



# Frequently Asked Questions

## Online Training Virtual University (VU) General FAQ

### **I forgot my User Name and Password. What do I do?**

Contact customer support at 888-360-TRNG, option 2.

### **How do I register for a course without a username or password?**

In order to take a course, you need to have a username and password. When you register for any of courses, you will create a username and password for yourself.

Note: your email address will be used as your username.

Once you have registered, you will receive an email explaining how to log on and start your courses.

### **Can I register and pay for an employee?**

A registration will remain in the name of the person who has registered for the course.

### **How do I register multiple students at one time?**

To register multiple students, please click on the “Need a Corporate Account?” link to fill out our Corporate Billing Account application.

### **Who do I call to set up a corporate account?**

To set up a corporate account, please click on the “Need a Corporate Account?” link to fill out our Corporate Billing Account application.

### **How can I pay for the course?**

No financial aid is available for our courses. You can pay for the course by check card or credit card. If you are a corporate client that is signing up multiple students, you can set up a corporate billing account and be invoiced for your purchase at the end of each month.

## **Are there bulk discount prices?**

Yes, there are! To learn more about our bulk pricing discounts, please call ehs International, Inc. at (949) 540-6800.

## **How do I go back and reprint my certificate of course completion?**

Contact customer support at 888-360-TRNG, option 2.

## **Outreach FAQ**

### **What are OSHA's rules for online outreach training?**

For all online OSHA outreach training programs, students must:

- Spend at least 600 minutes in a 10 hour training course and 1800 minutes in a 30 hour course.
- Complete a survey evaluating the course.
- Complete all coursework (including survey) within 6 months of starting the program.
- Start the course within 12 months of registration.
- Pass all quizzes and the final exam with a score of 70% in 3 attempts or less.
- Only complete 7.5 (450 minutes) hours of training per day. This means that the 10 hours courses must be completed over a span of 2 days or more and the 40 hour courses must be completed in over 4 days.

### **I have completed the modules in the outreach training course, why can't I access the final exam?**

The 360training.com OSHA outreach programs are designed to present 10 or 30 hours of content. However, every student moves at his or her own pace and some people finish the modules faster than others. Regulations require that you spend 600 minutes in a 10 hour course or 1800 minutes in a 30 hour course. You are not permitted to attempt the final exam until this requirement is met.

### **Is there a time restriction on completing the OSHA 10 and 30 Hour Outreach Courses?**

Yes. You must complete the course within 6 months of the day you began the course. You must begin your course within 12 months of registration.

### **Who can I contact regarding Safety questions?**

Please contact your outreach trainer, Michael Millsap with any questions about safety you may have. You received an introductory email from him when you registered for your course. To contact him, please email him at outreach-trainer@360training.com.

**I have taken the 10/30 Hour Outreach Training course. When will I receive my OSHA card?**

Upon completion of the course, you will receive a temporary certificate of completion from OSHAcampus.com. In 4-6 weeks, you will receive your official card.

**Why is there a waiting period for my card?**

Your course record, including your final exam score and survey information, must be reviewed by your trainer and OSHA before you are issued a card in the mail.

**Can I have proof of completion for my course while I am waiting for my card?**

Upon completion of the course, return to your profile page and click the certificate icon. If all of the course requirements have been completed, you will be able to view and print your certificate of completion.

**I never received my 10/30 Hour Outreach Training Completion Card. How do I request a new one be sent?**

Please contact our support team at 888-360-TRNG or by visiting the Contact Us page. Since it is likely that your card was lost in the mail, please assure that your mailing address is accurate on your profile.

**I lost my 10/30 Hour Outreach Training Completion Card. How do I get another one?**

Please contact our customer support team at 888-360-TRNG with your information to receive a replacement card. There will be a \$15 processing fee.

**What materials come with the course?**

Every course contains supplementary printable study materials.