

## TECHNICAL FAQs

### I'm getting an invalid username/password error.

Reset your password by clicking the **I forgot my password** link. Your new password will be sent to your email on file.

### I tried the new password and it didn't work.

Contact your Director of Training or email [FTIInternational@iupat.org](mailto:FTIInternational@iupat.org) to verify your account (full name, member ID, DC, LU, and birth date) .

### I entered my username and password and clicked login. Nothing happens, I do not see an *Invalid Password and Username* error message. How can I fix it?

- 1) **Do a System Test** - <https://fti.personalearning.com/systemtest/>. Click the **Test my System** button. All Required Items should be green. If anything shows up red/yellow, download the appropriate plug in or edit your browser settings.
- 2) **What browser are you using?** Internet Explorer (IE). Try another browser e.g. **Mozilla** or **Google Chrome**.
- 3) **I do not have another browser. I only have Internet Explorer (IE)**. Edit your IE browser settings ( <http://windows.microsoft.com/en-us/windows/security-zones-adding-removing-websites#1TC=windows-7> ).

1. Click the **Tools** button.
2. Go to **Internet Options**.
3. Click the **Security** tab.
4. Click the **Trusted Sites** icon (checkmark).
5. Click the **Sites** button
6. Under Add this website to the zone: type <https://fti.personalearning.com/>.
7. Uncheck the "**Require server verification...**" field.
8. Click the **Close** button (closes the window).
9. Click the **Ok** button.
10. Refresh/reload the LMS ([iftilms.org](http://iftilms.org)) page. A prompt will appear at the bottom of the page. Click the **Show All Contents** button.

The screenshot displays the FTI Learning Management System (LMS) interface. On the left, there are links to 'IUPAT FTI (Video)', 'FTI: Where Excellence Begins (Video)', and 'Programs of Study (List of Courses)'. The main content area features a 'Learning Center' section with a video titled 'Building Trades President, Sean McGarvey (an IUPAT Member) talks APPRENTICESHIP on MSNBC' from Nov. 6, 2015. Below this is an 'LMS System Timeout (Security Note)' section. On the right, there are sections for 'OP's Message', 'LMS Introduction', and 'eLearning Updates'. The 'eLearning Updates' section mentions OSHA 10 and 30 training. At the bottom, a security timeout message states: 'The LMS has a 10-minute timeout per refresh or request a new page within mmands for working with the selected item'. A 'Show all content' button is highlighted with a red box.

11. Enter your username and password again.