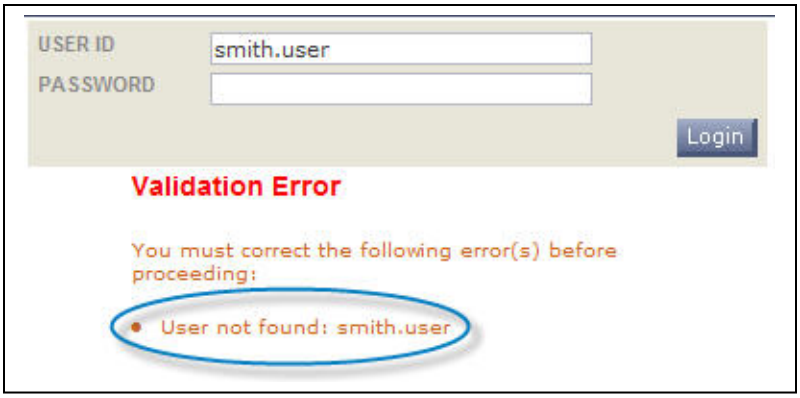
Frequently Asked Questions for ALL Users

What if my User ID isn't working?
If you enter your User ID incorrectly, you will receive the error shown. Check the information displayed in the error message. If the User ID you entered is correct, contact help@plateau.com.

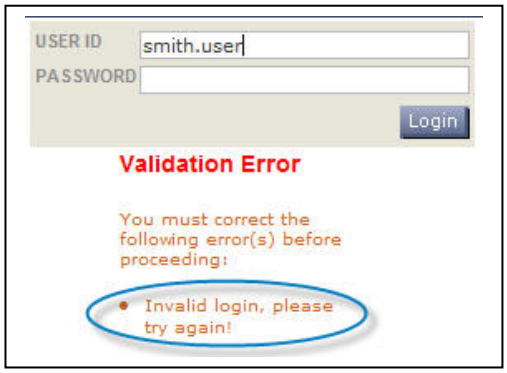


Reminder: User IDs are case sensitive and are composed of lastname.firstname.

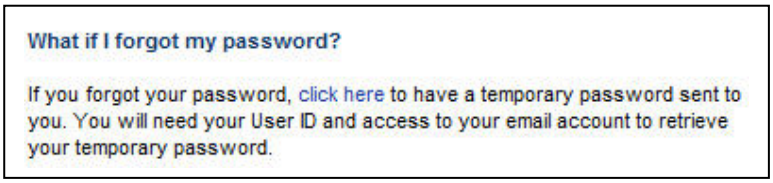
For example:

- smith.user for a federal employee
- smith.user_CTR for contractor support

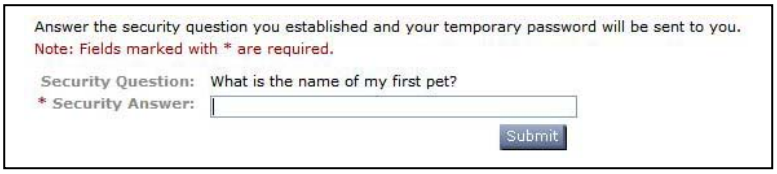
What does 'Invalid Login' Mean?
When you provide an incorrect password, you will receive a Validation Error, as shown. Try entering your password again. Be sure that the Caps Lock on your computer is turned off.



I forgot my password. How can I retrieve it?
Look for the 'What if I forgot my password?' section below the login area. Click the link and follow the prompts. Be sure to read all instructions.

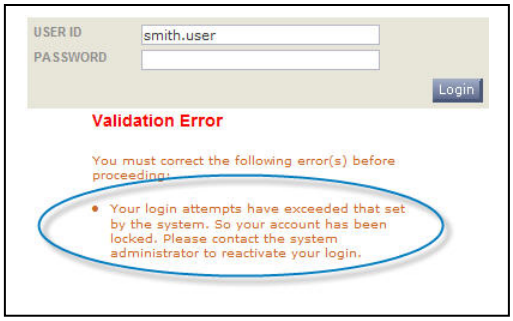


The next screen asks you to answer the security question that you established the first time you logged into LearningLink. After answering correctly, a system-generated temporary password (example: 34$SfjHm) will be emailed to you in approximately 30 minutes.



What if I don't remember the answer to my security question?
The security question allows LearningLink to validate your identity. If you are unable to remember the answer to your security question, contact help@plateau.com.

How many times can I attempt to login before I get locked out?
The screen to the right will appear after **three** incorrect login attempts.



How do I get my account unlocked?
Accounts are automatically unlocked at 8am, 11am, 2pm, 4pm, and 6pm EST on a daily basis. An email **will not** be sent confirming that your account has been unlocked; try to login after one of these times.

My name is incorrect on the Home page and when I print certificates. How can I fix this?
This often happens when your middle initial is stored in PeoplePower. When the data is transferred to LearningLink, the middle initial is added to the end of your first name (e.g., 'robertb smith' is actually 'Robert B. Smith'). This is easily corrected by clicking on the 'Profile' tab and typing in your correct name. These fields are not case-sensitive, and changing your first name here **does not** change your LearningLink User ID.

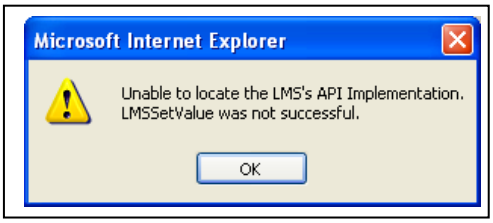
I was able to launch the course but when I click the next button to move to the next page, it takes a long time before anything happens. What is happening?
Depending on your desktop and network configuration, the course may be slow when launching or moving from page to page. Please be patient as the course loads.

Why can't I move to the next page or see all of the course content?

If the page appears to have been cut off, this may be due to your desktop's screen resolution Settings. Most courses are optimized for 1024 x 768 screen resolution. Please contact your agency-specific LAN support to have this setting adjusted.

Why does the course display as a blank screen? --OR-- Why do I receive errors that specify that the API is not found?

These issues both indicate that the course is not able to communicate with LearningLink due to outdated plug-ins for Internet Explorer. Please refer to these system requirements and contact your agency-specific LAN support for resolution.



Once I complete an item in LearningLink, can I print a Completion Certificate?

Certificates of Completion are available through your Learning History. Under the Learning tab, click Learning History. The Learning History page shows

you a summary list of the courses that you have completed along with the completion dates. Click Print Completion Certificate to the right of the course title.

Who do I contact if I experience any issues with LearningLink?
Support is available Monday-Friday, from 8am to 8pm EST. When you experience difficulties, email **help@plateau.com** or call **1-888-834-6978.** The help desk can assist with many issues, including the following:

- User ID and Password Assistance
- Login Support
- Accessing Course Content
    - Browser and Courseware Issues
    - Performance Issues
- General Error Messages

To avoid multiple tickets, we encourage you to contact the helpdesk one time for the same issue.