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Memphis
INTERNATIONAL AIRPORT

IETLS
INTERACTIVE EMPLOYEE TRAINING LEARNING SUITE

Operating Manual

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Logging In

1. Start by using **Google Chrome**
   Note: IET-LS will not work on tablets or smart phones

2. Go to the Online Training at http://mem.iet-ls.com

3. Enter your legal First and Last Name as it appears on your badge

4. Enter your last four digits of Social Security Number

5. Click "Login"

6. If you have issues logging in such, please select the blue Contact Support button in the top right corner to view the Airport ID Office's contact information.
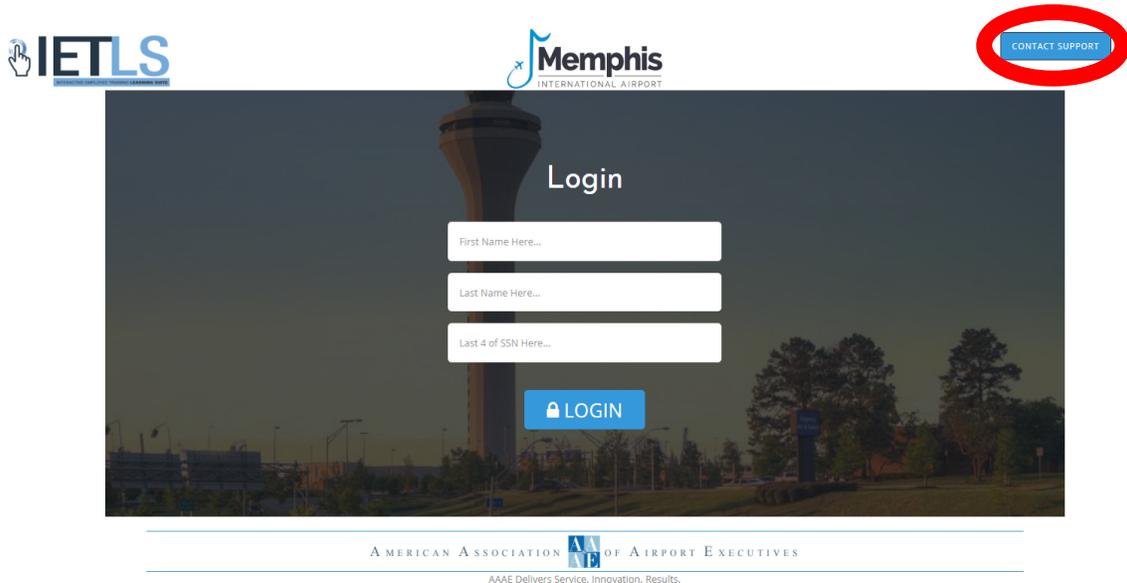
When you login, you will be taken to your list of required training (see example 1). You will only see the training you are required to take.
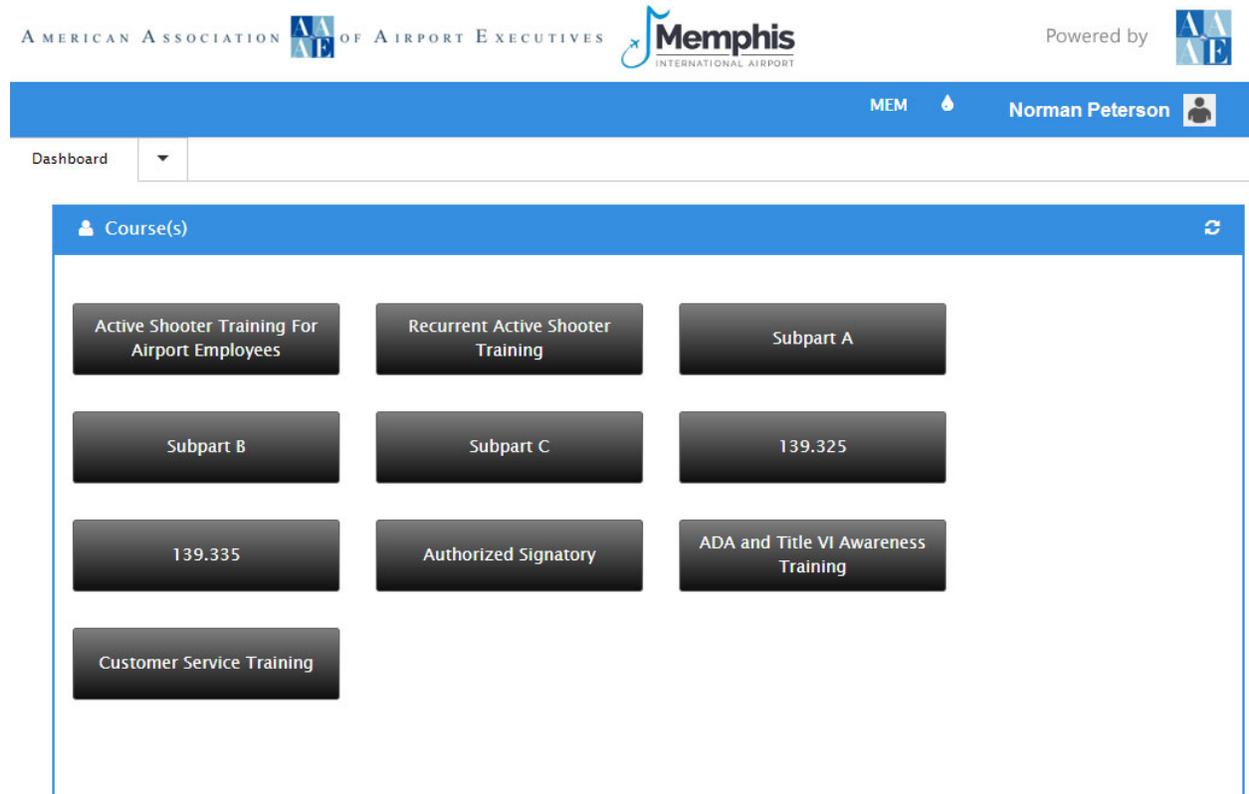
Example 1.

