<div style="background:#2e2b5f; color:white; text-align:center;">

National Traffic Incident Management (TIM) Responder Training Program
SITE USER GUIDE

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The National Traffic Incident Management (TIM) Responder Training Program Site is intended for individuals that have successfully completed a Train-the-Trainer (TtT) course or that are responsible for providing program support for implementation of the TIM training.

Step 1   Registration

1.1. Go to: https://fhwaapps.fhwa.dot.gov/tim

1.2. Click the '**Register**' button for New Users in the center of the screen or in the upper right corner.

1.3. Fill in all the required fields and click '**Submit.**'

- Users that have attended a TtT session should select *TIM Trainer* as their TIM Role and enter the Day 1 date of the TtT session they attended.

- Users that have not attended a TtT session but provide support for a TIM training program should select *TIM Program Support* as their TIM Role.

1.4. After submitting the registration form, you will receive an email with the subject line "TIM Training Site: Verify Account Request" from no-reply@dot.gov. **Users MUST verify their account by clicking the link provided in the email.** Even if your account is approved, you will not be able to log in if you do not verify your account.

- If you receive an error message when verifying your account, click '**Resend Account Verification Link**' and a new verification email will be sent.

- The link below can also be used to obtain a new verification email: https://fhwaapps.fhwa.dot.gov/tim/Identity/Account/ResendEmailVerification

1.5. All account requests will be reviewed, confirmed, and responded to within two business days. If approved, you will receive an email with the subject line "TIM Training Site: Account Request Approved" from no-reply@dot.gov.

- Note, the TIM Training Support Team (FHWATIMTraining@hntb.com) may reach out if they are unable to confirm your attendance at a TtT session.
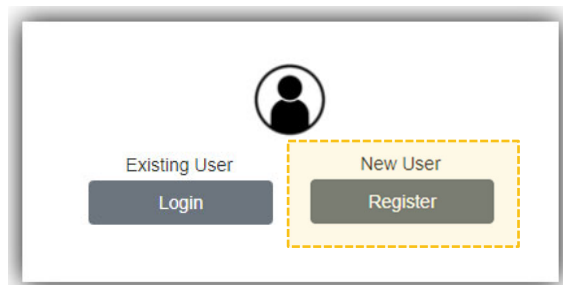
Step 2   Log In

2.1. After your account is approved, go to: https://fhwaapps.fhwa.dot.gov/tim

2.2. Click the '**Login**' button in the center of the screen or in the upper right corner.

2.3. You will be directed to the Log in page shown to the right. Enter your email and password and click '**Log in.**'

- You can reset your password by clicking '**Forgot your password?**' as shown to the right. Note, if you enter your password incorrectly five times you will be locked out of the system and must contact the TIM Training Help Desk to unlock your account before you can reset your password.

- If you receive the error message "Error: Access Denied," this means your account has not been approved. If it has been more than two business days since you registered for the account, please contact the TIM Training Help Desk.

- If you receive the error message "Account Verification Pending," please reference 1.4 above.

Step **3**   Site Navigation
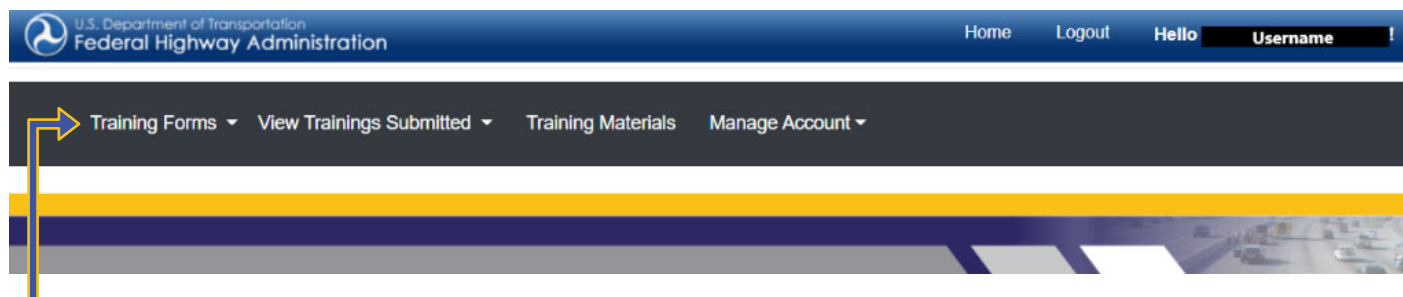
Following is a summary of the main components of the TIM Training Program Site, which can be accessed using the menu bar at the top of the Home page as shown above.

- **Training Forms**: This dropdown menu allows users to enter training records.
    - o **Training Attendance Form –** After each responder training session taught, trainers should use this form to enter a training record. The following information is requested for each training session: training state, county, and city, date of training, trainer name(s), delivery method (in-person or virtual), training type (typically the 4-Hour Version), and the number of attendees by discipline. Once complete, click '**Create**' to submit the training record.
    - o **Train-the-Trainer Form –** This form is used to record TtT course details and will not be used by most users. The following information is requested for each Train-the-Trainer session: instructor and co-instructor name(s), training city and state, training date (day 1), delivery method (in-person or virtual), and the number of attendees by discipline. Once complete, click '**Create**' to submit the TtT record.
- **View Trainings Submitted:** This dropdown menu allows users to view all the Training Attendance or Train-the-Trainer records they have submitted using the Training Forms. From this page, users can edit and, if necessary, delete their training records.
- **Training Materials:** Trainers can access and download all the materials they need to conduct a training session, including the PowerPoint presentation, the student handout, a blank sign-in sheet, the course evaluation, and the announcement and completion certificate templates. Additional resources available for download include tabletop exercise materials, the most current TIM training status report and maps, videos, copies of the TIM training newsletter, and a variety of Federal Highway Administration (FHWA) TIM publications.
- **Manage Account:** This dropdown menu allows users to actively manage their account information.
    - o **View/Edit Profile –** From this page users can view, and if necessary, update their profile.
    - o **Change Password –** Users can change their password on this page. Note, passwords must be at least 12 characters and contain all four of the following: upper case (A-Z), lower case (a-z), number (0-9), and special character (e.g., !@#$%^&*).

Questions & Feedback

The TIM Training Help Desk is available Monday-Friday, 9:00 am to 7:00 pm (eastern) to answer any questions related to the National TIM Responder Training Program in general, or specific to the site.

Additionally, as this is a new site, any feedback on user-friendliness or functionality is also welcome.

Help Desk Telephone: (414) 410-6808   **Help Desk Email:** FHWATIMTraining@hntb.com