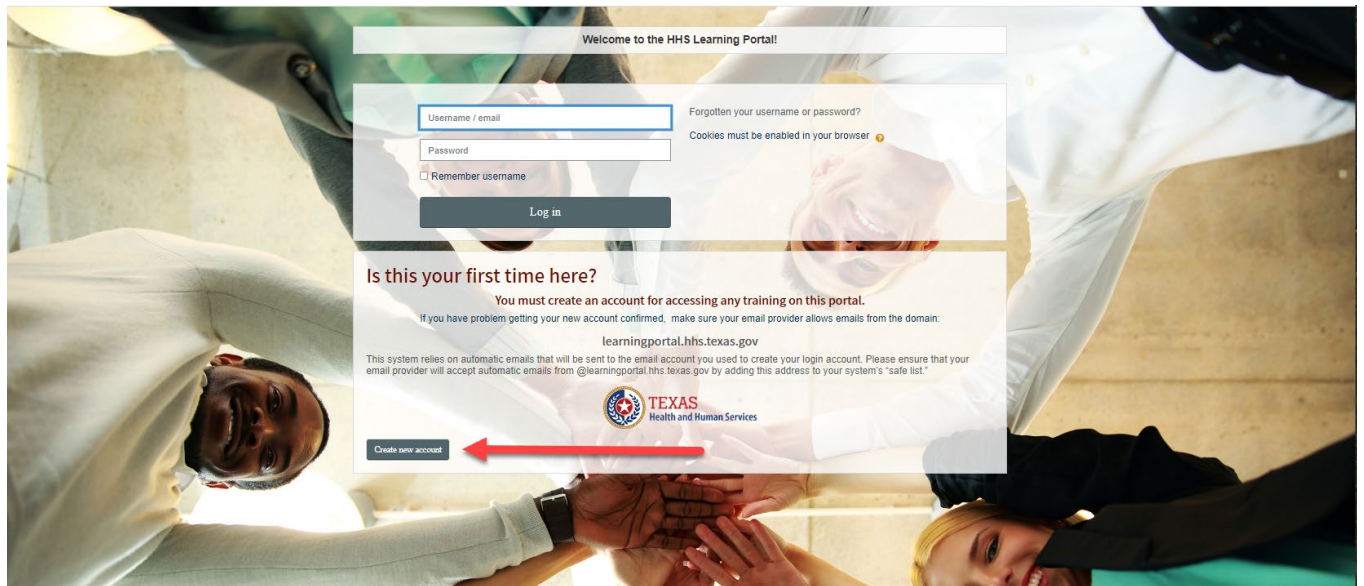


HHS Learning Portal Help for Common Problems

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?*

https://learningportal.hhs.texas.gov/login/index.php

Welcome to the HHS Learning Portal!

Username / email

Password

Remember username

Log in

Forgotten your username or password?

Cookies must be enabled in your browser

Is this your first time here?

You must create an account for accessing any training on this portal.

If you have problem getting your new account confirmed, make sure your email provider allows emails from the domain:

learningportal.hhs.texas.gov

This system relies on automatic emails that will be sent to the email account you used to create your login account. Please ensure that your email provider will accept automatic emails from @learningportal.hhs.texas.gov by adding this address to your system's "safe list."

TEXAS Health and Human Services

Create new account

4. The screen below will display:

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

HHS Learning Portal

» Log in » Forgotten password

To reset your password, submit your username or your email address below. If we can find you in the database, an email will be sent to your email address, with instructions how to get access again.

Search by username

Username

Search

Search by email address

Email address

Search

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*:

Welcome to your personalized **Dashboard!**

This is a central place where you can see a visualization of your learning data. You can also: Search for courses; View your learning progress; Download your certificates; See available events; See your award badges. Happy learning!

Download Certificates

DSHS Smiles for Moms and Babies – Oral Health Training [SMB Online Course Completion Certificate September 29, 2022 pNU2tzmSBP]	
HHS Information Security/Cybersecurity Training (for Meat Safety Employees Only) [HHS Information Security/Cybersecurity Training Certificate until 9_07_2022 September 7, 2022 fGOD2224UJ]	
HHS Ethics Training (for Meat Safety Employees Only) [HHS Ethics Training Certificate March 15, 2022 2iCU8HhK6B]	
Module 1: Navigating Agitation and Challenging Behaviors [Course Certificate February 5, 2022 HpxtouPQwM]	
HHS Privacy Training (for Meat Safety Employees Only) [Privacy Training Certificate November 5, 2021 APD8ZeF1J6]	

[All My Certificates](#)

Course overview

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.

All Previously Issued Certificates

Course Name	Grade	Code	Date Issued	Download
DSHS Smiles for Moms and Babies – Oral Health Training [SMB Online Course Completion Certificate]	100.00 %	pNU2tzmSBP	September 29, 2022	
HHS Information Security/Cybersecurity Training (for Meat Safety Employees Only) [HHS Information Security/Cybersecurity Training Certificate valid until 9_07_2022]	0.00 %	fGOD2224UJ	September 7, 2022	
HHS Ethics Training (for Meat Safety Employees Only) [HHS Ethics Training Certificate]	0.00 %	2iCU8HhK6B	March 15, 2022	
Module 1: Navigating Agitation and Challenging Behaviors [Course Certificate]	0.00 %	HpxtouPQwM	February 5, 2022	
HHS Privacy Training (for Meat Safety Employees Only) [Privacy Training Certificate]	0.00 %	APD8ZeF1J6	November 5, 2021	
HHS Information Security/Cybersecurity Training for Contractors FY2022 [HHS Information Security/Cybersecurity Training Certificate valid until 2/28/2022]	0.00 %	x5zpB5ouNh	October 5, 2021	
HHS Privacy Training for Contractors FY 2022 [HHS Privacy Training Certificate]	0.00 %	2FKjY6xxFD	October 5, 2021	
PASRR in the Nursing Facility (Online) [Certificate for PASRR in the NF]	-	QbPuTK54vn	July 19, 2021	
Community First Choice in Medicaid Managed Care Organizations FY 2021 [Certificate for Community First Choice in Medicaid Managed Care Organizations]	-	1cFZ0Qqecw	July 19, 2021	

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](mailto:Learning_Portal_Helpdesk@hhsc.state.tx.us)