FAQ'S FOR OUTREACH TRAINER PORTAL

Do I have a Keene Trainer ID#?
- NO
  - The new outreach trainer database will assign you a NEW Keene State College Outreach Trainer ID# after you register in the NEW outreach trainer portal

How do I get a new Keene State College Trainer ID#?
- You must register at http://outreach.keeneosha.com
  - Select Register, complete trainer data, upload trainer card and submit
    - You must upload a scanned copy of your Authorized Trainer Card (front and back) for the registration process
  - Your registration will be reviewed to assure your OTI card number and expiration date are entered correctly
  - If approved:
    - You will receive an email from noreply@keene.edu with NEW Trainer ID# and password
  - If denied:
    - You will receive an email explaining what was missing or incorrect on your registration form and will be asked to re-register with correct information

If I am an Outreach trainer in multiple industries, will I have a different Trainer ID# for each industry?
- **NO**
  - Your NEW KSC Trainer ID# will be applicable for all industries within the Outreach program
  - Each trainer card will need to be added to your account

Will the "portal" have documentation of all my previous courses?
- **NO**
  - The portal will only maintain documentation of your classes you have entered into the portal
  - KSC will not enter information from courses you have conducted prior to use of the portal, therefore it is important you still maintain those records personally

How do I login to my Outreach Trainer Account?
- Once you receive a NEW KSC Trainer ID and password…log into:
  - http://outreach.keeneosha.com
    - Enter email address
    - Trainer ID#
    - Password
    - Type in 2 captcha words into blank space below (captcha words tell the computer you are not another computer trying to phish for data)

- If words are difficult to read you can click the recycle button to the right of the blank space to get 2 new words without having to re-enter your trainer info

What functions can I conduct on the new portal?
- Once you log into the portal, you will see all of the following options on the left hand column of the portal:
    - Training card request
    - Update trainer contact info
    - Add trainer card
    - See past card request submitted through the portal
    - Request replacement cards – for cards less than 3 years old - $25.00 each
    - Submit upcoming training
    - Change password
    - Log out

How do I request 10 & 30 hour cards?
- Once you have accessed your trainer account you can select:
    - Training card request
        - Complete outreach program report form for industry and type of training completed

How do I pay for my cards?
- The system <u>only</u> accepts credit cards
- You will receive a receipt that confirms cards were submitted and credit card was charged X amount of dollars

How do I know if my card request went through?
- You will receive a prompt that says your submission was successful
- You will receive an email from noreply@keene.edu that says your request is pending
- You will also receive a <u>completed</u> copy of your Outreach Trainer Report Form
- You can look and see if there is a pending request under card request

How long does it take to get my cards?
- Cards are processed every Thursday and mailed every Friday. If you submitted a request by Wednesday – your cards should arrive within a week
- Cards will be sent to you pre-printed with:
    - Student name
    - Trainer name
    - End date of training
        - You will receive an email that cards have been issued

Replacement cards:
- Misspelled: You must return the misspelled card with a copy of the letter sent with the batch of cards and make a notation on the side that the card was misspelled and correct spelling
- Lost Card: You (as the trainer) must log onto your account and select replace card

- Select class student attended and check box in front of student name
- Pay replacement fee

I forgot my password? Can you tell me what it is?
- No, you will need to log onto the portal and request a new password
  - You will need your Trainer ID# and email address registered under

Can you unlock me – I have been locked out of the system because:
- I forgot my password
  - You do not get locked out for not knowing your password
- I couldn't read the captcha words
  - You do not get locked out for typing the captcha words incorrectly
- Forgot my Trainer ID#
  - You don't get locked out for not knowing your Trainer ID#

Why did I get locked out of the system?
- You are provided 5 opportunities to enter an outreach program report form incorrectly before the system locks you out. This data is cumulative from the time you start using the portal – entries may have been from last year, last month, last week. After you click submit with incorrect data on the outreach program report form the system will lock you out.
  - You will get locked out of the system for:
    - Not checking the statement of certification box
    - Not entering name on signature line
    - Dates in the future
    - Incorrect time on topics
    - Incomplete topics selected
    - Did not meet minimum requirements for topics and times
    - Did not total 10 or 30 hours
    - Exceeded maximum time allowed per topic in the course
    - You submitted the report form more than 30 days after final date of course

I taught MORE than 10 or 30 hours!!
- Great!! But you have mandatory, elective and optional topics with time requirements
  - Did you teach the correct time for each topic?
    - Please review your outreach industry guides for specific topics and times required for your training

If I get locked out, how do I gain access back into the system?
- You will need to provide a paper audit of your last 10 outreach courses
- If you have not conducted 10 outreach courses – you will need to provide the paperwork for as many courses as requested (including the one that locked you out)
- This information will be reviewed and if approved, you will receive a summary letter and your account will be unlocked