



# FAQs



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## for Accessing the NHI Learner's Blackboard Dashboard

This document provides a step-by-step guide in the form of Frequently Asked Questions (FAQs) to navigate Blackboard participants through the final step in accessing the Federal Highway Administration's (FHWA) National Highway Institute (NHI) Learning Management System (LMS). This document outlines how to log in using your Login.gov credentials, including where to access the system, how to sign in securely, and what to expect upon successful login. Special attention is given to verifying login information, accepting system policies, and navigating the Learner Dashboard.

Designed for individuals who have completed both the Login.gov and Blackboard account setup, this guide ensures a seamless transition into the LMS platform. Once logged in, participants will be able to register for training, launch courses, and view curriculum history. This resource helps eliminate common access issues and prepares learners to take full advantage of NHI's training offerings.

### What is the final step to access NHI training?

The third step is to sign in to the NHI LMS using your Login.gov account. This grants you full access to register for and complete courses.

### Where do I go to begin this step?

- 1) Visit the NHI LMS website:  
<https://fhwanhi.geniussis.com/PublicWelcome.aspx>.
- 2) Click the **"Access with Login.gov"** button.
- 3) Select the **"Sign in with Login.gov"** button. Proceed with the sign in process.

### What credentials should I use to sign in to Login.gov?

Use the same email address and password you utilized to create your Login.gov account. You may be prompted to complete your multi-factor authentication, depending on your setup.

### Can I use my PIV card to log in to Blackboard?

FHWA employees with a Blackboard account will be able to log in with their PIV card through FAA MyAccess. Visit the NHI LMS website: <https://fhwanhi.geniussis.com/PublicWelcome.aspx> to sign in. If you don't have a Blackboard account, contact [NHICustomerService@dot.gov](mailto:NHICustomerService@dot.gov) to have an account created for you.

### Do I need to agree to any terms or policies before accessing my dashboard?

Yes. You will be asked to read and accept the **'Rules of Behavior'** by selecting the **"Accept"** button.

### What can I do from the Learner Dashboard?

Once signed in, you can:

- Register for NHI Courses.
- Launch training sessions.
- View and download certificates and transcripts.
- Review your completed courses, and more .



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### Need Help?

If you have questions or need assistance with your Blackboard account, the NHI Customer Service team is here to help. Email [NHICustomerService@dot.gov](mailto:NHICustomerService@dot.gov) or call 1-877-558-6873. For additional information and instructions, demonstration videos are available within Blackboard.