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 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: https://lsglm700.learnsoft.com/lsglm/login/iowalogindhs.aspx

- 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
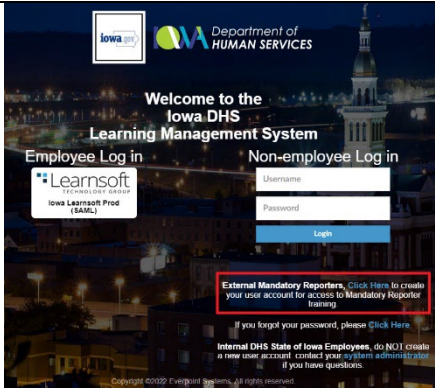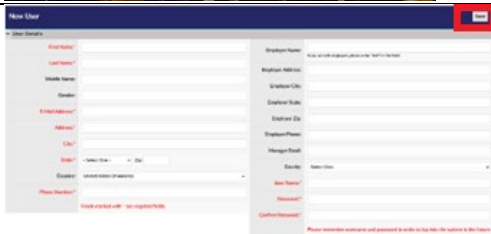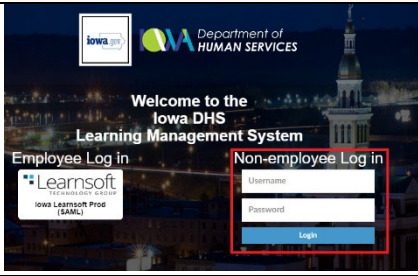   DS 171 Child Abuse Mandatory Reporter Recertification Training

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
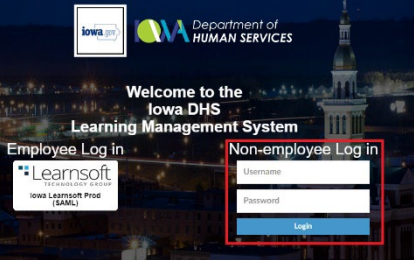- DS 171 Child Abuse Mandatory Reporter Recertification Training

Account Creation

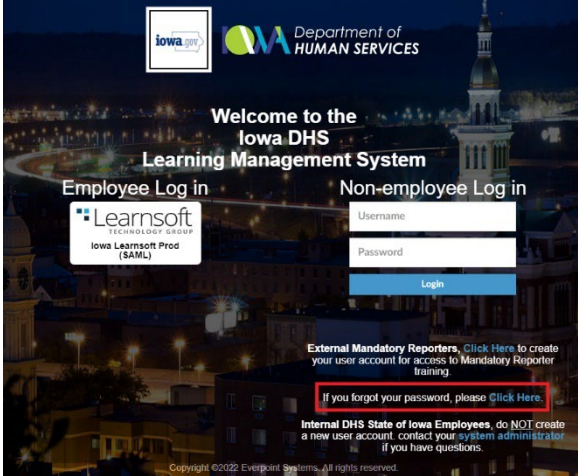|		
1.	Do you already have an account, but forgot your username or password?	https://lsglm700.learnsoft.com/lsglm/login/iowalogindhs.aspx?cid=86&sreg=2&enc=1&rtn=dhs&encu=sregister&encp=BC8D42D10327DCCF3E6931ACF6A443C3
2.	If you don't have an account, access the HHS website	HHS Training Website (https://lsglm700.learnsoft.com/lsglm/login/iowalogindhs.aspx)
3.	Click on "Click Here" to create a new account as an External Mandatory Reporter. (Ignore any sregister information that you may see.)	
4.	Complete the New User form (*Red labeled fields are required) Click "Save" when complete	Please remember username and password in order to log into the system in the future. No special characters (!@#$%^&*) and spaces permitted in username.
5.	Login with your new username and password.	
6.	Be sure to start each training session with a fresh login.	

