Bureau of Justice Assistance
Center for Task Force Training™ (CenTF) Web Site and Online Training Portal
Center for Task Force Leadership and Integrity (CTFLI)

Frequently Asked Questions

Troubleshooting information under the following subject areas is provided in this document:

- [Accounts and Password](#)
- [Preauthorization Code](#)
- [Accessing Online Training](#)
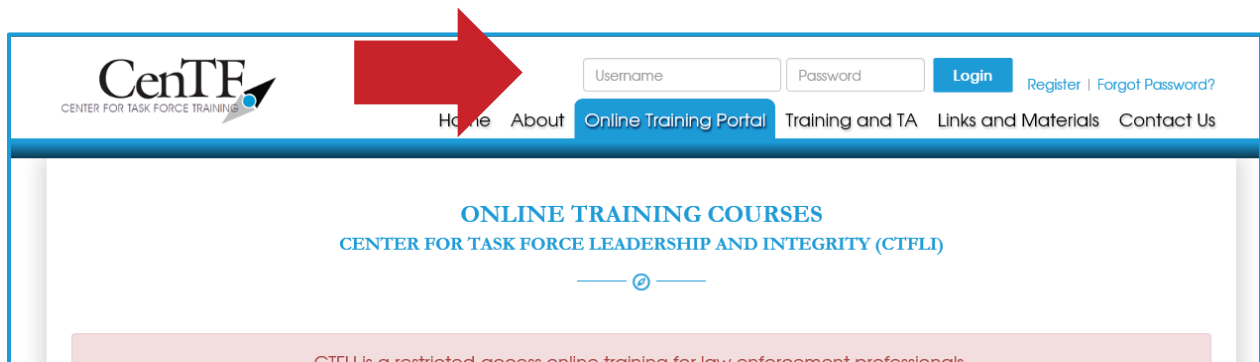- [Accessing Certificates](#)

Accounts and Password

How long does it take for my account to be activated?

Typically, registrations are approved within two business days. However, if you registered using a non-agency e-mail, your account may require additional verification of employment from the designated point of contact. Once approved, you will receive a one-time e-mail that requires you to click a link to activate your account. Your account will not be accessible until you click the link.

How do I log in once I have received my approval e-mail?

Click the activation link in the approval e-mail to log in to the Web site. Once you have activated your account, you can log in to the training from the [Online Training Portal](#) and use the login area in the Web site header, depicted below.

What do I do if my password does not work?

There is a "[Forgot Password?](#)" link in the Web site header. Click the link for instructions to create a new password using e-mail verification.

Note: If this is the first time attempting to access your account, and the password is not working, PRIOR to using the "Forgot Password?" link, please ensure that you have activated your account. The one-time account activation e-mail requires you to click a link to activate your account. Your account will not be accessible, and the "Forgot Password" function will not work, until you click the link.

How do I change my account information?

Once you have logged in to the Web site, there is a "Manage Account" link in the Web site header next to your username. You may change agency information there. **Make sure to SAVE your changes before exiting the screen.**

Note: Some fields require you to contact us (designated by grayed-out fields); please e-mail CenTF@iir.com for further assistance.

Preauthorization Code

What is preauthorization?

Preauthorization grants an authorized individual the permission to vet personnel for automatic approval upon registration for the CenTF Online Training Portal. Managers and supervisors who wish to enroll multiple staff members in the CenTF Online Training Portal may choose to request a preauthorization code. Individuals with an assigned preauthorization code will also have the ability to view a list of users who have used the code to register and which online training courses they have completed.

Can my agency set up a preauthorization code for our officers?

