

Iowa Department of Health and Human Services Mandatory Reporter Training LMS Help Guide

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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 2 hours of mandatory reporter training within their first six months of employment or self-employment and one hour of additional training every three years (unless otherwise specified by federal regulations). 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.
- If you have a valid certificate that has not yet expired before July 1, 2019, then you do not need this training until your certificate expires.
- To be eligible for a recertification course, you must have an unexpired 2-hour certificate completed after July 1, 2019.
- Every individual must create their own account with a valid email address to receive a certificate in their name here: <u>https://lsglm700.learnsoft.com/lsglm/login/iowalogindhs.aspx</u>
- For more information, visit our FAQ at:

https://dhs.iowa.gov/child-welfare/mandatoryreporter

or email: mandatoryreporter@dhs.state.ia.us

Which Course Should I Take If I Am a Mandatory Reporter?

HHS offers the following courses:

- DS 168 Dependent Adult Abuse Mandatory Reporter Training
- DS 169 Child Abuse Mandatory Reporter Training
- DS 170 Dependent Adult Abuse Mandatory Reporter Recertification Training
- DS 171 Child Abuse Mandatory Reporter Recertification Training

Complete the full 2-hour course(s) if this is your first time after July 1, 2019 completing the Mandatory Reporter Training provided by DHS or if your current certification has expired:

- DS 168 Dependent Adult Abuse Mandatory Reporter Training
- DS 169 Child Abuse Mandatory Reporter Training

If you have previously completed the full 2-hour course(s), DS 168 Dependent Adult Abuse Mandatory Reporter Training and/or DS 169 Child Abuse Mandatory Reporter Training and your current certification has **not expired**, you are eligible for the 1-hour recertification course(s):

- DS 170 Dependent Adult Abuse Mandatory Reporter Recertification Training
- DS 171 Child Abuse Mandatory Reporter Recertification Training

Account Creation

Ι.	Do you already have	https://lsglm700.learnsoft.com/lsglm/login/iowalogindhs.aspx?cid=86&sreg=
	an account, but	2&enc=1&rtn=dhs&encu=sregister&encp=BC8D42D10327DCCF3E69
	forgot your	31ACF6A443C3
	username or	
	password?	
2.	lf you don't have an	HHS Training Website
	account, access the	(https://lsglm700.learnsoft.com/lsglm/login/iowalogindhs.aspx)
	HHS website	(
3.	Click on "Click	
	Here" to create a	Iowam Department of HUMAN SERVICES
	new account as an	Welcome to the second of the s
	External Mandatory	Learning Management System
	Reporter.	Employee Log in Non-employee Log in
	(Ignore any sregister	Learns of the state Understanding Understanding Password
	information that you	
	may see.)	External Mandatory Reporters, Citick Hara Io crowle
	may see.j	your user account for access to Mandatory Reporter Baining
		P you logge you passward, period a click hare Internal DHS state of fower Employee, do NOJ create a meru suc account created your a youthan administration.
		If you have questions. Copyright 40039 Evergouit Sections. (If officiences)
4.	Complete the New	New Mark
	User form (* <mark>Red</mark>	Cardeor Bayeshaw Cardeor Cardeor Carde
	labeled fields are	Balancia Tablean Tablean
	required)	Material Constant Annual Annual Annua
		Nor caucion of four extrements four extrements
Cli	ck "Save" when	Read Andread Control of the Control
	complete	Please remember username and password in order to log into the system in the future.
	•	
<u> </u>		No special characters (!@#\$%^&*) and spaces permitted in username.
5.	Login with your new	
1	username and	
1	password.	Welcome to the sector of the low a DHS
		Learning Management System Employee Log in Non-employee Log in
		Learnsoft
		Isona Lasmod Prod (AANL) Loph
1		
6.	Be sure to start each	
	training session with	
1	a fresh login.	
L	U	

