

ANSWERS TO FREQUENTLY ASKED QUESTIONS

LOGGING IN

What do I have to do when I login into my account for the first time?

The first time you login you will need to sign the viewer acknowledgement. When this is done your course catalog will open and links to your courses will display.

What do I do if I enter my login name and password but my course catalog does not open?

Begin by making certain you are using the correct organization id, login and password. None of these items is case sensitive. If you have changed your login and password at any time you need to make certain you are using the new login and password, not the old one. If you have forgotten your login and/or password, please follow the instructions below.

What do I do if I have forgotten my login and/or password?

Your agency administrator/manager may have the ability to remind you so check with them first. As an option, you may contact HCIN by email or phone. When sending an email, you must include your first and last name, agency name and city, email address phone number.

How do I change my password or login name so it is easier to remember?

Your agency administrator/manager may have the ability to remind you so check with them first. As an option, you may contact HCIN by email or phone. When sending an email, you must include your first and last name, agency name and city, email address phone number.

Once changed, the next time you want to access your courses you will need to use the new login and/or passwords that changed for you.