



I'm trying to Log In for the first time. How do I do this?

To log in to the new system for the first time, you will need to reset your password. Your username is the email address we have on file.

- Visit jpmaweb.com
- Click **Log In** (upper right corner)
- Click **Lost Your Password?**
 - Enter your username which is your Email Address
 - Click Reset Password
- Check your email for the Password Reset Instructions
- Follow the prompts to reset your password

I tried to reset my password but received Invalid username or email. Now what?

If your user profile on our old system didn't have a valid email address, your user couldn't be created automatically.

There are two ways you can set up a new user profile

1. Call or email us at lms@jpmaweb.com and we can set up a user for you

OR

1. Register here: <https://www.jpmaweb.com/register/>. You'll get our FREE classes automatically.
2. Then send us a quick email to let us know what agency you belong to and we will add you to the appropriate course groups so that you can begin learning!

Lost password

To take a course you must first log in.

If you do not have a username or password yet, [Register for a free account](#).

 Invalid username or email.

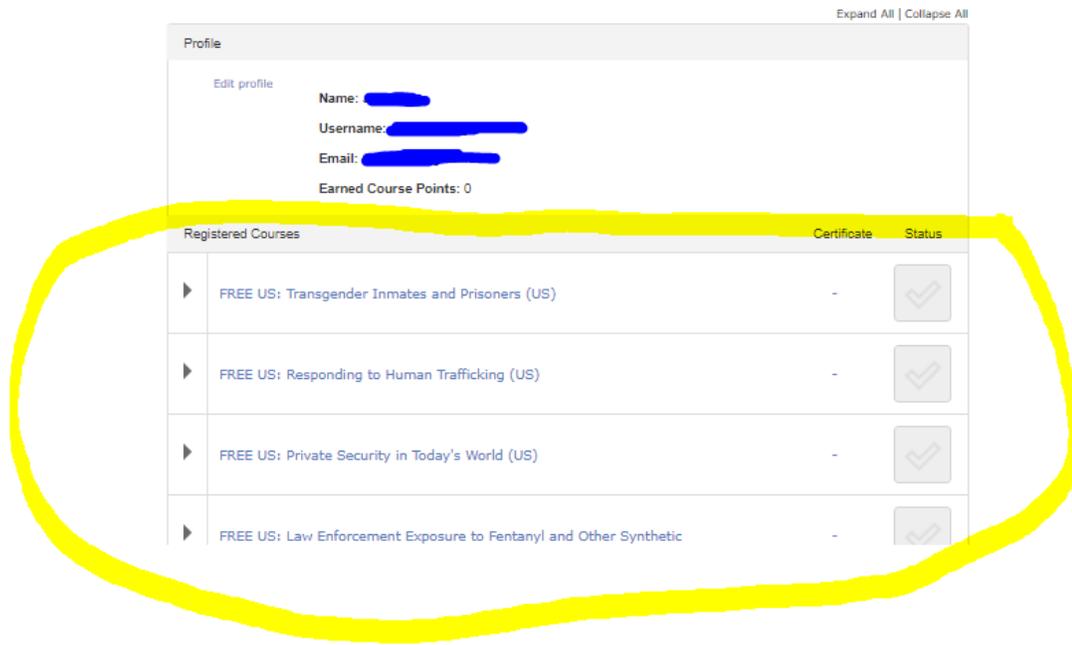
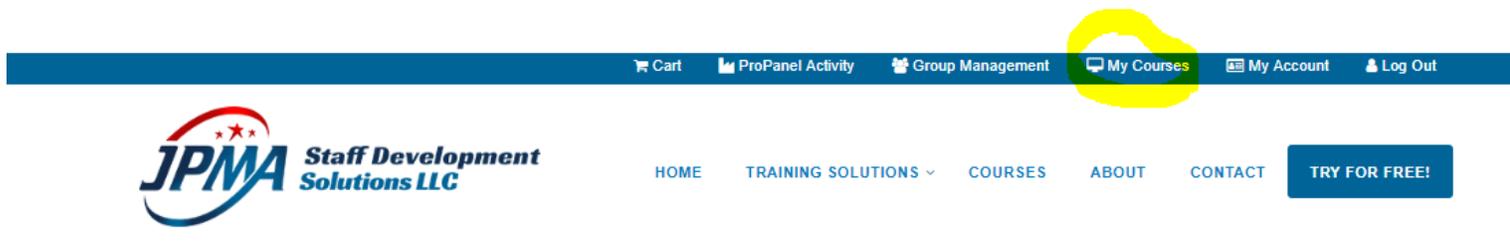
Lost your password? Please enter your username or email address. You will receive a link to create a new password via email.

