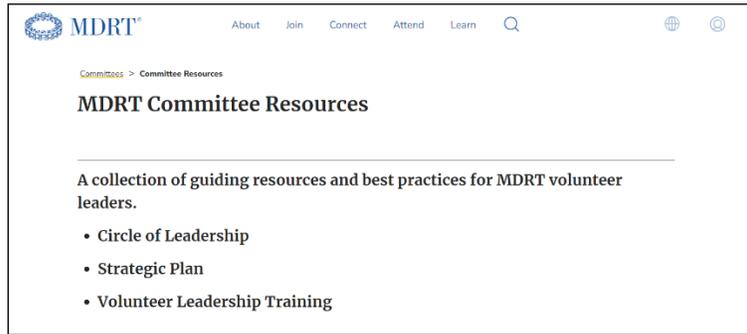




Frequently Asked Questions

1. Where do I gain access to the learning platform?

Log in to your [MDRT account](#). On the **MDRT Committee Resources** page, scroll down to **Volunteer Leadership Training**. Click on **Login/FAQ**.



After following the FAQ instructions, click **Training** from the MDRT Committee Resource page to create your Member Learning account.



After clicking **Training**, enter your current MDRT member username and password.



Frequently Asked Questions

The screenshot shows the MDRT sign-in page. It features the MDRT logo and the text "Sign in to MDRT". Below this, there are links for "Not sure of your sign in information? Try Member Look Up" and "Don't have an account yet? Create an Account". The main sign-in section is titled "Use Email/Username/MDRT ID" and includes a text input field for "Email/Username/MDRT ID*", a password field with a toggle for visibility, a checkbox for "Keep me signed in", and a yellow "Sign in" button. A link for "Trouble signing in? Reset Password" is located at the bottom.

Enter your current MDRT credentials

Next, select **I Agree** to MDRT's Privacy Policy to access the **Member Learning Platform**.

The screenshot shows the MDRT Privacy Policy page. It includes the heading "MDRT Privacy Policy" and a sub-heading "You must read and agree to the Privacy Policy in order to proceed". The main text explains the company's commitment to privacy and provides a link to view the full policy. At the bottom, there is a checkbox labeled "I accept the terms of the privacy policy (Required)" and two buttons: "I DON'T AGREE" and "I AGREE".

On the **Change Password** screen, enter this temporary password: **Welcome**

For your **New Password**, you must enter your **Current MDRT Password**. Then click **Change Password**.

The screenshot shows the "Change Password" form. It has the heading "Change Password" and a sub-heading "You are required to change your password in order to access your platform". The form contains three input fields: "Welcome" (with a red arrow pointing to it), "New Password (Required)", and "Confirm New Password (Required)". At the bottom, there are two buttons: "SIGN OUT" and "CHANGE PASSWORD".

Enter: Welcome

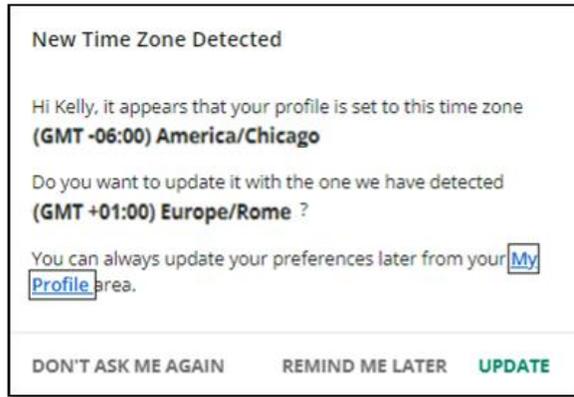
Current MDRT password (this ensures your current member credentials remain the same and will log you into the learning platform automatically)

