

Q. Is the GAWDA U benefit included in my membership?

A. Yes. Distributor and Supplier members receive the GAWDA U benefit at no additional cost.

Q. How do members access the new GAWDA U platform?

A. Action required: For members who have not yet signed into the new GAWDA U platform launched in March 2025, their organization's manager/representative may contact Holly at hpappaconstantine@gawda.org to activate this benefit.

Q. Will my prior log-in credentials work with this new GAWDA U platform?

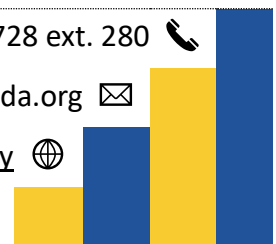
A. No. GAWDA U migrated to a new LMS platform in March 2025, which requires a new account creation. Login credentials from any prior LMS will not work.

Q. Once a new user account has been set up by their manager, how long does the user have to complete courses?

A. While GAWDA U Manager access remains active for the entire membership year, new users will have 90 days from the date their manager set up their GAWDA U account to complete any courses. All user accounts automatically change to *inactive* after 90 days. Users requiring additional time for course completion may request temporary account reactivation by contacting hpappaconstantine@gawda.org.

Q. Are managers able to assign courses to their employees on the GAWDA U platform?

A. Currently, managers have a limited ability to assign courses to their team, however we are working with VGM on enhancements to the platform to allow this full capability in the future. To assist managers in selecting the most valuable training for their teams, the [GAWDA University](https://www.gawda.org) website offers a list of courses with course descriptions.



Q. What if a GAWDA U user is locked out of their account or cannot remember their username or password?

A. At this time, the self-service password reset option on the VGM platform is inactive. Users with a GAWDA U account may contact Holly at hpappaconstantine@gawda.org for assistance in verifying their username and/or resetting their password.

Q. Upon completing a course, will users receive a certificate?

A. Yes. Upon successful completion of any course on the new GAWDA U platform, users will be issued a certificate of completion following the final quiz. Certificates of completion will be readily available within each user's and manager's GAWDA U profile for viewing or printing at any time.

Q. Will completed courses and certificates from before March 2025 be accessible on the new GAWDA U LMS platform?

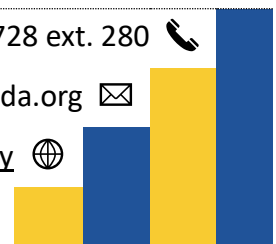
A. The new platform launched in March 2025 does **not** contain historical course information. Historical GAWDA course information is stored separately and is available upon email request to hpappaconstantine@gawda.org.

Q. Do users have access to all GAWDA U courses?

A. Yes. After logging into the GAWDA U platform and clicking on the *register* option, users will be able to explore the full catalog of GAWDA U courses and CGA E-Learning Modules and select their desired course registrations.

Q. Can GAWDA U members expect updated course content?

A. To maintain relevant training, GAWDA U manages its course content through collaboration with VGM Education, CGA and the GAWDA Safety Committee. GAWDA University course content updates and new course introductions will be posted on the [GAWDA University](#) website. Stay connected for additional updates



Q. Is it possible to integrate the GAWDA U LMS with my organization's existing HR or training systems/LMS?

A. Due to the restrictions with current licensing agreements for GAWDA U content, integration with a GAWDA member's LMS is not possible. All GAWDA U learning materials are hosted and accessed solely within the GAWDA U LMS. Exporting content is restricted to ensure learners always have access to the most current and correct information.

Q. What additional member support is provided for GAWDA University?

A. For a seamless GAWDA U platform experience, users have a dedicated point of contact for support. Contact Holly directly for assistance with questions or schedule a Teams meeting with the option of screen sharing for a more hands-on approach.

