

OSHA Program and LMS FAQs

Please save or print this FAQ for future reference. It contains important information about navigating your training program and contacting support.

Learning Management System (LMS) Navigation

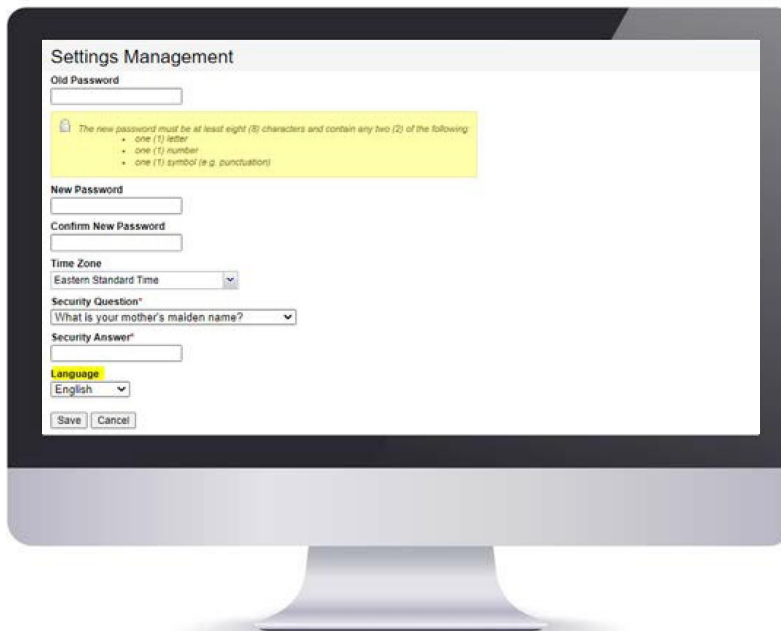
How do I change the program language?

OSHA requires the program to be delivered in a language that you comprehend. This program is available in English and Spanish. Contact the person who assigned this training if you need a different language. UL Solutions is unable to transfer progress between course versions, so you must decide before you start the training program. Be aware that changing the language for a program you have already started will reset your course progress.

What if I forget my username or password?

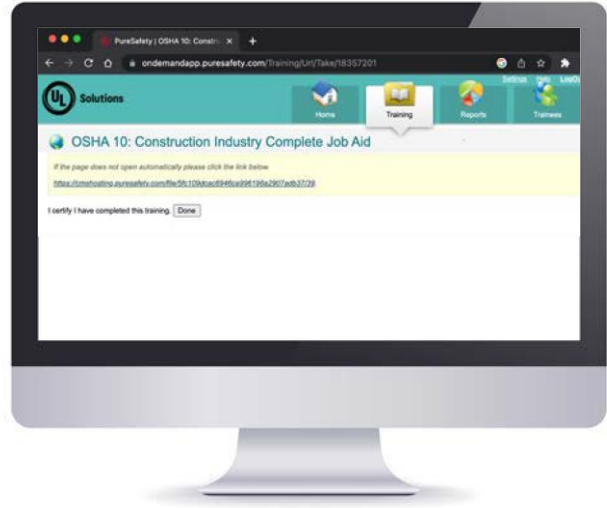
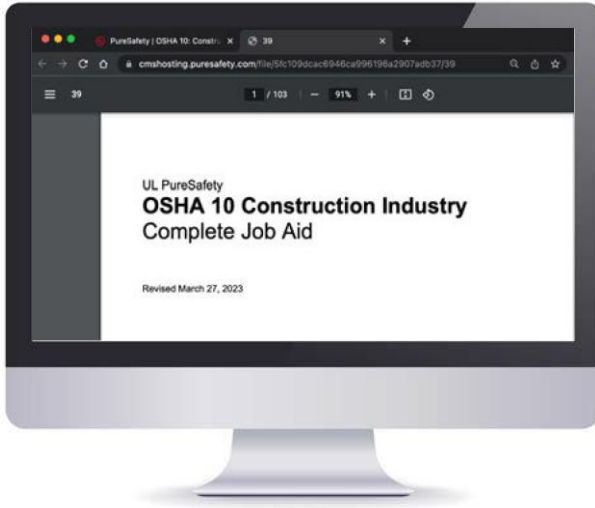
PureSafety's customer support team is unable to reset passwords for security reasons. Follow these directions to have the LMS email a temporary password to you that you may use to regain access to the PureSafety site:

