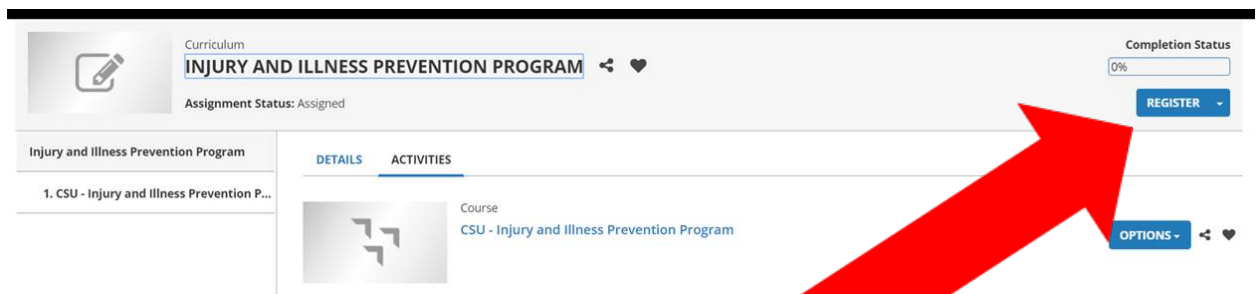


FAQ CSU Learn Training: Injury Illness Prevention Program

Trouble Shooting

If you are experiencing problems accessing the training course on CSU Learn, please check the following:

- 1) Are you using Chrome or Firefox? Chrome or Firefox is suggested for better course stability.
- 2) Are you using this link: [the IIPP training](https://csu.sumtotal.host/Core/pillarRedirect?relyingParty=LM&url=app%2Fmanagement%2FLMS_ActDetails.aspx%3FActivityId%3D21236%26UserMode%3D0) or https://csu.sumtotal.host/Core/pillarRedirect?relyingParty=LM&url=app%2Fmanagement%2FLMS_ActDetails.aspx%3FActivityId%3D21236%26UserMode%3D0 ?
- 3) Are you signed on to CSU Learn?
 - a. Sign on to mycalstatela.edu and locate the CSU Learn icon.
 - b. Once you are signed onto CSU Learn, go to the search box.
 - c. Search: Type in "IIPP".
 - d. Select: Injury and Illness Prevention Program, Curriculum, CALSTATELA
- 4) Are you registered? Please click on the Register button. Once you register, the Start button will appear.



- 5) If you are still experiencing problems, please email rmehs@calstatela.edu and provide a screen shot of the issue. We will respond shortly.

Thank you for your assistance.