As you complete your training videos, a green checkmark ✅ will appear by courses completed. Courses you have started but not have completed or have failed will be indicated by an orange star ⭐. All training courses that have not been started or viewed will have nothing by it (see Example 2).
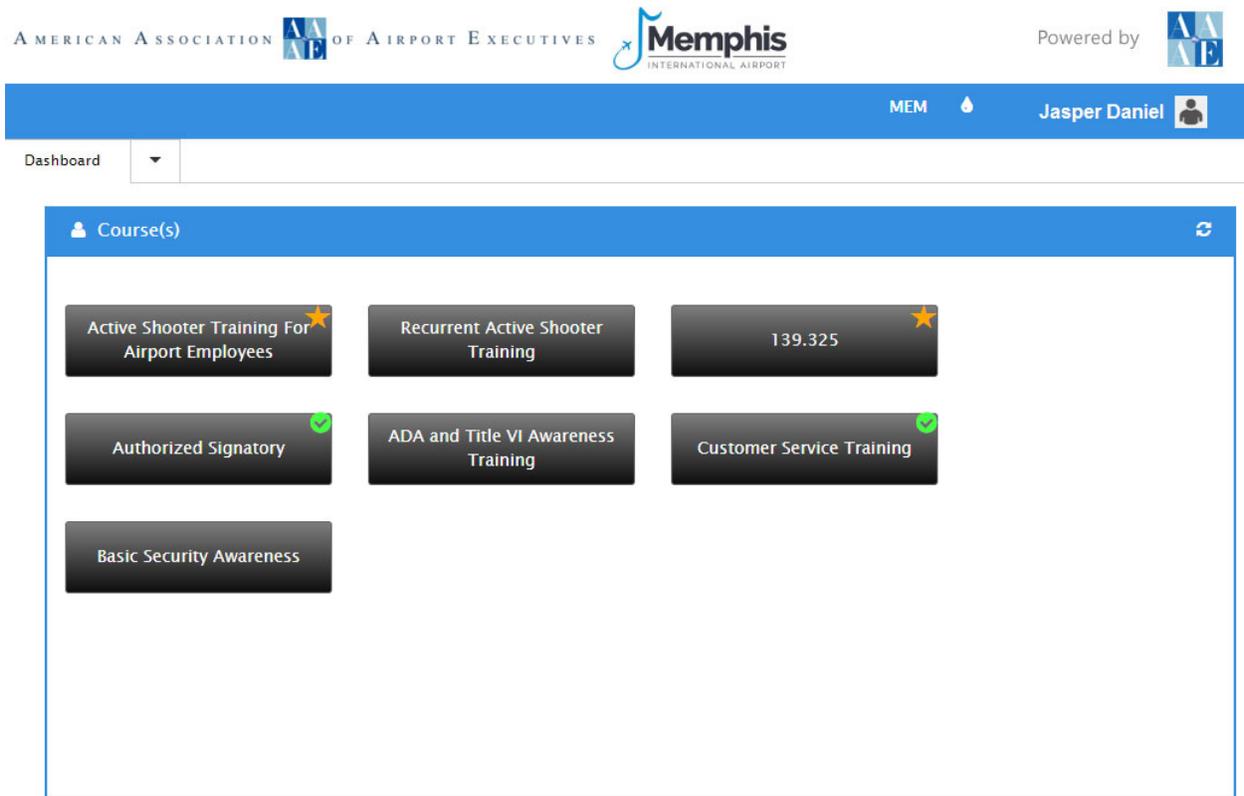
Example 2.

