



HEALTH & SAFETY TRAINING FAQs

What is the deadline for this training? What is the compliance deadline?

The training must be completed by July 1, 2018 to be in compliance.

When is the next course?

There is only one course each month, check the Basic Health and Safety Training web page for registration dates. <http://earlychildhood.marylandpublicschools.org/basic-health-safety-training>

Who do I contact if I have a question or problem?

healthandsafetyocc.msde@maryland.gov All Health & Safety Training related questions must be emailed. Emails inquires will be addressed in the order in which they are received. Be sure to include the full name and email address on the account in your message.

How do I get my login information?

Email healthandsafetyocc.msde@maryland.gov. In the subject line, please type "Forgotten password/username." DO NOT click "Forgot Password" on the Login Page. This button does not currently function properly.

Can I register for the online course more than once?

No, each account gets two attempts to pass the Knowledge Check. Registrants that have not completed any attempts at the Knowledge Check will be allowed to register for a future course. Registrants that have completed the Knowledge Check one time and scored below 12 points will not be allowed to register for the online course again. The grade will stand as their final grade for the course.

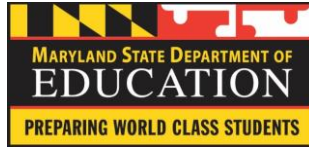
Can I register multiple names under one email address?

No, there can only be one named associated with one email address. Each registrant is only allowed two attempts to complete the knowledge check. There is no way for any account to have more than two attempts or submissions. The certificate can only be issued to the name of the first person to register using the email address.

You will need to use or create another email address (Gmail, Yahoo, Hotmail, MSN, etc.) to register another participant or create an account in the learning management system (Blackboard).

What happens if I don't complete the training within the course period?

Your account will be expire. You will have to register again and start the training over in another cohort if you have not completed an attempt in the previous cohort.



Do I have to take the entire training at once?

No, you do not have to complete the entire training in one sitting. Users are allowed to stop and return without having to start over. You can pick up from the module you were on before exiting the training by logging back into the training. Be sure not to leave or exit your Knowledge Check without completing it; the system will submit the check for you.

You must complete the training within the course period. Accounts expire after three (3) weeks or at the end of the course.

I had technical problems and the system submitted my Knowledge Check but I wasn't finished, what should I do?

Send an email to healthandsafetyocc.msde@maryland.gov to alert us of your incomplete submission. Be sure to include the name on the account and the email address. That attempt will be deleted and you will be allowed to complete that attempt again.

I get "No Content to Be Displayed" on my screen.

In order to open content for the course, you will need to click "Mark Reviewed" after reading through all of the materials and watching all of the videos. Clicking "Mark Reviewed" will open the next section of the course. You will need to begin with the START HERE section of the course, then proceed to the introduction and each topic. Check the previous module anytime you see this message, it only appears when a module is not marked as reviewed.

What is my score?

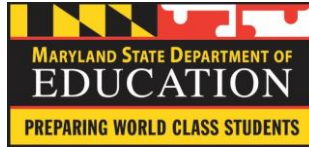
MSDE does not send or email your score to you. You can check your score in your Blackboard account. After taking completing the Knowledge Check in Blackboard, you can access the grade earned through "Tools" and "My Grades" from within the Blackboard course. Your score may be available before you get your certificate. 12 points is the minimum score for receiving a certificate. If you score below 12 you can re-take the Knowledge Check if you have another attempt available.

I took the Knowledge Check a second time and did not get my second score.

Your attempt was scored. Your second score was either the same or lower than your first attempt score. Blackboard uses your highest score.

Where is my certificate?

If you score 12 points or higher, you will receive a certificate of completion in your My Achievements section. Instructions for printing and saving certificates are available on the Start Here page of the training.



I didn't print my certificate, can you send me a copy of my certificate?

I lost my certificate, can you send me a copy?

MSDE does not have a copy of your certificate. To offer the course for free to providers we do not have or save certificates. Saving copies of all of the certificates created in Blackboard would require MSDE to charge participants for the course. You will need to complete the course again in order to receive a certificate of completion.

I still haven't received my username and password. Why?

If it has been more than the stated business days and you haven't received a response there may be multiple reasons.

- Check your spam/junk mail folder. The email is in your spam/junk box because it is coming from a general email box and your system has identified the message as potential spam.
- The email address you used to submit your registration was invalid or not the one used in the registration process.
- You attempted to register multiple participants using the same email address.
- If you are trying to access the email or site at a public school facility there may be a firewall in place that prevents you from accessing messages from the email addresses associated with this training.

Send an email to healthandsafetyocc.msde@maryland.gov with your name and email address included in the message detailing your issue.