

AgLearn – RightNow - Most Frequently Asked Questions

1. Employee Cannot Get Into AgLearn

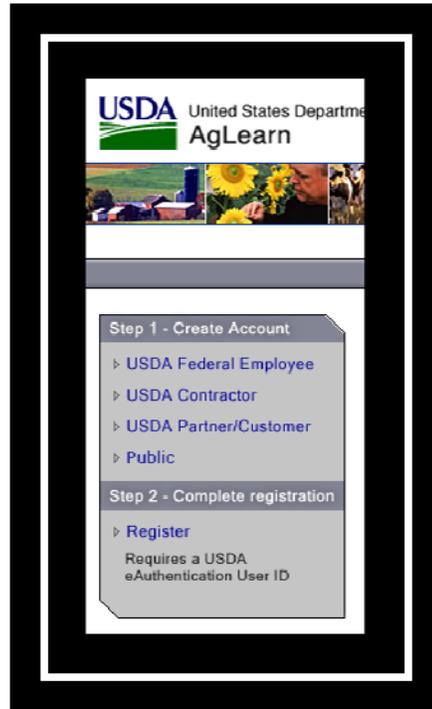
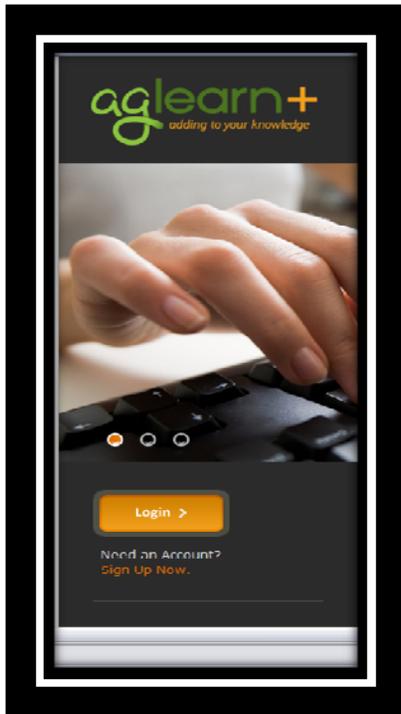
Question: I am a federal employee. I am getting a mapping table validation error when attempting to log into AgLearn.

Federal employees have their AgLearn accounts created for them at a minimum of 2 weeks, but in some instances can take up to 4 weeks after the registration of your eAuthentication ID. Once the HR data is received by the NFC and the payroll record is created, the NFC then feeds the payroll data to the CED via the BEAR or PINE run. After you create your eAuth account, the eAuth ID is also fed to the CED from the eAuthentication database. Since the payroll data and the eAuth ID come to the CED from two different sources, they may not appear in the CED at the same time. When there is a payroll data record for you in the CED as well as an eAuthentication ID record, the full employee record is then sent to AgLearn in a nightly data feed from the CED. It is from this CED feed that the AgLearn account is created. If your record is missing the payroll data or the eAuth ID data, the AgLearn record will not be created. **It is important to note that AgLearn has no control over the creation of employee accounts and is solely dependent upon data feeds to create and update HR data in AgLearn.**

2. Contractor Cannot Get Into AgLearn

I am a contractor. I am getting a mapping table validation error when attempting to log into AgLearn.

Your eAuthentication account indicates that you are not a federal employee and we cannot locate an AgLearn account for you. Please complete step two of the External Registration located on the AgLearn website in order to create an AgLearn account. Please visit www.aglearn.usda.gov and click on the “Sign up Now”.



When the next page loads, please select the “Register” link under Step 2 – Complete Registration. The next screen you see will be a warning page. Select “I Agree” and log in using your eAuthentication ID and Password that you’ve already created. Fill out the form choosing your correct Agency, filling out the required fields and select “Submit.” The activation of your account is dependent on the Sponsor receiving approval from the COTR/POC/Program Manager you provided as your USDA contact so please allow 48-72 hours for the processing.

Click here for detailed

instructions: http://www.aglearn.usda.gov/help/External_registration_PageV3.pdf

3. Printing Certificates

Question: How do I print my certificate?

Please select the “Completed Work” tab. Hover over the title of the course. A pop-up window will open with the option to “Print Certificate”

4. Gray box When Printing Certificates

Question: My certificate will not print, there is a gray box.