1. On the login page, select **"Forgot password"** under the username field.
2. Enter your **username** in the space provided.
3. Answer your security question. Answers are case-sensitive. If you don't know the answer or receive an error message, try using your **email address** instead of your username in step 2.
4. When you successfully answer the security question, select **"Submit."**



If you still cannot regain access, contact your training administrator or assignment creator and request that they reset your password.

How do I continue the program after a job aid or link opens in a new tab in my browser?
Close only the new tab, not the entire browser. Return to the original course tab. You may need to select **"Done"** to acknowledge receiving the information and continue to the next component in the OSHA program.



How do I play the next presentation, test or job aid in my training program?
Select the blue **Play** button next to the presentation, test or job aid.

UL Solutions

Home Training

Welcome, admin admin

Click on the blue play button to start your training. Click on the toggle button to expand/collapse training. Click on OSHA A

Assignments

Take Assignment Request Excuse Review

Assignment	Status
OSHA 10: Construction Industry Outreach Training Course (IACET CEU=1.1)	In Progress
OSHA Outreach Training Orientation	Completed
OSHA Outreach Training Learner Responsibilities	In Progress
OSHA Suites FAQ PureSafety OnDemand	Completed
OSHA Outreach Training Learner Responsibilities	In Progress
Introduction to OSHA (US)	Not Started
Slips, Trips and Falls for Construction	Not Started

How do I go back and review a completed presentation or job aid?

On the training Home Page, select the item you want to revisit, then select **Review**.

Assignments	
✓ Take Assignment	✉ Request Excuse
📄 Reprint Diploma	📄 Review
Assignment	Status
📁 15 Passenger Van Safety	✓ Completed
📁 IISE: Waste Certificate (IACET CEU= 0.6)	✓ Completed
📁 IISE: Lean Six Sigma - Welcome	✓ Completed
📁 IISE: Lean Six Sigma - Welcome*	✓ Completed
📁 Lean Six Sigma - What Is Lean Six Sigma?	✓ Completed
📁 IISE: Lean Six Sigma - What Is Lean Six Sigma?*	✓ Completed

Browser Tips for Best Performance

Tip: For the best viewing experience and performance, take the course on a laptop or desktop computer.

How do I disable the pop-up blockers on my internet browser?

When a pop up is blocked, the LMS may not launch a presentation, test, or job aid correctly. If pages do not open as expected, adjust your pop-up settings and try again. Before following these steps, return to the Home screen, where you view your training list.

For Microsoft Edge:

1. Select the **three dots** in the upper-right corner of the browser to open the main menu.
2. Select **Settings > Privacy, search, and services > Site permissions > All permissions > Pop-ups and redirects**.
3. Use the slider to disable **"Blocked (recommended)."**

For Google Chrome:

1. Select the **three dots** in the upper-right corner of the browser to open the main menu.
2. Select **Settings > Privacy and security > Site settings > Pop-ups and redirects**.
3. Select the circle next to **"Sites can send pop-ups and use redirects."**

Support and Contact Information

For technical issues, contact PureSafety's customer support team:

- Email: PureSafetySupport@support.ul.com
- Phone: 1-844-881-8713
- Hours: Monday – Friday, 7 a.m. to 5 p.m. CST

For course content questions, contact an OSHA Outreach Trainer:

- Email: OSHAOutreachTrainer@ul.com
- Phone: 1-844-881-8713
- Hours: Daily, 7 a.m. to 5 p.m. CST
- **Tip:** Mention your need for a trainer, and you will receive a response within 24 hours.

