

LEARNUPON FREQUENTLY ASKED QUESTIONS (FAQ)

HOW DO I LOGIN?

Go to fairfutures.learnupon.com and enter your agency email and your password*

**If you are a new staff member, this information will be sent to you in an email*

HOW DO I CHANGE MY PASSWORD?

Go to **your profile** on **LearnUpon dashboard** (*top right corner*)

Click **your name**>**change password**

WHAT IF I FORGOT MY PASSWORD?

Go to fairfutures.learnupon.com, enter your agency email and click **forgot password**

HOW DO I SIGN UP FOR REQUIRED TRAINING?

You will automatically be enrolled and registered for all required training for your role

SELF-PACED LEARNING

You will automatically be enrolled and you can begin this training as soon as you log in to the platform

LIVE LEARNING

You will automatically be registered for the first available date for live learning via zoom

You can change your registration based on the other dates available. However, some training is only offered 1-2 times per year

HOW DO I SIGN UP FOR WORKSHOPS OR LEARNING COMMUNITIES?

You can sign up for workshops and learning communities in the catalog section of LearnUpon

HOW DO I KNOW WHEN I HAVE COMPLETED A COURSE?

Find the completion requirements on the **course homepage**. Once complete, you will receive an email and the course will appear under **My Learning>Completed Training** with a **completion certificate**.

**Most courses require a post-test with a minimum required score of 90% (unlimited attempts).*

HOW DO I ACCESS MY TRAINING HISTORY?

Go to the **My Learning** section of the **Dashboard** and click **Training History** (*top right corner*). From there, you can download your Training History as a PDF.

WHO CAN I CONTACT WITH QUESTIONS ABOUT FAIR FUTURES TRAINING?

training@fairfuturesny.org

WHO CAN I CONTACT WITH QUESTIONS ABOUT LEARNUPON?

lms@fairfuturesny.org