Mandatory Reporter Help Guide

Smart Guide

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Mandatory Reporters

Purpose

This quick reference guide supports Mandatory Reporters in navigating Iowa HHS's learning management system (LMS), Workday Learning, accessing learning content, viewing learning records, and printing certificates.

Contents

Mandatory Reporter Training Requirements

Every individual required to report suspected abuse as defined in Iowa Code 232.69(1) and Iowa Code 235B.3(2) must complete the mandatory reporter core training within their first six months of employment or self-employment (unless otherwise specified by federal regulations) and repeat the core training every three years thereafter to maintain certification. 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.

For more information, please visit our webpage - Mandatory Reporters | Health & Human Services (iowa.gov) or email us at mandatoryreporter@hhs.iowa.gov.

How to Find and Enroll in Mandatory Reporter Training

Please use a desktop computer or laptop to complete your Mandatory Reporter training. If you complete the training on a mobile device, you may experience up to a 24-hour delay in getting credit.

1. From your Workday Homepage, select **Announcements**.

2. Select the **course link** for the course you need to complete for Mandatory Reporter training.

    a. Dependent Adult Abuse Mandatory Reporter Training

    i. English Version: DS 168 Dependent Adult Abuse Mandatory Reporter Training

    ii. Spanish Version: Español - DS 168 Dependent Adult Abuse Mandatory Reporter

    b. Child Abuse Mandatory Reporter Training

    i. English Version: DS 169 Child Abuse Mandatory Reporter Training

    ii. Spanish Version: Español - DS 169 Child Abuse Mandatory Reporter Training

    Note: The one hour recertification training is **no longer available** due to legislative changes on 7/1/2024. Every mandatory reporter in Iowa is required to complete the core child and/or dependent adult abuse mandatory reporter training.

3.   From the course page, select **Select Offering**.

4.   Select the **checkbox** next to the Self-Directed offering and select **OK**.

5.   Review the details and select **Submit**. You are now enrolled in the course.

6.   Select **Start Course** to begin.

     Notes:

     ● The course content will open in a new window. If the course does not open, please check your pop-up blocker.

     ● You MUST complete both the online course AND the post-test to receive a certificate.

     ● If you need to exit the course before completing both the course and the post-test, please close your browser window. Review directions to Resume In-Progress Training.

7.   After you have completed the training and the post-test, select **View External Link** on the Print Certificate lesson to download and print your certificate.

     Note: Review the Using Workday Learning: Print My Certificate guide for more information.

Resume In-Progress Training

Please use a desktop computer or laptop to complete your Mandatory Reporter training. If you complete the training on a mobile device, you may experience up to a 24-hour delay in getting credit.

1.   On the Workday Homepage, under the search bar, select the **Learning** quick action button.

2.   Select **My Learning** to view current enrollments, then select the **course** you wish to resume.

3.   Select **Launch Content**. You will be taken to where you left off in the course.

     Note: You must complete both Online Training and the Post-Test to receive your certificate.

4.   After you have completed the training and the post-test, select **View External Link** on the Print Certificate lesson to download and print your certificate.

     Note: Review the Using Workday Learning: Print My Certificate guide for more information.

Drop Mandatory Reporter Training (Cancel Enrollment)

1. In the Learning app, select **My Learning** to view your current enrollments, then select the **course** you wish to drop.

2. Select **Drop Course**.

3. Select a **Drop Reason** and select **OK**.

4. Review the details in the pop-up window and select **Submit**. You are now dropped from the course. Your enrollment was canceled.

5. You will receive an email confirming the process to drop the course was completed.

Proof of Mandatory Reporter Training Completion

This section provides instructions on how to print proof of completing Mandatory Reporter Training on the Iowa HHS LMS. Please choose one of the following options:

- [Print Your Mandatory Reporter Certificate](#): To be used for Iowa Department of Health and Human Services (HHS) completions *on or after* **September 10, 2024**.

- [Print Your Historical Learning Report](#): To be used for Iowa Department of Health and Human Services (HHS) completions *before* **September 10, 2024**. *This learning report serves as a certificate for completions done before September 10, 2024. There are NO certificates available for completions done in our prior system, use the learning report for proof of training requirements.*

Print Your Mandatory Reporter Certificate

This certificate is available for Mandatory Reporter training that has been completed through Health and Human Services (HHS) **on or after September 10, 2024**.

1. On the Workday Homepage, under the search bar, select the **Learning** quick action button.

2. Under Links, select **MR Workday Certificate After 9/10/24**. This report displays all completions of Mandatory Reporter training in Workday on or after September 10, 2024.

3. Select **Print** to generate your certificate(s).

4. You will receive a notification stating your request is being processed.

5. You may **wait** for the certificate to load. Once processed, the certificate(s) will load on your page. There will be one certificate for each completion record.

   a. Navigate to the correct certificate using the **arrows** at the top.

   b. Select the **download** icon to save the certificate(s) or select the **print** icon to print.