Upon completion of all required training, bring a completed ID Badging Application signed by your Authorized Signatory and two forms of Valid ID to the Badging Office. You will then be required to take your SIDA Training and then you will have your badge renewed.

Contact Support

If you experience any issues with the IET-LS Online System, please contact the Airport Badging Office at (901)-922-8005 and press #7, or email at IDOffice@flymemphis.com.

Q1: Will a pop-up blocker prevent me from viewing the video?

A1: Yes, please allow (turn on) pop-ups in Google Chrome. See instructions below:

1. In Google Chrome at the top right, click the More icon ⋮ and then **Settings**.
2. On the left-hand side toward the bottom, click **Advanced.**
3. Under "**Privacy and security**," click **Site Settings.**
4. Click Pop-ups and redirects.
5. At the top, turn the setting from Blocked (recommended) to **Allowed**

Q2: I have entered my first and last name and the last four digits of my Social Security Number (SSN) and I received this message. "The username or password provided are incorrect". What should I do?

A2: Enter your first and last name as it appears on your ID Badge and check to make sure the last four numbers of the SSN are correct. If this still does not work, call the Airport Badging Office at (901) 922-8005 and press 7, or email the office at IDOffice@flymemphis.com.

Q3: Is this training available online?

A3: Yes, only to users of laptop and desktop computers that are using **Google Chrome**.

Q4: Can I use iPads/Tablets and/or a mobile phone to complete the online training?

A4: No, the training must be done on a laptop or desktop computer using **Google Chrome**. The system is not designed to work with mobile devices at this time.

Q5: Why are we switching to Interactive Employee Training (IET)?

A5: We aren't switching, just going online to increase ID Office capacity and convenience to our customers.

Q6: Why are we requiring more training?

A6: To make sure the individuals that have a Memphis-Shelby County Airport Authority issued ID Badge are trained to a minimum standard to include Customer Service, Security, Emergency Operations, and Airport Operations Area (AOA) Driving.

Q7: Can I take this training online several weeks and/or months before my ID Badge expires?

A7: No, all training must be done in the month that the badge expires.

Q8: If my badge expires in 2021, do I need to take the IET Training in 2020?

A8: Yes, changes to Transportation Security Administration Regulations (TSRs) require airport operators to now rebadge each year. This will eliminate the 100% annual audit and only requires us to do a 10% random audit. Starting in March 2020, all badges will expire within the months that is displayed on the badge. Going forward all badges will expire each year.

Q9: If my badge expires before the end of the month (example March 15th), how long do I have to take my IET Training?

A9: Badge holders will pick up a new badge in the month of the expiration. The expiration date on the badge will be changed to the same month of the following year. However, the badge will not work beyond the last day of the current expiration month unless all required training is complete. The badge holder is responsible for coming into the ID Office to verify that their training is complete. Once the training is verified as completed, the access will be restored and will match the expiration on the physical badge.

Q10: Will I be able to take required Security Identification Display Area (SIDA) training online?

A10: No, SIDA training is considered Sensitive Security Information (SSI) and must be taken in the ID Office Training Room. All other courses can be taken online.

Q11: How will I know which courses I have completed?

A11: All successfully completed courses will have a green checkmark ✅ by its name. Classes that have been started and not completed successfully will have a star ⭐ by its name. Classes that have not been taken will not have anything beside it.

Q12: How will I know which course(s) I am supposed to complete?

A12: All courses that appear on the course menu are required to be completed.

Q13: What is the training process for **New Badge Applicants**?

A13: Once your completed badge application is taken to the ID Office and verified, the ID Office will create an online training login for the badge applicant and provide that information to the individual. Once that process is complete, the applicant can login and complete their training online.