Preauthorization codes can be obtained by selecting the "Yes" radio button on the "Supervisor Information" section of the registration form, depicted below.
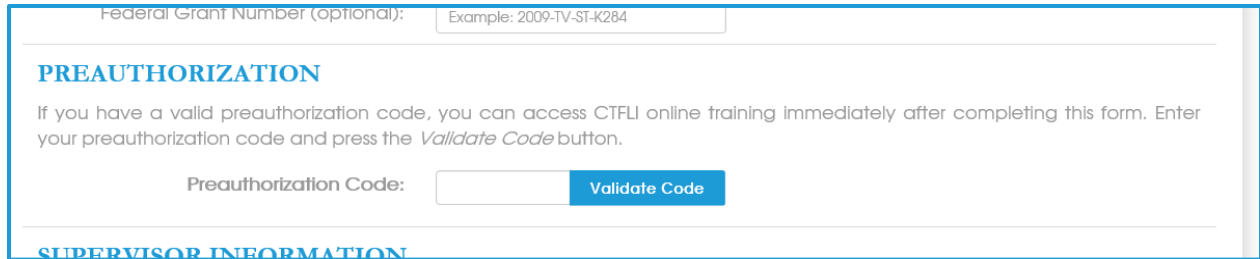

If a user would like to request preauthorization but is already a registered user, a code may be requested by e-mailing the CenTF Help Desk at CenTF@iir.com.

How do I reassign the preauthorization code that was issued to my account to another user's account?

Preauthorization codes must be reassigned by CenTF Help Desk personnel. E-mail CenTF@iir.com for further assistance.

How do I register for an account using a preauthorization code?

Begin registering for an account on the CenTF Web site [registration page](#). There is a section titled "Preauthorization" in which you can enter your preauthorization code. **You MUST use the "Validate Code" button in order for the system to accept your code. After validating the code,** continue the registration process, and click the "Submit" button. Once your registration is submitted, you will receive an automatic e-mail confirming that you have been approved.

What if I do not receive an approval e-mail after registering using my preauthorization code?

If you have not received an approval e-mail, please check your spam and junk mail folders. If you do not find the approval e-mail in your e-mail folders, please check with your IT department to ensure that the e-mail did not get caught in the system filters. The approval will be sent from CenTF@iir.com. If you still cannot locate the approval e-mail, please e-mail the CenTF Help Desk for further assistance at CenTF@iir.com.

Accessing Online Training

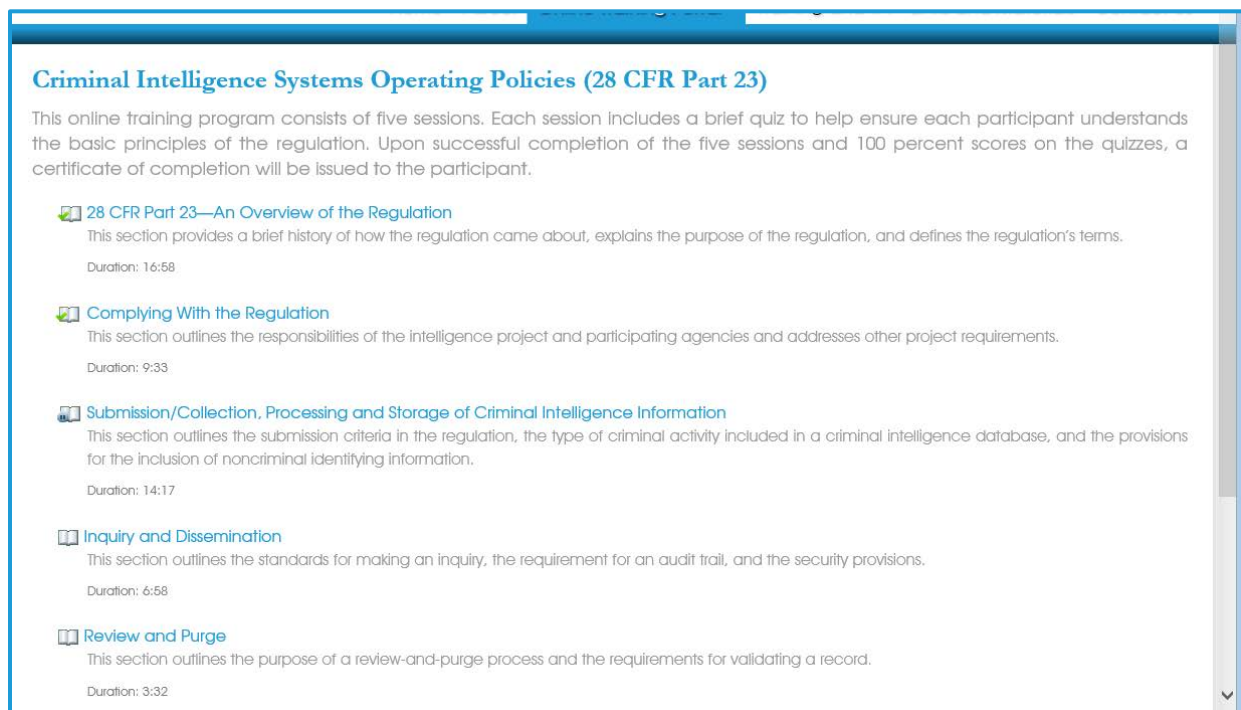## How do I access the training if I have already registered?