Course Enrollment

I. Access the HHS website HHS Training Website (https://lsglm700.learnsoft.com/lsglm/login/iowalogindhs.aspx) 2. Click "Enroll" for the course(s) that you want to take. -state of Iowal Log Out DHS Only enroll in a Recertification Child Abuse Mandatory Reporter Training Enroll Inscribit
2. Click "Enroll" for the course(s) that you want to take. - STATE OF IOWA Log Out DHS Only enroll in a Child Abuse Mandatory Reporter Training Enroll Inscribir
2. Click "Enroll" for the course(s) that you want to take. External Mandatory Reporter Trainings For best results, use Google Chrome or Microsoft Edge Only enroll in a Child Abuse Mandatory Reporter Training Enroll Inscribir
You want to take. For best results, use Google Chrome or Microsoft Edge Only enroll in a Dependent Adult Abuse Mandatory Reporter Training Enroll Inscribir
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training if you Only enroll in a Recertification training if you have an unexpired 2-hour course certificate earned after July 2
have an unexpired
2-hour course Child Abuse Mandatory Reporter Recertification Training Enroll Inscribir
certificate earned
after July 1, 2019.
After enrolling, to begin the coursework click the 🔗 Overview and then scroll down to the "My Task" section and then click
Online
3. Click "Select All" 3
Certification Details Close
Click "Enroll Self"
Certification: DS 169 Child Abuse Mandatory Reporter Training Select All Unselect All Enroll Self
Click administrator Catalog
Authorizer: Benda Brandi L Bruet Ronald D Buchanan Potter Danielle
Course Name: D5 169 Child Abuse Mandatory Reporter Training (Required)
(i) View Online
Course Name: Do 169 Child Abuse Mandatory Reporter Training Post Test (Required)
Ne View : Optime
4. Click the
"Overview" button 🔗 Overview 🚨 Profile 📿 Search 👩 Help 👸 Resou
to see the changes.
5. Scroll down to the
"My Task" area and "My Task" Courses "
click "Launch" to
begin your training. DS 169 Child Abuse Mandatory Reporter Training INSTRUCTIONS More Info
Enrollment Type: Certification: D5 169 Child Abuse Mandatory Reporter Training
6. Be sure to start each
training session with
a fresh login.

Login with Username and Password

I. Access the HHS website	HHS Training Website https://lsglm700.learnsoft.com/lsglm/login/iowalogindhs.aspx		
2. Enter your Username and Password then click "Login"	Welcome to the Iowa DHS Learning Management System Employee Log in Von-employee Log in Username Patword Learning Interview		

Forgot Password

 I. If you forgot your password, click "<u>Click</u> <u>Here</u>" (Ignore any sregister information that you may see.) 	Image:	
2. Enter	DHS	
either user name OR email 3. Click "Email Password"	Please enter Email (Required) and Username (Optional) then Email Password Imail Password Username: Imail Username: Imail Password	

Starting and Completing Mandatory Reporter Training

١.	Access the HHS website	HHS Training Website https://lsglm700.learnsoft.com/lsglm/login/iowalogindhs.aspx				
2.	2. Make sure you can see your courses by scrolling to the "My Task" area, displaying "Courses", and clicking "Launch".		My Task	Displaying Co	urses 🗸	
			Courses 🔨			
					Launch	
			Certification: DS 169 Child Abuse Mandat	bry Reporter Training		Online
3.	The two modu	vo modules must be completed in order: Training then Post-Test.				
	`	Start each training session with a fresh login. Do not leave your training open overnight or your progress will not be saved.)			ght	

Training Modules

1

2

 There are two distinct modules in each course. The modules must be completed in succession. Once you've completed the training portion, you will have access the Post-Test. For example:

DS 170 Dependent Adult Abuse Mandatory Reporter Recertification Training More Info Enrollment Type:

Certification: DS 170 Dependent Adult Abuse Mandatory Reporter Recertification Training

DS 170 Dependent Adult Abuse Mandatory Reporter Recertification Training Post-Test More Info Enrollment Type:

Certification: DS 170 Dependent Adult Abuse Mandatory Reporter Recertification Training



 To start a module, click "Launch": and then "Please click here to Launch the learning activity." Be sure to keep this "Launcher window" open, or your work will not be recorded.

