

Why am I unable to log into WBT?

Please send request to UOPsupport@gpstrategies.com

Where can I update my password or retrieve a forgotten password?

Please save your password in a known location because they cannot be reset. If you have forgotten your password, please email UOPsupport@gpstrategies.com
Passwords cannot be reset, please save your password in a location that's easy to find, if you have forgotten your password please email UOPsupport@gpstrategies.com

Why is my content not loading?

Please ensure you have met the following requirements to access Web-Based Training:

- Internet Explorer 5.5 or higher (Note: the content may not run on other browsers)
- Enable "pop-up" windows
- A high speed internet connection is required due to the size of the content
- Adobe Flash Player 7 or higher must be installed and integrated with Internet Explorer

Why are my workbooks no longer available?

Once a workbook or module has been completed, it moves to your transcripts section. You can access all the workbooks or modules by clicking on the transcript section once you have logged into Web-Based Training.

How can I request a usage report for completion certificate?

Completion Certificates are not provided for Web-Based Training, but you are able to view your status by clicking on the transcript section. If needed, a completion report can be requested by emailing UOPsupport@gpstrategies.com