Username or email

RESET PASSWORD

Where can I find the courses that I'm enrolled in?

Once you are logged in, you can find the courses you are enrolled in by visiting **My Courses** from the top menu bar. Not seeing the menu items? Be sure you are logged in.



How Can I take a Course?

- Once you are logged in, navigate to My Courses
- Click on the Course title to open the Course (sample below)
- Under Course Content, click on the Lesson title to begin



Course Status: Not Started

In this class, officers will learn to communicate effectively and respectfully with transgender inmates within their facility. Officers will also learn why transgender inmates are more susceptible to sexual violence within a facility, what the officers' responsibilities are under the Prison Rape Elimination Act (PREA), and what the officer can do to support Transgender victims of sexual violence.

[JPMA News & Updates](#)

[Partnering for Progress: Maine Law Enforcement Online Training Initiative](#)

[More Articles](#)

Course Content

Lessons	Status
1 Transgender Inmates and Prisoners (US) Lesson	<input checked="" type="checkbox"/>

Quizzes	Status
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Navigating the Lesson Page

Once the Course begins, use the navigation to go through the lesson topics, if needed.

If you'd like to make the Course larger:

- press **Pause**, then press **View Video Full Screen**

Mark Complete & Begin Quiz:

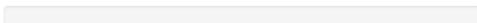
- When you are ready to begin the quiz, click **Mark Complete & Begin Quiz**

The screenshot shows a video player interface. On the left is a navigation menu with a 'JPMA Staff Development Solutions LLC' logo at the top. The menu lists 48 items, with the first item '1. Transgender Inmates and Prisoners' expanded to show sub-topics like '1.1. Introduction', '2. Understanding Terms Related to Transgender', etc. The main video area shows a woman behind prison bars with the title 'Transgender Inmates and Prisoners' overlaid in a blue banner. At the bottom of the video player are controls for volume, play/pause, a progress bar, a refresh icon, and 'PREV' and 'NEXT' buttons.

[VIEW VIDEO FULL SCREEN](#)

[MARK LESSON COMPLETE & BEGIN QUIZ](#)

Course Progress



▶ [Transgender Inmates and Prisoners \(US\) Lesson](#)

- [Transgender Inmates and Prisoners \(US\) Quiz](#)

[Return to FREE US: Transgender Inmates and Prisoners \(US\)](#)

Navigating the Quiz

Once your lesson has been completed, the Quiz will begin automatically.

Mark your answer(s) and Click Next to get to the next question

You must pass with a score of 80% or higher. Your results will be shown at the end of the quiz.

You can use the navigation to the right if you need to review the Lesson.

You can retake the quiz as many times as needed.

Transgender Inmates and Prisoners (US) Quiz

Question 1 of 10

1. Question

When engaging with transgender prisoners or inmates you should: (Select all that apply.)

- Think twice before addressing someone who is transgender – address them the way you would want to be addressed.
- Address them by their birth gender at all times.
- If you don't know how a prisoner wishes to be addressed, ask them how they'd like you to refer to them.
- Take cues from the inmate/prisoner – respect their preferred pronouns.

