



Accessing the FIS Learning Management System

A username and password are required to access the FIS LMS.

This document outlines:

- New User Setup
- User Access
- Existing Users
 - Forgot your Username?
 - Forgot your Password?
 - Change Password
 - Guidelines for a strong password
 - Changing your password

New User Setup

Individuals in your organization designated as Training Supervisors can set up new users. If you do not already have a username or password for the FIS LMS, contact your organization's FIS Training Contact.

User Access

User access is granted for 90 days at setup. Every time you access the FIS LMS your access is renewed for another 90 days. If you do not access the LMS for 90 days your access is terminated. If your access has been terminated, contact your Training Representative listed in the LMS Contact Us page.

If you have any questions, please contact your Training Representative listed in the LMS Contact Us page at: <https://training.fisglobal.com/TPOnline/TPOnline.dll/Contact Us>

Existing Users



The screenshot shows a 'Login' dialog box with a title bar containing a lock icon and the word 'Login'. Below the title bar, there are two input fields: 'Username:' and 'Password:'. Below these fields is an 'OK' button. To the right of the dialog box, there are two links: 'Forgot your Username?' and 'Forgot your Password?'. Both links are underlined.

Forgot your Username?

1. On the Home page, click the Forgot Your Username? link.
2. Enter your email address.
3. Click OK. An email will be sent to you with your LMS Username.

Forgot your Password?

1. On the Home Page, Click the Forgot Your Password? link.
2. Enter your Username.
3. Enter your email address.
4. Click OK. An email will be sent to you with your LMS Password.

Change Password

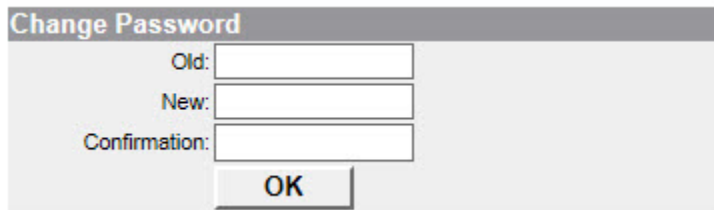
The system will not require you to change your default password; we recommend you work with your Organization's Security officer to determine the policy for your organization.

Guidelines for a strong password

- Be at least 8 characters in length
- Contain both upper and lowercase alphabetic characters (e.g. A-Z, a-z)
- Have at least one numerical character (e.g. 0-9)

If you have any questions, please contact your Training Representative listed in the LMS Contact Us page at: <https://training.fisglobal.com/TPOnline/TPOnline.dll/Contact Us>

Changing your password

A screenshot of a web form titled 'Change Password'. The form has a dark grey header with the title in white. Below the header, there are three text input fields stacked vertically. The first field is labeled 'Old:', the second 'New:', and the third 'Confirmation:'. Below these fields is a single button labeled 'OK'.

1. Expand the Student category from the left navigation panel.
2. Click the Change Information link. The Change Information page will appear.
3. Enter your current password in the Old: box
4. Enter the new password in the New: box
5. Reenter the new password in the Confirmation: box.
6. Click OK.

Note: Passwords are case sensitive.