

MEM LMS Frequently Asked Questions

Policyholders

What is the cost to use the MEM Learning Management System (LMS)?

There is no cost to MEM policyholders to use the MEM LMS at this time.

How do I sign-up for the MEM LMS?

Participate in a demonstration of the MEM LMS to verify your employee training needs and policyholder's commitment to actively use the MEM LMS.

- After participating in a MEM LMS demo, you will receive an Excel sign-up worksheet where you must provide user's name, assigned location, length of employment and primary job.

How do I request a demo of the MEM LMS?

You may request a demo by calling 1.888.499.7233, or by emailing safe@mem-ins.com.

How many employees can I sign up?

All employees may be signed up in the MEM LMS initially, but only 25 employees may be active within the same month in the MEM LMS at this time.

- Splitting time as active and non-active users by month allows for more employees to be trained over a one year period.

How many safety related courses are in the MEM LMS?

The MEM LMS contains more than 1,000 safety courses and more than 65,000 total courses.

Does each course have a learning verification quiz?

Not all courses have a learning verification quiz. We are building learning verification quizzes for safety related courses that currently do not have a one associated with it.

Does each course have a completion certificate that can be printed?

All courses have completion certificates. Safety course certificates have Continuing Education (CE) hours listed.

Who may access and print employee training records?

Your designated MEM LMS power user may access all training records and print reports. An employee may view and print his/her training records and course certificates.

How do my employees receive help with using the MEM LMS?

Step 1

Employees should view the User's Manual (i.e., review resetting password section).

Step 2

Employees should contact your MEM LMS power user.

Step 3

Your power user sends a description of the problem to safe@mem-ins.com. A response will be sent within one business day.