This issue may be related to your Adobe Reader settings.

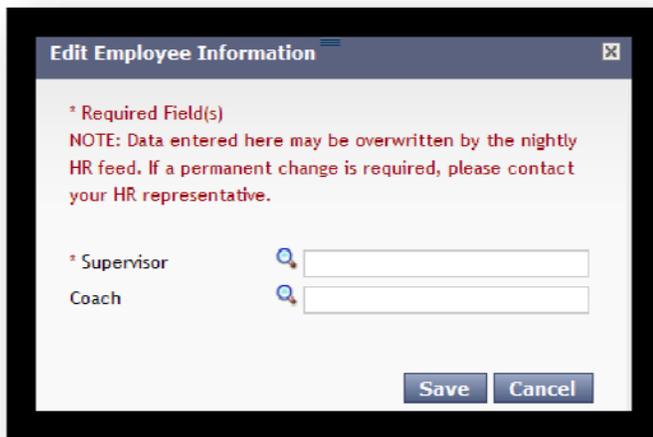
 Quit Internet Explorer

- ☒ Start Acrobat or Adobe Reader.
- ☒ Choose Edit > Preferences.
- ☒ Select Internet in the list on the left.
- ☒ Deselect Display PDF in Browser, and click OK.
try and launch the certificate again

5. Change Supervisor in AgLearn

Question: How do I change my supervisor?

To change the supervisor within your profile, select your name at the top of the Home tab. Select the pencil icon for Employee Information and an Edit Employee Information window will open.



Select the magnifying glass icon and a search window with searching instructions will open. Please follow the directions for searching and select your supervisor by choosing the “select” link. The Edit Employee Information window will appear again with your supervisor’s ID number populated in the Supervisor field. If this is correct, select Save. You may also follow up with your AgLearn Training Lead for additional assistance. AgLearn Training Leads are sorted by agency within the “Contact Us” link on the AgLearn website. Select “News” under the Easy Links from the Home tab.

6. Changing Incorrect Employee Information

Question: I am an Employee and I have incorrect information in my profile. How do I change it?

The employee information contained in AgLearn comes directly from a data feed. Please contact your local HR department and make sure that the data in your profile is correct. You can also contact your AgLearn Training Lead for assistance. AgLearn Training Leads are sorted by agency within the “Contact Us” link on the AgLearn website. Select “News” under the Easy Links from the Home tab to access the “Contact Us” link.

7. E-mail From AgLearn

Question: Is there a way that I can stop receiving all the emails that AgLearn sends out.

The emails sent from AgLearn.System@ocio.usda.gov are Department wide and cannot be deactivated for individuals.

8. Done, But Item Won't Mark as Complete

Question: I completed my course/survey and the session will not mark complete.

We are able to confirm that there has been activity in the course. There may be some software on your workstation that needs to be installed or updated. This can be verified by selecting the “Check System” link in the upper right hand corner. If you are currently using a Government furnished computer, please do not click the links provided by the System Check. If your computer requires updates, please contact your local IT support with the information from the System Check so they can assist you with any updates. You can also contact your AgLearn Training Lead to determine if the course can be manually marked as complete. AgLearn Training Leads are sorted by agency within the “Contact Us” link on the AgLearn website. Select “News” under the Easy Links from the Home tab to access the “Contact Us” link.

9. Screen Difficulties

Question: I cannot see everything on the screen.

For this issue, please right click on your desktop page and select Properties, select the Settings tab, adjust the screen resolution to 1024 X 768 and select Apply, Except Changes and then OK. Follow the same steps to change it back to your original settings.

10. Aglearn Introduction Page Won't Close

Question: I was able to successfully able to login. The introduction page will not close.

To address the issue with closing the Introduction or News page in AgLearn, you will need to check the version of Adobe Flash Player that you have. This can be verified by selecting the

“Check System” link on the News page. The current version of AgLearn requires the Adobe Flash Player version 10. Please contact your Local Desktop Support to assist installing or upgrading. If you currently have version 10, please have it uninstalled and then reinstalled. Please ensure that you restart your computer after the install/upgrade.