WBT Launcher 🗷				
Mandatory Reporter Recertif	ication Training	Exit		
	Please click here to Launch the learning activity.			
IMPORTANT	The course you are about to take plays in a separate window. This window must remain	After you complete the course and, if applicable, receive confirmation of your score, click the Exit		
PLEASE DO NOT CLOSE THIS WINDOW	open to communicate your score back to your transcript.	button at the top of this screen to close the window.		

- When working on a module, you can start and stop at any point, unless you are watching a video in which case stopping will restart the video. (Start each training session with a fresh login. Do not leave your training open overnight or your progress will not be saved.)
- If you still have issues, email: <u>mandatoryreporter@dhs.state.ia.us</u>

Post-Test

- You have six attempts at the Post-Test.
- You need a minimum score of 80% on the Post-Test.
- If you exhaust all six attempts without meeting the grade requirement, then you should send an email to <u>mandatoryreporter@dhs.state.ia.us</u> with the subject – Reset Post-Test and we can reset your attempts and let you try again.
- To submit the Post-Test, you must answer all the questions, click "Submit", exit the test window, and then exit the launcher window.

Certificates

	Certificates are available if you took the HHS training after June 19, 2020.			
(lf 1.	you completed t Access the HHS Training Website	the training between July 1, 2019 – June 19, 2020, see Transcripts below.) HHS Training Website https://lsglm700.learnsoft.com/lsglm/login/iowalogindhs.aspx		
2.	On the "Overview" tab, click the number under "Printable Certificates"	Profile Q Search P Help User Dashboard Oupcoming Courses 0 Online / 0 Classroom Past Due 0 Online / 0 Classroom Hours in Training 0 0 Online / 0 Classroom O Course(s) in Progress 0 Course(s) in Progress 18 Online / 0 Classroom / 0 Overdue Certifications 0 Due Soon / 0 Overdue Total Credits 8 4.0 Hours / 4.0 Units / .0 Others Is Online / 0 Classroom / 0 Others Print Transcripts Report Incomplete Evaluations 0 Printable Certificates 2		
3.	Click on the certificate that you want to print	My Task Displaying My Transcript Courses Displaying My Transcript Courses Displaying My Transcript Print Certification: D5 170 Dependent Adult Abuse Mandatory Reporter Recertification Training Post-Test More into redit: Hours - 1: Units - 1:2; Others - Certificate Displaying My Transcript Print Certificate Consection Consection Consection Consection Displaying My Transcript Consection Consection		
4.	Click on the printer icon and select: "PDF, Preview, or Print"	Iowa Department of Hum certifies that Your name has completed the coarse DS 169 Child Abuse Mandatory Ser a total of 2 training boars or 2.4 continuing educati		
5.	5. A PDF will then open containing your certificate. Kindly save and email it to yourself as a backup option. You can print it from the PDF document as well.			
6.	 Safeguard your certificate because it is your proof that you are in compliance with the law. 			
7.	 If your certificate has any problems, then you should send an email to <u>mandatoryreporter@dhs.state.ia.us</u> with the subject – Certificate issue 			

Transcripts



Timeline of HHS Certificate/Transcript Availability

Before:	Between:	After:
July 1, 2019	July I, 2019 - June 19, 2020	June 19, 2020
No HHS certificate/transcript	Transcript only	Certificate & Transcript

Mandatory Reporter Customer Support Guidelines

- Emails are answered 8:00 AM to 4:30 PM Monday Friday.
- Except for Monday (or after holiday) mornings and lunchtime, emails are typically responded to within an hour or two.
- For fast and smooth replies, please include the issue in the subject line of the email.
- Please include your name, username and Email used to register the account in your email.
- If your employee has an issue, please include their name, username and email within your email request.
- Please include screenshots and a detailed description of
- the issue you face in your email.