Having trouble with your Moodle training transferring to your i-PoWeR account? Please try the possible solutions below if you are not receiving credit on the i-PoWeR Professional Workforce Registry for the completion of an Iowa State University Extension and Outreach Early Childhood Education/Child Care Moodle course.

Solution #1
Check your Iowa DHS Child Care Training Registry ID in your Moodle profile to make sure it is entered correctly.

- Log into your Iowa State University Extension and Outreach Moodle account at: https://moodle.extension.iastate.edu/login/index.php.
- On the upper right-hand corner, click on your name and select “Profile” from the drop-down menu.
- Under “User details,” click on “Edit Profile.”
  - Make sure your entered “Iowa DHS Child Care Registry ID” is the same as what you use as an i-PoWeR “Account ID” (what you use to login to your i-PoWeR account).
- Go to: https://ccmis.dhs.state.ia.us/TrainingRegistry/TrainingRegistry/Public/ if you need to create an i-PoWeR account to obtain an “Account ID.”
- If you need to update your Moodle profile, you typically receive credit on i-PoWeR for a Moodle course after 24 hours.

Solution #2
It may be an i-PoWeR programming issue.

- If your “Iowa DHS Child Care Training Registry ID” in your Moodle account is an exact match to your i-PoWeR “Account ID,” then it is an i-PoWeR programming issue.
  - Email trhelp@dhs.state.ia.us to report the problem.

Still have a question or need assistance?
Please contact the Iowa State Extension and Outreach Moodle Early Childhood Education/Child Care course teacher below for further assistance:

Shannon Wilson at shannon@iastate.edu for Passport to Early Childhood Education for Program Administrators and Passport to Early Childhood Education: Teacher and Staff Orientation (Note: IQ4K® requires that you complete Modules 1-11 AND a Child Development Module).

Mona Berkey at mberkey@iastate.edu for Essentials Child Care Preservice Online Series, Universal Precautions for Iowa Early Childhood and School-age Professionals and Iowa Early Learning Standards 3rd edition Orientation.