MARYLAND STATE DEPARTMENT OF
EDUCATION
EQUITY AND EXCELLENCE

HEALTH & SAFETY TRAINING FAQS

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

New employees have 90 days after hire to complete the course to be in compliance.

Where is the course located?

The course is located at https://msde.instructure.com

When is the next course?

There is only one course each month, check the Basic Health and Safety Training web page for registration dates.

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

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. healthandsafetyocc.msde@maryland.gov

How do I get my login information?

Your username is the email address used to register for this course. Click the button that says Request Password. If you are unable to locate the information on the website or in course emails, email healthandsafetyocc.msde@maryland.gov.

Can I register for the online course more than once?

No, each account gets two attempts to pass the Final Assessment. Registrants that have completed the any course sections and scored below 80% points for the course will not be allowed to register for the online course again. The grade at the end of the course will stand as their final grade for the course. Only registrants that have not completed any course sections will be allowed to register for a future course.

Can I register multiple names under one email address?

No, there can only be one name associated with one email address. Each registrant is only allowed two attempts to complete the final assessment. 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 at the end of your course period. You will have to register again and start the training over in another cohort if you have not completed any sections of the course 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. Be sure to click EXIT COURSE when leaving. 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 Final Assessment without completing it; the system will submit the check for you.

You must complete the training within the course period. Accounts expire at the end of the course.

What is my grade?

MSDE does not send or email your grade/score to you. You can check your grade in your Canvas account. You can access the grade earned through the "Grades" module within the course. The minimum score for receiving a certificate for the course is 80%.

Where is my certificate?

If you score 80% or higher, you will receive a Certificate of Completion in your Modules section. Instructions for printing and saving certificates are available on the Save and Print Your Certificate module 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 login information. Why?

If it has been more than the stated business days and you haven't received your login information 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. (Check your confirmation email for the email address used to register for this course. Misspelled or incorrect email addresses will prevent us from reaching you or cause login issues once the course begins. Also, if your email addresses do not match we may not be able to reach you or cause login issues once the course begins.)
- 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.