BJA 28 CFR Part 23 Online Training Frequently Asked Questions

How do I access the 28 CFR Part 23 Online Training?
Please visit https://www.ncirc.gov/28cfr/ to learn how to access the 28 CFR Part 23 online training.

How do I register using a preauthorization code?
Please visit https://www.ncirc.gov/28cfr/registration_step1.aspx and enter the requested information along with your preauthorization code. Once the information is entered and the preauthorization code has been accepted, you will be presented with registration screens for completion. Once your registration is completed, you will receive an e-mail confirming that you have been approved.

How do I log in once I have received my approval e-mail?
Click the activation link in the approval e-mail to log in to the training. Once you have activated your account, you can also log in to the training from the www.ncirc.gov/28cfr site and use the "log in here" link under the existing user section depicted below.

USERS WITH AN EXISTING TRAINING ACCOUNT OR PREAUTHORIZATION CODE:
If you already have a 28 CFR Part 23 online training account, log in here. If you have a preauthorization code from your agency, register here. New preauthorization codes will **not** be created.

What if I do not receive an approval e-mail after registering using my preauthorization code?
If you have not received an approval e-mail, please check spam and junk mail folders.

How do I access the training if I have a RISS account?
This link (https://www.ncirc.gov/28cfr/access/Accessing_28CFRPart23_training_RISS.pdf) contains instructions on how to access the training after logging in to RISS.

How do I access the training if I have a LEEP account?
This link (https://www.ncirc.gov/28cfr/access/Accessing_28CFRPart23_training_LEEP.pdf) contains instructions on how to access the training after logging in to LEEP.

How do I access the training if I have already registered?
If you already have registered, go to https://www.ncirc.gov/28cfr/login.aspx and enter your e-mail address and password. It must be the same e-mail and password used during registration.

What do I do if my password does not work?
There is a "Forgot Password" link on the main log-in page at https://www.ncirc.gov/28cfr/login.aspx. Click on that link for instructions to create a new password.

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How do I change my account information?

Once you have logged in to the Web site, look for a link to "My Account" on the top right corner. You may change agency information here. If you require changes that are not allowed to be made by the user (which are marked in the grayed-out fields), e-mail 28cfr23info@ncirc.gov for further assistance.

Make sure to SAVE your changes before exiting the screen.

How do I confirm that I have already taken this training?

To verify that you have already taken the training, please log in as a registered user or access the training site through your RISS or LEEP account. Once you enter the online training site, you will see the following message at the top of the page:

This will confirm that you have taken the training and will also include the date of completion. You will not be able to take the training again using the same e-mail address for one year.

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Can I print the certificates for my enrollees under my agency preauthorization code?

Only individual users can print certificates of completion.

How do I print my certificate?

When you have successfully completed the training, go to the link provided on the main training page to print your certificate. If you do not see a link for your certificate, ensure that you have completed all five segments of the training and that GREEN check marks appear next to each section. If all sections do not have the check mark, the one not marked appropriately means you have not completed that section. You will need to go back into the training and complete that particular section. A completed training would look as follows:

Where do I find the link on the Web page to print my certificate?

To assist with printing your certificate, a "Print Certificate" button has been added to the status page as depicted below. This page will display when a user logs back in to the 28 CFR Part 23 online training through the existing user log-in, LEEP, or RISS.

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What if I took the training over a year ago?

Certificates are archived one year after the issue date and can be accessed only through administrative assistance by contacting 28cfr23info@ncirc.gov. Users can retake the training to earn a new certificate, and upon completion, the certificate will be available online for one year.

Can my agency set up a preauthorization code for our officers?

Unfortunately, no new authorization codes are being issued at this time. It is recommended that officers access the 28 CFR Part 23 online training site and take the training on their own. They will need to access the training with either a RISS or LEEP account.

How do I reassign the preauthorization code that was issued to my account?

Preauthorization codes must be assigned by Web site administrative personnel. E-mail 28cfr23info@ncirc.gov for further assistance.

I keep getting a message to log in to Adobe Acrobat Pro to complete the training. How do I log in to Adobe Acrobat Pro to complete this training?

Please review the information below, and try some of these suggestions to see whether your computer will allow you to view the training.

- Ensure that no other systems are running in the background on your computer. Some law enforcement systems have firewall security measures in place that prevent access to our online training. Buffering issues are almost always caused by the accessibility of the user's system to the Internet.

- If you do not have the required Adobe FlashPlayer software to view the training modules, please contact your IT department to have this software downloaded.

- Some users' computers have pop-up blockers installed that prevent the video presentation from opening in a new window and playing. To work around a pop-up blocker, click and hold the Control (Ctrl) button on the keyboard and click the link that starts the training module. This may allow you to open the training in the pop-up window.

- If you are using Internet Explorer, try clicking on the File Menu and then on "New Session." This will open a new window that has no cookies associated with it, and you may be able to log in through that new window. If these steps do not solve the problem, you may need to restart your computer to remove any cookies that remain from your recent sessions. You also may want to use another browser, such as Google Chrome or Firefox.

- If you are getting a secondary Adobe log-in prompt, you may need to log in to the Web site and then click the "log out" link and close the browser window. This will formally sever the connection to the Adobe Connect Pro and allow you to establish a new connection. Once you have done this, you may then click this link, www.ncirc.gov/28cfr, to return to the 28 CFR Part 23 online training and log in.

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Whenever you have logged in to the Web site and you are finished or need to pause the training, it is important that you click the "log out" link on the main Web page before closing the Web site. If you continue to experience problems with buffering, you may want to contact your IT department to ask whether you have the most up-to-date Adobe FlashPlayer software on your computer.

For any other questions or comments, please e-mail 28cfr23info@ncirc.gov for further assistance.