Forgotten Username or Password

If you’ve forgotten your username or password, there are links on the login page that will help.

1. To retrieve your username, click **Username Format**. This will open a new tab that links to the My Username menu.
   - Select **Retrieve My Username**. Enter your Social Security Number (SSN) or Alternate ID. Click **Retrieve**.
     
     ✋ **Note:** An Alternate ID is used for foreign workers who do not have a SSN. Its structure is the first three letters of the last name, the six-digit birthday (mmddyy), and an alpha character (e.g., Smi052579a).

2. If you do not know your password or the password you entered is not correct, click **Forgot Password**?
   - Enter your Login Credential (your username) and click **Submit**.
   - If you have a NANTeL account, and have entered the correct username, enter the answers to the security questions you previously defined.

ético: If you do not have a NANTeL account or have incorrectly entered your username, the following message will appear:

**This is not accurate. NANTeL will not send you an email.** Instead, you must return to the login page to try again or contact your NANTeL administrator for assistance. You can locate a NANTeL administrator by clicking **Find Admin** on the NANTeL login page.
Navigating NANTeL

When you log into the NANTeL system, you will land on the Welcome page.

1. **Home**: Provides links to the Welcome page and your NANTeL profile
2. **My Training**: Provides a link to “View Your Training,” which takes you to your learning transcript
3. **Help**: Takes you to the “NANTeL User Support Page” with FAQs, policies, and helpful links
4. **My Training**: Takes you to your learning transcript to view and complete your training
5. **Find Admin**: Enables you to locate an administrator by entering the name of the company and selecting it from a drop down list; contact information for the company’s lead and student administrators will appear
6. **Find Proctor**: Enables you to locate a proctor by entering the name of the company and selecting it from the drop down list; contact information for the company’s proctors will appear
7. **Need Help**: Takes you to the “NANTeL User Support Page” with FAQs, policies, and helpful links
8. **My Account**: Takes you to your account preferences with options to change your password and edit your security questions
9. **Log Out**: Logs you out of the NANTeL system
1. **Search Results** display all active certifications and training items (e.g., courses and tests) that are assigned to you or that you have enrolled in. Certifications are represented by the certificate icon, with a color-strip appearing next to the icon:
   - **Red** – Due today or past due. **Note:** Contact your administrator if your certification has expired.
   - **Orange** – Due within the next seven days but not due today.
   - **Green** – Due after seven days.

2. The **Training Categories** filter displays Active certifications and training items by default. You may use this filter to view Completed and Archived training. **Note:** Certifications will always display as Active.

3. The **Sort** filter displays certifications and training items by Due Date by default. You may also use this filter to sort by Title, Status, Date Added, Training Type.

4. The **Types** filter displays All Types of certification and training items by default. You may use this filter to target a specific type (e.g. certifications) to display.

5. The **Search** field is used to find a specific certification or training item. You may enter a portion of a title to simplify the list. For example, entering “generic” will filter the view to only Generic certs. Entering “Plant Access” will list both Generic and utility-specific Plant Access certs.

6. By checking the **Hide Certified Certifications** box, you will filter out any certifications that are fully certified, typically one-time certifications.

7. The **Options** menu provides options to output your transcript information to print. Options are Export to PDF, Print Transcript or Run Transcript Report.

8. The **Action** button is used to access the certification or training item. **Manage** is the option to open a certification. **Launch, Request and View Training Details** are options for the training items themselves.

   **Note:** The individual training items within the certification (e.g. the course and exam) will also display on the transcript once it has been requested. Once each is completed they will drop from this view.
Completing Your Certification

Click My Training on the Welcome Page to view your transcript.

1. On the Transcript page, identify the certification you wish to access and click either the title or the Manage button to open it. The Training Details page will display.

![Transcript: Paddington Barkin](image)

2. On the Training Details page, the status of your first training item in your certification will be Not Activated. Click the Request option to activate it.

![CERTIFICATION](image)

3. On the next screen, click Launch to open the training item.

![Generic Plant Access Training Initial Training Course](image)

4. Once the item is launched, progress through and complete it, following the instructions at the end of the module for exiting. If you must exit before you have completed, the system will bookmark where you ended and return you to that location when you relaunch it at a later time.

☞ Note: If the module doesn’t launch, make sure the pop-up blocker is turned off.
5. Back on the Training Details view, your first training item will have a status of **Completed** with the option to **Launch** again. If the current status is not displayed, press F5 to refresh your browser and see the updated status.

6. To complete the exam, click **Request** to activate it, then **Launch** to open it.

7. Like the course module, the exam will open in a new window. During the time this takes to process you may see this message:

   ![Message](Image)

8. The exam will open in TestCraft and you may proceed to complete it. If your exam does not launch, please contact your training administrator.

9. Once completed, use the > **Transcript** link at the top of the page to return to the Transcript view. If > **Transcript** does not appear, click **My Training > View Transcript** from the menu bar to return to the Transcript page.

   **NOTE:** DO NOT click the **Back** button as it may result in relaunching the test.
10. On the Transcript view, your certification’s status will display as **Certified** (for one-time certifications) or **Certified (Renewal in Progress)** (for certifications with a requalification path.)

![Certificate Status Example]

11. Certifications with a requalification path will display as follows on the Training Details view. Complete this path as you did the initial path (Steps 2-7.) :

![Training Details Example]

**Note:** If the items in a path both show **Request** as an option, it means that there is not a dependency to complete the first one before completing the second. This is true in the case of many requalification paths. In other words, if you do not wish to complete the course, you may skip that item and move to the exam. You can tell which item is required by the value shown in the **Unit** column.

![Training Details Example]

If you do request the course but do not complete it before you complete the exam, the training item will appear on your Transcripts as **In Progress** until you complete it. This will have no impact on your requal certification status.
Viewing Your Certification Training Details

1. The Details section provides information about your certification, including the Current Period, Current Status, and Expiration Date.

2. The Certification section displays the current period (Initial or Requal), the Required Unit/Acquired Unit, and the Training Items that make up that period.

3. Adjacent to each Training Item is the Type (e.g., Online Class, Event, External Training), the assigned Unit value (e.g., 1.00), the Status and Options.
   - Status values are Not Activated, In Progress, Completed, and Pending Prior Training
   - Options are Request (e.g., enroll), Launch, and ReRequest (e.g., re-enroll)

4. The Details icon presents module-level details on the training item, including version, progress (%), and status.

5. The History section displays all of the past certification periods for the certification.

6. The Progress Report displays a printable view of each path in the certification.
Getting Started with NANTeL

Logging out of NANTeL

When you have completed your training or you do not wish to continue, ensure that you log out of NANTeL.

1. Click the Log Out link, at the top of the page.

2. The NANTeL Login page will display.

If you have any questions about the information described in this guide, please contact your NANTeL administrator for assistance. You can locate a NANTeL administrator by clicking Find Admin on the Welcome page or the NANTeL Login page.

For additional assistance, contact the NANTeL Help Desk:

- Phone: 770-644-8900
- Email: nantelhelpdesk@inpo.org