

1 - Unable to log in to old account or obtain older certificates

As of March 1, 2020, you are unable to use your log in information from previous year's course to take the new course. The previous system was retired and the course is being administered in a new system called CDC TRAIN.

The information regarding the new Heads Up course and guidance for creating a new account with CDC TRAIN is located at <https://www.cdc.gov/headsup/youthsports/training/index.html>. If you need to create an account in CDC TRAIN, please use the [How to Create an Account in CDC TRAIN](#) guide.

If you need assistance with CDC TRAIN, please contact the learner support team at train@cdc.gov.

If you have questions about the content or obtaining older certificates, please contact injuryprevention@cdc.gov and put HEADS UP in the subject line.

2 – Stuck in pre-assessment pending

Once you register for the course you are moved to a pre-assessment pending status. Please click the green "Assessment" button to begin the pre-assessment. If you are on a mobile device, the assessment link will be in the green "More Actions" button. Once you have completed the pre-assessment, the button will update to a Launch button. Click the "Launch" button to begin the course content. *You may need to turn off the pop-up blocker for your browser before the browser will open the pre-assessment.*

3 – Course Navigation

Please use the blue arrows in the bottom right corner of the course to move forward and back in the course. The forward arrow may be greyed out until you complete a video or activity page. Please note that the full navigation screen may not appear on mobile devices. It is recommended that you use a tablet/laptop/desktop.

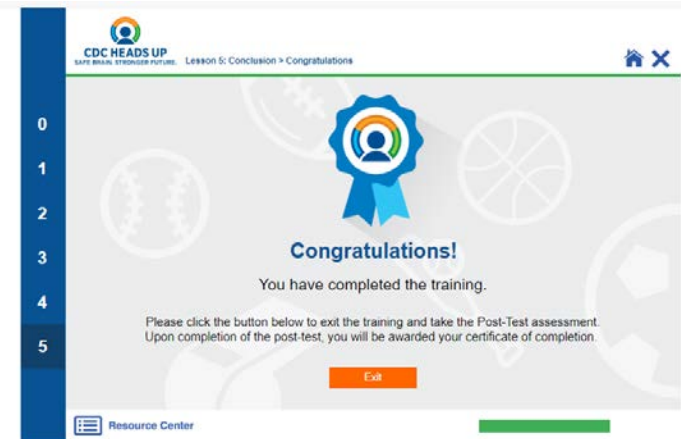


3 – Trouble viewing videos

Videos now stream from YouTube. If you are experiencing issues with the course loading or buffering, we suggest closing all browser windows and reopen CDC TRAIN using Google Chrome.

4 – Stuck in the In Progress status

This course is designed to automatically move you to a completed/post-assessment pending status when you reach the end of the course. Do not exit the course for completion until you have landed on the Congratulations page. To return to the course while In Progress, select the “Launch” button and choose the “resume where you left off” option. If you skipped any of the chapters the course may not complete.



5 – Trouble with posttest

The assessment is points based, not percentage based. To achieve a passing score on the posttest, you must obtain 80 *points*. Of the first 10 questions, you will need to get 8 out of 10 correct to receive a passing score.

The rest of the questions are Likert scale – those you can answer with your own opinion and they will not affect your score. You have 10 attempts to achieve a passing score.

6- Can't locate my certificate

When you have completed the post test with a passing grade of 80 POINTS (not percentage), the course will move to Your Learning/Your Transcript. The certificate will be located in Your Learning/Your Certificates. Please click on the **download icon** to the left of the course title. You will have the option to print or save to your computer.

CDC TRAIN

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