Q14: Can training be done in the ID Office?

A14: Yes, it can. However, we recommend that the badge applicants use the online training as much as possible. Space and time are limited in the ID Office.

Q15: Can courses be taken anywhere?

A15: Approval for taking courses away from your company's work office should be approved by your supervisor.

**Q16**: Why is the airport going to annual badging?

A16: Annual badging provides for a more secure badging population and helps control unaccounted badges.

Q17: What happens if I wait until the last minute to complete my training?

A17: The entire badging process, including training, must be completed by the end of the expiration on the badge. If the process is not completed by the time the badge expires, the training will need to be completed before a new badge is reissued. Although training can be completed online, the applicant still needs to plan time to come in and get their ID Badge and should be mindful of weekends and other scheduled ID Office closures.

Q18: What is the difference between initial and recurrent training?

A18: Initial training is required for all first-time users of the IET System. Recurrent training is only required once the initial training is done and is usually completed the following year. Recurrent training is and abbreviated version of the initial training and only available in certain subject areas. Please the example below.
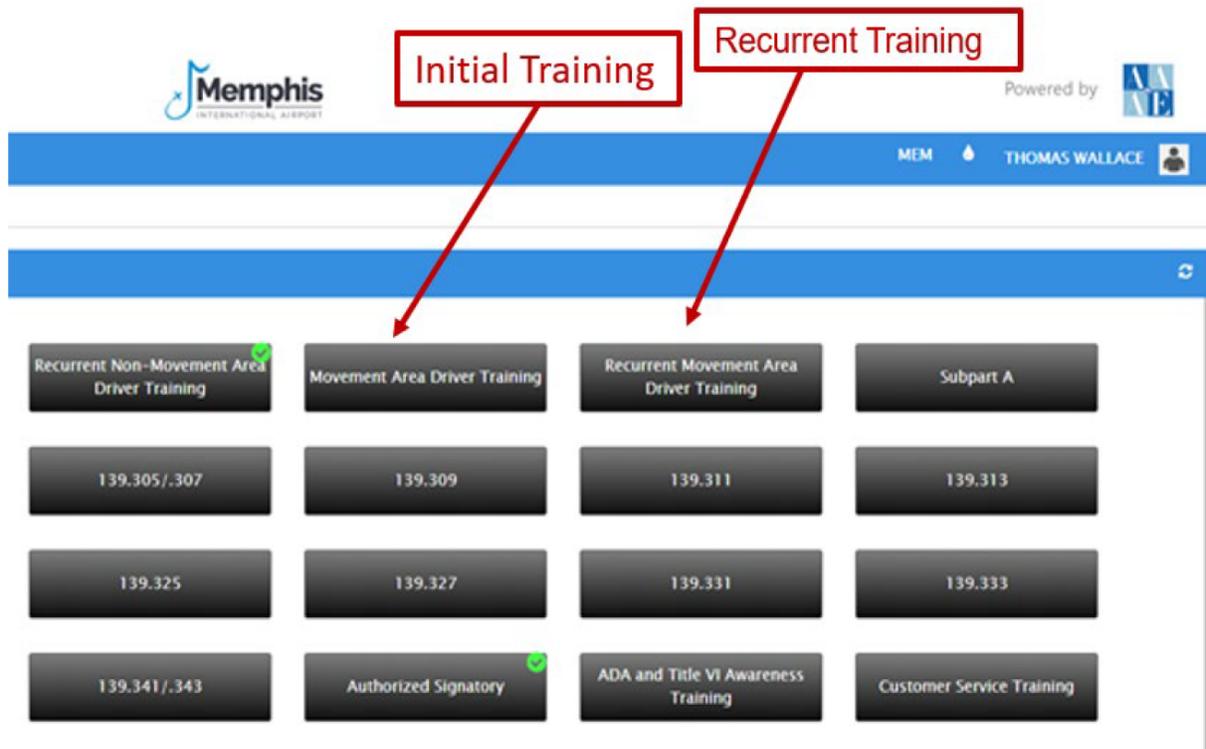
Q19: What do I need to do after all my online training is completed?

A19: Upon completion of all your online training, you will then bring a completed ID Badge Application signed by your Authorized Signatory to the ID Office and complete your SIDA training in the ID Office Training Room. Upon completion you will then be reissued a new badge with the expiration falling on the last day of the month the badge was issued in for the following year.