

Frequently Asked Questions (FAQ)

Enrolling in Classes

Q: How do I enroll in classes?

A: Follow the step-by-step instructions at <https://iowadot.gov/training/technical-training-and-certification-program>. The instructions are also printable.

Q: What if I can't remember my username and/or password?

A: Contact the TTCP administrators:

- Email: dot.ttcp@iowadot.us
- Phone:
 - Brian Squier: 515-290-5998
 - Hope Arthur: 515-509-8302

TTCP can retrieve your username but **cannot** access your password. Passwords can be reset on the Workday Learning sign-in page.

Q: I don't have a work email. Can I still sign up?

A: Yes. You must use an individual email address that you personally have access to. This is necessary for receiving notifications, including class confirmations.

Q: Can I register multiple people under one account?

A: No. Each person needs a **unique account**. Training completed under your account will only credit **you**, not the other individuals.

However, your company can request to have a **Training Coordinator** set up as an **Affiliation Manager**. This allows managing multiple employees' enrollments and certifications.

To set this up, contact:

- Hope Arthur: 515-509-8302
- Brian Squier: 515-290-5998

Q: Can I use someone else's account to complete training?

A: Technically yes, but **only the account holder will receive credit**. Your name will not be recorded as having completed the training.

Q: Do all my employees need to be present to register?

A: No. A Training Coordinator can create accounts for employees if they have each individual's information, including an individual email address. Be sure to share login credentials with the employees.

Q: I didn't receive a confirmation email or password reset email. What should I do?

A:

- Verify the email you entered in Workday Learning is correct.
- Check your **spam** or **junk** folders.
- Emails come from: **DOT.WorkDay@iowadot.us**
- Some company firewalls may block the email—check with your IT department.

Paying for Classes

Q: Can I get an invoice?

A: The **confirmation email** you receive upon enrolling in a certification class **also serves as your invoice**. No additional invoice will be sent.

Q: Can I pay by credit card?

A: **No.** Credit card payments are not currently accepted.

Q: Where do I send the payment?

A: Make checks payable to: **Iowa DOT**

Mail to:

Iowa DOT

800 Lincoln Way

Ames, IA 50010

Attn: Hope Arthur

Payment details are also included at the bottom of your confirmation notice/invoice.