



*Navigate With Confidence*

## Learner FAQs for LOMA's Learning System

[How can I retrieve my password?](#)

[How can I retrieve my login ID?](#)

[How do I change my Login ID?](#)

[How do I change my password?](#)

[How can I view my course history or designation progress?](#)

[How do I enroll in LOMA courses?](#)

[How do I access my course materials?](#)

[How can I charge my enrollment to my company?](#)

[How do I use a Discount Code?](#)

[How do I use an Accounting Code?](#)

[How can I review my Purchases/Receipts?](#)

### How can I retrieve my password?

- From the login page of [LOMA's learning system](#), click "Forgot password?"
- Enter your Login ID, and click "Continue"
- Enter the e-mail address on file for your account, and click "Get Temporary Password"
- A temporary password will be sent to the e-mail address in your account. Once you log in with the temporary password, you will be prompted to change your password.

If you do not receive an e-mail message with a temporary password within 10 minutes, please contact the Contact Center for additional assistance -- [education@loma.org](mailto:education@loma.org).

[Back to Top](#)

### How can I retrieve my login ID?

- From the login page of [LOMA's learning system](#), click "Forgot login ID?"
- Enter your last name and email address, and click "Get Login ID"
- Your login ID will be sent to the e-mail address in your account.

If you do not receive an e-mail message with your login ID within 10 minutes, please contact the Contact Center for additional assistance -- [education@loma.org](mailto:education@loma.org).

[Back to Top](#)



### How do I change my Login ID?

- Log in to LOMA's learning system
- From the "Home" page, hover over your initials in the top right corner of the screen
- Click "Account" in the dropdown menu that appears under your initials
- Click on the "Edit Login ID" button that appears under the "Account" navigation bar
- Enter your current Login ID
- Enter new Login ID
- Confirm new Login ID
- Click Save
- You should receive a message at the top of the page indicating that your Login ID was updated. Your new Login ID will now be used when logging into your account.

[Back to Top](#)

### How do I change my password?

- Log in to LOMA's learning system
- From the "Home" page, hover over your initials in the top right corner of the screen
- Click "Account" in the dropdown menu that appears under your initials
- Click on the "Edit Password" button that appears under the "Account" navigation bar
- Enter your Current Password
- Enter New Password
- Confirm New Password
- Click Save

[Back to Top](#)

### How can I view my course history or designation progress?

- Log in to LOMA's learning system
- Click Transcript/Designations
  - Click the course title for more information on the course
- Click the Designations tab to view designations
  - Click the designation title for more information on the designation

If you need additional assistance, please contact the Contact Center – [education@loma.org](mailto:education@loma.org).

[Back to Top](#)



## How do I enroll in LOMA courses?

Some companies prefer that you allow your designated Educational Representative (Ed Rep) to enroll you in LOMA courses, to ensure that the courses in which you enroll are approved for your professional development plan. You can still enroll for courses on your own, but you may not have the option of billing your company for those enrollments. Please consult with your company's Ed Rep before enrolling to determine the best approach.

To enroll yourself in a LOMA course, follow these steps:

### Select the course:

- Log in to LOMA's learning system
- Use the Catalog to select the course(s) in which you wish to enroll.
- If the selected course offers multiple testing options, click Instance Schedule to select your preferred testing option.
  - The **Self-Proctored Media Type** features end-of-module or end-of-course examinations which are integrated into the course content as part of the learning experience. While these exam components are delivered in a self-proctored (non-supervised) environment, system controls prevent learners from accessing the course materials while taking the exam components.
  - The **I\*STAR Media Type** features a comprehensive end-of-course examination which must be delivered in an approved proctored (supervised) environment via LOMA's cloud-based I\*STAR exam delivery system.
- Click Add to Cart.
- If you selected the **I\*STAR Media Type**, you will be prompted to also select your preferred Exam Site. The Exam Site is the physical location where you will sit for your proctored I\*STAR exam.
  - To include 3rd Party Exam Sites, select the checkbox and click the Search icon.
- Click Save

### Complete your purchase:

- Click the shopping cart icon in the upper right corner of your screen
- Review your order, then click Checkout
- Select your preferred payment method:
  - **Bill My Company** - If your company has set up direct billing with LOMA, an account code (or codes) will appear next to the 'Bill My Company' field. To use this option, ensure that the radio button next to the 'Bill My Company' field is selected, then choose the correct account code. Click 'Save' to continue.
  - **Credit Card** – To pay for your enrollment using a credit card, select the radio button next to the 'Credit Card (PayFlow Link)' option. Click 'Save' to continue.
- Click Use This Payment Method
- Click 'Edit' next to Billing Address to review and update your billing address. Click Save to continue.



- Review your order to make sure it is complete and correct.
- You must accept the Terms and Conditions before clicking Place Order.
- For credit card transactions, you will be redirected to a secure third party web site for payment. Enter all required fields for the credit card transaction. Once you have provided all of the required information, click “Pay Now” to continue.
- You will see an order confirmation notification, order number, and receipt when the order has been processed. You will also receive an email confirmation for your enrollment.
- Click Home to return to your home page and begin taking your courses. Your materials will appear in your My Learning.

If you need additional assistance, please contact the Contact Center – [education@loma.org](mailto:education@loma.org).

[Back to Top](#)

### How do I access my course materials?

Once you are enrolled in a LOMA course, the course will appear in the My Learning pane on the homepage.

To access the course materials, click START, RESUME, or CONTINUE from your My Learning.

If you need additional assistance, please contact the Contact Center – [education@loma.org](mailto:education@loma.org).

[Back to Top](#)

### How can I charge my enrollment to my company?

If your company allows you to charge your enrollments directly to the company, you will see a “Bill my company” option in the payment options when you check out. If you do not see this option, your company does not allow automatic billing. Please consult with your company’s Ed Rep before enrolling to determine the best approach.

To have your enrollment charged directly to your company, follow the steps outlined [here](#).

If you need additional assistance, please contact the Contact Center – [education@loma.org](mailto:education@loma.org).

[Back to Top](#)



## How do I use a Discount Code?

LOMA sometimes makes discount codes available for special situations. Your company's Ed Rep will provide you with the discount code to use if one is available for your enrollment. To apply a discount code, follow these steps:

- When you are ready to check out, click the Shopping Cart in the upper right corner
- Verify the correct course is shown
- Enter your LOMA-provided Discount Code(s)
- Click Apply
- Verify the appropriate discounts are applied and the new Estimated Order Total is correct
- Click Checkout, to continue the checkout process

If you need additional assistance, please contact the Contact Center – [education@loma.org](mailto:education@loma.org).

[Back to Top](#)

## How do I use an Accounting Code?

The Accounting Code is for your company's internal use only, and is not required. Any Accounting Code you use will appear on your invoice to allow you to identify specific charges. This field can hold alphanumeric characters.

- When you are ready to check out, click the Shopping Cart in the upper right corner
- Verify the correct course is shown
- Enter your company-provided Accounting Code
- Click Checkout, to continue the checkout process

If you need additional assistance, please contact the Contact Center – [education@loma.org](mailto:education@loma.org).

[Back to Top](#)

## How can I review my Purchases/Receipts?

- Log in to LOMA's learning system
- From the homepage, click "View Details" for one of the courses shown in the Purchases/Receipts section
- Click "View All" in the Purchases/Receipts section, if the purchase/receipt you want isn't showing
- Click "Show More" on the Purchases/Receipt page, for additional purchase details

**NOTE:** Only purchases you have made yourself will show in the Purchases/Receipts section. If your company's Ed Rep purchased a course on your behalf, it will not appear in this section.



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[Back to Top](#)