CDC Concussion Frequently Asked Questions (FAQs)

Why Does the Training Ask for an Email Address?

The purpose of collecting your email address and name is to provide you with account information and password reset options and to help evaluate and improve the training. Creating an account will allow you to save your certificate and/or to save your progress in the training.

Please be aware that CDC is committed to maintaining your privacy and protecting your information. Any personally identifiable information (PII) is provided on a completely voluntary basis. The PII collected during your participation in this training includes the following:

- name
- email address

Please note that by voluntarily choosing to provide this information, you are giving the CDC permission to use this information only for the purposes mentioned above. The PII collected will not be used for any other reasons. Any PII you choose to provide is fully protected, and this information is not stored or shared by the CDC or any third-party sites. Please see the following link for additional information regarding CDC privacy polices: https://www.cdc.gov/other/privacy.html.

How Can I Print or Save My Certificate?

At the end of the training course, you will be able to print one or more copies of your certificate of completion and/or save an electronic version of it to your desktop. In order to print your certificate, please use the print button found within the training. You will not be able to print the certificate using your toolbar or keyboard. While this training does run on smartphones and tablets, a printer connection or a PDF writer is needed to print or save your certificate of completion.

Can I Get a Replacement Copy of My Certificate?

Yes. If you are unable to print or save your certificate at the end of the training, you may log back in at any time to save or reprint your certificate. To log back in, please enter the username and password you first used to register for the training.

Certificates are available only to those who have created an account and successfully finished the training.

How Often Do I Need to Take This Training?

How often the HEADS UP online training needs to be taken varies by individual clinical organizations and is at the discretion of your specific administration. We recommend that you check with your hospital, practice, or clinic's administration or governing body regarding their specific requirements on how often you need to complete this training.

How Can I Host a Group Training?

If you would like to host a group training using this course, you are able to order a copy of the course on CD-ROM. Please note that the CD-ROM does not include a certificate of completion. Instead, we can provide you with a group training certificate. The group training certificate does require a signature from the training facilitator or person hosting the training. If you would like to obtain a copy of the CD-ROM and the group training certificate, please contact DUIPinquiries@cdc.gov.

Who Should I Contact if I am Having Trouble with the Training?

If you are having difficulties taking the training course, please feel free to contact DUIPinquiries@cdc.gov with your questions.