

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 GAWDA U?

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 the new GAWDA U LMS?

A. No. Previous LMS credentials are not valid. As of March 2025, GAWDA U operates on a new LMS (learning management system). All users will need to create a new account.

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 teams?

A. Managers can choose to assign courses to their teams within the LMS. The [GAWDA University](https://www.gawda.org) website provides course descriptions for managers to communicate the most valuable course training options for their teams.



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

A. Administrator intervention is required for all password reset requests. GAWDA U account holders can reach out to Holly at hpappaconstantine@gawda.org for assistance with username verification and password resets.

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

A. Yes. After successfully finishing any course, 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 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.

