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 <u>FTIInternational@iupat.org</u> 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 <u>https://fti.personalearning.com/systemtest/</u>. 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.
- I do not have another browser. I only have Internet Explorer (IE). Edit your IE browser settings (<u>.http://windows.microsoft.com/en-us/windows/security-zones-adding-removing-websites#1TC=windows-7</u>.).
 - 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 (<u>iftilms.org</u>) page. A prompt will appear at the bottom of the page. Click the **Show All Contents** button.

Jick the hyportinis to view the websites and videos: • IUPAT FTI (video) • FTI: Where Excellence Begins (video)	GP's Message CP accurates	If you need an LMS account or ward access to etaaming courses (e.g. OSHA 10 and 30), your Director of Training media to complete an Account Information Form and send the request to FTIInternational@upat.org. Click to download form - <u>Account_Information</u>
 Programs of Study (List of Courses) 	And and a second s	eLearning Updates
Learning Center	Unit interaction Cross Panamen systems to the LAS	OSHA 10 and 50 are now available online. You have the option to take these courses anroywhere at your own pace. After successfully passing the course, an OSHA card will be sent to your mailing address within 4-6 weeks.
Building Trades President, Sean McGarvey (an IUPAT Member) talks APPRENTICESHIP on MSNBC		
Nov. 6, 2015, Live with Jose Diaz		
National Apprenticeship Week		E E
(Click to watch)		8 10m 8 30m
McGarvey also spoke about apprenticeship in an article in the Huffington Post.	FTI Learning Management System (LMS)	OSHA 10 and 30 have similar requirements:
Click here to read the article.	The Finalizing Trades Institute (FTI) Learning Nanagement System (UKS) website is an online learning portal designed in partnership with the K-Learning group (a Kelly Company), a learning portal designed online training systems for unions and associations. The FTI LMS is a the minimum assumption of the system set	
LMS System Timeout (Security Note)	secure web-based software program for the administration, documentation, tracking, and reporting of training programs, classroom and online events, e-learning programs, and	 The student has 3 chances to pass the online quizzes. The student will be forced to take the quizzes in the order presented in the
The LMS has a 10-minute timeout per	training context. It is an accessible way of providing apprenticeshin training course materials	online training.

11. Enter your username and password again.