Training Portal Information

Can I access the new training portal without a RISE account?
No. You need a RISE account to sign up for training and take online courses. If you haven't yet logged in to RISE, go to **https://rise.idahostars.org** and follow the instructions there. If you used an email to access previous IdahoSTARS training, or if we have an email on file through the Professional Development System, you will use that email address to log in to RISE.

Will I be able to use RISE on a mobile device?
RISE works best on a computer or tablet. However, you can access the system through the browser on a mobile phone with your screen horizontal. RISE will continue to be more mobile friendly over time.

Does RISE work on all Internet browsers?
RISE works best on Mozilla Firefox, Google Chrome, Microsoft Edge or Apple Safari. RISE does NOT work on Internet Explorer.

Why isn't my RISE login working?
If you are having problems logging in to RISE, it could be that a previous password is saved in your cache. Here's how to clear your cache: **https://kb.iu.edu/d/ahic**.

Why isn't my online training launching?
You probably need to disable the pop-up blocker on your Internet browser. Scroll down to the second page of this document for directions.

I didn't complete the evaluation after my online training. How do I get training hours?
You must return to the online training to complete your evaluation. Make sure you've completed all areas of the training and click "Exit Course," and the evaluation should pop up within 5 seconds. You will only receive credit for a course after the evaluation is completed.

I forgot to take my evaluation for a live training last month. What can I do?
You must complete an evaluation within 30 days of a live training. If you don't, you will not receive credit for the course. Additionally, you will not be eligible for a scholarship or payment refund.

Can I take a training more than once?
You can take a training as many times as you like. However, you will only receive credit for the training the first time you take it. Scholarships will also only be available the first time you take a training.

When will trainings appear on my PDRecord?
Online trainings will appear on your PDRecord as soon as you complete the course and evaluation. **Live trainings** will appear on your record when you complete the evaluation and the trainer has submitted attendance for the course. **Events** – such as conferences, track training and one-time approvals – will appear on your record when you have submitted a certificate and IdahoSTARS has approved the certificate.

How can I apply for a scholarship?
For a live training, you can apply for a scholarship when you register for the course. If you are registered for a training, you can also apply through the "Scholarship and Awards" button on your RISE Dashboard. That's also where you will apply for training reimbursements for events or live trainings.

How can I find training in a specific city or town?
The calendar on your dashboard shows the training available for your entire region. If you would like to see them for your town or city only, click on the flower icon ⚙ in the upper righthand corner. If you'd like to see trainings for the entire state, click on the square icon that looks like mountains. 🖼

Disabling Pop-up Blockers

To avoid issues in the new RISE training portal, disable pop-up blockers in your web browser.

Here's how:

CHROME (WINDOWS AND MAC)

By default, Chrome will notify you when a pop-up is blocked and give you an option to see it. To turn off pop-up blocker, follow these instructions:

1. Click the **Customize and control Google Chrome** menu (the three dots in the upper right corner).
2. Select **Settings**.
3. Click **Advanced** at the bottom.
4. Under **Privacy and security**, click the **Content (Site) Settings** button.
5. Select **Pop-ups and redirects**.
6. To disable the pop-up blocker uncheck the **Blocked (recommended)** box**.**
7. To enable pop-ups on specific sites, check **Blocked (recommended)** and click **Add** next to **Allow** and enter the URL(s).

FIREFOX (WINDOWS)

1. Select the three horizontal bars in the upper right corner.
2. Select **Options**.
3. Select the **Privacy and Security** tab.
4. To disable the pop-up blocker, uncheck the **Block pop-up windows** box below **Permissions**.
5. To allow specific pop-ups, click **Exceptions** and enter the URL(s).
6. **Close** the window.
7. Click **OK**.

FIREFOX (MAC)

1. Select **Preferences** from the **Firefox** menu.
2. Select the **Privacy and Security** tab.
3. To disable the pop-up blocker, uncheck the **Block pop-up windows** box below Permissions.
4. To allow specific pop-ups, click **Exceptions** and enter the URL(s).
5. Close the window.
6. Click OK.

INTERNET EXPLORER

We **do not recommend** using Internet Explorer with the RISE training portal.

SAFARI (MAC)

1. From the **Safari** menu, select **Preferences.**
2. Click **Websites** at the top of the window.
3. Select **Pop-up Windows**.
4. To disable the pop-up blocker select **Allow** next to **When visiting other websites**.
5. To allow specific pop-ups, navigate to the webpage, follow steps 1-3 and then select **Allow** next to the name of the site.