NYDOB Accepted Voice-Authentication OSHA 10-Hour and OSHA 30-Hour Construction Courses

Introduction to Voice Authentication Process

Registering and verifying your voice print

- **Initial voice print registration**
    - Typically, a one-time set-up
    - Same voice print used for future courses
- **Periodic verification**
    - Conducted during pre-set intervals of a course (approximately every two hours)
    - Pop-up appears when verification is required
    - Confirm phone number shown
    - Immediately receive a call
    - Speak a set of numbers

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Voice Authentication

ClickSafety, would like to keep your account secure by setting up Voice Authentication. In order to do so, we must first confirm your voice print.

To begin, please enter a phone number including area code and press the submit button.

Phone Number

[   ]

SUBMIT

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TIP:

- Be in a relatively quiet setting.
- Make sure the number where you can be reached is a valid number and that you are available to pick up the phone immediately. The call for voice authentication occurs within seconds of hitting the submit button.
- Follow all the instructions shown on the screen or on the phone. Do not hang up until you hear the voice on the phone confirm your authentication has been successful.
- Speak each digit in the number sequence clearly and naturally into the phone.

- Upon starting this course, you should have been asked to register your voice print for the first time using a telephone. The process is easy: When you launch your course, you will see a webpage pop-up that asks you to enter your phone number and then click a Submit button. Immediately after you submit your phone number, you receive a call and are prompted to read the set of numbers that appear in the pop-up on your screen. You are prompted to repeat this set of numbers several times, and this creates your voice print.

- Once you register your voice print, that information will be stored and used as the benchmark for future courses which use voice authentication. That is, you will not have to set up your voice print again, unless determined otherwise by your organization.

- While taking courses enabled for voice authentication, you will periodically see a pop-up on your screen asking you to enter your phone number and once you receive the call, to speak a set of numbers shown on your screen. The system will match those numbers against the initial voice print which you have already set up. This is how the system verifies that it is indeed you taking the course, and not someone else.

We're here to help! For any questions, email us at support@clicksafety.com or call (800) 971-1080 ext. 2. Monday - Friday 8:00am - 8:00pm EST