



## MNLET Frequently Asked Questions

**How do I log in?** Your username is your first and last name, all together, lowercase. i.e. maryjones. Your password (to start) is your agency email, all lowercase.

**If the system won't allow me to log in, what do I do?** If you have tried the correct log in, you may not be a registered user in MNLET. Contact MSA or your training director at your agency to gain access.

**Why does the course percentage show 0% when I just spent 45 minutes in the course?** The percentage indicates all course components including the lecture, maybe a discussion board question and quiz. Each of those components is a percentage of the overall course. Once a component is completed and the green "complete" button has been selected, you will see the percentage change.

**How do I receive the ICLD/MSA challenge coin?** The MSA paper certificate and challenge coins are for the ICLD graduates. Participants who have completed Phases 1-4 must complete the MSA certificate/coin request form on MNLET.

**Why aren't my credits showing up on my POST record?** Credits are sent in to POST once a month, generally the first few days of the month. Check your profile and make sure your POST number is in the MNLET system. If it was not and you took courses, contact MSA. We will submit them for you.

**Is there a fee for the courses?** Almost all MNLET courses are available at no charge for any sheriff's staff throughout Minnesota. Each sheriff's office contributes yearly for MNLET course development and maintenance. Other agency personnel may purchase access to MNLET courses through the MSA.

**If I take a course again, why doesn't the date change on my certificate?** The MNLET system will always show the first date you took the course. To retake a course and have the new date on your certificate, the original course will need to be cleared out. Contact your training director or MSA to have this done prior to taking the course.

More questions? Contact Ann Jarrett [ajarrett@mnsheriffs.org](mailto:ajarrett@mnsheriffs.org) or 651-204-2218

