

Registration

For the quickest resolution, click on your specific issue below:

- [I need assistance registering for this training.](#)
- [I have registered for this training but have not received my PreClass email.](#)
- [I have registered and received my PreClass email but am having problems logging in to HSLC.](#)

I need assistance registering for this training.

- Go to the Human Services Learning Center (HSLC) at <https://www.hslcnys.org/hslc/>.
- Click **Create an account** in the upper right corner. 
- Enter your information and at the bottom of the form and be sure to:
 - Select **Yes** to taking the Self-Directed Mandated Reporter Training
 - Select your discipline from the menu.

Are you requesting this account to take Self-Directed Mandated Reporter Training?

Yes: No:

Select Discipline:

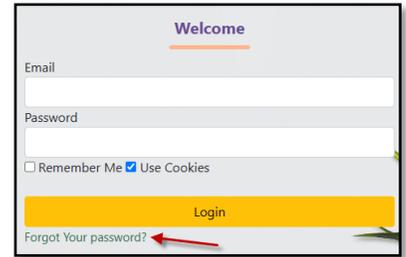
- Select **Register Account**. 
- You will receive an email from HSLC Support with the subject **HSLC Registration** containing a link to validate your email address. **Please click the link in the email.**
- After validating your email address, you will receive two additional emails.
 - The first email will inform you that your HSLC account has been created. This email will also contain your username and temporary password. You will need your temporary password to login to HSLC for the first time.
 - The second email with subject HSLC: PRECLASS EMAIL (Self-Directed Mandated Reporter Registration) is your pre-class registration confirmation. It outlines the class requirements and lists support contact information.

I have registered for this training but have not received my PreClass email.

- If you don't see your PreClass email in your Inbox, please check your Junk/SPAM folder.
- If you are unable to locate your PreClass email in any folder, you can have the email resent by [clicking here](#), entering the email address you registered for the course with and clicking the Submit button.

I have registered and received my PreClass email but am having problems logging in to HSLC.

- Login to HSLC with the email address you registered for the training with and either the temporary password you received via email or the new password you set.
- If you are unsure of your password, you can reset it by clicking on the **Forgot your password?** Link on the HSLC login page.
- Once logged into HSLC, select **Go to My Trainings**.



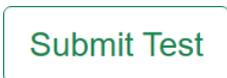
- Select **View Course Detail** to expand the class window.



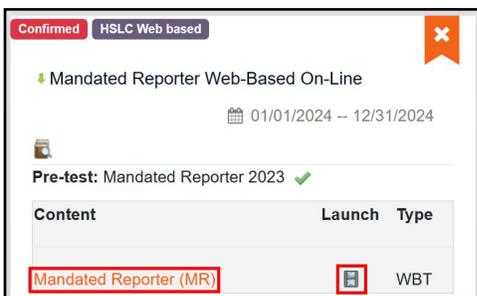
- Select **Evaluation Level 2 Pre** and complete the pre-test evaluation.



- Select **Submit Test** after answering all questions.



- Select **Mandated Reporter (MR)** or the **Launch** icon to begin the content.



If the above steps have not resolved your issue, please close this document and return to the webpage to send an email. Please be aware that your email will be responded to in the order in which it was received, and it may be weeks before you receive a reply. To expedite a response, please be as specific as possible with the Additional Information you include such as the email address used to take the training and your full name in HSLC.