

Mandatory Reporter in Workday Learning

FREQUENTLY ASKED QUESTIONS

Where do I find the certificate for Mandatory Reporter training that was completed prior to September 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 Historical Learning Report in [Print My Mandatory Reporter Certificate guide](#).

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 that the Mandatory Reporter class is showing as completed. For directions on how to navigate if you completed a course, please visit the [Mandatory Reporter Help Guide](#).
- 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.
- **Note:** Your username will stay the same until the end of that business week (Friday). After Friday, you will use your new email as your username.

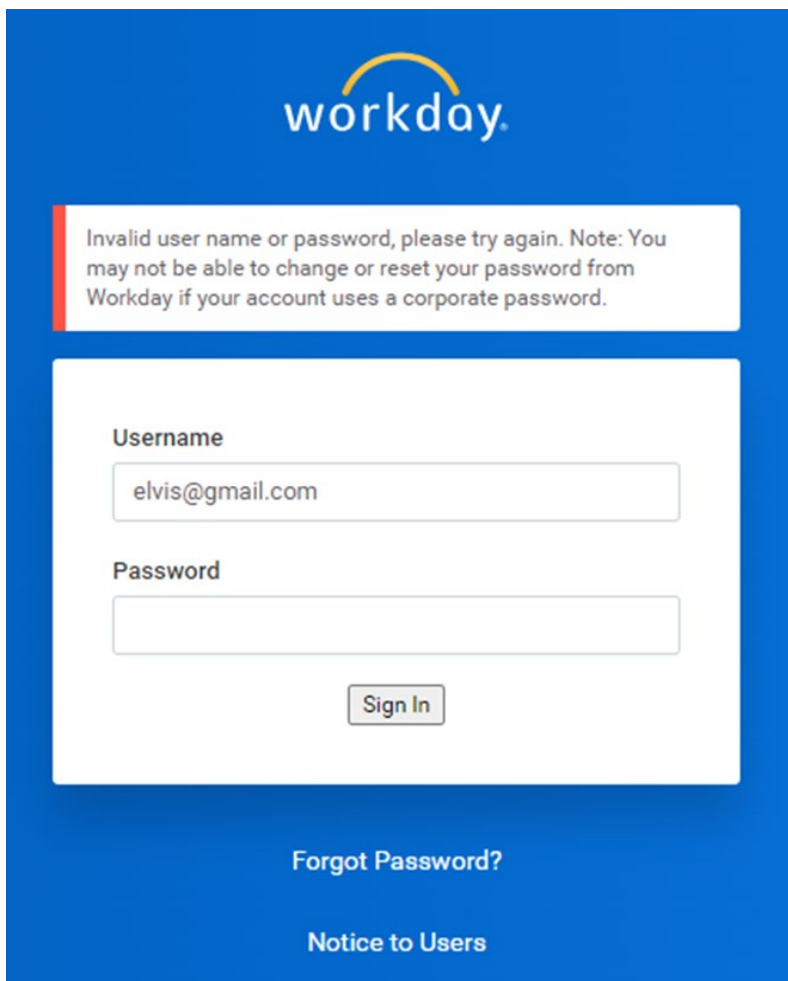
What if my email has been updated, but my username did not change?

- While your email was updated, your username will not be updated until the end of the business week (Friday). You can still access your Workday account using your old username for that week. Notifications and multi-factor authentication will come to your new email. After Friday of that week, you can start using your new email as your username.
- Example: Maria Lopez's username and email is **mlopez@gmail.com**. On Tuesday, Maria has her email updated to **maria.lopez@yahoo.com**. Starting now, Maria will receive Workday notifications and complete multi-factor authentication with her Yahoo email. Maria will still sign

into Workday, however, with **mlopez@gmail.com** as her username until the end of the week. Starting Saturday of that week, Maria will sign in using **maria.lopez@yahoo.com**.

What if my account is locked?

- To keep your training records safe, your account locks after 30 days. Please use the [self-registration URL](#) to unlock your account and resume your training session. Directions on this process are located in the [How to Create, Connect, and Unlock Your Workday Account smart guide](#).
- If, after 30 days, you return to the site, you must first unlock your account. You will receive a notice that you have an invalid username/password when you attempt to log in.



The screenshot shows the Workday login interface. At the top is the Workday logo. Below it is a red-bordered error message box that reads: "Invalid user name or password, please try again. Note: You may not be able to change or reset your password from Workday if your account uses a corporate password." Below the error message is a white sign-in form with two input fields: "Username" containing "elvis@gmail.com" and "Password" which is empty. A "Sign In" button is located below the password field. At the bottom of the form area are two links: "Forgot Password?" and "Notice to Users".

- 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.

RESOURCES

- [How to Create, Connect, and Unlock Your Workday Account smart guide](#)
- [Using Workday Learning: Search and Enroll for Mandatory Reporters](#) (must be logged into Workday to view)
- [Using Workday Learning: Print My Mandatory Reporter Certificate](#) (must be logged into Workday to view)
- [Mandatory Reporter Help Guide](#) (must be logged into Workday to view)
- [HHS - Mandatory Reporter website: Mandatory Reporters | Health & Human Services \(iowa.gov\)](#)
- [HHS - Mandatory Reporter email: mandatoryreporter@dhs.state.ia.us](mailto:mandatoryreporter@dhs.state.ia.us)
- [Link Self Registration URL for Iowa HHS learning management system, Workday Learning for Mandatory Reporter.](#)
- [Link to the Login URL for Iowa HHS learning management system, Workday Learning for Mandatory Reporter.](#)