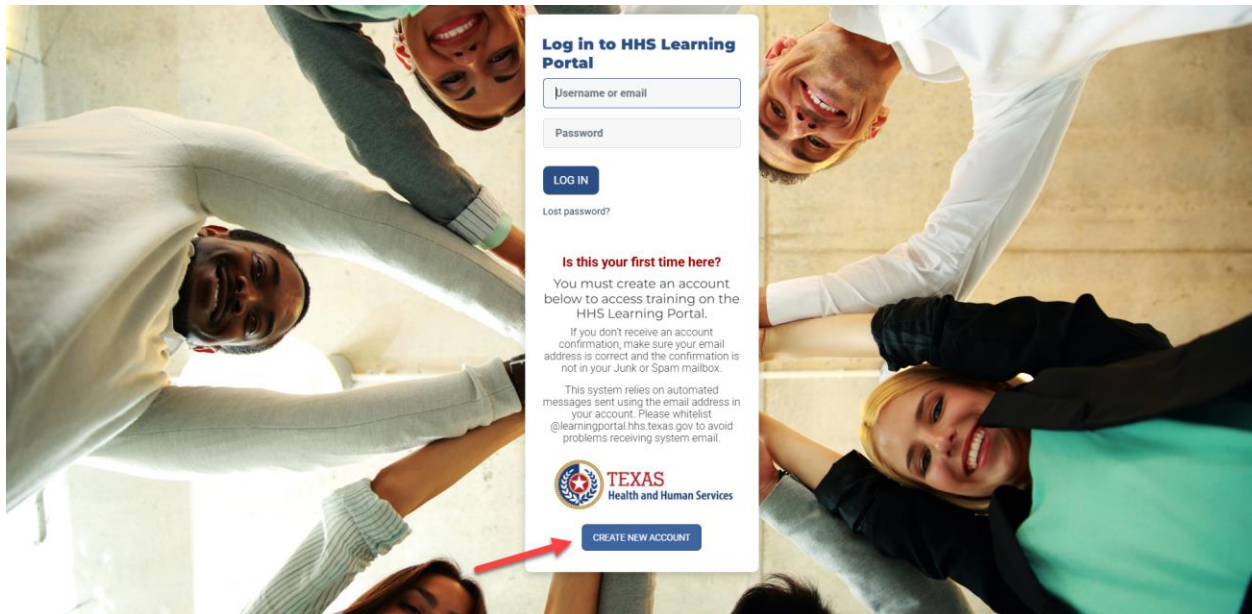


## **HHS Learning Portal Help for Common Problems**

### **How do I Create a New Account?**

On the [HHS Learning Portal](#) login screen, select the button at the bottom of the form labeled Create New Account (see the red arrow below).



Complete the form that displays and select **Create my new account** to save the information.

Five fields are required to create a new account (see example below):

- Username – only lowercase letters are allowed in the username. You cannot use numbers, symbols, or uppercase letters in this field.
- Password – the password must have at least 8 characters, at least 1 digit(s), at least 1 lower case letter(s), at least 1 upper case letter(s), at least 1 non-alphanumeric character(s) such as as \*, -, or #
- Email address – the email address entered here is used to confirm your account, so be sure to enter an accurate active email address. You will be asked to confirm the email address in the next field.
- First name – your first name is pulled from this field when it displays on certificates.
- Last name – your last name is pulled from this field when it displays on training certificates.

**New account**

Username ⓘ  
jason9876

The password must have at least:  
15 characters,  
1 digit,  
1 lower case letter,  
1 upper case letter,  
1 special character (\*, -, or #)

Password ⓘ  
.....

Passwords must be at least 15 characters long.  
Password must have at least 1 lower case letter(s).  
The password must have at least 1 special character(s) such as \*, -, or #.  
Password must have at most 3 consecutive identical characters.

