HEADS UP
ONLINE TRAINING INFO
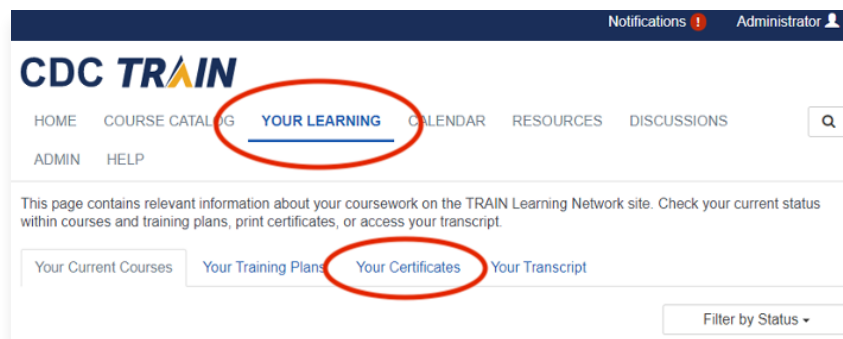
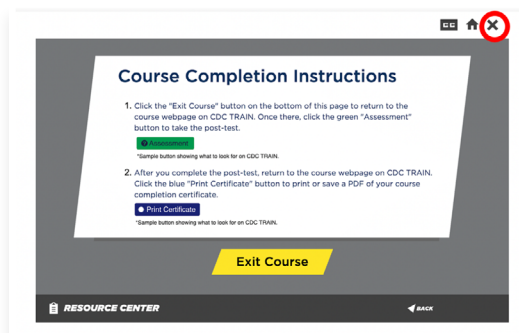**CDC HEADS UP**
SAFE BRAIN. STRONGER FUTURE.

1 Recertify HEADS UP certification

How often the HEADS UP online training needs to be taken varies by individual **states**, **leagues**, and **schools**. We recommend that you check with your **state**, **league**, or **school** regarding their specific requirements on how often you need to complete this training.

> **Below is a screenshot on accessing your certification for the HEADS UP Concussion Training that you might find helpful:**

2 Post-test does not appear

At the completion of the training, close the **"Exit"** window. The post-test should then appear on the main **CDC TRAIN** screen. You should then see the green assessment button to take the post-test. You may also try disabling your browser's pop-up blocker. That can sometimes prevent the page containing the post-test assessment from appearing.

3 Trouble advancing

We have found that at times the video playback speed is set incorrectly, which can prevent users from moving on to the next session. You can check and reset the playback speed on the videos manually by doing the following: On the bottom of the video, you should see a small gear shaped icon. Click on that and it should bring up the speed options. You want the speed to be set at normal or 1X.

> If that doesn't work, check if your operating system is updated.

For a mobile device, the training requires your phone has the following:

iOS:
• Version 12 or higher

Android:
• Version 9 or higher

If you are using a computer, then we recommend using the latest version of Chrome if possible. The specs required for taking the training by computer are:

PC:
• Compatible Operating System: Windows (version 8 or higher)
• Web Browser: Chrome, Firefox or Safari, or Microsoft Edge (latest versions)

Mac:
• Compatible Operating System: OS X (version 10.14 or higher)
• Web Browser: Firefox, Chrome or Safari (latest versions)

4 Retake the training

You should be able to take the training again at any time. On the CDC TRAIN course page, your view should be something like the screenshot below. If you click on the green "**Pre-Assessment**", you should be able to select that to take the assessment and then get into the training.

5 Unable to log in to old account or obtain older certificates

As of **March 1, 2020**, you are unable to use your log in information from previous year's course to take the new course. The previous system was retired and the course is being administered in a system called CDC TRAIN.

The information regarding the new CDC HEADS UP course and guidance for creating a new account with CDC TRAIN is located at https://www.cdc.gov/headsup/youthsports/training/index.html. If you need to create an account in CDC TRAIN, please use the How to Create an Account in CDC TRAIN guide.

If you need assistance with CDC TRAIN, please contact the learner support team at **train@cdc.gov**.

> If you have questions about the content or obtaining older certificates, please contact injuryprevention@cdc.gov and put HEADS UP in the subject line.

6 Stuck in pre-assessment pending

Once you register for the course, you are moved to a pre-assessment pending status. Please click the green "**Assessment**" button to begin the pre-assessment. If you are on a mobile device, the assessment link will be in the green "**More Actions**" button. Once you have completed the pre-assessment, the button will update to a Launch button. Click the "**Launch**" button to begin the course content. You may need to turn off the pop-up blocker for your browser before the browser will open the pre-assessment.
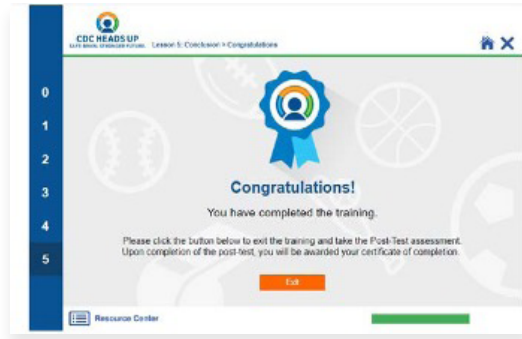
7 Trouble viewing videos

Videos now stream from YouTube. If you are experiencing issues with the course loading or buffering, we suggest closing all browser windows and reopen **CDC TRAIN** using Google Chrome.

8   Stuck in the In Progress status

This course is designed to automatically move you to a completed/post-assessment pending status when you reach the end of the course. Do not exit the course for completion until you have landed on the Congratulations page. To return to the course while In Progress, select the "**Launch"** button and choose the "**resume where you left off**" option. If you skipped any of the chapters, the course will not complete.

9   Trouble with posttest

You will need to get **8 out of the first 10** post-test questions correct to receive a passing score. The rest of the questions are Likert scale – those you can answer with your own opinion and they will not affect your score. You have **10 attempts** to achieve a passing score.

10   Can't locate my certificate

When you have completed the post-test with a passing grade, the course will move to **Your Learning/Your Transcript**. The certificate will be located in Your Learning/Your Certificates. Please click on the download icon to the left of the course title. You will have the option to print or save to your computer.

To learn more about concussion go to
www.cdc.gov/HEADSUP

CDC HEADS UP