TO ACCESS NATIONAL SAFETY COUNCIL'S DEFENSIVE DRIVING AND FIRST AID COURSES

NEW STUDENT – Go to: WWW.SAFETYSERVE.COM/LOGISTICARE/
*(Just click on or copy and paste link above into the **address bar**. – do not type it into a search engine, such as Google or Yahoo)* 1.
Click on "New Student" and then click "New Student Registration". Type in the Access code given to you and click 'Submit'.
2. You will be presented with a registration page. Type in your information, including a Login ID and a password of your choice.
==*Your name must be entered exactly as it is on your driver license. No exceptions and no name corrections after course is completed. Submit the information. Write or print password ASAP.*==
Click on the course title that it is listed under '**Courses Available'**. It will be either NSC First Aid, or the NSC Defensive Driving Course.

Always exit the course (with the 'Exit' sign), your progress will be recorded and saved. When you launch the course again, you are prompted to return to where you left off. When the course and test is completed, click 'Exit'. Your score will be recorded and you will need to print the certificate for your employer (required).

RETURNING STUDENT – Go to http://WWW.SAFETYSERVE.COM/LOGISTICARE/ and click on '**Returning Student**' button.
Type in the Login ID and password, created by you, during registration, and click on **'Login'**. Click on course.

> 1) If you have a course in progress, please click on the course title to continue.
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> 2) If you have been assigned to take any additional courses and have a new access code, click the 'New Access code' link on the left navigation bar. Type in your new access code and click submit. You will see a message at the top (in the blue bar) with further instructions.

For tech support contact us through email (help@safetyserve.com) or Phone (800-775-1484 Monday – Friday 8 – 5 EST) Include your access code in your email, if possible.

==**Conflict Resolution Training**==
Conflict Resolution users will receive separate email with an Invitation Link within 1-2 business days from careercertsupport@carruslearn.com

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==**TO ACCESS (CTAA) Passenger Assistance Safety and Sensitivity (PASS) Basic LEARNER Online Program.**==

REMINDER:
-Learner cannot use the same email address that was already used; new learner will not have an account
-Learner must have his/her own email address and must match all the "Trainee's Email and Contact Info" fields
-Do Not enter the agency email nor the supervisor email addresses under the "Trainee's Email" fields. *Certificates are emailed directly to the LEARNER, not printable.*
Video Instructions ONLY: First Time User Video

Go to. Link: http://www.lgtcsafety.com/pass/ and "**YOU MUST CLICK FIRST-TIME USER**"
(**For Basic Recertification code**, click "Home" at top of page; scroll to program)
(**For Wheelchair Renewal codes**; must have wheelchair class in person 2 yrs ago– contact
rideshare@ctaa.org
1. Click "**ADD TO CART**"
2. In the upper right hand corner, click "**VIEW CART"**.
3. On Cart Page, enter (1) quantity in **"Quantity Box"** on 1st box enter **Supervisor** email AND on the 2nd box enter "**LEARNER**" email address *(Make sure you Double check your autofill for 2nd box)*
4. Then scroll to bottom right corner and click **'CHECK OUT"**.

5. Go to upper right-hand corner, enter the Access Code provided by Logisticare **using all CAPS**
6. Click "**APPLY**", the balance will read ZERO
7. On left side Enter "**LEARNER**" email address and the "**LEARNER**" name (same as driver's license) company address and phone number under billing address. (The name that must appear on the certificate)
8. Click "**CONTINUE PAYMENT**"
9. On this page, verify the "**LEARNER**" information is correct; "Payment Box" will read "**NO PAYMENT IS REQUIRED**" (REMINDER: must be Learner email; cannot use email that was already used by previous learner)
10. Go to the bottom of the page, click "**PAY NOW**"
11. Go to the Upper left-hand corner click "**CONTINUE ENROLLMENT**" to continue the registration process
12. On the "**WELCOME**" page. The screen will show **LEARNER** email address, first and last name. And you **_must_** create your own PASSWORD in the "PASSWORD" box.
13. Go to the bottom of the page, click "**REGISTER AND VIEW PURCHASE**".
14. Go to the upper right hand and corner click "**START**" to begin the course.

Already registered, you can Log In as RETURNING USER on Northpass, click link: Returning User Link
Verify "LEARNER" Name is correct **before** you clicks the start button. If **not** correct name, exit course immediately and contact your employer. CTAA will not honor name changes if the program is completed. **LEARNER MUST ALWAYS EXIT THE COURSE: Go to top right hand corner click CTAA Logo.** Click Log-off button above dashboard when existing the course. *Certificates are emailed directly to the LEARNER, NOT printable*

Assistance for the Passenger Assistance Safety and Sensitivity (PASS) only, email logisticare.ctaa@gmail.com
The Community Transportation Association of America (CTAA) office hours are M-F 9:00am-5:00pm EST https://ctaa.org/training.
For Safety Serve help, see top half of instructions sheet. CTAA (PASS) **not** affiliated with Safety Serve.