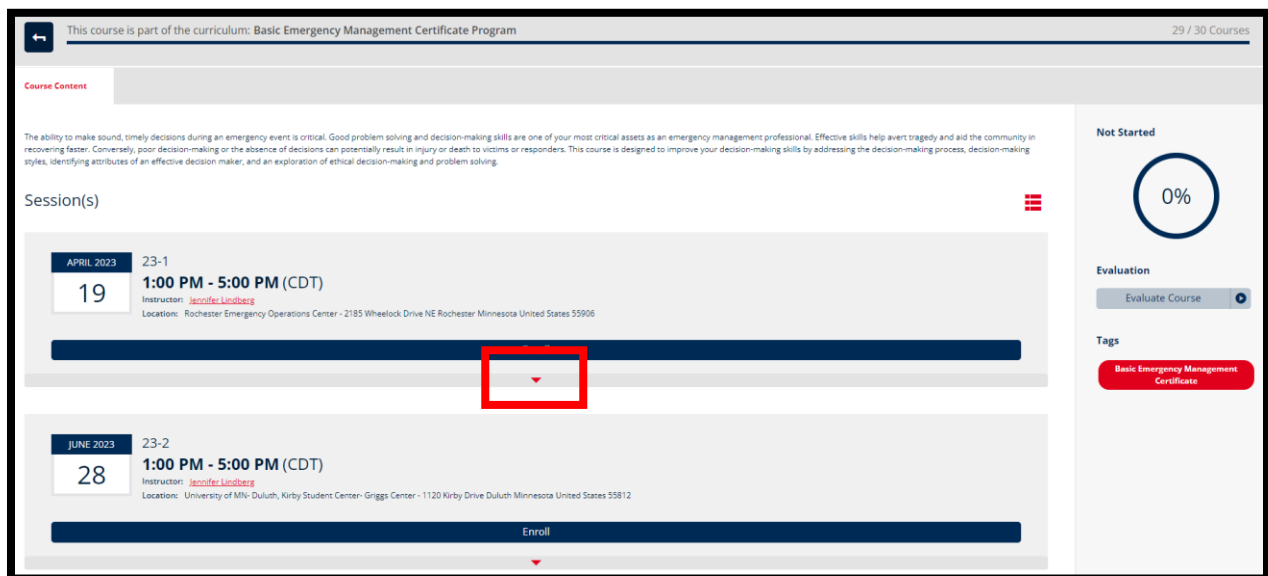
How do I know what courses I am signed up for?

Click on the Menu in the top right hand corner then click Calendar or click on My Courses.



How do I know if a course session is almost full?

View the course session details by clicking the More arrow.

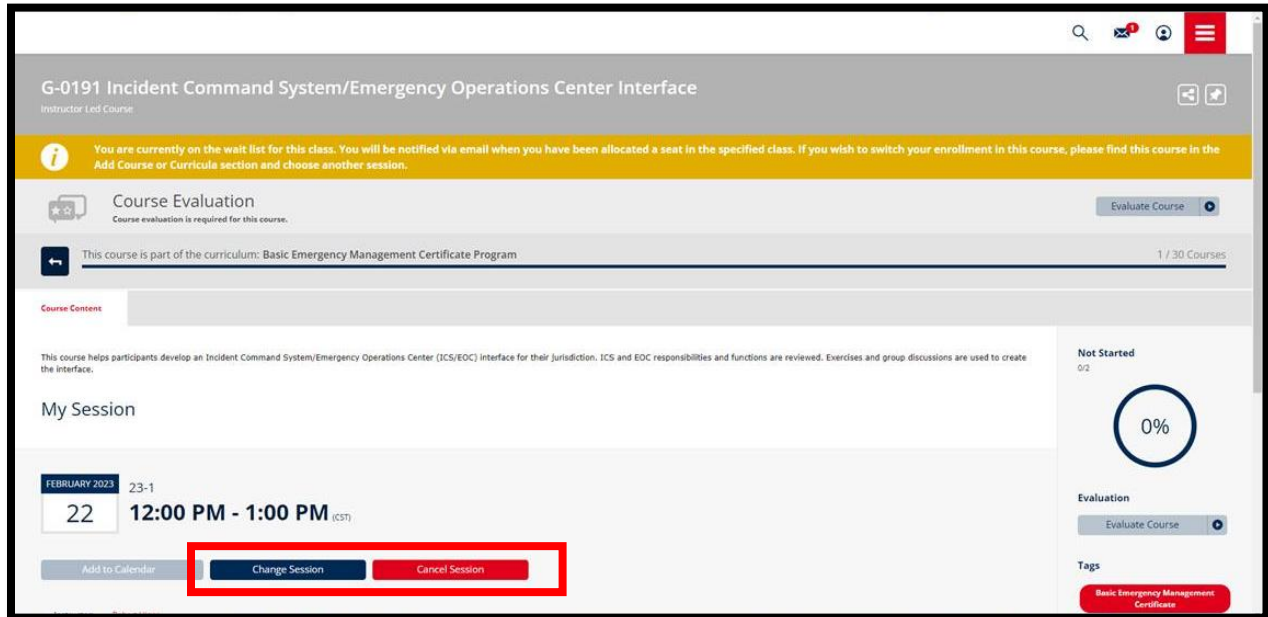


HSEM Training Portal FAQ

HSEM Training Program

How do I know if I'm on a waitlist?

A gold bar will display that you are currently on a waitlist and you will be unable to register for a new session unless you select Cancel Session or Change Session.



How do I view my transcript?

