



## EAuth/AgLearn/Computer/Courseware Issues

Depending on your issue, there are various “helpers” associated with different applications or systems. Please review the types of issues below, and use the information to assist you with your issue or problem.



### **E-Authentication Issues**

### **AgLearn Issues**

- [Forgot your user ID](#) (Requires your first/last name and email.)
- [Forgot your password](#) (Requires your User ID)

- Account Mapping issues
- Inactive Account
- Other AgLearn issues

If you cannot use the self help features listed above send an email to [eAuthHelpDesk@ftc.usda.gov](mailto:eAuthHelpDesk@ftc.usda.gov) or call 1-800-457-3642

Contact the ARS AgLearn mailbox @ [ARSAGLearn@ars.usda.gov](mailto:ARSAGLearn@ars.usda.gov) or the IVR System at 1-866-292-4779

#### **e-Authentication**

For help with creating a new e Authentication account or other e-Auth related issues, please contact:

- 1) Michael Witles: 301-504-1071 or [Michael.Witles@ars.usda.gov](mailto:Michael.Witles@ars.usda.gov)
- 2) E-Authentication Help Desk: 1-800-457-3642 or [eAuthHelpDesk@ftc.usda.gov](mailto:eAuthHelpDesk@ftc.usda.gov)

#### **Common e-Authentication Errors**

#### **Have not received email invitation:**

1. The email address is incorrect.
2. E-Auth data does not match the personnel employee records

#### **Confirm that you have a working e-Authentication account:**

1. Go to <http://eauth.egov.usda.gov/>. Click **Update your account**. Click **Continue**.
2. Enter your USDA e-Authentication User ID and password. Click **Login**. If your e-Authentication account is valid; you will see a “Welcome to Identity Minder” message.

#### **Your Learner ID is not found in the mapping table:**

USDA federal employees can:

- 1) Login with their “Employee” account instead of their “Customer” account.
- 2) Email AgLearn Genphysics [AgLearnHelp@genphysics.com](mailto:AgLearnHelp@genphysics.com) or call 1-(866)-633-9394. Provide the operator with the User ID & email.

#### **Inactive Accounts:**

What are some of the reasons a user’s account can become inactive:

1. The user has only logged in once within a 12 month period. (TIP Log in at least every 5 months to avoid inactivity)
2. The user separated or retired and at a later date returned to duty. (SF-52 Personnel Action processed in the NFC database feed over to AgLearn pay period after the actual effective date) & (Check effective date of return to duty, if it has been 2+ weeks since return to duty, contact ARS mailbox if less than 2 weeks, wait for the NFC feed to process the request.)

**Login Failure:**

If after 3 failed attempts of logging into an application using e-Authentication, you receive an error message: “USER ID, you cannot access your account because you have exceeded the limit of login attempts. Please try again in 60 minutes”. When you receive this message, wait 60 minutes and re-enter the correct user ID/password. If you do not know your current user ID/password, you can:

1. Retrieve/reset both from [Forgotten user ID](#) and [Forgotten password](#)
2. Contact [OCIO Helpdesk](#) @ 1-866-802-4877 for assistance.

Validation Error message when attempting to login to AgLearn, example:

Validation Error

You must correct the following error(s) before proceeding:

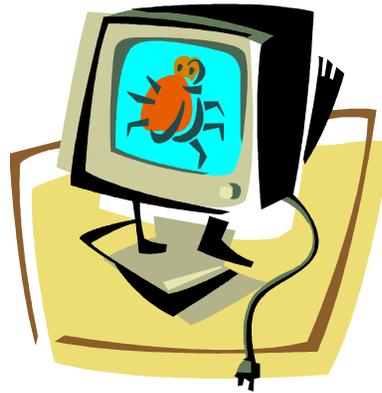
This error is caused by:

1. The learners account needs to be remapped. To resolve this, contact [AgLearnHelp@genphysics.com](mailto:AgLearnHelp@genphysics.com) or call 1-(866)-633-9394. Provide the operator with the User ID & email.
2. The learner is using the wrong login credentials. For this issue, contact Michael Witles to have him confirm your login credentials are correct; 301-504-1071 or [Michael.Witles@ars.usda.gov](mailto:Michael.Witles@ars.usda.gov)
3. The learner is using the Admin login and not the Learner Login.

