

## FAQ's For TMC Online Training

### How do I log in?

1. **\*\*Do not use the "Client Portal" black button to login on the TMC home page. Go to the Online Training website. \*\*** Online Training Website: <https://training.totalmedicalcompliance.com>
2. Login information is in your Welcome Email you received from TMC.
3. Make sure you are not grabbing an extra space if you are copying and pasting your username and password. It is case sensitive.
4. Click the "forgot password" link to reset your password. You will get an email to reset your password. Check your junk mail
5. If you still cannot login, contact support at [support@totalmedicalcompliance.com](mailto:support@totalmedicalcompliance.com)

### I didn't get my Welcome email with my login credentials?

1. Check your junk mail
2. If you have purchased courses or were added in the system once already, you will NOT receive another Welcome email for future purchases. You will use your previous login credentials and information you received the first time to login to the online training.
3. You can contact support and ask them to resend it to you:
4. Your admin can resend your Welcome Email

### Can I resend my employees Welcome Email with their login credentials?

1. As admin, you can do this by clicking Manage>Resend Welcome Email>Check the box next to their name>Click Send.
2. If you do not want to go through those steps or are not the admin, contact support and they will do it for you.

### How do I add my employees?

1. Click Manage > Users > Add User > fill in the information > Click Save
2. Once you click Save, the employee will get an automated Welcome email within about a minute with their login credentials and instructions.
3. OR you email our support team, and we will upload your users for you.

### How do I assign the courses to my employees?

1. Once the employee is added in the system, they must be assigned the courses.
2. As admin, Click Manage>Users>computer icon next to the person you want to assign the courses>highlight courses>click forward arrow button>Choose Expiry Date>Click Save. The employee will get an automated email with the course assignment and expiry date (when to complete the course) within about a minute of clicking Save.

3. Watch the tutorial video for admin functions of how to assign courses. It is the green button to the left of your screen "[Take a Tour](#)".
4. Or you can contact support and have them assign the courses.

### **Where is my certificate?**

1. It is on your Learner page. Click the "Completed" box at the top of your Learner page.
2. Click "Proof of Completion" to the right of the course.
3. Client Admins you can print their certificates as well by clicking Manage>Print Certificates.
4. If you do not see it in there, go to Reports>Detailed Usage Reports>Filter>All Subscriptions>Submit. The Certificate will appear next to the completed courses in the list.

### **My course still shows in "process"?**

1. Give it a few minutes to show "processed."
2. Refresh your page. Click the "Completed" button at the top of the Learner page.
3. If it has been some time, email support with your name and email letting them know the issue.

### **I don't see my licenses I purchased?**

1. Manage>Courses>Person Icon to the right>license drop down menu. Extra license will be there.
2. Did you use the exact same company name at checkout when purchasing your licenses? If not, your licenses will not show. Contact support and let them know the exact company name for the licenses, "I should have xx number of licenses under xxx company."

### **How to run reports?**

1. Click Reports>choose a report to run.
2. Watch the tutorial video. It is the green button to the left of your screen "[Take a Tour](#)".
3. Still need help, contact support at [support@totalmedicalcompliance.com](mailto:support@totalmedicalcompliance.com)

### **I don't have an email for each employee?**

1. You must have an email as this is each employee's unique user ID for security reasons and to track their progress.
2. It can be a work or personal email.
3. This is also how we can track and keep their Proof of Completion document in their account.
4. As admin, you can add/edit users. That means you will know what their username and password are because you created it in the system. You can add users anytime and track their progress.

### **I don't see the courses to assign to my employees?**

1. Contact support and ask to have your courses assigned to your account so you (the admin) can assign them to your employees.