

Frequently Asked Questions

What is new and different about Training Network NOW?

- Enhanced Search Features
- Completely Mobile Friendly
- Closed Captioning
- Increased Administrator Capabilities
- Co-branding (Add your company logo to your online training portal)

How do I find videos on the website?

There are two methods to find videos. First, click on the Browse Topics link in the header to bring up a list of topics. Click on the topic in which you are interested to bring up a list of subtopics, from which you can select videos. Second, our enhanced search feature allows you to search for videos by SKU, title, keyword, acronym or topic.

Are there videos available that play on mobile devices?

All of our videos are completely compatible with desktops, laptops, tablets, and smartphones. You can access your online training anywhere there is an internet connection.

Are there videos in Spanish?

We have over 350 videos available in Spanish and are adding more every day! Many of the quizzes are also available in Spanish.

Are the videos available in closed caption?

All of our videos are available in closed caption and are 508C compliant. Simply use the [CC] icon to turn them on or off as needed. You can even adjust the font, size, and positioning to fit your individual needs.

Who do I contact if something does not work?

If you need technical assistance, we are here to help! Contact Terrica Nelson at (800) 397-5215 x1134 from 8AM – 5PM EST Monday – Friday. Or you can email terrica@trainingnetwork.com and she will respond within 24hrs.

How can I access usage reporting information?

As an administrator, you will have a “Reports” link at the top of your navigation menu after logging into your online training portal. This will allow you to see both a video and quiz report for all of your company’s users.

How do I add or remove users?

As an administrator, you will have a “My Employees” link at the top of your navigation menu after logging into your online training portal. This will allow you to add and remove users as needed.