

HTVN, HAI Group's Online Training is specifically designed for housing professionals, and provides a wide variety of learning opportunities to aid you in meeting your professional development goals. Course prices vary according to your organization's subscription status.

To access:

1. Go to www.htvn.org

To login:

1. Enter your *complete email address* as your **Login ID**
2. Enter your *htvn Password* – *If you do not remember your password select the Forgot Password link to be create a new one.*
3. Select the **Login** button to open your training home page

To logout:

1. Place your cursor over your initials in the upper right hand corner of the gray menu bar and select **Logout**

To edit your profile and preferences:

1. Place your cursor over your initials in the upper right hand corner of the gray navigation bar and select **Account**
2. Select the **Account** tab to change your *Login ID* or *Password*
3. Select the **Profile** tab to edit your *Name; Email address; Phone number; Shipping address*
4. Select the **Preferences** tab to edit your *Privacy* and *Communication* settings
5. Select the **Ecommerce** tab to view your *Purchases* and *Access Keys*

To activate or edit your personal course recommendations:

1. From your training home page select **Edit Interests** located in the **Based on Your Interest** portlet
2. Select all your areas of interest
3. Select **Done** – The portlet will update immediately

To view your transcript:

1. Select **Transcript** in the gray navigation bar. By default, all the courses and course parts you have started or completed will be listed
2. Select the **Curriculum** tab to view courses only
3. Select the **Training Assignments** tab to view assigned courses
4. Select **Column Headers** to sort your list
5. Select **View Certificate** buttons to view and print your certificate of completion

See page 2 for course access and navigation.

Learner Basics

Learner Basics

To take a course already on your Current Training portlet:

1. Locate the desired title on your **Current Training** portlet - You may need to click the **View All** button to see all courses
*Note: Assigned courses are marked as *** Required***
2. Select the desired **Course Title**
3. Select the **Content** tab
4. Select **Coursework**
5. Select the first course part's title or **Start** button to begin – it will open in a new window
6. When the part is completed, close the course part window
7. Select the next course part's title or **Start** button – it will open in a new window
8. Repeat steps 6-7 to complete all course parts – When all course parts are completed, the course will no longer display in your Current Training portlet and will only be accessible from your Transcript

To add a course to your Current Training portlet:

1. Select the **Catalog Search** box in the grey menu bar, and enter your search terms. Then select the **Search** button
Or select the **Catalog** link to view a list of topics
2. Select a desired **Course Title** to view course details
3. **If applicable** - Purchase the course
 - 3.1. Select the **Add To Cart** button located on the right side of the screen
 - 3.2. Select the **Shopping Cart** icon located at the top of the screen
 - 3.3. Verify the course title and price
 - 3.4. Enter the desired **Quantity** (The default is 1)
 - 3.5. Select the **Checkout** button
 - 3.6. Complete all subsequent screens to complete your purchase with a credit card
 - 3.7. Select the course title from the payment confirmation screen - Proceed to Step 4
4. Select the **Content** tab to view course sections
5. Select **Coursework** to view course parts
6. Select the first course part's title or **Start** button to begin – it will open in a new window and the course will automatically be added to your training home page
7. When the part is completed, close the course part window
8. Select the next course part's title or **Start** button – it will open in a new window
9. Repeat steps 7-8 to complete all course parts – When all course parts are completed, the course will no longer display in your Current Training portlet and will only be accessible from your Transcript

For help:

1. Select **?** located at the top of each page for help on the specific page you are currently on
2. If you need technical assistance email htvnsupport@housingcenter.com