If you already have registered, enter your e-mail address and password in the fields in the Web site header on any page and navigate to the [Online Training Portal](). It must be the same e-mail and password used during registration.

Note: Accounts require activation via e-mail. If you registered for an account within the last two business days, your account may not have been approved yet, and therefore no activation e-mail will have been sent to your inbox. Please allow up to two business days for your account to be approved by CenTF personnel.

How do I confirm that I have already taken this training?

To verify that you have already taken the training, log in to your account and navigate to the [Online Training Portal](). Select and click on one of the five training course titles to view the modules that you want to confirm the status of. The course will open a new Web page with a list of modules, as depicted below. Next to each module is a book icon. On top of the book icon are symbols that indicate status:

- Green check mark—module completed

- Blue pause circle—module started, but not completed

- No symbol over the book icon—module not attempted

Whenever I start a training presentation, I get a message to log in to Adobe Acrobat Pro to complete the training. How do I log in to Adobe Acrobat Pro to complete this training?

Please review the information below, and try some of these suggestions to see whether your computer will allow you to view the training.

- Ensure that no other systems are running in the background on your computer. Some law enforcement systems have firewall security measures in place that prevent access to our online training. Buffering issues are almost always caused by the accessibility of the user's system to the Internet.

- If you do not have the required Adobe Flash Player software to view the training modules, please contact your IT department to have this software downloaded. Once installed, if you experience problems with buffering, you may want to contact your IT department to ask whether you have the most up-to-date Adobe Flash Player software on your computer.

- Some users' computers have pop-up blockers installed that prevent the video presentation from opening in a new window and playing. To work around a pop-up blocker, click and hold the Control (Ctrl) button on the keyboard and click the link that starts the training module. This may allow you to open the training in the pop-up window.

- If you are using Internet Explorer, try clicking on the File Menu and then on "New session." This will open a new window that has no cookies associated with it, and you may be able to log in through that new window. If these steps do not solve the problem, you may need to restart your computer to remove any cookies that remain from your recent sessions. You also may want to use another browser, such as Chrome or Firefox.

- If you are getting a secondary Adobe login prompt, you may need to log in to the Web site and then click the "Log Out" link and close the browser window.

