

# FAQs for the ComplianceWire Learner

## **For State, Local, and Tribal Regulators**

### **Q: How can I register for a ComplianceWire account?**

A: [Visit ComplianceWire to request an account](#), Once you complete and submit your registration, you will receive an email confirming that your registration has been received and a decision will be made accordingly.

For more information about ComplianceWire including tips on how to navigate; System Requirements; and FAQs about the ComplianceWire LMS please visit [OTED's Main Page](#).

## **For FDA Employees:**

### **Q: How can I register for a ComplianceWire account?**

A: Personnel in ORA Program Areas and HQ Office Personnel should contact your Program Training Officer (RTO).

Center personnel should email their request to [appsdesk@fda.hhs.gov](mailto:appsdesk@fda.hhs.gov)

### **Q: Some courses have a token to the left that resembles two sheets of paper. When I launch the course it opens a dialog box with information or questions followed by another box asking for an e-signature. Do I complete the e-signature?**

A: The courses with a token to the left that resembles two sheets of paper are called control documents. Usually the control document will direct you to another site or explain what you need to do to obtain credit for that control document. You should follow the instructions of the control document and after completing the requirements, return to the control document to sign the e-signature.

### **Q: If I'm timed-out while taking an online course (because of my Company/Organization defined timeout period) will I have to retake the entire course?**

A: No, if you are timed-out while taking a course, the system will bookmark your progress. When you return to the course, the system will bring you to the section of the course where you left off.

### **Q: How do I print my certificate of completion for a course?**

A: After you have successfully completed the End-of-Lesson challenge, click [Continue]. Your certificate of completion will appear. Select [File] and the [Print] from your Internet browser.

**\*\*NOTE:** If you do not print the certificate at the time of completion, you can obtain a copy of your certificate from the History area of the system at any time.

### **Q: How do I view a record of my completed scores?**

A: Click on the History tab. Your training history will then be displayed.

### **Q: Can I print a copy of my history?**

A: After selecting the History tab, select the Printer Icon. The report will be downloaded as an Adobe PDF file for printing. You can also download the file as a .CSV file or Excel file.

***Q: If I complete the Tour of FDA on the FDA website outside of ComplianceWire, does that completion show in ComplianceWire?***

A: No, only courses launched and completed on ComplianceWire will be recorded as a completion in ComplianceWire.

***Q: I forgot my password, how can obtain my password?***

A: On the Login Screen, next to the password box, you will see “Forgot Your Password?” Click on it, complete the information on the next screen and select continue. Your password will be emailed to you, as long as your e-mail is in the ComplianceWire system.

***Q: Is there is reference manual?***

A: Yes. There is a reference manual located under Tools. Click on Job Aids. Use the drop down menu to select the appropriate chapter. The manual can be sent to your printer for a hard copy.

***Q: When I logged into ComplianceWire, there was a course on To-Do List. How did it appear on my list?***

A: There are 2 ways that the course may have appeared on your To-do list.

1. The course may have been assigned to you by your manager or someone with the appropriate security level.
2. You may have launched the course from the catalog. Once you launch the course it will appear on your My To-do list as an elective. It will also have a token (to the left of the title) denoting it as being bookmarked.

***Q: I launched a course as an elective and now I would like to remove it from my To-do List. Can I remove it?***

A: Yes, once you click the down arrow to the right of the course title, you will see General Information about the course. There is an option at the bottom of the screen that says “Remove”. This will delete the elective course from your To Do list.

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