The third error is the most often error. The learner login is located on the left hand side of the screen.



3. The user created an E-Auth Level 1 user account or Level 2 web user account.
4. The account was suspended for adverse action (SF-52 Personnel Action processed in the NFC database feed over to AgLearn pay period after the actual effective date) & (Check effective date of return to duty, if it has been 2+ weeks since return to duty, contact ARS mailbox if less than 2 weeks, wait for the NFC feed to process the request.)

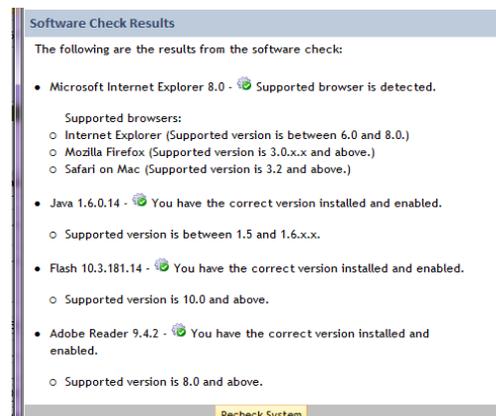
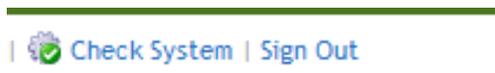


## Computer Issues

- Use Check System tool to identify a problem. (Must be logged in to AgLearn run this application)
- Turn off pop-up blocker
- Older version of Java, Adobe Flash and Adobe Reader installed on workstation. (Supported Java versions are 1.5 & 1.6.x.x, supported Adobe Flash versions are 10.0 and above and supported Adobe Reader are 8.0.)
- HTTP 1.1 Settings

### System Check Tool

The System Check tool is an online application that scans your system to check if it meets the minimum requirements to access trainings on the AgLearn website that contain pdf's, videos and etc. To access the system check tool, you must first be logged into the system.



If all items pass (Green), your system meets the standards. If some items are having a slight problem (Yellow), it requires attention. If some items fail (Red), then it requires immediate attention

### Explanation of Pop-up Blocker

Pop-up blockers are security measures that stop small advertizing windows from opening up when you are using the internet. This in turn can sometimes hinder certain windows in AgLearn from operating.

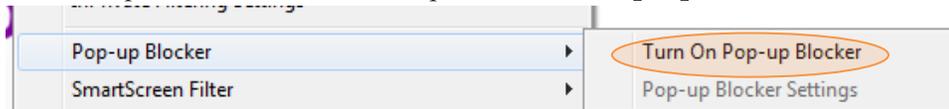
### Why am I receiving error?

There could be several reasons for this:

- AgLearn requires your Pop-up blockers to be turned “off” in order for certain courses, pages, exams, certificates & etc.
- You could have software on your computer that is launching pop-ups. To stop these pop ups, you will have to identify the software, then remove it or change its settings to stop it from launching pop-ups. Some windows with animated content are not blocked. Internet Explorer will not block pop-ups from Web sites that are in two Web content zones: *Local intranet* or *Trusted sites*. Mozilla Firefox will not block pop-ups from Web sites that are listed in *Exceptions*.

### Test pop-up blocker: Internet Explorer (IEv7)

Go to “Tools” located at the top menu bar on Internet Explorer. Select **Pop-Up Blocker**. Confirm that it says “Turn On Pop-up Blocker”



### Test pop-up blocker: Mozilla Firefox

Click the **Orange** Firefox logo at the top of the browser screen. Select **Options**. Select the **Content** tab, uncheck **Block pop-up windows**.