NEXT

Course Navigation

- ▶ Transgender Inmates and Prisoners (US) Lesson
- **Transgender Inmates and Prisoners (US) Quiz**

Return to FREE US: Transgender Inmates and Prisoners (US)
Course Progress



Transgender Inmates and Prisoners (US) Quiz

Results

8 of 10 questions answered correctly

Your time: 00:10:33

You have reached 8 of 10 point(s), (80%)

Click Here to Continue

RESTART QUIZ

VIEW QUESTIONS

Course Navigation

- ▶ Transgender Inmates and Prisoners (US) Lesson
- **Transgender Inmates and Prisoners (US) Quiz**

Return to FREE US: Transgender Inmates and Prisoners (US)
Course Progress



Certificates

Once your lesson is completed and you've passed the quiz with 80% or higher, you can print your certificate!

Course Status: Completed

[PRINT YOUR CERTIFICATE](#)

In this class, officers will learn to communicate effectively and respectfully with transgender inmates within their facility. Officers will also learn why transgender inmates are more susceptible to sexual violence within a facility, what the officers' responsibilities are under the Prison Rape Elimination Act (PREA), and what the officer can do to support Transgender victims of sexual violence.

Course Content

Lessons	Status
1 Transgender Inmates and Prisoners (US) Lesson	

Quizzes	Status
1 Transgender Inmates and Prisoners (US) Quiz	

JPMA News & Updates

Partnering for Progress: Maine Law Enforcement Online Training Initiative

[More Articles](#)

Print Your Certificates at any time from the My Courses Page

Expand All | Collapse All

Profile

Edit profile

Name: [Redacted]

Username: [Redacted]

Email: [Redacted]

Earned Course Points: 0

Registered Courses	Certificate	Status
▶ FREE US: Transgender Inmates and Prisoners (US)		
▶ FREE US: Responding to Human Trafficking (US)	-	
▶ FREE US: Private Security in Today's World (US)	-	
▶ FREE US: Law Enforcement Exposure to Fentanyl and Other Synthetic	-	

Group Leaders

If you are a group leader, you can easily add and remove users, view user information and export results.

Add/Remove Users

- Click the Group Management item on the top menu bar
- If you are the leader of more than one group, use the drop down to select the group you need to manage
- See the number of available “seats” under User Registration Left:
- View your enrolled users
 - Click Remove to eliminate a user.
 - A user removal request will be sent to JPMA staff for approval
 - Add New Users
 - One by one, using the form at the bottom of the page
 - Bulk upload by using a CSV file



Group Management

Select Product

[Redacted Product Name]

Users Registration Left: 0

[Add New Users](#)

Enrolled User Details

NAME	EMAIL	ACTION
[Redacted Name]	[Redacted Email]	REMOVE
[Redacted Name]	[Redacted Email]	REMOVE
[Redacted Name]	[Redacted Email]	REMOVE

1 - 2 of 2

1

Enroll New Users to Group

Import using csv:

Choose File No file chosen

UPLOAD

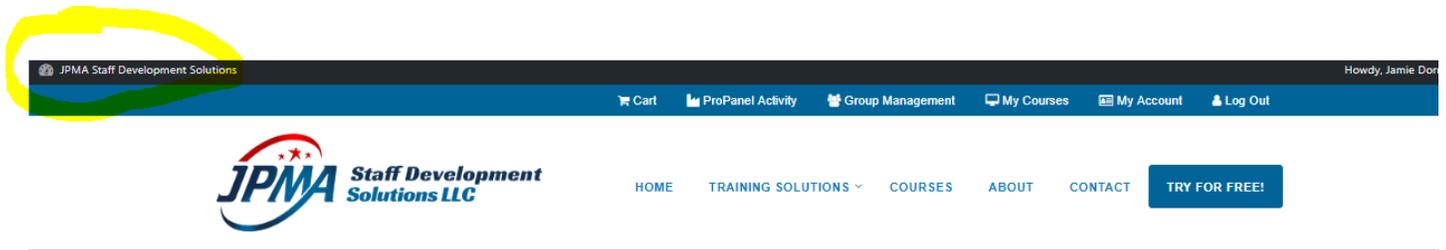
[Download sample csv](#)

FIRST NAME	LAST NAME	EMAIL	ACTION
<input type="text" value="First Name"/>	<input type="text" value="Last Name"/>	<input type="text" value="Email"/>	Clear

