

FAQ

Retirement of **discoverylearning.com** and **discoverylearning.net**

What happened to my [discoverylearning.net](#) account and all my data?

The majority of active Discoverylearning.net accounts have been migrated to the MHS Talent Assessment Portal (TAP).

When were users notified about the migration to the MHS Talent Assessment Portal?

Users were email in late 2016 and early 2017.

What is TAP?

The Talent Assessment Portal (TAP) is a user-friendly, intuitive experience that will help simplify all the tasks in your assessment workflow, from sending assessment invitations to generating reports. [Learn more about TAP.](#)

How do I get access my new TAP account?

Migration to the MHS Talent Assessment Portal included your certification(s) and access to your Discovery Learning products. A *Welcome Email* was sent to your email to setup our portal account. You must access the welcome email to setup your account password. [Visit TAP.](#)

Where do I access my facilitator tools in TAP?

You will find the facilitator tools under the “Resource Center” tab within the Talent Assessment Portal.

How will my certification status be affected?

There will be no change to your access to the tools you are certified in. Your migration to TAP included access to your tools and the resources that go along with them.

I didn't receive my welcome email for the MHS portal.

Please check your Junk Mail/Spam folders. The email will be coming from NoReply@mhs.com, so there is a chance it will get filtered. If it is not in the Junk Mail/Spam folder, please contact us at customerservice@mhs.com.

For more questions, please reach out to our Customer Service Team.

Email: customerservice@mhs.com

TEL: US: 1.800.456.3003 | CAN: 1.800.268.6011 | INTL:+1.416.492.2627

My account didn't get migrated, what do I do?

If you did not receive an email, your account may not have been migrated.

- For TAP, we will not be performing any more account migrations.
- Access to TAP is provided through product certification. Once you've been certified with an MHS product(s), you gain access to the TAP, including access to the product(s), and can purchase tokens.
- If you're already certified, but don't have access to TAP, please contact our customer service team: customerservice@mhs.com
US: [+1.800.456.3003](tel:+18004563003) | CAN: [+1.800.268.6011](tel:+18002686011) | INTL: [+1.416.492.2627](tel:+14164922627)

Who will be the certification trainers?

MHS has a network of certification training partners who can certify you in any of the MHS and Discovery Learning tools. To find a certification training partner for the certification you are interested in, view [MHS Trainers](#).

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