



FAQs

for Creating a Login.gov Account



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This document provides a clear and concise set of Frequently Asked Questions (FAQs) designed to assist users with creating a Login.gov account for access to the Federal Highway Administration's (FHWA) National Highway Institute (NHI) Blackboard Learning Management System (LMS). It walks users through each step of the account creation process — from start to finish. These FAQs serve as a quick reference guide to ensure that users can successfully create their accounts without confusion or delay.

Intended for first-time users and individuals unfamiliar with Login.gov, this resource supports a smooth onboarding experience by addressing common questions and highlighting essential steps. By following the guidance outlined in this document, users will be prepared to securely log in and begin using the NHI LMS for their training and development needs.

Question

How do I begin creating a Login.gov account to access the NHI LMS?

Answer

- 1) Start by visiting the NHI Learning Management website: <https://fhwanhi.geniussis.com/PublicWelcome.aspx>
- 2) On the login page, select **"Access with Login.gov."**

What option should I choose on the Login.gov screen?

Click the second button labeled **"Sign in with Login.gov."**

What if I already have a Login.gov account?

If you already have an account, you can proceed directly by signing in. There's no need to create a new one.

I don't have a Login.gov account. How do I create one?

Click on **"Create an account."** Enter your email address, select your preferred language, and check the box to confirm you accept the Login.gov rules.

What should I do after entering my information and accepting the terms?

Click the **"Submit"** button. Then, check your email inbox for a confirmation email from Login.gov.

I didn't receive a confirmation email after creating a Login.gov account. What should I do?

If you haven't received the confirmation email, first click **"Resend confirmation email"** on the screen. If you still don't receive it, select **"Use a different email address"** to try again with an alternate email.

What should I do after I receive a confirmation email?

Open the email and click the confirmation link. You'll then be prompted to create a password for your new account.

Is there a second step after setting my password?

Yes. You'll be asked to select an authentication method to secure your account (such as using an authentication app or receiving a text).

When is my Login.gov account fully set up?

Your account is ready once you have:

- Confirmed your email.
- Created a password.
- Set up your authentication method.

Now that you've created your Login.gov account, you can move on to creating your BlackBoard account.

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 or call 1-877-558-6873. For additional information and instructions, demonstration videos are available within Blackboard.

