



Ladder Safety Training FAQ – General Questions

Q: Are the Ladder Safety Training courses available in Spanish?

A: Yes, on www.laddersafetytraining.org, click “Espanol” at the top of the page to translate the ladder safety training in Spanish. We also offer all four of our Ladder Safety Training courses in Spanish.

Q: I keep trying to register for the Ladder Safety Training course and am receiving a message that says my email address is already registered. How can I fix this?

A: This message means that this email address is already associated with a Ladder Safety Training account. To log in, click the “sign in” button and then click, “Reset Password.” One will be emailed to you. If you have not received a password reset email after a few minutes, please check your spam/junk folder.

Q: I forgot my password and the password sent by the system is not working.

A: Please ensure that you are logging into the correct ALI website: www.laddersafetytraining.org. When submitting a password reset request, you need to enter the email address associated with your account. Please double-check that your email address is spelled correctly. Once the request is submitted, please ensure you check your spam/junk folder if the email doesn't appear in your inbox after a few minutes. If you do not receive an email despite completing these steps, please email the American Ladder Institute at info@americanladderinstitute.org for additional assistance.

Q: Do all LadderSafetyTraining.org users need a valid email address?

A: Yes, all users need to have a unique, valid email address for verification purposes. This is required because a user is notified via email that he or she has been registered to the website. Also, if you forget your password, you need to have a valid email address to receive a new password.

Q: I am unable to view your videos, why?

A: If you are having difficulties viewing the Ladder Safety Training videos on your computer, it could be because the web browser you are using (e.g. Google Chrome, Microsoft Edge, etc.) is not up-to-date or because your internet connection is not strong enough. Try using a different web browser or using an ethernet cord in place of Wi-Fi.

Q: I experienced an issue with the Ladder Safety Training website on Friday, and it is now Sunday. Why haven't I received a response email yet?

A: The American Ladder Institute operates Monday through Friday from 8:00 a.m. to 4:30 p.m. Eastern time, and observes most Federal U.S. holidays, in addition to closure the week between Christmas and New Years. Any inquiries made (via email and/or phone) outside of those hours will be answered in a timely manner.

Q: I watch the videos and take the tests annually. Can I view my Ladder Safety Training certificate from previous years?

A: Yes! The Ladder Safety Training website allows each trainee to view all their certificates, past and present. Please note that a certificate of completion is generated only when a score of 90 or higher is achieved.

Q: I have been using ladders professionally for years. Do I really need to take this course?

A: Yes! Even individuals who use ladders professionally or regularly should refresh their ladder safety knowledge annually to ensure the proper and safe use of ladders in the workplace. A Ladder Safety Training certificate of completion from the American Ladder Institute shows your employer and potential clients how much you value safety personally and professionally.

Q: I completed pretest, watched the Ladder Safety Training video, and took the final exam. Why hasn't a certificate of completion generated?

A: A Ladder Safety Training certificate of completion is generated only when a trainee completes the



pretest, watches the entirety of the Ladder Safety Training video, and achieves a score of 90 or higher on the final exam. If you completed these steps, but achieved a score less than 90, a certificate will not be generated. You will need to re-watch the safety video and re-take the final exam until a score of 90 or higher is achieved.

Q: I passed the final exam. How do I download my certificate of completion?

A: After achieving a passing score of 90 or higher, a Ladder Safety Training certificate of completion will automatically be generated. Your certificate of completion can also be viewed by clicking the “My Account” icon at the top of the page and clicking the yellow “View Scores” button in the “Training Summary” section.

Ladder Safety Training FAQ – Training Manager-Specific Questions

Q: I need to show the Ladder Safety Training during in a classroom setting with no internet. Can I download the Ladder Safety Training Videos?

A: You can purchase the downloadable .mp4 versions of our videos via our [online store](#). Pdf versions of both the exam(s) and answer key(s) are included with your order, in addition to a blank Ladder Safety Training Certificate.