11. Cannot Do Courses Using Assistive Technology

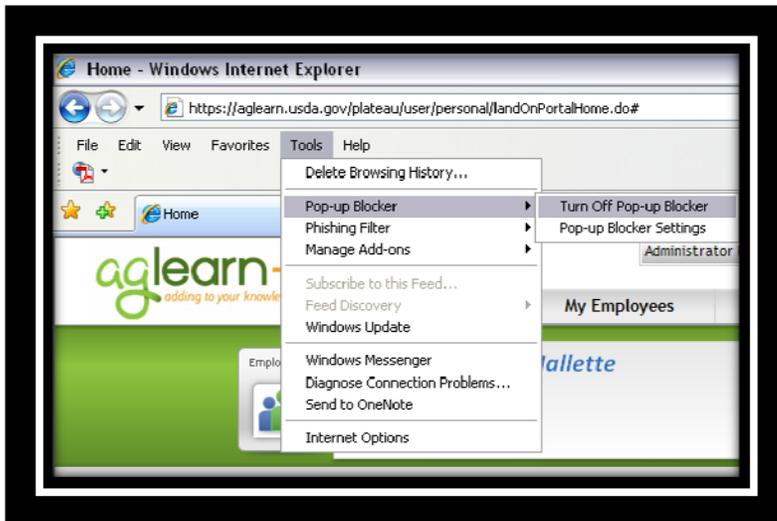
Question: I am using assistive technology (JAWS) to complete my courses. I am unable to complete the training.

To report problems with the JAWS system, please send an email to the USDA Target Center at Target.Center@DM.USDA.GOV.

12. Course Window Won't Open

Question: I hit the launch button and all I see is the yellow box on the online content structure page. How do I get my course window to open?

Please ensure there is no Spam or Pop-up Blockers enabled on your workstation, these features will block the launching of courses. Toolbars such as MSN, Google, Yahoo, and Adobe have these features built-in, so please disable/uninstall this plug-ins prior to launching courses. Follow the diagram below to disable the Internet Explorer Pop-up Blocker.



13. Resetting eAuthentication Password

Question: Can you reset my password?

For assistance with login issues relating to your eAuthentication ID and password, please contact the eAuthentication Help Desk at eauthhelpdesk@ftc.usda.gov or via phone at (800) 457-3642.

14. Locked Out For 60 Minutes

Question: The system says “I am locked for 60 minutes and will not have access until that time has passed. Can you override this?”

Unfortunately, this is a security setting within eAuthentication that cannot be bypassed.

15. Searching the Course Catalog

Question: How do I search for a course in the catalog?

To find a course in the course catalog, go to the Catalog tab, select Simple Catalog Search, and type in the topic or a few key words, select search. Locate the course and select “Add to To-Do List”.

16. Change a SF-182

Question: How do I change/delete/cancel an approved SF-182?

The system will not let you change, cancel or delete an approved SF-182. You can wait until the time has passed for the SF-182 course to be taken, and then verify it and state that you did not take the class. You can also discuss this issue with your AgLearn Training Lead to determine if there is additional support available from Team AgLearn. AgLearn Training Leads are sorted by agency within the “Contact Us” link on the AgLearn website. Select “News” under the Easy Links from the Home tab to access the “Contact Us” link. Please ask them to submit the request to Team AgLearn to have your SF-182 deleted.

17. Printing an IDP

Question: How do I print my IDP?

To print an IDP, select the Reports link located under Easy Links on your Home Tab. Select My IDP and provide all the relevant information for your plan and then select Run Report. Your IDP will appear in a new window for printing.

18. Remove A Course From The To-Do list

Question: I have the same course on my To-Do list that is in my Completed Work. How do I remove the course from my To-Do list?

Hover on the course title and a balloon will open with a “Remove” option. If it is present, you may self-delete the duplicate course out of your To Do List. If this feature isn’t available you will have to contact your AgLearn Training Lead to have them remove the course for you. AgLearn

Training Leads are sorted by agency within the “Contact Us” link on the AgLearn website. Select “News” under the Easy Links from the Home tab to access the “Contact Us” link.

19. Error Message: “Unable to locate the LMS's API Implementation. LMSSetValue was not successful.”

Question: I am getting the error messages: “Unable to locate the LMS's API Implementation. LMSSetValue was not successful.” How do I resolve this error?

