Mandatory Reporter Training Guide

Workday Guide

Mandatory Reporters

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Additional resources and Help Desk contact information are available at the end of this guide.

1. Access Your Workday Account

New and returning learners must have access to a Workday Learning account before beginning training.

Create or Unlock Your Workday Account

Creating and unlocking an account will follow the same process.
Important: Workday accounts are locked after 90 days of inactivity.

Before You Begin

- **New Learner?** We recommend using a personal email address so you can continue to access your account and training records in the future.
- **Returning learner?** Use the same first name and email address previously associated with your account to maintain access to your training records.
- **No longer have access to your previous email address?** Contact the Mandatory Reporter Help Desk for assistance regaining access to your account.

1. **Select Workday Learning Self-Registration**.
2. **Enter your information** and follow the prompts to create or regain access to your account.
3. **Check your email** for messages from Stateoflowa-Workday and follow the instructions provided.
4. **Log into Workday Learning** once your account is active.

Reset Your Password

Before You Begin

- **Haven't logged in for more than 90 days?** Your account is locked. Follow instructions in Create or Unlock Your Workday Account.
- **Logged in within the last 90 days?** Continue with the password reset steps below.
- Use the **same email address** you used to create your Workday Learning account.

1. **Select Forgot Your Password?** on the **Workday Login** page.
2. **Enter your email address twice**, once in the **Username** field and once in the **Email** field.
3. **Select Send Code** and follow the instructions sent to your email.

2. Find and Enroll in Your Training

Before You Begin

- **Use a desktop computer or laptop** to complete your Mandatory Reporter training. If you complete the training on a mobile device, you may experience a delay up to 24 hours in receiving credit.
- **Recertification:** The former 1-hour recertification courses are no longer available. Complete the 2-hour core course for each recertification period.
- **Already completed your training inside of Workday and need to update your certification date?** Follow instructions in Update Your Certification Date.

Choose Your Training

- DS 168 Dependent Adult Abuse Mandatory Reporter Training (English)
- DS 168 Dependent Adult Abuse Mandatory Reporter Training (Spanish)
- DS 169 Child Abuse Mandatory Reporter Training (English)
- DS 169 Child Abuse Mandatory Reporter Training (Spanish)

1. To enroll, choose **Select Offering** on the course page.
2. Select the **checkbox** for the self-directed offering. Then select **OK**.
3. Select **Submit**. You are now enrolled in the course.

3. Complete Your Training

Before You Begin

- **The training opens in a new window.** If the course does not open, check your pop-up blocker.
- **Complete both the Online Training and Post-Test** to receive credit and access your certificate.
- **Need to stop before you're finished?** Close the training window. Follow Resume Your Training below when you're ready to continue.

1. Select **Start Course** to begin.
2. Select **Launch Content** to begin the Online Training.
3. **Complete the Online Training** and the **Post-Test**.
4. **Select Print Certificate** to access your certificate.

Resume Your Training

Returning to an in-progress course?

1. **Select the course you need to resume**. You may be prompted to sign in.
    a. DS 168 Dependent Adult Abuse Mandatory Reporter Training (English)
    b. DS 168 Dependent Adult Abuse Mandatory Reporter Training (Spanish)
    c. DS 169 Child Abuse Mandatory Reporter Training (English)
    d. DS 169 Child Abuse Mandatory Reporter Training (Spanish)
2. Select **Resume Course** and then **Launch Content** to continue where you left off.

Update Your Certification Date

Already completed the training in Workday and need to complete it again for a new certification period? Follow these steps to retake the training and generate a certificate with your new completion date.

1. **Select the course you want to retake.** You may be prompted to sign in.
    a. DS 168 Dependent Adult Abuse Mandatory Reporter Training (English)
    b. DS 168 Dependent Adult Abuse Mandatory Reporter Training (Spanish)
    c. DS 169 Child Abuse Mandatory Reporter Training (English)
    d. DS 169 Child Abuse Mandatory Reporter Training (Spanish)
2. Select **View Course Again**.
3. Select **Retake Course.**

4. Get Your Certificate or Proof of Training

Before You Begin

- **Training completed before 9/10/24?** Certificates are not available from the previous learning management system. You can access your training history and **export the report as a PDF** to use as proof of training.
- **Training completed through an employer, school, or another organization?** Contact the organization where you completed the training for your records. You must complete the training on the Iowa HHS Workday site to receive a certificate from us.
- **Need to update the name on your certificate?** Update your name on this form before generating your certificate. Be sure to enter the same email address you have registered with us.

1. Select this link to sign in to Workday Learning.
2. Select the link based on when you completed your training:
    a. **Training completed BEFORE 9/10/2024**
    b. **Training completed AFTER 9/10/2024**

    Have more than one certificate? All available certificates are generated at the same time. Use the **Next Page (>) arrow** to move through and locate the certificate you need.

Need additional help?

Mandatory Reporter Help Desk:
mandatoryreporter@hhs.iowa.gov

For additional Mandatory Reporter information and resources:
Iowa HHS Mandatory Reporter Website