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## *How to log on or create your new account*

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To log on or create your new account, click on the Public Safety Training Campus link provided on the Driver Training website. If you have any questions or problems, please contact the DPS HELP DESK at [ServiceDesk@dps.ohio.gov](mailto:ServiceDesk@dps.ohio.gov) or (614) 752-6487.

### **Request a New User Account**

1. Visit the Public Safety Training Campus (link provided on the Driver Training website). Click on New User, open the Word document or PDF file. Fill out the form completely and attach it to an email.  
**NOTE:** If any of the information is incomplete, it will delay the account being registered.
2. Send an email to request the creation of a new account for you, to [ServiceDesk@dps.ohio.gov](mailto:ServiceDesk@dps.ohio.gov). Recommended subject line - "PSTC New User"
3. Once your account has been verified, you will be registered in the PSTC and receive an automatic generated email from **Public Safety Training Campus** <[training@dps.state.oh.us](mailto:training@dps.state.oh.us)> with login credentials.

**USERNAME & PASSWORD** - Once the above information is processed, you will receive an email from [training@dps.ohio.gov](mailto:training@dps.ohio.gov) in no less than one business day, with your user name and password. This is the information you will use to log into the training campus.

Note\* Please adjust your email settings to make sure you receive emails from [training@dps.ohio.gov](mailto:training@dps.ohio.gov). If you find a [training@dps.ohio.gov](mailto:training@dps.ohio.gov) email in your junk mail or spam box, mark the email by clicking "Not spam" or "Add to Safe Senders List" so future emails will not be intercepted.

### **Access the Public Safety Training Campus**

1. Once you receive your login credentials from **Public Safety Training Campus** <[training@dps.state.oh.us](mailto:training@dps.state.oh.us)>, you can view the course schedules, register for instructor-led training sessions, launch eLearning recorded training, and download training materials.
2. To access available courses hosted by the Ohio Department of Public Safety. Log in with your unique User ID and Password.
3. Click on the 'Courses' tab.
4. Select the Course ID and type in WBT650 for the Sexual Harassment Prevention Course.
5. Once the course is found, select the course and enroll. Make sure you enroll every year in the newest course. Retaking the previous year's course will not count.
6. Upon successful enrollment, click on "My Courses' tab. You will now see the course.
7. Select the course and launch the program.

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## FAQ

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### **I am not employed by DPS how do I create my account?**

Send an email to request access to [ServiceDesk@dps.ohio.gov](mailto:ServiceDesk@dps.ohio.gov). See instructions on log in page.

### **How do I login to the PSTC?**

Enter your User ID and the Password you received via email. The first time you log in, you will be required to change your password to a minimum of eight characters and must contain an alpha, numeric, and one special character from the following list: ! @ # \$ % ^ & \*

### **Can I access the PSTC from any computer?**

As a web-based system, the PSTC can be accessed by any computer connected to internet. All you need to do is remember the web location (URL). The direct link is provided through the [drivertraining.ohio.gov](http://drivertraining.ohio.gov) website under the link for 'Driving Instructors'.

### **Can anyone have access to the PSTC or is it just for ODPS employees?**

The PSTC can be accessed by all DPS employees as well as non-employees.

### **Can I change my username?**

No. External users should contact [ServiceDesk@dps.ohio.gov](mailto:ServiceDesk@dps.ohio.gov).

### **Can I change my password?**

Yes, but only when you receive notification that it has expired. When your account is established in the PSTC your password is set to expire every 180 days.

### **Why can't I login to the PSTC?**

If you have tried unsuccessfully to enter your password five times, your account will be blocked for five minutes.

### **I have forgotten my password and User ID, what should I do?**

If you forgot your User ID or password, use the link on the login page marked "Forgot ID or Password". Enter your user ID or email address, an automatically generated email with your information will be sent to the email address on your account. If unsuccessful, email [ServiceDesk@dps.ohio.gov](mailto:ServiceDesk@dps.ohio.gov) for assistance.

### **How do I register for a course?**

A list of all courses can be found in the "Course Catalog": it is here you will enroll.

- To make your selection you can use the filters that appear at the top of the page.
- To see the details of a course, click on the "i" or the "+" icon to the far left of the Catalog ID. Once you have decided to take the course click the enroll button.
- The course will now appear in "My Courses". Web-based courses can be completed at your convenience.
  - Some courses will require approval and you will therefore need to wait for notification of the approval before registration is confirmed.
  - Review the user manual course registration process step by step.

### **How can I see which courses I have completed?**

Go to the My Courses tab and click Completed Courses to see a list of all courses you have completed, you can also view your transcript.

### **How do I reprint my certificate?**

To reprint a certificate, view your transcript, a certificate button will be present if you have courses with certificates.

### **Why am I encountering problems in launching a course I have registered for?**

There are several reasons you may be having trouble launching the course.

First, check the technical requirements indicated for each course (such as Adobe Flash Player, Adobe PDF Reader, Java versions, etc.). If you do not have the appropriate versions you will not be able to load the course. Since most eLearning courses make use of pop-up windows, please make sure to disable pop-up blockers in your browser. For any problem do not hesitate to contact the

[ServiceDesk@dps.ohio.gov](mailto:ServiceDesk@dps.ohio.gov)

### **I attempted a web-based course but it's not showing completed.**

When you take a Web based Training, make sure you Exit the course using the exit button within the course itself.

### **How do I verify that I am enrolled in a training course?**

1. Log on to PSTC.
2. From the "News" page, click the "Course Catalog" tab.
3. Search for the course, if it is grayed out, you're enrolled.

### **Why didn't I receive an e-mail notification regarding my enrollment request?**

It is likely that the email address in your profile is incorrect or missing.

To verify and edit your email address, contact [ServiceDesk@dps.ohio.gov](mailto:ServiceDesk@dps.ohio.gov).