



FAQ – Safety Unlimited Courses: HAZWOPER & Asbestos

1. How do I register?

Because this is a members-only benefit, make sure you are **logged into your IAAI account** and that your **membership is current**. Once logged in, go to the **Training** page and register for **HAZWOPER, Asbestos**, or both courses.

2. What happens after I register?

Registration reports are sent to our partner, **Safety Unlimited**, every **Friday**. You can expect an email from Safety Unlimited on the **next business day (Monday)**.

3. How do I access the course?

Safety Unlimited will send you an email containing:

- Your **login credentials**, and
- A **link to access the IAAI training portal** hosted by Safety Unlimited.

Any course(s) you registered for will appear in your portal.

4. What if I don't receive the email from Safety Unlimited?

You will **not** receive the email immediately. It will arrive the **Monday** after your registration is processed.

If Monday passes and you still don't have an email:

- Check your **spam** or **junk** folder
- Contact IAAI-membership@firearson.com
- You may be asked for a **personal email address** if your company's system is blocking the messages

5. How long do I have to take the class? You have **1 year** from the time you are registered to complete the course before you are removed from the system.

6. What if I can't complete the course in one session?

You can pause anytime. Just be sure to click **"Save and Exit"** in the top-right corner so your progress is recorded.



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7. When will I receive my certificate and wallet ID?

After completing:

1. **The full course, exam** and
2. **The course completion steps** (student verification + evaluation)

Your certificate will be available for **immediate download**, and your **wallet ID** will be sent within **3–5 business days**.

8. Can I contact Safety Unlimited for help?

Yes. Safety Unlimited offers phone, email, and live chat support during the following hours (PST):

- **Monday–Friday:** 5:00 AM – 8:00 PM
- **Saturday:** 7:00 AM – 2:00 PM
- **Sunday:** 5:00 AM – 1:30 PM

9. Can I get a refund?

No. **Refunds are not offered** for the HAZWOPER or Asbestos courses.

10. Can I pay later?

No. **Payment must be made at the time of registration** in order to enroll in the course.