

MANDATORY REPORTER

IMPORTANT NOTE: As of July 1, 2011, ALL participants completing the online training for Mandatory Reporter of Child and Dependent Adult Abuse are required to pay \$25.00 at the completion of the course. You must pay online with a credit card and you will not need a password.

Following are some helpful instructions for the Online Training System:

PASSWORD - 7Lp9p7oHgADB

To access the training system:

1. Go to the Heartland home page at <http://www.aea11.k12.ia.us>
2. Click on the link to **Mandatory & Non-Mandatory Trainings** under the **Home** tab.
3. Click on the link **Click here to enter the Mandatory & Non-Mandatory Online Training System**.

To register in the system:

The **first time** into the new system, **everyone must register** (unless you have never taken an online training through AEA11 or have not taken a training after September 2009).

1. Click on the **Register into the System** button at the bottom of the page.
2. Fill in your first and last name.
3. You can enter either your social security number or your driver's license number. However, **you should select the one you have used in the past (with the old system), or you will not have access to your old records.**
4. Enter your email
5. You choose your own personal username and password (not the one supplied by your AEA). The system gives you some hints to find an acceptable one. Please retain your username and password for future use.
6. **Submit Student Information** button.
7. Click on the **Confirm and Continue** button
8. You are now registered into the training system.

Login and Log out:

The next time you come to the site, you will enter your username and password and click the Login button.

To log out of the system, click on the **log out** button located in the upper right corner.

Forgot your username or password?

On the Welcome page, you can recover your username and password. Click on Recover user information and enter the information requested. The information will be sent to the email address you provided when you registered.

To register for a course:

1. Along the left side of the screen, under the **Options** heading, click on **Course Catalog**
2. Click the **Register** button for the training you wish to take.
3. Click on **Complete the registration process**

This will take you to the first page of the course. The navigation arrows, to advance the page forward or back, are located next to the page number towards the top of the page.

You can log out of your course before you have finished and then login to resume.

To resume a course:

1. Under the **Active courses** section, locate the training you wish to complete
2. Click on the **Resume** button next to the course.

To change personal information:

1. Under the **Options** heading, click on **Edit Student Info**
2. If you want to change your **Contact Info**, you can update that from the first screen
3. If you want to change your Employment Information, click on **Employment Info**
4. You also have the option to change your password
5. Click on **Submit changes to contact information**

You will need to click on **Front page** located on the left under the **Options** heading to be able to select any courses to complete.

To print a certificate:

1. On the left, under the **Downloads** heading click on **Course Certificates**
2. Click on the **Course Name**
3. **Click to download certificate**
4. If the certificate does not open on your screen, it will have to locate a file named **doc.pdf**
5. If the certificate does open on your screen, you will be able to print this certificate

Note: the Mandatory Reporting of Abuse certificate is required by law to be printed by your course provider, so this is the only certificate you will not be able to print.

To retake a course:

If you wish to complete a training prior to the expiration date:

1. Along the left side of the screen, under the **Options** heading, click on **Course Catalog**
2. Locate the course that you wish to complete, to the right you will see two buttons
Click the **Review** button if you just want to review the content
Click on the **Retake** button to complete the course
3. Click on **Complete the registration process**

This will take you to the first page of the course. The navigation arrows, to advance the page forward or back, are located next to the page number towards the top of the page.

For technical support questions, contact: Heartland Professional Development, 1-800-255-0405, Ext. 14702