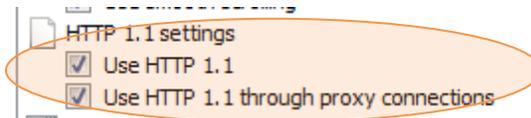
### Update Adobe Flash, Adobe Reader and JAVA Flash

Go to **Start** and click **Control Panel**, click **Programs and Programs and Features** and verify that the version of Java and Adobe that is on your system the most up to date. If out of date, update by going to [www.java.com](http://www.java.com) or [www.adobe.com](http://www.adobe.com).

Name	Publisher	Installed On	Size	Version
Adobe Flash Player 10 ActiveX	Adobe Systems Incorporated	2/7/2011	6.00 MB	10.1.102.64
Adobe Reader 9.3.2	Adobe Systems Incorporated	4/29/2010	141 MB	9.3.2
Java(TM) 6 Update 22	Sun Microsystems, Inc.	11/6/2009	94.9 MB	6.0.220

### HTTP 1.1 Settings (IEv8)

Select “**Internet Options**”, select the **Advanced** tab at the top of the screen. View the **HTTP 1.1** settings and verify that they are all checked. Click “**Apply**”

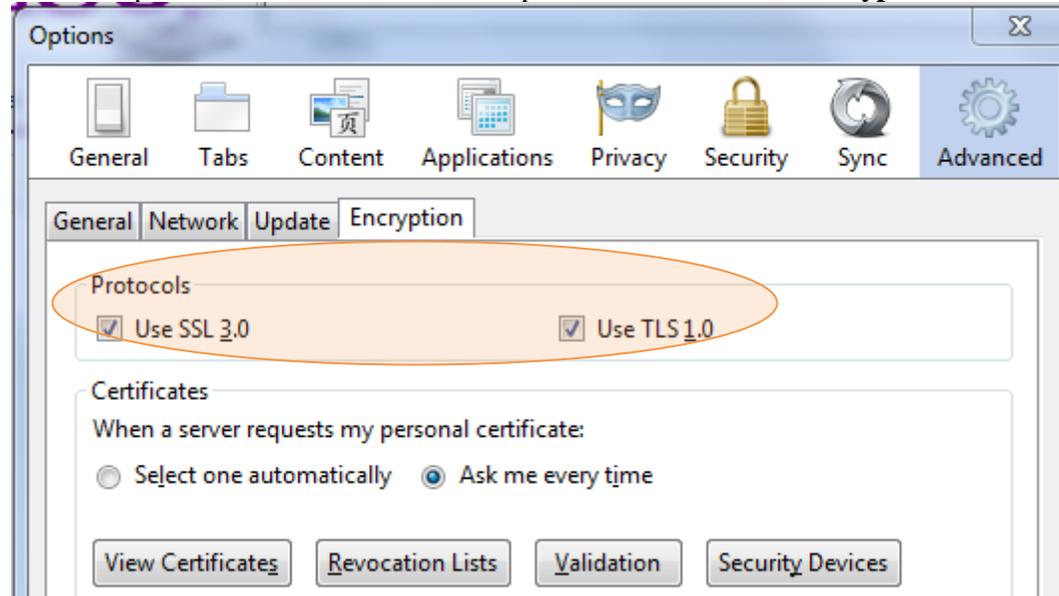


While in the **Advanced** tab, scroll down to “**Security Settings**” and ensure that “**Do not save encrypted pages to disk**” is unchecked.



### Browser Settings (Mozilla Firefox)

Go to “**Advanced**” tab located at the top menu bar on Mozilla Firefox Options window. Select “**Encryption**”. In **Protocols**, verify that **SSL 3.0** & **TLS 1.0** are checked.



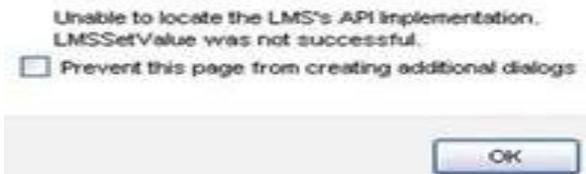


## Courseware Issues

- Course does not launch
- Course does not allow you to complete the exam/survey

### Problems with Launching Training

For issues with launching courses in AgLearn or other computer related matters, check your computer settings by running the System Check.