6. Instead of waiting, you may select **Notify Me Later**. You will receive a notification in your **bell icon** on your Workday Homepage when the certificate is ready.

   a. To view and print the certificate, select the **Bell icon**.

   b. Select the **Document Available** notification and select the **PDF Link**. Your certificate will be automatically downloaded to your device.

   c. Open the **Downloads folder** on your device. Open and print the certificate from there.

View and Export Historical Learning Report

This report shows Mandatory Reporter training that was completed through Health and Human Services (HHS) *before* **September 10, 2024** in the previous learning management system (LMS), Learnsoft. *This learning report serves as a certificate for completions done before September 10, 2024. There are NO certificates available for completions done in our prior system, use the learning report for proof of training requirements.*

1. In the Learning app, under Links, select **MR Training History Before 9/10/24.**

2. Select the **PDF** icon to export your historical learning report.

3. Select **Download** to save your record to your device.

4. Open the **Downloads folder** on your device. Open and print the report from there.

Unlock Your Workday Account

To keep your training records safe, your account locks after an extended period of inactivity (no logins for over 60 days). If your login screen displays a notice referring to an **invalid user name or password** and you have not logged into Workday for over 60 days, you may need to unlock your account using the following directions.

1. Open the [Workday Learning Self Registration](#) link.

2. Under Country, select **United States of America** then select **Next Step**.

3. Enter the <mark>same</mark> **First Name**, **Last Name**, and **Email** that you used when you first registered.

4. Select **Submit Registration**. A confirmation page stating **Success!** will display. Your request to unlock your account has been submitted.

5. Once your request is approved, you will receive two email messages from StateofIowa-Workday.

   a. The first email's subject will be **Your Workday account**. This email contains the **login URL** and your **username** to log in.

   b. The second email's subject will be **Additional information about your Workday account.** This email contains the **login URL** again and a **temporary password**.

   Note: The system will prompt you to create a new password after you log in.

6. Select the **login URL** in the email. (https://wd5.myworkday.com/stateofiowa/login.flex?redirect=n)

7. Enter the **username** from the email. This will be the email you used to register.

8. Enter the **temporary password** from the email.

   Note: It is recommended you copy and paste this directly from the email.

9. Select **Sign In**. Upon signing in with the temporary password, you will be asked to create a new password.

10. In the Old Password field, enter the **temporary password** again.

11. In the New Password field, enter a **New Password** of your choice.

    Note: You will not be allowed to use a previously-used password. Your password must include a minimum of 10 characters including the following:

    a. At least one uppercase letter (A)

    b. At least one lowercase letter (a)

    c. At least one number from 0-9 (7)

    d. At least one special character: ! " # $ % & ' ( ) * + , - / : ; = > ? @ [\ ] ^ { | } ~ ` .

12. In the Verify New Password field, enter the same **password** again, then select **Submit**.

13. You will be asked if you want to remember your device. Select the **checkbox** to remember your device and select **Submit**, or select **Skip**. You will now be logged in.

Commonly Asked Questions

● Where do I find the certificate for Mandatory Reporter training that was completed prior to Sep 10, 2024?

  ○ Your **Historical Learning Report** will act as your proof of completion for Mandatory Reporter training completed through HHS on or before September 10, 2024. See instructions for how to access your Historical Learning Report.

● What if I don't see my training history that I completed through HHS in the Historical Learning Report?

  ○ Please contact the Mandatory Reporter Help Desk if your training history is missing.

● What if I completed Mandatory Reporter training in Workday, but I don't see my certificate in the HHS Mandatory Reporter Learning Certificates?

  ○ Verify on your Workday Learning transcript the Mandatory Reporter class is showing as completed.

  ○ If it is completed, and you are not able to find the certificate, please contact the Mandatory Reporter Help Desk.

● What if my email address has changed?

  ○ Please contact the Mandatory Reporter Help Desk requesting an email change. You will need to provide your first and last name, the email associated with your account, and the new email you would like to use.

● What if my account is locked? How will I know?

  ○ If you attempt to log into Workday after an extended period of inactivity (no logins for over 60 days) and receive an invalid user name or password error, your account may have been securely locked to protect your records. Please use the self-registration URL with your same name and email to unlock your account and

resume your training session. Directions on this process are located in the How to Create or Unlock a Workday Account smart guide.

- What if I am not receiving the password reset emails?

  - If you have not been active in Workday for an extended period of time (no logins for over 60 days), your account may have been securely locked to protect your records. Please use the self-registration URL with your same name and email to unlock your account and resume your training session. Directions on this process are located in the How to Create or Unlock a Workday Account smart guide.

  - You can unlock your Workday account by completing the **self-registration process using the same email address you used to set up your Workday account.** If you don't remember the email address used to set up your Workday account, contact the **Mandatory Reporter Help Desk** with your full name.