

Frequently Asked Questions: Indiana Department of Child Services

Please frequently check the Indiana Department of Child Services webpage for helpful documents to assist participants in online registration, launching online courses and printing certificates.

- Q: Can a participant use Google Chrome as the web browser when trying to register for a course?
A: The American Red Cross Learning Center works best when a participant is using Internet Explorer.
- Q: Can more than one participant share a username and password?
A: No, each participant is required to have a username of their own.
- Q: How long will I have to wait for my certificate to be ready to print once I have successfully completed the online Bloodborne Pathogens training?
A: Please check for the certificate frequently once you have completed this training. The Learning Center may have a high volume of users completing tasks which may lead to a lag time of 24 hours if your certificate does not appear immediately. If it does not appear within that window of time, please call the Training Support Center for additional assistance in accessing this certificate: 1-800-REDCROSS
- Q: When I attempt to log in as a Returning User to the Learning Center, I receive a message that states there is an “duplication” in the database; what can I do log in with my username and password?
A: Please call 1-800-REDCROSS and share with the agent your current username and be prepared to provide additional information such as your email address and phone number to assist the agent in their search for your user profile in the Learning Center.
- Q: How long are my certifications good for?
A: The Bloodborne Pathogens certificate expires in one year from completion date.
The First Aid, CPR/AED certificate expires two years from completion date.
- Q: How am I eligible to register for a REVIEW Course for First Aid, CPR/AED?
A: You must hold a current certification for First Aid, CPR/AED in order to enroll in a REVIEW Course. It will need to be provided to the instructor on the day of training to validate the current certification.
- Q: Why are all the courses that I want to take full? Can I be added to a waitlist?
A: All courses are based on a first come first registered basis and the organization cannot promise a seat to any participant. Due to logistics that go into each training course we cannot waitlist participants to any course.
- Q: I received an error message when applying my coupon; what can I do next?
A: Please check your Enrollments under the My Learning Tab. The registration may have completed. If the course is not listed in your enrollments please call the Training Support Center for additional assistance: 1-800-REDCROSS.
- Q: I have sent in multiple messages for assistance to support@redcrosstraining.org and have not received a response; what can I do next?
A: Please call the Training Support Center directly to speak with an agent: 1-800-REDCROSS.

For assistance in the American Red Cross Learning Center please contact the Training Support Center: 1-800-REDCROSS of support@redcrosstraining.org