



## Accessing LearningLink for Contractor Support Staff

If you are **new** to DOL, or if you have not previously had a LearningLink account, you will receive two email messages when your LearningLink account has been created. The first email message will include your LearningLink User ID and guidance on using LearningLink. A second email message will provide your initial LearningLink password. If you do not receive the email message containing your initial password within 24 hours after receiving your User ID, contact the LearningLink helpdesk at [learninglink@dol.gov](mailto:learninglink@dol.gov).

### **Login Instructions:**

#### **1. Enter your LearningLink User ID.**

Your LearningLink User ID is lastname.firstname\_CTR. Please note that your User ID is all lowercase letters, **except** for the final \_CTR extension after your first name. This \_CTR extension **must** be entered in UPPERCASE letters. Your User ID will not exceed twenty (20) characters in length, including the period between your last and first names and the \_CTR extension. Here are a few examples:

- If your name is Penelope Smith, and you are a contractor, your LearningLink User ID is smith.penelope\_CTR.
- If your name is Penelope Harrisonsmith, and you are a contractor, your LearningLink User ID is smithharrison.pe\_CTR.

#### **2. Enter your LearningLink password.**

If you are logging into LearningLink for the first time, enter the initial temporary password provided in the email message you received. If you have logged into LearningLink in the past, please use your last known LearningLink password.

If you are logging into LearningLink for the first time, or if you have requested a temporary password from LearningLink, you will be required to create a new password the next time you log in.

#### **3. Click the "Login" button.**

#### **4. Account Verification Page**

If you are a first time user, you will be asked to verify your email address and your DOL supervisor. **Do not edit the supervisor field.** If your DOL federal supervisor was not known when your account was created, a default supervisor was assigned to you. Ask your DOL federal supervisor to send an email to [learninglink@dol.gov](mailto:learninglink@dol.gov) containing your name, your email address, and verification that they are your supervisor to update your account.

If the supervisor field is blank, you will not be able to complete the login process or access LearningLink until your supervisor contacts the help desk at the address above.