This error often occurs as a result of one of the following:

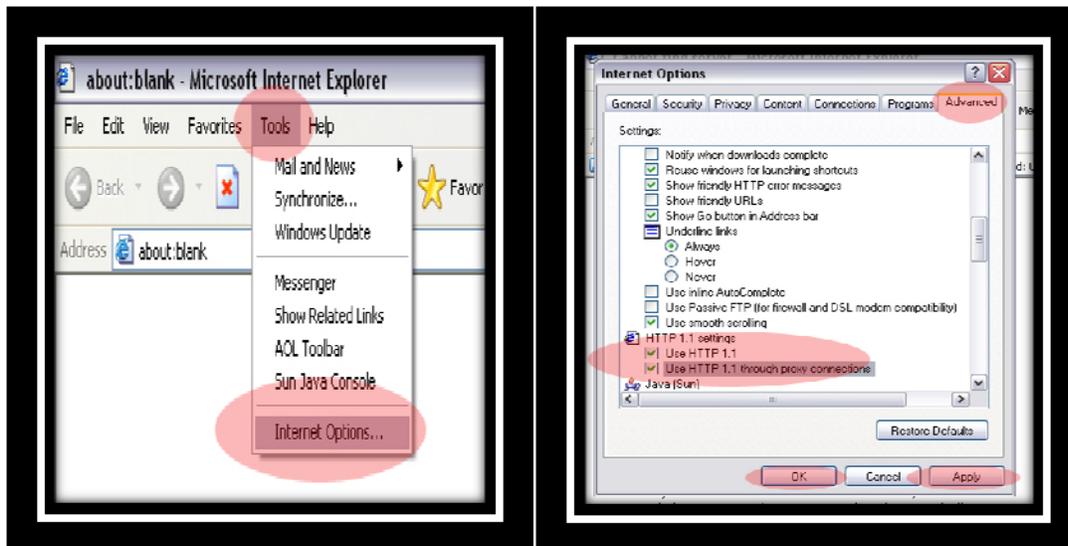
- These errors may occur when using a browser other than Internet Explorer. While AgLearn will work with most browsers, certain content may only be developed for Internet Explorer. Please attempt to complete this course using Internet Explorer.
- The user is attempting to launch a course using a direct link to the content object and not through AgLearn. Please ensure you are logged into AgLearn and are launching the item from your To-Do list or a deep link to the item details page of that course.

20. Error When Printing Certificates

Question: When I try to print my certificate I am getting the error message: (Cannot download launchreportgenerator.doc, File could not be written to cache)

Please Note: This issue occurs in Internet Explorer so the following steps assume you are using that browser:

From the menu bar at the top of your browser, select Tools>Internet Options. A separate dialogue box will open, please select the Advanced Tab. Scroll down to HTTP 1.1 settings and be sure that BOTH boxes are checked as shown below. If both boxes are already checked, please refresh by unchecking BOTH boxes and selecting APPLY, then checking BOTH boxes again and selecting APPLY again and finally OK. Please try to print your certificate again.



21. Reactivate an Account

Question: My account says that it is “Inactive”. Please reactivate my account.

Please discuss the status of your account issue with your AgLearn Training Lead. AgLearn Training Leads are sorted by agency within the “Contact Us” link on the AgLearn website or can be accessed by following this link: <http://www.aglearn.usda.gov/LandingPage/contact.html>

22. Error Message: “Pre-Requisites Not Met”

Question: I am enrolled in a Curriculum. I keep receiving the error “pre-requisites not met” when I attempt to open a course.

You must complete courses in correct order as the curriculum indicates. As you complete each course, the next level will become available to you eventually leading to the capability of printing the curriculum certificate.

23. Changes An Approved IDP

Question: I want to make changes to my approved IDP? How would I do this?

For this issue, please contact your AgLearn Training Lead. AgLearn Training Leads are sorted by agency within the “Contact Us” link on the AgLearn website. Select “News” under the Easy Links from the Home tab to access the “Contact Us” link.

24. Administrator Rights In AgLearn

Question: I am supposed to have Administrator rights in AgLearn. How do I get those added to my profile?

For this issue, please contact your AgLearn Training Lead. AgLearn Training Leads are sorted by agency within the "Contact Us" link on the AgLearn website. Select "News" under the Easy Links from the Home tab to access the "Contact Us" link.