Email address ⓘ  
Jason@jasonworks.com

Email (again) ⓘ  
Jason@jasonworks.com

First name ⓘ  
Jason

Last Name ⓘ  
Doe

City/town  
Austin

Country  
United States

CREATE MY NEW ACCOUNT

## ***I Can't Get in My Account***

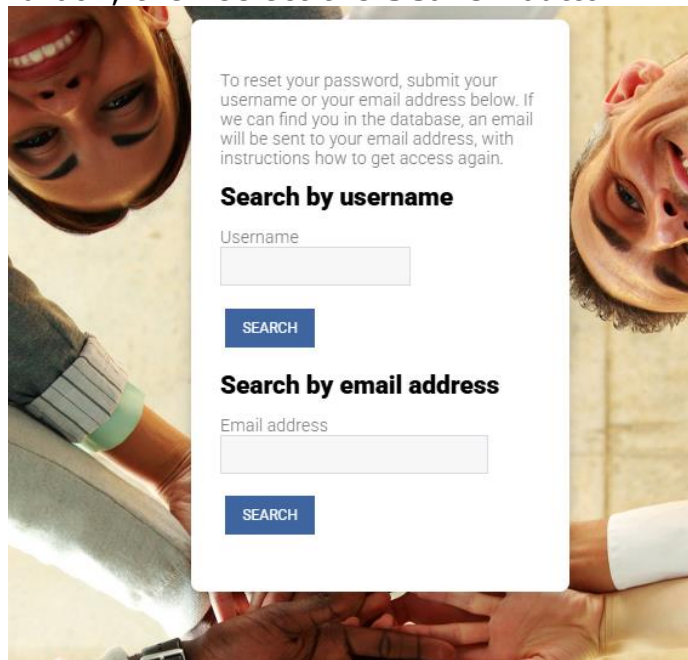
If you are having problems getting into your account or if you forgot your username or password, these are the steps to follow in the HHS Learning Portal.

1. Launch the [HHS Learning Portal](#) website.
2. Select the red Login button in the top right of the screen.
3. At the Login screen, to get assistance with your username or to reset your password, select the link: *Forgotten your username or password?*



4. The screen below will display:

- a. If you know your username, enter it in the top box with the blue outline, then select the **Search** button.
- b. If you don't remember your username, enter your email address in the second box, then select the **Search** button.



5. A message displays telling you to check your email for a reset password message.
  - a. your username
  - b. two fields to reset your password
  - c. and **Save Changes** or Cancel button

If you need to reset your password, enter the same password into both New Password fields.

### ***My Confirmation Email Never Arrived***

When you create an account, the account is inactive until you receive a confirmation email message and click the link within that message to confirm the account. When you create an account, the HHS Learning Portal always sends you a confirmation email, but sometimes that email does not arrive.

This can happen for several reasons:

- The email message may have landed in your email Junk or Spam folder. (In Outlook, it's labeled **Junk Email**.)
- You may be working behind a firewall that is keeping the email message from coming through to your inbox.
- There could be a temporary connectivity problem where email is not coming into the mailbox.

You can trigger sending a new confirmation email by selecting the link on the Login screen labeled: [Forgotten your username or password?](#) and enter your email in the second field. If we can find you in the database, a new confirmation email will be sent, with instructions on how to get access. (The email link is only good for 24 hours, then it expires.)

If this does not work, let us know. We can manually confirm your account if there is still a problem with the confirmation email getting to you.

### ***Where Can I Find My Certificates?***

If you completed training and received Certificates on the [HHS Learning Portal](#), you should be able to see them all after logging in and navigating to your **Dashboard**.

On the Dashboard, you have the option to select *All My Certificates*:








Hi, Charlie! 🐼

Welcome to your personalized Dashboard!

This is a central area where you can see past and current training and certificates. Besides viewing your learning and downloading certificates, you can also dropdown the Course menu and search for or navigate to a course.

Happy learning!










Download Certificates

<b>An Overview to the PASRR Process FY 2025</b> [Certificate for An Overview to the PASRR Process (CBT)   February 21, 2025   u2X3ZuOYLG]	
<b>Civil Rights Training for Contractors FY25</b> [Civil Rights Certificate   November 12, 2024   QuPhQLhgRm]	
<b>Standards for Adult Immunization Practices</b> [Standards for Adult Immunization Practices Certificate   November 12, 2024   2DEAlzK3AI]	
<b>Pandemic Readiness</b> [Pandemic Readiness Certificate   November 12, 2024   p5f15dCNR]	
<b>School Compliance and Adolescent Immunizations</b> [School Compliance and Adolescent Immunizations Certificate   October 24, 2024   GWTnTq7vGW]	
<a href="#">All My Certificates</a> ←	

When All Certificates display, you can see the Course Name and Date Issued. In the final column, you can download a copy of any certificate you have received.

