Mandatory Reporter Help Guide

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Create a Workday Account and Sign In

1. Create a Workday Learning account by selecting this registration link.

   Note: Both new and returning learners must create an account on the new site. Returning learners must create a new account with the same email address they used on the previous site to link their training completions.

2. After registering, you will sign in your new account using a different URL. Save the following link and use it to Sign Into My Workday Learning Account

   For more in-depth directions, visit How to Create, Connect, and Unlock Your Workday Account Smart Guide

Enroll and Take Mandatory Reporter Training

For more in-depth instructions, visit Using Workday Learning: Search and Enroll for Mandatory Reporters.

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

2. Select the **applicable course links** you need to complete for Mandatory Reporter training. After logging into Workday, you may also select the links below to take you directly to the course.

   Adult Mandatory Reporter Training

   English: DS 168 Dependent Adult Abuse Mandatory Reporter Training

   Spanish: Español - DS 168 Dependent Adult Abuse Mandatory Reporter

   Child Mandatory Reporter Training

   English: DS 169 Child Abuse Mandatory Reporter Training

   Spanish: Español - DS 169 Child Abuse Mandatory Reporter Training

3. From the **Course Page**, **Select Offering** to enroll.

4. Select **Start Course.**

5. Select **Launch Content** to start the Online Training.

6. **Note**: This will open in a new browser. Make sure to turn off pop-up blockers. If you need to leave before completing, see directions for Resume In-Progress Training.

7. After completing the Online Training, select **Next Lesson** and **Launch Content** to start the Post-Test.

8. After completing both the Online Training and Post-Test, review the steps in the Print Your Workday Certificate section of this guide or review Using Workday Learning: Print My Mandatory Reporter Certificate for more in-depth instructions.

Resume In-Progress Training

1. From the **Workday Homepage**, select the **Learning App**.

2. In the **Learning App**, select **My Learning** to view your current enrollments.

3. Select the **course** you wish to resume and follow the prompt.

4. After you have completed **both** the Online Training and Post-Test, review the steps in the Print Your Workday Mandatory Reporter Certificate section of this guide or review Using Workday Learning: Print My Mandatory Reporter Certificate for more in-depth instructions.

Mandatory Reporter Certificates

Please choose one of the following options:

- Print Your Workday Mandatory Reporter Certificate: Use for training completions done in Workday **after** 9/10/2024.
- Print Your Mandatory Reporter Training History: Use for training completions done in our previous training system **before** 9/10/2024. **When exported as a PDF, this report will serve as a certificate.**

For more in-depth directions, visit Using Workday Learning: Print My Certificate.

Print Your Workday Mandatory Reporter Certificate

Use this for proof of training completion in Workday after 9/10/2024.

1. From the **Workday Homepage**, under **Your Top Apps,** select **Learning**.

2. On the left-hand side, under **Links**, select **MR Workday Certificate After 9/10/24.**

   Note: On a computer, this should be to the left of your screen. On a mobile device, you may need to expand the Learning menu from the top of your screen.

3. The page will display Mandatory Reporter training completed in Workday.

4. On the bottom left of the page, select **Print**. A notification will display that your request is being processed. You will receive an email when your certificate is available to download.

   Notes:

   a. This may take up to 10 minutes to process.

   b. If you have more than one (1) certificate available, please use the right arrow to view additional certificates.

5. On the top of the page, select the **Printer icon** to print your certificates. You may also download your certificates to your device by selecting the down arrow.

Print Mandatory Reporter Training History

Use for training completions done in our previous training system **before 9/10/2024**. Use the PDF option of this report as your Mandatory Reporter certificate. Use this report in place of a certificate. There are no certificates available for training completed in our previous training system.

1. From the **Workday Homepage**, Under **Your Top Apps,** select **Learning**.

2. Under **Links**, select **MR Training History Before 9/10/24.**

   Note: On a computer, this should be to the left of your screen. On a mobile device, you may need to expand the Learning menu from the top of your screen.

3. The training completed in the previous training system will display.

4. Select the **PDF Icon** on the upper right of the screen.

5. Select **Download** to save your report. You will see a prompt when it has been completed.

6. Print the downloaded report. Use this report in place of a certificate. There are no certificates available for training done in our previous training system.

Unlock Your Workday Account

To keep your training records safe, your account may be locked 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.

Contact Us

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

Additional information, may also be found on our website: **Mandatory Reporters | Health & Human Services (iowa.gov)**