

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.

How do I sign-up for the MEM LMS?

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

After participating in a MEM LMS demo, you will receive an Excel sign-up worksheet to 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 safety@mem-ins.com.

Is there a time limit for using the MEM LMS?

There is no time limit on hours of active use of the MEM LMS. Inactive use of the MEM LMS may lead to suspension of access to allow other policyholders to use the LMS. Policyholders access to the MEM LMS will be suspended with policy non-renewal.

How many employees can I sign up?

All employees may be signed up in the MEM LMS. We encourage signing up one group of employees to verify value and then expanding to other employee groups. We are open to a larger number of employees once the policyholder demonstrates routine use of the MEM LMS.

How many safety related courses are in the MEM LMS?

The MEM LMS contains 3,000+ safety courses and 60,000+ total courses.

Non-safety related courses such as:

- Microsoft Office (Word, Excel & PowerPoint)
- Sales & Customer Focus
- Human Resources
- Project Management

Does each course have a learning verification quiz?

Not all courses have a learning verification quiz. We are in the process of building quizzes for safety related courses that do not have an associated quiz. Policyholders can request a quiz to be added to a course.

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

All courses have completion certificates.

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?

Level 1

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

Level 2

Employees should contact your MEM LMS power user.

Level 3

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