LMS API Implementation errors are normally caused by:  
The version of Java on the machine is not Java 1.6.0.31 or the version is corrupted.

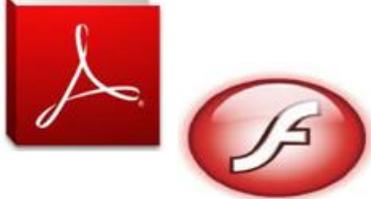
### Unable to Complete Exam

Most of the training courses that are taken online, require some sort of survey or exam to measure your knowledge on the covered subject. On occasions there have been errors which will a user from completing the survey or exam. An example of these complications are

1. Pop-up Blocker is on and is preventing the survey or exam from displaying.
2. The exam or survey does not accept your answers due to a malfunctioning JAVA applet.

The best course of action in either case is to run the System Check and see if these issues are flagged in **red**. If the JAVA applet is an issue, contact your IT support representative to have the JAVA uninstalled and re-installed.

## Software/Computer Issues

		<p>Pop-ups blocked </p> <p>Pop-ups allowed </p>	<p><b>HTTP 1.1 Settings</b></p>
<p><b>Java Related Issues</b></p>	<p><b>Adobe Reader &amp; Adobe Flash Player</b></p>	<p><b>Pop-up Blocker Issues</b></p>	<p><b>Hypertext Transfer Protocol (HTTP)</b></p>
<p>Verify that you have the latest version of the Java platform.</p> <p><a href="http://www.java.com">http://www.java.com</a> Click on link to download Java.</p> <p style="text-align: center;"><b><u>Troubleshoot Java (IEv8) &amp; (Firefox 4.0)</u></b></p> <p><b>Java-</b> Java must be version 1.5or 1.6.x.x or higher</p> <p>Go to <a href="http://www.java.com">http://www.java.com</a>. You will see a headline on the homepage that reads “Java + You Download Today!” Once downloaded, select the “Typical Installation” option. During the installation, you may be asked to download the Google Toolbar or similar programs, unselect this defaulted selection. This toolbar has built-in pop-up blockers that will cause issues with future courses*</p>	<p>Verify that you have the latest version of adobe platform.</p> <p><a href="http://www.adobe.com">http://www.adobe.com</a> Click on the link to download Adobe Flash CSV Player or Adobe Reader.</p> <p style="text-align: center;"><b><u>Troubleshoot Adobe Flash/Adobe Reader (IEv8) &amp; (Firefox 4.0)</u></b></p> <p><b>Adobe Flash-</b> Flash player must be version 10 and above <b>Adobe Reader-</b> Reader must be version 10.1 and above</p> <p>Go to <a href="https://www.adobe.com">https://www.adobe.com</a> and click either on the Adobe Flash CS4 download or the Adobe Reader download. Shut down all open browser programs that are open after installation is complete and re-launch a new browser for changes to take effect.</p>	<p>System Check</p> <p>Turn off pop-up blocker.</p>	<p>Check to make sure the HTTP 1.1 checkboxes are checked.</p> <p>From the IEv8 browser toolbar select “Tools” + “Internet Options” + “Advanced toolbar”.</p> <p>HTTP (<b>H</b>yper <b>T</b>ext <b>T</b>ransfer <b>P</b>rotocol) is the communications protocol used to connect to Web servers on the Internet or on a local network (intranet). Its primary function is to establish a connection with the server and send HTML (<b>H</b>yper <b>T</b>ext <b>M</b>arkup <b>L</b>anguage) pages back to the user's browser. It is also used to download files from the server either to the browser or to any other requesting application that uses HTTP.</p>
<p>If you have checked your computer settings and contacted your local IT and you still encounter problems with launching a course, please contact the AgLearn Help Desk: <a href="mailto:aglearn.help@genphysics.com">aglearn.help@genphysics.com</a></p>			