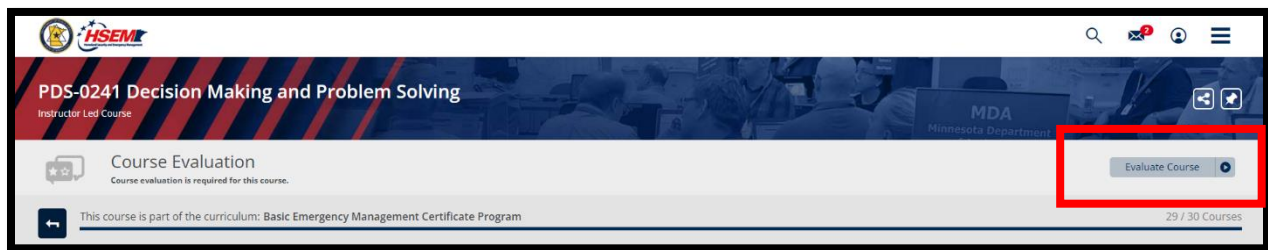
Click on the Menu in the top right hand corner then click Transcript.

Why don't I see a certificate for every course in my transcript?

Only certain courses, mostly instructor-led courses, will create a certificate. Some of our training partners issue certificates and that is why you won't see a certificate here, only that you completed the course.

I completed an instructor-led course that should have a certificate but I still don't see one. What should I do?

Verify that you completed the Course Evaluation. You will not receive a certificate until you evaluate the course. To view the Course Evaluation, click My Courses, select the certificate program (if applicable) and then select the course, then view your Course Evaluation status.



HSEM Training Portal FAQ

HSEM Training Program

How do I know how much I have left of a certificate program?

Each certificate program will display your progress percentage in the top right corner.

The screenshot displays the 'Basic Emergency Management Certificate Program' page. In the top right corner, a red box highlights a progress indicator showing 'In Progress' with '29/30 Courses' and a circular gauge at '97%'. Below this, the 'Course Content' section lists 'Instructor Led Courses' with a requirement to complete 7 of 7 courses. One course, 'G-0191 Incident Command System/Emergency Operations Center Interface', is shown as 'Completed' with a green checkmark. A 'Tags' section at the bottom right lists 'Basic Emergency Management Certificate Program'.

How do I know what courses I need to complete in my certificate program?

View your certificate program courses by clicking My Courses and selecting the certificate program. Any course that *does not* have a green Completed button is a course you need to complete.

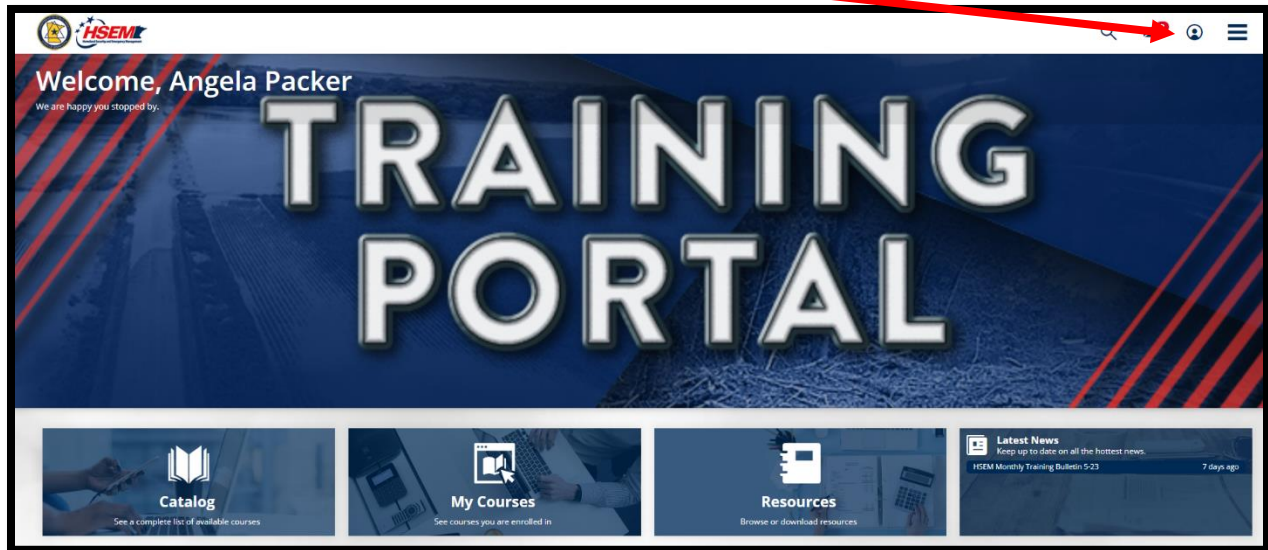
The screenshot shows a list of three courses. The first two, 'PDS-0230/0235 Principals of Emergency Management/Emergency Planning' and 'PDS-0240 Leadership and Influence', are marked as 'Completed' with green checkmarks. The third course, 'PDS-0241 Decision Making and Problem Solving', is not completed and has a red box around a 'Choose Session' button. Each course entry includes a progress indicator (e.g., 2/3, 0/0, 3/3), a 'Completed' button, and a 'Tags' section.

HSEM Training Portal FAQ

HSEM Training Program

How do I update my profile?

Click the Profile icon in the top right corner.



How can I view information on a Venue that my course will be held at?

Click Resources, open the Training Venue folder, and find the venue your course will be at.



What are Tags?

Tags are words or phrases which describe the similarities between courses.