

## PFR Portal Trouble Shooting

Support 1-877-836-2678

### Frequently Asked Questions

1. How do I know if my PC meets the requirements?

Answer: The following software is required to use the Therapist Portal (use the links to download free versions of some of the necessary software):

- [Adobe Reader 7 and later](#)
- [Java Runtime Environment \(JRE\) 1.4.2](#) and [later](#)
- Internet Explorer 5.5 and later
- Windows NT/2000 OS and later
- Macs are **not** supported
- [Flash player 8 and above](#)
- Popup blockers are **NOT** compatible with web-based training, even when disabled
- Speakers may be required for some web-based training courses

2. How do I setup an account so I can login to take training?

Answer: It's simple, just click [here](#) and follow the instructions on screen.

3. Where do I find my Personnel Number?

Answer: Your Personnel Number can be found on the top-middle section of your pay stub. It is labeled "Personnel #".

4. I received the message "We were unable to find a matching record for the information you entered." What do I do now?

Answer: Ensure that you have entered your name, personnel number, and the last four digits of your Social Security Number properly. The name that you should enter is the name that appears on your pay stub. For instance, if you go by "Jim," but your pay stub shows "James," then James is the name you should enter. If you have a Jr., Sr., III, etc. on file you will need to accompany your last name.

5. I have not received any emails with access information.

Answer: Please contact Customer Support at 1-877-836-2678.

6. I forgot my password or I want to change my password, how do I do that?

Answer: Please click [here](#) to reset your password. You will receive a temporary password via email, and you will be able to create a new password when you login for the first time. If you are unable to reset your password in this manner, please contact your Customer Support at 1-877-836-2678.

7. How often will I need to change my Password?

Answer: Every 120 days. At that time, you will see a screen prompt instructing you to change your password.

8. What are the rules that I need to follow when changing my Password?

Answer: Your new password:

1. must be at least seven characters long
2. cannot be blank
3. for security reasons, the new password must contain three of the following four elements:
  - lowercase alphabetic characters (a, b, c ... z)
  - uppercase alphabetic characters (A, B, C ... Z)
  - numbers
  - other characters (\$, !, #, etc.), except spaces

9. I am unable to log into the Therapist Portal?

Answer: If you are unable to access the Therapist Portal in spite of using the right password/user name, then your account may have been terminated because of **120 days of inactivity**. Please contact Customer Support at 1-877-836-2678.

If you have made **6 invalid login attempts** it will remain locked as a security measure. It can be reset by contacting Customer Support at 1-877-836-2678.

10. I was able to login to the Therapist Portal. What do I do now?

Answer: To take a course select the Training link. Courses are tailored to the Discipline that you selected when you created your account. To navigate the Course Catalog, use the "Select" link to the left of a Training Type to view the Categories within that Training Type. Similarly, use the "Select" link to the left of a Category to view the available Courses and the "Select" link to the left of a Course to view the Course Details and launch a Course. Alternatively, you can use the "Search a Course" link at the left to search the Course Catalog.

11. I selected the course I want to take but how come it doesn't come up?

Answer: Check to make sure that you've uninstalled pop-up blockers. The course cannot launch if you have pop-up blockers.

12. How do I change my Discipline?

Answer: Select the link "Change Discipline" then choose a new discipline from the dropdown and click the "Change" button.

13. Can I download the course content in a printable format?

Answer: No, it is not possible to print the course content. Course content is not downloadable in any way.

14. I completed my courses, how do I get a certificate?

Answer: Not all courses offer a certificate upon completion. Select "pre-approved continuing education" courses from the training link to see which ones do. For courses that offer a certificate, go to the Completed Courses tab approximately one hour after taking the test and select the course evaluation listed under Pending Evaluations. Once the evaluation is complete then you will receive your certificate via email.

15. I used to mail the course history page and my evaluation to corporate office. Is it still required?

Answer: For courses that are completed on the Peoplefirst portal it is not required. However, for courses completed on Knect you will have to continue to mail these to the corporate office so that a certificate can be sent to you.

16. My email address has changed. How do I get it to appear in my profile?

Answer: Contact customer support and they will handle the request.

17. I attended a job fair and received a recruit token to try out the portal. When will it expire?

Answer: The token expires within 30 days of receipt.