ADD USERS

Accessing Data from the old system

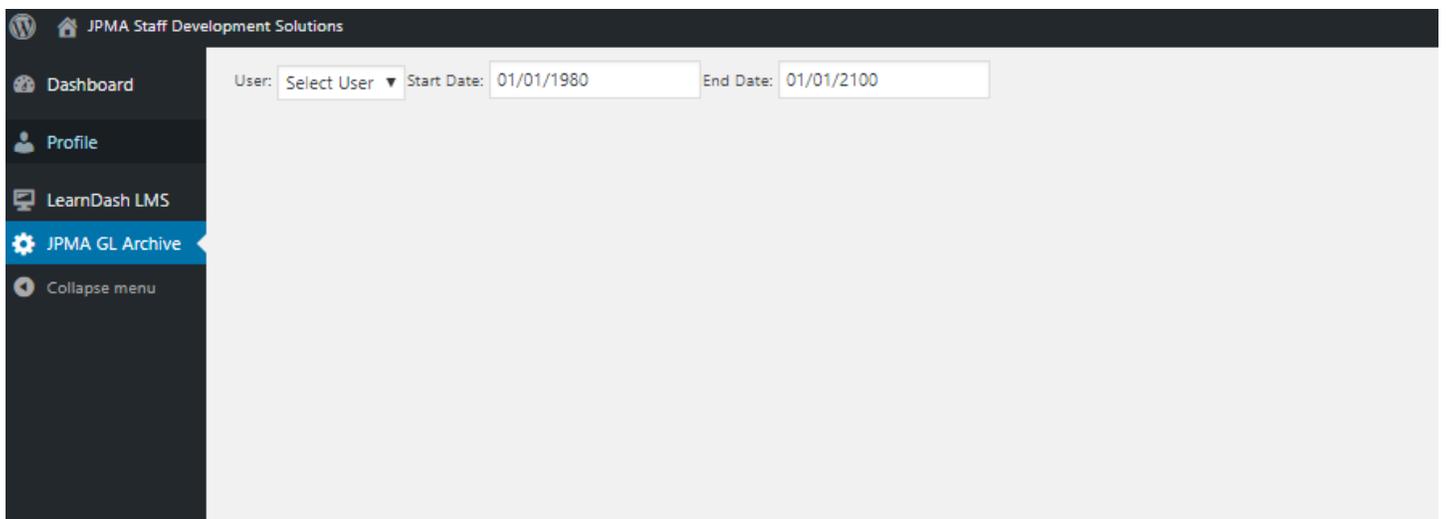
Locate the black toolbar across the top of the page and click the Dashboard icon



Click JPMA GL Archive

Select the User from the drop down

Enter the Dates



What else can you do on the Dashboard?

Dashboard > run reports using ProPanel Activity widgets (see following pages for more information)