Course Enrollment

1.	Access the HHS website	
2.	Click "Enroll" for the course(s) that you want to take. **Only enroll in a Recertification training if you have an unexpired 2-hour course certificate earned after July 1, 2019.**	• STATE OF IOWA	Log Out DHS View Cart **External Mandatory Reporter Trainings** For best results, use Google Chrome or Microsoft Edge Child Abuse Mandatory Reporter Training **Enroll**	**Inscribir** Dependent Adult Abuse Mandatory Reporter Training **Enroll**	**Inscribir** Only enroll in a Recertification training if you have an unexpired 2-hour course certificate earned after July 2019. Child Abuse Mandatory Reporter Recertification Training **Enroll**	**Inscribir** Dependent Adult Abuse Mandatory Reporter Recertification Training **Enroll**	**Inscribir** After enrolling, to begin the coursework click the [🏠 Overview] and then scroll down to the "My Task" section and then click [🖱 Launch Online]

3.	Click "Select All"
	
	Click "Enroll Self"
	
	Click
		Certification Details 3 ⊠
		
		Certification Details Close
		
		Certification Info
		
		Certification: DS 169 Child Abuse Mandatory Reporter Training 1 2
		                                 Select All Unselect All Enroll Self
		
		Authorizer: admin test / Administrator Catalog / Benda Brandi L / Bruett Ronald D / Buchanan Potter Danielle
		
		Course Name: DS 169 Child Abuse Mandatory Reporter Training (Required)
		  ⊙ 🖱 View : Online
		
		Course Name: DS 169 Child Abuse Mandatory Reporter Training Post Test (Required)
		  ⊙ 🖱 View : Online

4.	Click the "Overview" button to see the changes.	[🏠 Overview] 👤 Profile 🔍 Search ❓ Help 🔗 Resources
5.	Scroll down to the "My Task" area and click "Launch" to begin your training.	**My Task** Displaying [Courses ▾] ⚙ Courses ▴ **DS 169 Child Abuse Mandatory Reporter Training INSTRUCTIONS** [More Info] Enrollment Type: Certification: DS 169 Child Abuse Mandatory Reporter Training [🖱 Launch Online]
6.	Be sure to start each training session with a fresh login.	

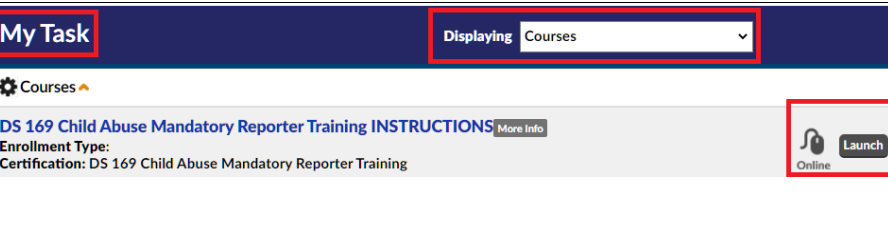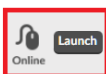## Login with Username and Password

1.	Access the HHS website	HHS Training Website https://lsglm700.learnsoft.com/lsglm/login/iowalogindhs.aspx
2.	Enter your Username and Password then click "Login"	

Forgot Password

1.	If you forgot your password, click "Click Here" (Ignore any sregister information that you may see.)	
2.	Enter **either** user name **OR** email	
3.	Click "Email Password"	

Starting and Completing Mandatory Reporter Training

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1.	Access the HHS website	HHS Training Website https://lsglm700.learnsoft.com/lsglm/login/iowalogindhs.aspx
2.	Make sure you can see your courses by scrolling to the "My Task" area, displaying "Courses", and clicking "Launch".	
3.	The two 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.)	

Training Modules

- 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:

