

# DHSES Learning Management System (LMS) FAQs

## **FAQ Categories**

[Getting Started in DHSES LMS](#)

[DHSES LMS Account – Technical Assistance](#)

[General Course & Registration FAQs](#)

[Contact Us](#)

## **Getting Started in DHSES LMS**

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

You can request a DHSES LMS account be created for you by filling out and submitting the “[New User Account Access Request](#)” webform.

### **How do I register for a Course?**

You can register for courses through the DHSES LMS System. Additionally, a DHSES approved Training Coordinator/Register may also register students for courses through the DHSES LMS System on their behalf.

Once logged into the DHSES LMS System, Students can easily view the DHSES available Trainings, search for courses, and select those they are interested in registering for.

Please note, the DHSES available Trainings can be viewed by anyone at any time, you do not need to be logged into the DHSES LMS System for this purpose.

### **When will I get a Course Confirmation (Enrollment) E-mail?**

Each DHSES academy will review all Student registrations for a course that are submitted through the DHSES LMS System. If you are approved to attend the course, the DHSES academy will then send an “Enrollment Confirmation” e-mail to the student’s e-mail address. As Students, please be aware that the primary e-mail address will be the username that you used to log into the DHSES LMS System.

## **The DHSES LMS system will send a “Welcome Email” to all brand-new users. What do I do if I never received this email?**

Please remember it can take up to three (3) business days for accounts to be approved by DHSES. If it has been more than three (3) business days, please be sure to check your e-mail's spam folder.

Until you receive your “Welcome Email”, you may also want to try logging into the DHSES LMS System with the e-mail address you believe you entered to request a new DHSES LMS Portal user account. Simply go to the DHSES LMS login page, type in your e-mail address and click “[Reset your Password](#)” and then click **Continue**. If the DHSES LMS recognizes your e-mail address, then an automated email will be sent to your primary email address with a link to reset your password. Click on the link from the email that you received to reset your password.

Finally, if neither of these steps work please [contact](#) DHSES and explicitly state the problem you are having.

## **DHSES LMS Account- Technical Assistance**

### **How do I reset the password to my DHSES LMS Account?**

You can reset your password by clicking the “[Reset Your Password](#)” link on the DHSES LMS Portal Login Page. If the DHSES LMS recognizes your e-mail address, then an automated email will be sent to your primary email address with a link to reset your password.

### **What do I do if my DHSES LMS Account is locked, and I cannot login?**

To prevent unauthorized access, your account will be locked after five failed login attempts. Please contact DHSES via email at [LMS@dhses.ny.gov](mailto:LMS@dhses.ny.gov) to unlock your account or [contact](#) the Academy you most frequently take your course through.

### **How can I change my username?**

The username can be changed by filling out and submitting the “[Update User Personal Information](#)” webform.

### **How do I notify DHSES about my personal information changes (i.e. Name Change, Address Change and employment change)?**

You can update your personal information by filling out and submitting “[Update User Personal Information](#)” webform.

Additionally, you can also [contact](#) DHSES directly to provide this information. Please contact the DHSES Academy you most frequently take your courses through regarding any questions or requests.

## **Can I View my Personal Information through the DHSES LMS System?**

No, you cannot view your personal information in the DHSES LMS System at this time. Please contact the DHSES Academy you most frequently take your courses through regarding any questions or requests.

## **General Course & Registration FAQ**

### **I am a Training Coordinator/Register. What can I do in the DHSES LMS System?**

As a Training Coordinator/Register, DHSES will grant you certain capabilities in the DHSES LMS System. These capabilities include registering students for courses and requesting a new user account for new students on their behalf by filling out and submitting “[New User Account Access Request](#)” Webform.

### **I want to know if a course I am registering for has pre-requisites. Where can I find this?**

Usually on the Course Announcement or Course Description itself, it will be communicated what pre-requisites a student must possess to be eligible for a given DHSES course. Please be aware, that as a student you may need to provide supporting documentation that a given pre-requisite has been satisfied. These supporting materials will need to be provided to your DHSES academy separately via email, and not through the DHSES LMS System.

### **How do I obtain my training records (Transcript)?**

You can request to receive the copy of your training records by filling and signing the [Training History/Transcript Request Form](#) and sending the signed Training History/Transcript Request form to [LMS@dhSES.ny.gov](mailto:LMS@dhSES.ny.gov).

## **Contact Us**

If you have any questions, please email DHSES Academy at [LMS@dhSES.ny.gov](mailto:LMS@dhSES.ny.gov) or contact appropriate DHSES Training Academy from one of the DHSES Offices listed below:

Disaster Recovery (DR): (518) 292-2293

Office of Emergency Management (OEM): (518) 292-2351

Office of Fire Prevention and Control (OFPC): (518) 474-6746

Office of Interoperable and Emergency Communications (OIEC): (518) 322-4911

State Preparedness Training Center (SPTC): (315) 768-5689