**This is a one-time process, only required upon your first log-in to the Member Learning Platform.*



Frequently Asked Questions

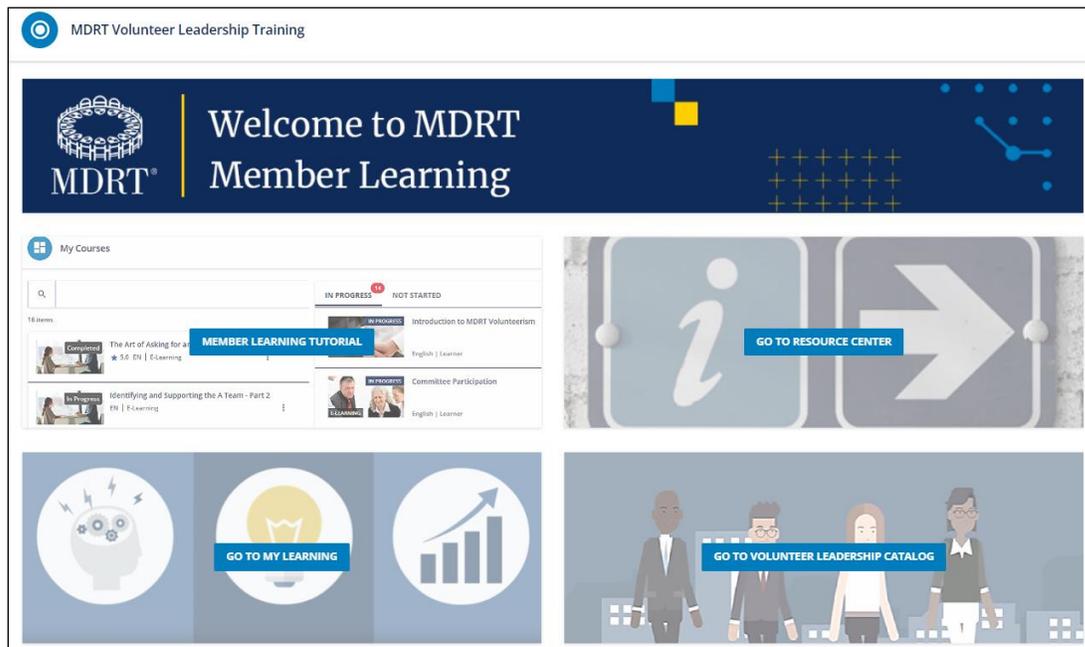
Note: The default time zone is set to MDRT Headquarters - Central Time. If you are not in this time zone, you may receive a pop-up box asking if you wish to change your time zone, as shown below. You can also adjust your time zone later, as directed, in the My Profile area.



2. I am logged in, what's next?

From the **Volunteer Leadership Training Home Page**, you can:
Watch the **Member Learning Tutorial** for a tour or visit the **Resource Center** for member FAQs.

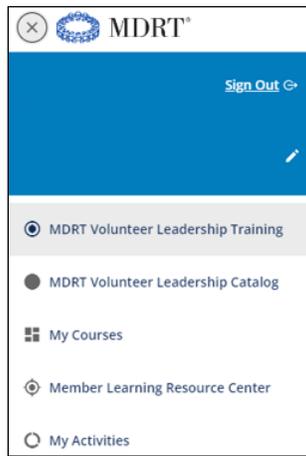
Browse the **Volunteer Leadership Catalog** or go straight to your personal learning page, **My Learning**, to access the learning plans and courses you have been assigned.



You can also use the menu in the upper left-hand corner to navigate the platform.

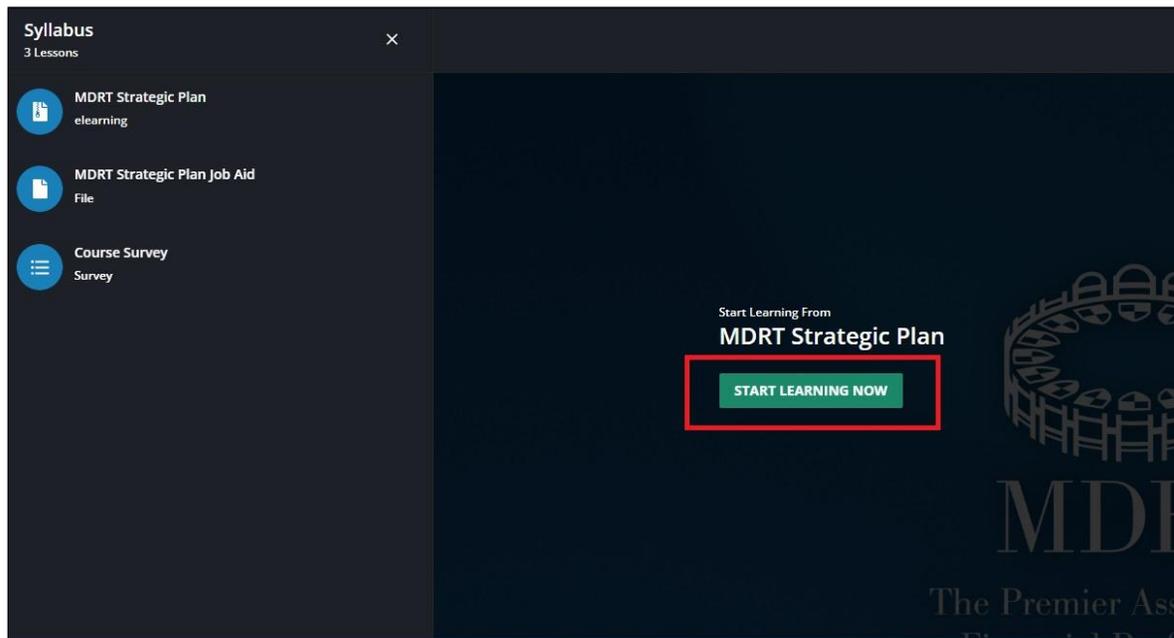


Frequently Asked Questions



3. How do I take a course?

Click on the course title as shown below, then click on **Start Learning Now**.



Complete the lessons in the course. You can exit by clicking the **X** in the upper right-hand corner and return later with your progress saved.

