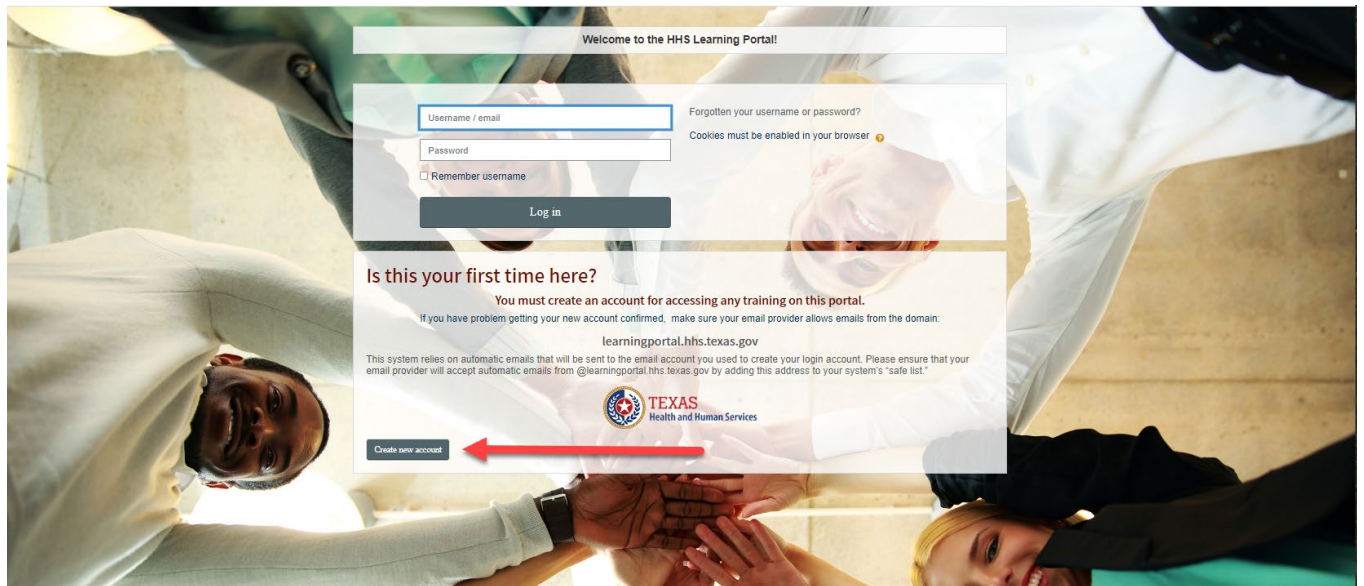# HHS Learning Portal
Help for Common Problems

How do I Create a New Account?

On the HHS Learning Portal login screen, select the button labeled Create New Account (see the red arrow below).

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

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 screen displays (below) that shows or confirms
   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*:

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.

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:
- Logging out of the HHS Learning Portal, shutting down your browser, and rebooting your computer, before trying again.
- Logging out, shutting down your browser, and 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.

Birth Registration Certification Training

For all questions about requirements for this certification course, please contact 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.

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
- Learning_Portal_Helpdesk@hhsc.state.tx.us