



# Mandatory Reporter Training Help Guide

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## Background

- Every individual required to report suspected abuse as defined in Iowa Code 232.69(1) and Iowa Code 235B.3(2) must complete 2 hours of mandatory reporter training within their first six months of employment or self-employment and one hour of additional training every three years (unless otherwise specified by federal regulations). If your employment qualifies you as a mandatory reporter for both child abuse and dependent adult abuse, you are required to take both trainings and maintain certification for both curricula.
- If you have a valid certificate that has not yet expired before July 1, 2019 then you do not need this training until your certificate expires.
- Every individual must create their own account with a valid email address to receive a certificate in their name.
- **ONLY DHS workers/providers will use the training website located here: <https://training.hs.iastate.edu/>.**
- All other users must create an account here: <https://trainingti.hs.iastate.edu/login/signup.php?>
- If you find a *SCORM pop-up* appearing repeatedly saying your internet connection is unreliable IGNORE IT. Kindly close the pop-up and proceed with your training as you were.

## Enrollment/Registration

The screenshot shows the 'New account' registration page on the Iowa DHS Training website. The page has a red header with 'DHS Training' and 'Mandatory Reporter Training'. Below the header is a navigation bar with a laptop icon and the text 'Iowa DHS Training'. The main content area is titled 'New account' and includes a 'Collapse all' link. The form is divided into two sections: 'Choose your username and password' and 'More details'. The 'Choose your username and password' section contains fields for 'Username\*' and 'Password\*'. A note below the password field states: 'The password must have at least 8 characters, at least 1 digit(s), at least 1 lower case letter(s)'. The 'More details' section contains fields for 'Email address\*', 'Email (again)\*', 'First name\*', 'Last name\*', and 'City/town'. At the bottom of the form are two buttons: 'Create my new account' and 'Cancel'. The URL 'https://trainingti.hs.iastate.edu/login/signup.php?' is visible at the bottom left of the screenshot.

- In the additional information section it asks for your Employer and supervisor details. If you are self-employed or unemployed you can enter your own details.
- Fill out the Social Worker License Number only if you already have one. Otherwise, you can leave this blank and it will appear blank on the certificate. Do not be concerned about this. This is the design of the certificate.

- There are no medical or nursing CEUs offered for this course. Learners can check with their licensing agency for specific requirements.

▼ Additional Information

Agency or Employer\*

Supervisor name\*

Supervisor's email\*

Mailing Address

State\* IA

Social Worker License Number

I need nursing CEUs

There are required fields in this form marked \*.

- A confirmation email should be sent to your email immediately. Please check your junk mail.
- If you do not get a confirmation email, then you should send an email at [servicetraining@iastate.edu](mailto:servicetraining@iastate.edu) with the subject – Confirmation email.

## Login

- Password Reset:
- You can login at <https://traininglti.hs.iastate.edu/login/index.php>.
- If you have difficulty logging in, then you should send an email at [servicetraining@iastate.edu](mailto:servicetraining@iastate.edu). With the subject – Password reset.

## Pre-Test



- These items must be completed in order: Pre-Test, Six Modules and a Post-Test.
- Completing the evaluation is recommended but not required
- When you complete your Pre-Test, you will have to
  - Click on finish attempt
  - Click on submit all and finish
  - A confirmation pop-up will appear - Click on submit all and finish (in the pop-up)

- You need to complete the Pre-test to start the modules.
- All participants must complete the pre-test. Your grade on the pre-test does not affect the completion of your certificate.

## Modules

- There are six distinct modules in the course. The next module will appear only when you complete the previous Module. All six need to be completed to access the Post Test.
- When working on a module you can start and stop at any point, unless you are watching a video in which case stopping will restart the video from the beginning.
- If your module freezes or you are not able to find a continue button, then you send an email at [servicetraining@iastate.edu](mailto:servicetraining@iastate.edu). With the subject - Module x frozen, where x is the module number you are stuck in.

### Module 1 (Both Courses)

- When you reach the Disclaimer slide, wait patiently for the continue button to appear. It is not necessary to click on the Resume button. Reading the guide for mandatory reporters is not a requirement to complete the course.
- In the national data and Iowa data slides; it is not a requirement to view the entire report. In case you do click on the full report, click in one of the three smaller boxes to see the continue button.

### Module 3 & 4 (Dependent Adult Abuse Course)

- On the "Should this be reported" slides the system can sometimes lag and the continue button may not appear. Should this occur, please click on both yes and no boxes to see the continue button and proceed.

### Module 5 (Dependent Adult Abuse Course)

- On the "Reporting Process" slide there are two pictures, one named "Dependent Adult Abuse" which depicts an elderly man and a second named "Dependent Adult Abuse in Facilities and Programs" depicted by an elderly woman. Each directs you to its own section of training and you must complete both to get the continue button to appear.

## Dependent Adult Abuse Module 5 - Reporting Process

### Reporting Process



Dependent Adult Abuse

Dependent Adult Abuse in Facilities and Programs

Click on each box to learn more.



### Post-Test

- You have three attempts at the post test.
- You need a minimum score of 80% on the post test.
- If you exhaust all three attempts without meeting the grade requirement then you should send an email at [servicetraining@iastate.edu](mailto:servicetraining@iastate.edu) with the subject – Reset Post-Test and we can reset your attempts and let you try again.
- To submit the Post-Test, you must answer all the questions and then
  - Click on “Finish attempt ...”
  - Click on “Submit all and finish”

### Certificate

- To download and print your certificate follow these steps

- Login to your account and open the course necessary
- Click on the certificate tile
- In the pop-up window click on the text link that says “DS 168...” or “DS 169...”
- In the next page click “Get your certificate”
- A PDF will then open containing your certificate, kindly save and email it to yourself as a backup option. You can print it from the PDF document as well.
- It is not necessary to have a license number on your certificate. This will be blank. Do not be concerned. This is the design of the certificate.
- This is the only state-approved certificate for the mandatory reporter courses.
- If your certificate has any problems then should send an email at [servicetraining@iastate.edu](mailto:servicetraining@iastate.edu) with the subject – Certificate issue

## **Email Guidelines**

- For fast and smooth replies please include the issue in the subject line of the email.
- Please include your name, username and Email used to register the account in your email.
- If your employee has an issue please include their name, username and email within your email request.
- Please include screenshots and detailed description of the issue you face in your email.