25. POC for Comment/Complaint/Suggestion

Question: I have a comment/complaint/suggestion. Who should I direct those too?

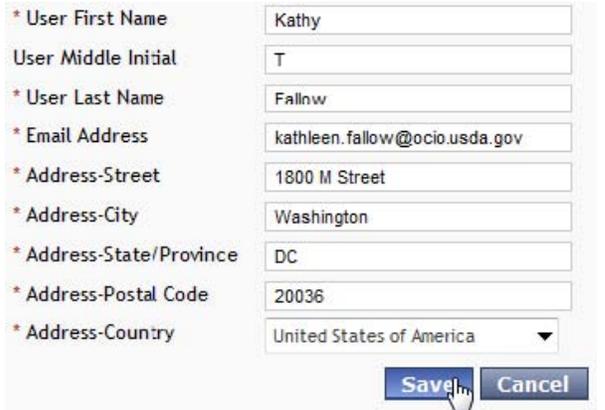
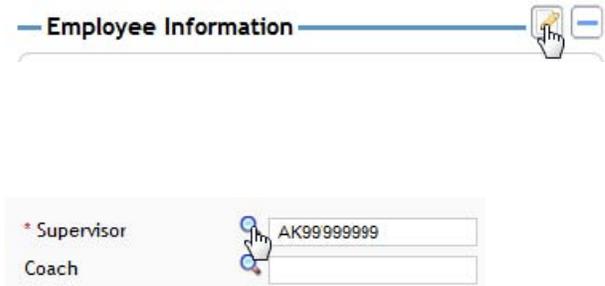
If you are an AgLearn user and have a comment, complaint or suggestion, please contact the AgLearn HelpDesk at aglearnhelp@genphysics.com or by calling 866-633-9394. They will be able to document your comment, complaint or suggestion and route it to the appropriate AgLearn contact.

Updating An AgLearn Profile (with Link to a PDF)

Many functions within AgLearn such as notifications and approvals cannot operate properly without specific identification data about you. Specifically, AgLearn must have your email address as well as your current supervisor's name properly recorded in order to send you email and to approve your training requests. This [link](#) illustrates how to select your current supervisor and how to enter or update your email address in AgLearn.

Updating An AgLearn Profile (with Embedded Procedure)

Many functions within AgLearn such as notifications and approvals cannot operate properly without specific identification data about you. AgLearn must have your email address as well as your current supervisor's name properly recorded in order to send you email and to approve your training requests. The following procedure illustrates how to select your current supervisor and how to enter or update your email address in AgLearn.

Step	Activity	View
1.	From the AgLearn Home Page, click your name to enter the Talent Profile area.	
2.	In the upper right corner of the Contact Information section, click the Edit icon to edit or add contact information, such as your email address.	
3.	In the Email Address field, enter the email address where you would like to receive your AgLearn notifications (IDP approvals, SF-182 approvals, training notices, etc), and then click Save . Note: Do not attempt to update any address data here. Data entered here may be overwritten by the nightly HR feed. If a permanent change is required, please contact your HR representative.	
4.	Scroll down to the Employee Information section, and then click the Edit icon to edit or add employee information, such as your supervisor.	
5.	Click the Supervisor Selector icon to launch the search window.	

6. Enter your supervisor's last name, first name and/or email address, and then click **Search** to view the results window.

Case sensitive search: No Yes

* Last Name: Starts With cotti

First Name: Starts With dwayne

Agency: Include Sub Domains OCIO

Email Address: Starts With Dwayne.cotti@o

7. Locate your supervisor in the window and then click the corresponding **Select** link.

View Supervisor Results

User ID	User Name	Email Address	Duty/Station Description
DC227369	Cotti, Dwayne	dwayne.cotti@usda.gov	Select

8. Click Save.



9. Review the Contact Information and Employee Information to be sure you've entered data correctly.

— Contact Information —



Kathy T Fallow
1800 M Street
Washington, DC 20036
United States of America
kathleen.fallow@ocio.usda.gov

— Employee Information —

User ID:	KDF98289
Employee Type:	Contract
Employee Status:	Contractor
Supervisor:	All A Kafshi
Number of Direct Reports:	0

10. Click the **Home** tab to return to your AgLearn Home Page.