LearnDash > Group Management to export User Lists and Progress

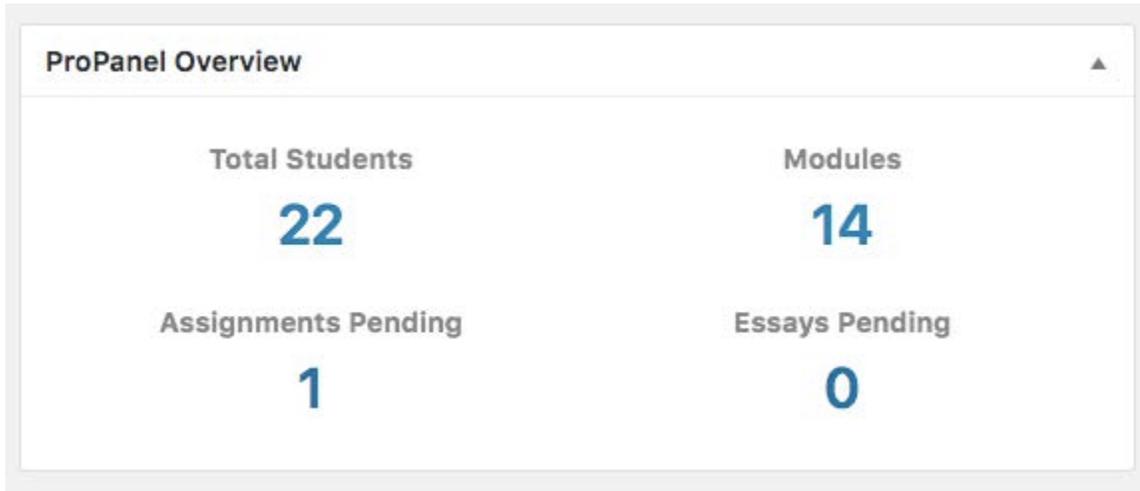
ProPanel Activity

Log in and go to Propanel Activity in top menu bar OR visit the Dashboard (upper left corner icon on black bar)

User must be a Group Leader to see the following:

ProPanel Overview Widget

Displays the number of students, courses. Each item is a clickable link that will let you view the selected section in more details.



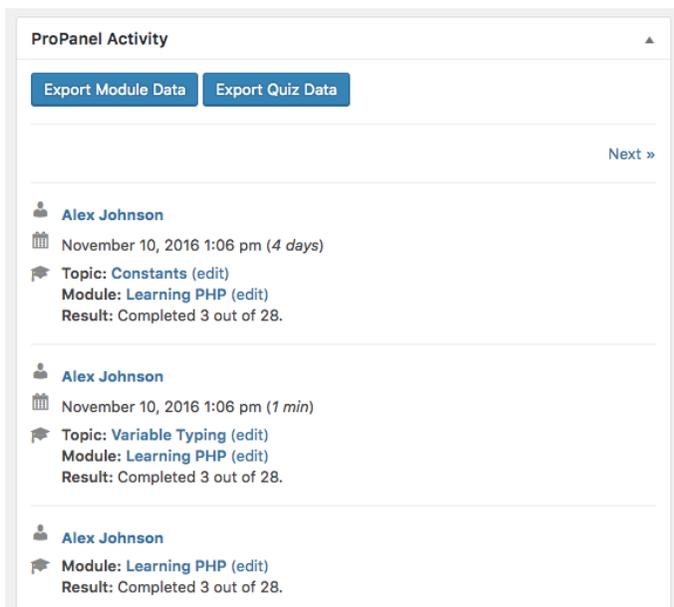
ProPanel Activity Widget

Displays real-time activity. Supported activities include course completion, lesson, and quiz completion. Associated data such as timestamp, score, and steps will be displayed when applicable.

You can also export course and quiz reports via the buttons at the top of the widget. These reports will include the filtered data only.

Admins will be able to view all user activity while Group Leaders can only view activity of users who are in their group(s).

Note: the number of items shown per page is dependent on the pagination in the ProPanel Reporting widget (see next page for more information).



ProPanel Reporting Widget

A widget that enables you to filter by course, user, and/or group. You can use any combination of these filters to narrow down your results. Below are some examples.

User Filter > Select a user > Select a progress status

This generates a list of courses in which that specific user is enrolled, along with progress statistics for those courses.

Course Filter > Select a course > Select a progress status

This generates a list of users enrolled in the selected course, along with progress statistics for each user.

Group Filter > Select a group > Select a progress status

This generates a list of users in the selected group, along with progress statistics for each user.

Additional Options

- **Email** lets you communicate with the users selected in the Filters section.
- **Pagination** will control the output of both lists in the Reporting widget as well as the Activity widget.

ProPanel Chart Widget

Once the ProPanel Reporting Widget is set to filter by group, course, or user, you will notice two charts appear.

On the left is the overall **Progress Distribution** chart. This will show user or course distribution between “Not started”, “In Progress”, and “Completed” course statuses.

On the right is a breakdown of all users or courses that are “In Progress” in the selected filter (**In Progress Breakdown**). By default, the in progress will be distributed in 20% increments (20, 40, 60, 80, and 100). These increments along with many other items can be changed using the filters discussed in the Developer section below.

