



# Training Access

## Frequently Asked Questions

This FAQ sheet was developed for the National Adult Protective Services Training Academy Learning Management System ( Totara)

### **How do I create an account?**

On the right side of the login screen - click, create a new account.

### **I can't remember my username and/ or password.**

You can reset your password by clicking [Forgot username or password](#).

### **How can I find out which trainings are available?**

Click on the "Learn" icon at the top of the screen. The drop-down menu will include an option called "Find Courses." This will allow you to search by topic, or see a complete list of courses.

### **How do I print my certificate of Completion (Record of Learning)?**

Click on the "Record of Learning" icon on the top of your screen.

To review the NATC User Guide, click [here](#).

If you need to contact our support center, email:

***[natcsupport@totallearning.com](mailto:natcsupport@totallearning.com)***