OSHA Program Rules

What are the rules about where I can and cannot take training and receive OSHA cards?

OSHA Outreach Training is only available to trainees within the geographic jurisdiction of the Occupational Safety and Health (OSH) Act. Trainees outside this jurisdiction will not receive cards for course completion. The geographic jurisdiction of the OSH Act is limited to the 50 U.S. States, the District of Columbia, the Commonwealth of Puerto Rico, the Virgin Islands, American Samoa, Guam, the Commonwealth of the Northern Mariana Islands, Wake Island, the Outer Continental Shelf Lands defined in the Outer Continental Shelf Lands Act, and Johnston Island.

What is the expiration date?

You have six months from the start date to finish the program. If training expires, all progress will be forfeited, and you must re-enroll.

What is the due date?

Your company may set a shorter deadline. Missing a due date makes the assignment overdue, but you can still finish and receive a completion card if the program has not expired.

What are the OSHA time rules?

The LMS enforces two OSHA time rules:

- 7.5-hour limit per calendar day: A calendar day starts at midnight in the learner's time zone.
- Mandatory 8-hour break: After 7.5 hours of activity within any consecutive 16-hour period.

When a mandatory break begins, the remaining time for the day changes. For example, if you worked on your training late the previous day and resumed training less than 8 hours later, when you reach 7.5 hours within the 16-hour period, you must wait before restarting. You may be allowed to resume training after a forced break, but the full 7.5 hours might not be available immediately. Time will gradually restore throughout the day until you reach the daily limit.

Can OSHA rules or timers be changed?

No, we do not have the ability to change OSHA rules or LMS timers.

What can I do to maximize my daily training time?

- If you are going to pause for more than one minute, exit the training. Pausing will still allow the timer to run.
- Close job aids when they are not in use. Once you have downloaded or printed, close those tabs in your browser before continuing the program.
- When you are done for the day, exit the training and log out. Simply closing the lid on your laptop can leave the session active and accrue extra time.

Are tests and final exams timed?

No, tests and the final exam do not have a time limit for completion. However, OSHA time rules still apply (see above). If you reach 7.5 hours while taking a test or final exam, you will be forced to exit. Plan your start time to avoid unnecessary interruptions.

What is the passing score?

You must score at least 70% on each test and the final exam to pass. You have 3 attempts per test and final exam.

What happens if I fail three times?

If you fail a test or the final exam 3 times, you will forfeit your progress and must re-enroll and restart the program. Re-enrollment requires an additional fee and time, so it is in your best interest to meet the 70% threshold within 3 attempts.

Need help before your next attempt? If you need clarification or help with course content, contact an OSHA Outreach Trainer:

- Email: OSHAOutreachTrainer@ul.com
- Phone: 1-844-881-8713

Trainers are available 7 days a week from 7 a.m. to 5 p.m. Central Time (CST), and you will receive a response within 24 hours.

What if I do not receive my OSHA card within eight weeks?

It typically takes 6-8 weeks following course completion to receive your OSHA card in the mail. If it has been more than 8 weeks and you have not received your card, contact PureSafety's customer support team within 90 days of completing the program:

- Email: PureSafetySupport@support.ul.com
- Phone: 1-844-881-8713

We will verify that you met the program requirements and verify the address to which the card was sent and the date on which it was mailed. If the card was not delivered, you may be eligible for a free reissued card, but only if you report the missing card within 90 days of your completion date. Any later request will be treated as a replacement card request (see below).

What if I lose my OSHA card?

Contact PureSafety's customer support team to request a replacement:

- Email: PureSafetySupport@support.ul.com
- Phone: 1-844-881-8713

A \$50 (USD) processing fee will apply. Please allow 3-4 weeks for delivery.

Only 1 replacement card can be issued for each completion, and replacements can only be requested within 5 years of completing your OSHA training program. If you have already requested a replacement or it has been more than 5 years since you completed the program, you will have to retake the training program to be issued a new card.