Using the "Log Out" link will formally sever the connection to Adobe Connect Pro and allow you to establish a new connection in future sessions. Once you have severed the connection by using the "Log Out" link, navigate back to the CenTF Online Portal to return to the training and log in using the fields in the Web site header.
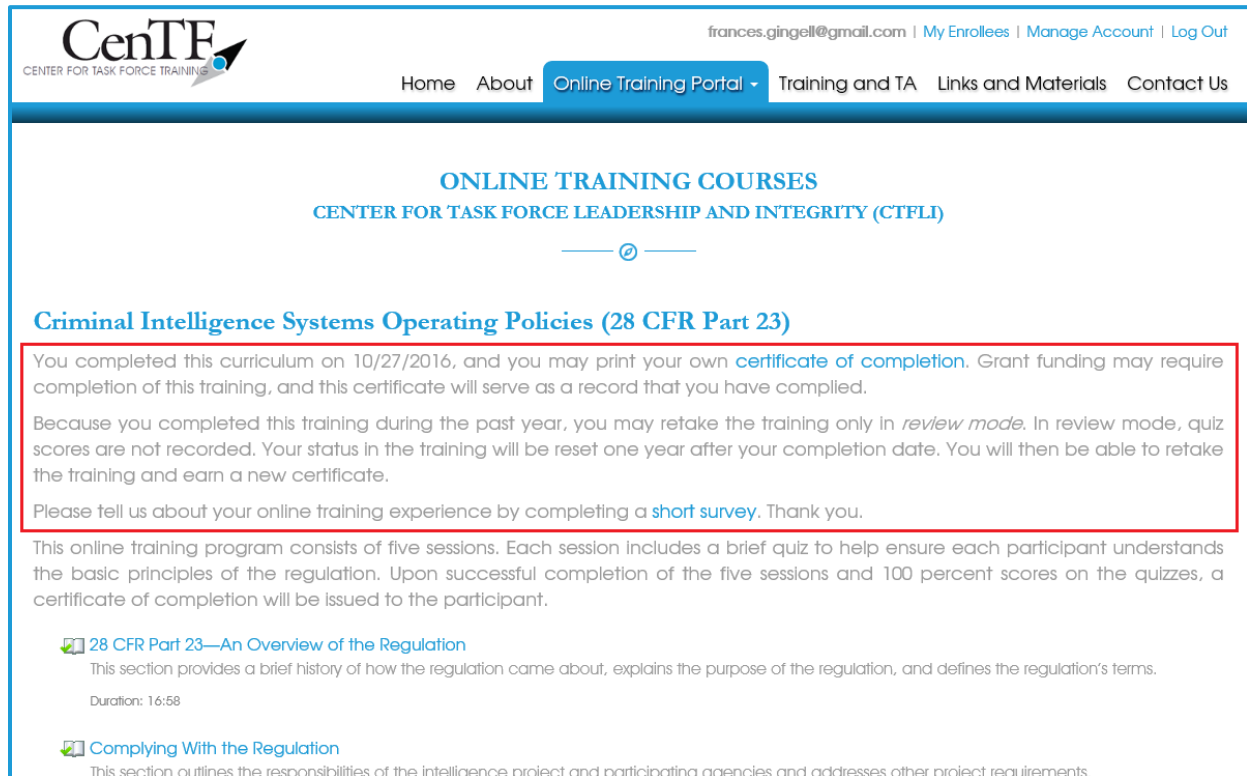
- If problems persist, try using a computer that is not on the same network as the one you have been using. Sometimes there are custom settings on a computer or network that prevent the training from being accessed.

If you are still unable to access the training, please contact the CenTF Help Desk at CenTF@iir.com.

Accessing Certificates

How do I print my certificate?

Once an entire course is successfully completed, as indicated by green check marks on all of the book icons, a message will appear under the course title with a link to allow you to print your certificate.

If you do not see a link for your certificate, ensure that you have completed all the sections of each training topic and that GREEN check marks over the book icon appear next to all module titles. If a module does not have the check-mark icon, the section has not been fully completed. You will need to go back into the training and complete that particular section.

I clicked on the certificate link, and nothing happened.

There are a few things that may be preventing you from viewing/printing your certificate. Please review the information below and try some of these suggestions to see whether your computer will allow you to view the certificate.

- The installed pop-up blocker may prevent the certificate from opening in a new window. To work around a pop-up blocker, hold down the Control (Ctrl) button on the keyboard and click the link that starts the training module. If the certificate window is being blocked, the certificate will open in a new window.

- To view/print a certificate, your computer requires Adobe PDF reader. If you do not have it or are unsure whether you have it on your computer, please contact your IT department to have this software downloaded.

- If neither of these suggestions resolve the issue, try:

    o Using a different browser (e.g., Internet Explorer, Chrome, Firefox, Safari) to open the certificate window.

    o Using a different device or a device on another network (e.g., computer in another department or building, personal computer at home) to open the certificate window.

    o Consulting with your IT department to temporarily disable antivirus and/or change/remove proxy settings.

- If you are getting a secondary Adobe login prompt, you may need to log in to the Web site and then click the "Log Out" link and close the browser window.

Can I print the certificates for my enrollees under my agency preauthorization code?

Only individual users can print certificates of completion.

If I took the training more than a year ago, can I still get a certificate?

Training certificates show the date of last completion and are still available for courses completed more than a year ago. If you need an updated date on your certificate, you will need to restart the training and complete it again to earn a new certificate. Once the training is restarted, your previous dated certificate will be archived. If you require copies of your archived certificates, please contact the CenTF Help Desk at CenTF@iir.com for assistance.