**Certificates**

All Previously Issued Certificates

Course Name	Grade	Code	Date Issued	Download
<b>An Overview to the PASRR Process FY 2025</b> [Certificate for An Overview to the PASRR Process (CBT)]	-	u2X3ZuOYLG	February 21, 2025	
<b>Civil Rights Training for Contractors FY25</b> [Civil Rights Certificate]	4.76 %	QuPhQLhgRm	November 12, 2024	
<b>Standards for Adult Immunization Practices</b> [Standards for Adult Immunization Practices Certificate]	50.00 %	2DEAlzK3AI	November 12, 2024	
<b>Pandemic Readiness</b> [Pandemic Readiness Certificate]	50.00 %	p5f15dCNR	November 12, 2024	
<b>School Compliance and Adolescent Immunizations</b> [School Compliance and Adolescent Immunizations Certificate]	50.00 %	GWTnTq7vGW	October 24, 2024	
<b>Patient Population Determination</b> [Patient Population Determination Certificate]	50.00 %	Q9UsfLuZ9	October 24, 2024	
<b>Standards for Pediatric Immunization Practices</b> [Standards for Pediatric Immunization Practices Certificate]	49.99 %	TB2JNUKuWg	October 24, 2024	
<b>Reporting Protocols</b> [Reporting Protocols Certificate]	50.00 %	ywk8C1nF7v	October 24, 2024	
<b>2024 Notifiable Conditions</b> [2024 Notifiable Conditions Course Certificate]	50.00 %	ipMxyl1QM	October 24, 2024	

### My Name is Misspelled on the Certificate

The name on your certificate reflects the first and last name that you entered, when your account was created. If the name on your certificate is incorrect, you must edit your Profile to correct the name. To do this:

1. In the top right of the screen, select the arrow to the right of your name, then chose **Edit Profile** from the dropdown list.

2. When your profile displays, correct the misspelling in the first and/or last name fields.
3. Scroll to the bottom of the screen and select **Update Profile**.
4. Now, you can return to the training to reprint your certificate. You should see your name corrected on the certificate.

**NOTE:** *If you took HEART training, you **won't** see your name corrected on the certificate. The custom HEART certificate maintains the name that was on the account when you began the training. If you completed HEART training with your name misspelled, please contact us for help.*

### ***When I Click to Launch the Training, Nothing Happens***

If you've tried to launch the training, but nothing happens, it is possible that the training did open in a new tab or in a new window that is behind the main browser window.

Look at your toolbar to see if you have multiple browser windows open. You can also press the Alt+Tab keys at the same time to see the open browser windows and confirm whether the training presentation is already open.

### ***HEART Training Slowness Options***

The HEART training is resource intensive and, depending on bandwidth and connectivity strength, you could experience slowness after completing some modules. If this happens, we recommend:

- Log out of the HHS Learning Portal, shut down your browser, and reboot your computer, before trying again.
- Log out, shut down the browser, then launching a different browser.
- Completing the accessible version of the training modules, located toward the lower part of the course/screen.

This is the direct link to HEART: [Texas Human Trafficking Resource Center](#). Contact [FieldServices@dshs.texas.gov](mailto:FieldServices@dshs.texas.gov) with questions.

### ***Birth Registration Certification Training***

For all questions about requirements for this certification course, please contact [FieldServices@dshs.texas.gov](mailto:FieldServices@dshs.texas.gov).

## ***An Overview of the PASRR Process FY 2023***

For all questions about requirements for this PASRR course, please contact [IDD-BHPASRRTraining@hhsc.state.tx.us](mailto:IDD-BHPASRRTraining@hhsc.state.tx.us).

### ***Other Helpful Links***

- [First Look - Learning Portal User Help](#)
- [Add an Address or Domain to Safe Senders in Outlook and Gmail \(to receive Confirmation email and other notifications\)](#)
- [Disable Pop-up Blocker](#)

### ***Not able to find the help you need?***

Send us an email at [Learning Portal Helpdesk@hhsc.state.tx.us](mailto:Learning_Portal_Helpdesk@hhsc.state.tx.us).