



## **FAQs**

**How do I login to my instructor portal?-** Go to [www.energytrainingcouncil.org](http://www.energytrainingcouncil.org) and click the login button in the top right hand corner. Your username will be your ETC #. If it is your first time to login your password will be Password1. *After logging in for the first time you will be able to change your password in the “My Profile” tab in the upper right hand corner of the portal.*

**For example: username-** ETC501  
**Password-** Password1

**What if I forgot my password?-** Click on the login screen and then click “Forgot your Password?” A password will be sent to the email you have in your profile.

**Can I order a replacement card?-** Yes, go to [www.energytrainingcouncil.org](http://www.energytrainingcouncil.org) and click on the “card remake request” form on the bottom left hand of the home screen and fill in the information. **NOTE: WE CAN ONLY REMAKE ETC CARDS. IF YOU ARE NEEDING A PEC OR IADC CARD REMADE, YOU WILL NEED TO CONTACT THOSE SPECIFIC ORGANIZATIONS.**

**How much is the replacement card?-** There is a \$15 fee for each card if it is for an ETC member. If it is for a non ETC member the cost is \$30.

**What if I change companies?-** Notify ETC as soon as possible of the change. Your instructor status is only good if you are working for an ETC member, however we need to know ASAP if you change companies so the company information can be updated in your portal. Also, your instructor status is only active if you are in good standing with ETC.

**Can I train someone who doesn't work for my company?-** No, as in In-house instructor you can only train your own employees or subsidiaries if they are members. This does not include subcontractors.

**How do I pay for my cards?-** The invoice for cards will ALWAYS be mailed along with your cards and hard hat stickers. It is your responsibility to either pay the invoice with your company card or send it to your company accounts payable department. All invoices are due within 30 days.

**What happens if I try to login to my portal and it says Administrative Hold or Disabled?** You will need to contact ETC. You will be locked out of your portal if you have past due invoices, your company has not paid its membership fee, or there is an issue with your paperwork or classes.

**Can I teach if I'm locked out of my portal?** **No**, you will need to resolve the reason you are locked out before you can teach a class.

**Can I get extra hard hat stickers?** We send a hard hat sticker with each card. We will only send additional stickers out to employees that are in the SafeLandUSA database. There is \$2 charge per replacement sticker.

**How can I see if someone has a SafeLandUSA card?** There are 2 ways to search. You can go to [www.safelandusa.org](http://www.safelandusa.org), click on the Resources tab at the top of the page, then click on SafeLandUSA/SafeGulf Training Database. This will take you to the database. You will need to enter their last name, first name, and either the last four of their SS# or their DOB. You can also go to [www.peccard.com](http://www.peccard.com) and search.

**How often is SafeLandUSA Orientation required?** Currently it is a one-time orientation, however there are some operators that require for their contractors to do an annual refresher. Some contractors are also requiring an annual refresher.

**Will the SafeLandUSA Orientation be uploaded to ISNetworld?** **No**. You will have to upload any of the training you do to your companies ISNetworld account.

**Can I add company specific information to the class?** You are unable to change the ETC PowerPoint or add your own company specific information to the curriculum without written approval from ETC.

**Do we have to cover everything in the powerpoint if it doesn't apply to my company?** **YES**, you absolutely must cover everything in the ETC SafeLandUSA powerpoint.

**Does the student need a photo ID to take the class?** Yes, the student must show a valid government issued photo ID. Examples include state issued driver license, passport, TWIC card, military ID. You need to look at the ID to verify it is them, however you do not need to copy the ID.

**Can the students grade their own tests?** **NO**, all tests must be graded by the instructor. The instructor is required to remediate with each student what answers they missed.

**What is the passing grade for tests?** Each student is required to make an 80% on each module. If they do not make an 80% on a module, they must retake that module with a

different version. The retake must be taken on the Supplemental Test Answer Sheet which can be found in your Instructor Portal.

**Can we use turning point to test?**- Yes, however beginning September 1, 2015 instructors using turning point will be required to run specific reports during and after class.

**Can everyone take the same test?** – **NO**, there shall be at least 2 different test versions given if you have more than one student.