- 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.
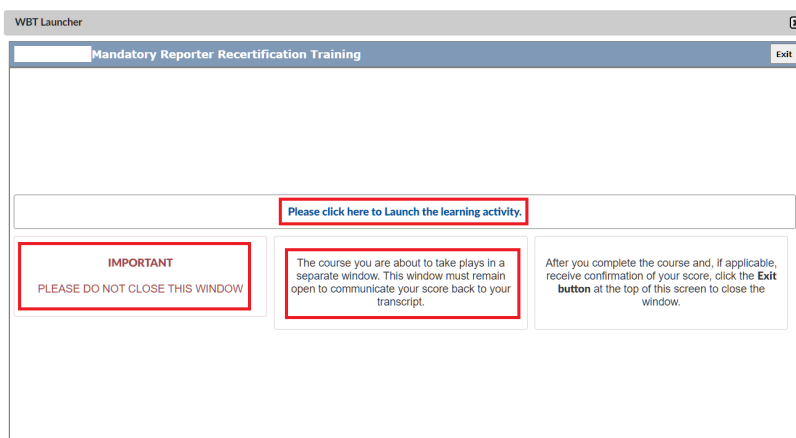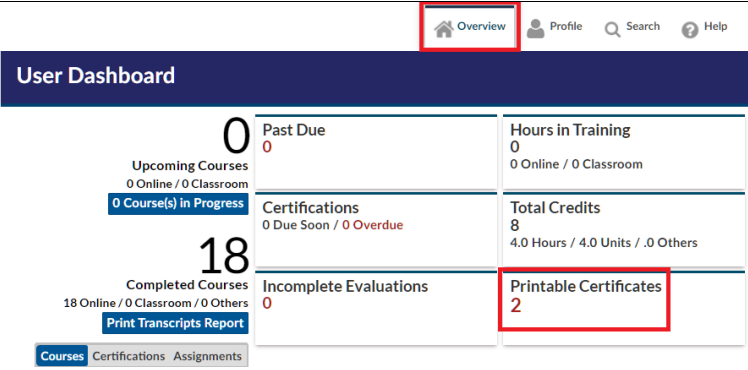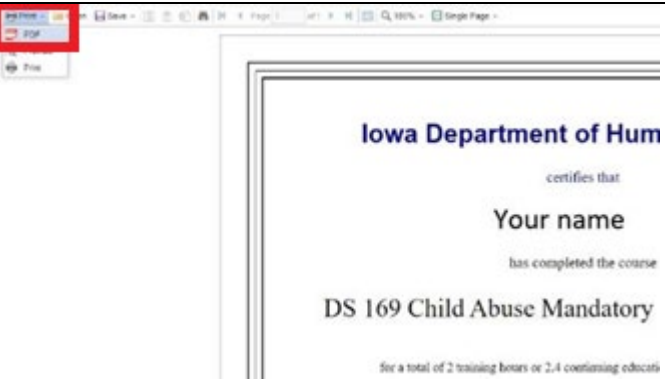

- When working on a module, you can start and stop at any point, unless you are watching a video in which case stopping will restart the video. (Start each training session with a fresh login. Do not leave your training open overnight or your progress will not be saved.)

- If you still have issues, email: mandatoryreporter@dhs.state.ia.us

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 mandatoryreporter@dhs.state.ia.us 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.
(If you completed the training between July 1, 2019 – June 19, 2020, see Transcripts below.)

1.	Access the HHS Training Website	HHS Training Website https://lsglm700.learnsoft.com/lsglm/login/iowalogindhs.aspx
2.	On the "Overview" tab, click the number under "Printable Certificates"	
3.	Click on the certificate that you want to print	
4.	Click on the printer icon and select: "PDF, Preview, or Print"	
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 mandatoryreporter@dhs.state.ia.us with the subject – Certificate issue		

Transcripts

	If you took the HHS training between July 1, 2019 and June 19, 2020, an actual certificate is not available. Rather, a transcript certifying your completion of the mandatory reporter training is available on the Iowa HHS LMS.	
1.	Access the HHS Training Website	HHS Training Website https://lsglm700.learnsoft.com/lsglm/login/iowalogindhs.aspx
2.	Click on "Print Transcripts Report"	
3.	Click the Printer Icon	
4.	Click "Export"	
5.	A PDF will then open containing your transcript, kindly save and email it to yourself as a backup option. You can print it from the PDF document as well.	
6.	Safeguard your transcripts because it is your proof that you are in compliance with the law.	
7.	If your transcript has any problems, then you should send an email to mandatoryreporter@dhs.state.ia.us with the subject – Transcript issue	

Timeline of HHS Certificate/Transcript Availability

Before: **July 1, 2019**	Between: **July 1, 2019 - June 19, 2020**	After: **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.