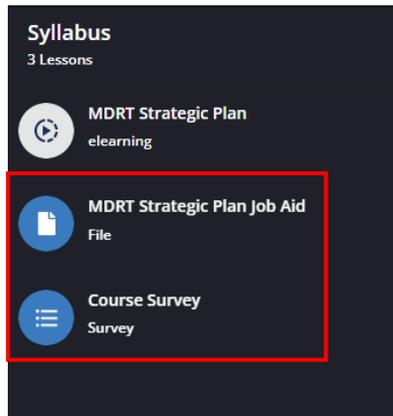


Frequently Asked Questions



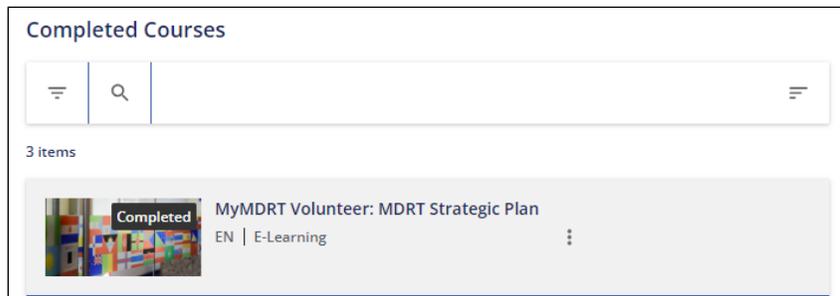
4. What other items are in the courses?

Each course contains a job aid with helpful takeaways from the course and a course survey to provide feedback on your learning experience.



5. How do I ensure I have completed a course?

Once you have gone through the entire course and passed the assessment with an 80% or higher, you will see the course marked “Completed” under your “Completed Courses” section.

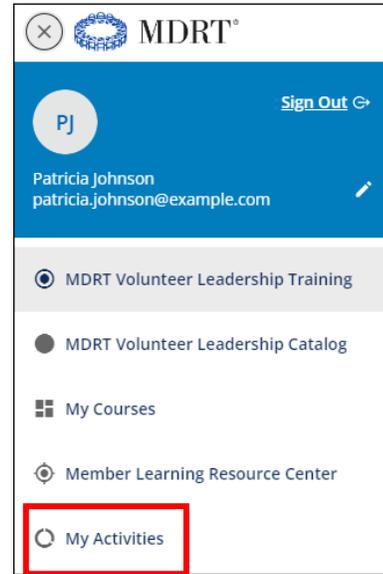
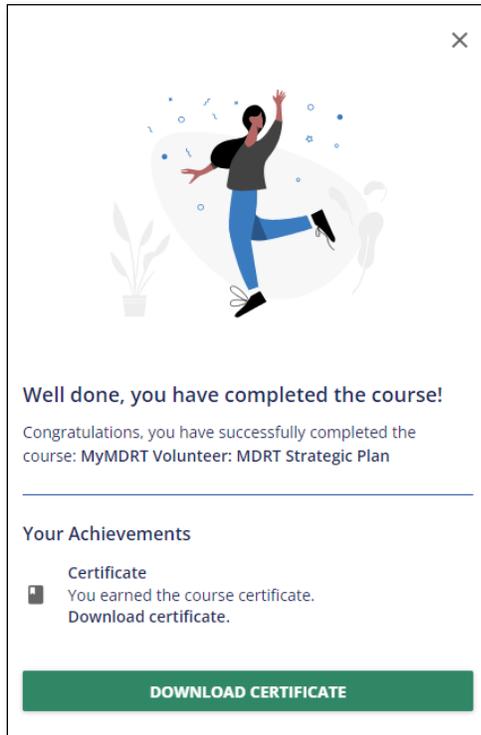


6. How do I download or print a Certificate of Completion?

You can download it in two ways. Upon finishing the course, the window below will appear, and you can download the certificate. The second way is by clicking on **My Activities** from your menu and downloading it via the **Badge Icon**.



Frequently Asked Questions



VL_Rep	Committee Leadership: MDRT Reporting	COMPLETED	11/6/2023	11/8/2023	0h 7m	0.00	
VL_SP	MyMDRT Volunteer: MDRT Strategic Plan	IN PROGRESS	11/7/2023		0h 14m	0.00	
VL_Vol101	Association Governance: Volunteer 101	COMPLETED	11/3/2023	11/6/2023	0h 16m	0.00	

7. How do I log in to the Member Learning Platform going forward?

1. Click the link: <https://www.mdr.org/connect/committees/committee-resources/> which will take you to the MDRT login page. Use your regular MDRT username and password to log in. For ease of future access, please bookmark this page.
2. To continue to the Volunteer Leadership Training webpage, scroll down the page and click:



3. Use the New Password you created during Step 1 to access MDRT Committee Resources.

8. Where do I go if I need assistance?

Please contact us!

Email Member Relations: MemberRelations@mdrt.org

Email Member Learning Support: lmssupport@mdrt.org