Q: How do I login to MedTrainer?
A: *Employees can access MedTrainer through K-Net. Click Login with MedTrainer SSO, enter your NKC email address, click Log in at nwkidney.org - this will require Okta.*

Q: What if I'm unable to login to MedTrainer?
A: *Ensure your email matches in ADP. Please reach out to People@nwkidney.org to troubleshoot. It can take up to 24-48 hours to update incorrect information.*

Q: Can I self-assign to courses?
A: *Yes! Students can search for courses and self-assign through MT Learning → Course Library.*

Q: Why is MedTrainer not opening in my browser?
A: *Google Chrome and Firefox work best for MedTrainer. Clear cache/cookies.*

Q: Is there a link to MedTrainer Support?
A: *Yes! You can access additional MedTrainer resources through the Support Center on the left-hand side of the page below MT Learning.*

Q: Are there Continuing Education Credits (CECs) available in MedTrainer?
A: *Yes! Review the **Course Details** of the training you are interested in through the Course Library.*

Q: I am returning from Leave, why can't I access MedTrainer?
A: *MedTrainer reflects information in ADP. If you are returning from Leave, you must notify People@nwkidney.org. The Benefits Team will update your status in ADP and this will feed over to MedTrainer within 24-48 hours.*

Q: What happens to my course assignments while on Leave?
A: *The courses will remain active while you're on Leave. Courses can also be assigned while you are on Leave. When you return to work, please complete the trainings within 30-days of return.*

Q: What if I can't complete a course all at one time? Will my progress reset?
A: *No, your progress will not reset. If you are unable to complete a course, you can leave and the progress will remain the same when you return.*

Q: I have completed my course, why is my dashboard not showing it as complete?
A: *Please ensure you have answered all questions at the end of the course and receive the final message that you have completed the course. There is one course: Alzheimer's Disease and Related Disorders, that requires additional assistance. Please reach out to People@nwkidney.org for this.*

MedTrainer FAQ - Managers

Q: How do I view course status reports?
A: *Navigate to MT Learning → Learning Reports. Here, you can create a new report, view/edit current reports, and schedule delivery for specific reports.*

Q: Can I assign or self-assign courses?
A: *Yes! Students can search for courses and self-assign through MT Learning → Course Library. Admins can self-assign + assign to their reporting employees.*

Q: How can I find my employee's transcripts and certifications in MedTrainer?
A: *Find your employee's profile through the Employee Center (Organization Management → Employee Center). Click to view **Full Profile** and then click **Transcripts** in the menu list. Scroll down to view. Printer icon is available to print or save.*

Q: Will my new hire be assigned training on their first day?
A: *Yes! MedTrainer auto-assigns training to new hires based on their job title in ADP. This should be available on their first day with NKC.*

Q: Why is my employee showing as "Inactive"?
A: *There are three status types in MedTrainer; Active, Inactive, and Deactivated. Active: all current employees, Inactive: current employees on leave, Deactivated: terminated employees.*

Q: How can I change my employee from "Inactive" to "Active" in MedTrainer?
A: *MedTrainer reflects information in ADP. Your employee that is returning from Leave must notify People@nwkidney.org. The Benefits Team will update their status in ADP and this will feed over to MedTrainer within 24-48 hours.*

Q: Will my employees on Leave still be assigned to courses?
A: *Yes! Courses will remain active while employees are on Leave. Courses can also be assigned while on Leave. When the employee returns to work, we recommend completing the trainings within 30-days of return.*

Q: Who do I contact if my employees are not populating correctly in MedTrainer?
A: *This will require Super Admin support, please screenshot the error you are receiving and send to People@nwkidney.org with a brief description.*

Q: My employee completed their course, why is it not showing as completed?
A: *Please ensure the employee has answered all questions at the end of the course and received the final message that they completed the course. There is one course: Alzheimer's Disease and Related Disorders, that requires additional assistance. Please reach out to People@nwkidney.org for this.*

MedTrainer Resource Links

Students:

Click HERE to login to MedTrainer
Click HERE for a MedTrainer Quick Start Guide
Click HERE to watch a video on how to login to MedTrainer

Admins:

Click HERE to learn how to create reports
Click HERE to learn how to create live trainings

NORTHWEST
Kidney Centers