Ladder Safety Training videos are also barred from placement on another company's Learning Management System (LMS) or other content-managed system due to the American Ladder Institute's copyright policy. If you are interested in using ALI's Ladder Safety Training in your LMS or other content-managed system, please contact us at info@americanladderinstitute.org.

Q: I'm a training manager and need to register another trainee. What do I do now?

A: Login to your account. Click on the Trainer's Toolbox icon. Once clicked, you will see a section labelled “Manage Trainees.” Click on the yellow “Invite Trainees” button and follow the instructions provided to invite trainees.

Please note that you can only invite a trainee that does not already have a Ladder Safety Training account. If the trainee that you would like to add to your Trainer's Toolbox already has an account, please see the question below.

Q: I'm a training manager and need to add a trainee to my Trainer's Toolbox that already has an account. How do I add that trainee?

A: Login to your account. Click on the Trainer's Toolbox icon. Once clicked, you will see a section labeled “Manage Trainees.” Click on the yellow “View All Trainees” button, add the trainee's email address at the top of the page, select the ‘group’ you would like them added to, then click “Add Trainee.” Only one trainee can be added at one time. If you would like to add multiple trainees, please repeat the steps above.

Q: I'm a training manager and would like to invite another training manager to join my training group. How do I complete this?

A: Login to your account. Click on the Trainer's Toolbox icon. Once clicked, you will see a section labeled “Manage Trainers.” Click the yellow “Invite Training Manager” button. Follow the instructions on the page.

Please note that this function will only work if the training manager you would like to add does not already have a Ladder Safety Training account. If the training manager already has a Ladder Safety Training account, please see the question below.

Q: I'm a training manager and would like to add another training manager, that already has a Ladder Safety Training account, to join my training group. How do I complete this?

A: Login to your account. Click on the Trainer's Toolbox icon. Once clicked, you will see a section labeled “Manage Trainers.” Click the yellow “View All Managers” button. Add the training manager's email



address at the top of the page, select the 'group' you would like them added to, then click "Add Manager." Only one training manager can be added at one time. If you would like to add multiple training managers, please repeat the steps above.

Please note that the training manager you would like to add must already have an account before they can be added to your group. If the training manager does not have an account, they must complete the necessary steps to register and select that they would like to be a training manager upon registering. Once they have created an account, you can proceed with following the steps above to add them to your group. There is no limit to the number of training managers that you can add to your group.

Q: I am a training manager and would like to remove another trainer in my group. How do I complete this?

A: Login to your account. Click on the Trainer's Toolbox icon. Once clicked, you will see a section labeled "Manage Trainers." Click the yellow "View All Managers" button. In the search box, type the training manager's email address or name. Click the "Remove" button to delete the training manager.

Q: I am a training manager and would like to view details about my trainees and their scores and certifications of completion. How do I complete this?

A: Login to your account. Click on the Trainer's Toolbox icon. Once clicked, you will see a section labeled "Manage Trainees." Click on the yellow "View All Trainees" button. On this page you can do the following:

- Add a trainee to your group (if they already have a Ladder Safety Training account).
- Search trainees by their email address or names.
- Click the yellow "details" button to view their latest scores and certificates of completion, view their account information, send them a password reset email (please note that you cannot manually reset their password), and send them notifications.
- Click the yellow "View Scores" button to view their past and current scores and certificates of completion.
- Click the red "Remove" button to remove them as a trainee from your group. Please note that removing a trainee from your group will not delete their account.

Q: I am a training manager and want to know more about the "Groups" function of the site.

A: You can manage your trainees by organizing them into groups such as "Class of 2024." Group members can compare their scores to each other on the scores page. You can add as many groups as needed and customize their names accordingly. If you need to delete a group, click the red "Remove" button and the group will be deleted and the trainees who were in that group will no longer be a part of it. You can also upload a logo associated with each of your groups under the "Manage Trainees" section of the "Trainer's Toolbox" page.

