LearningLink User Manual

For Employees and Contractors

04/07/2010

LearningLink
DOL - Connecting Learning and Career Development

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DOL Employees: First-Time User Information

What should I do if I don't have a LearningLink account?
New employees are loaded into LearningLink once every pay period (approximately 21-28 days after Entry on Duty). Employee files are created from PeoplePower and then loaded into LearningLink. If you feel you should already have a LearningLink account created, please contact your agency's servicing Human Resource Office to find out when your record was created in PeoplePower.

Login Instructions:
If you encounter any technological issues while logging into LearningLink, please refer to Appendix A: Trouble Shooting Guidance.

1. **To logon to LearningLink, open your Internet Explorer browser.**

2. **Log into LearningLink at https://LearningLink.dol.gov/**
   Also, access is available via LaborNet at http://labornet.dol.gov/ under the **LearningLink** Quick Links.

3. **Read the Rules of Behavior screen and click 'Accept'.**

4. **Enter your LearningLink User ID.**
   Your LearningLink User ID is the same format as your PeopleTime login, lastname.firstname. Please note that your User ID is in all lowercase letters, and cannot exceed a total of twenty (20) characters including the period between your last and first name. Here are a few examples:

   - If your PeopleTime login is smith.penelope, your LearningLink User ID is smith.penelope.

   - If your PeopleTime login is smithharrison.penelope, your LearningLink User ID is smithharrison.penel.

5. **Enter your temporary LearningLink password.**
   Your initial password is your first initial (uppercase) of your first name, followed by the first 4 letters of your last name (lowercase), followed by the last 4 digits of your social security number, followed by the dollar sign ($). Here are a few examples:

   - If your name is Penelope Smith and your SSN ends in 1234, your initial password in LearningLink will be **Psmit1234$**.

   - If your name is Penelope Harrisonsmith and SSN ends in 4321, your initial password in LearningLink will be **Pharr4321$**.

6. **Click the 'Sign In' button.**

7. Create a new password.
When you login for the first time, you will be required to change your password. Please refer to Appendix B: DOL Password Requirements.

8. Validate your supervisor and email address.
You will be asked to verify your email address and your DOL supervisor. 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 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.

9. Click 'Apply Changes' button.

10. Login again using your new password.
Once you have changed your password, you will be required to login to LearningLink again with the new password you created.

11. Create a security question.
After logging in with your new password, you will be asked to create a security question and provide an answer. This will allow you to validate your identity if you need to request a password reset. Note: When entering your security answer, it must be typed exactly as it was originally entered. (i.e. It is case sensitive.)

12. Click the 'Submit' button.
You will be taken into LearningLink.

After reviewing the LearningLink User Manual if you have further questions about LearningLink, please refer to Appendix C: Frequently Asked Questions.

Contractor Staff: First-Time User Information

What should I do if I don't have a LearningLink account?
In order to have a LearningLink contractor account created the DOL LearningLink Team will need some key information from you and from your DOL Supervisor or DOL Point of Contact. Contractor accounts are created once every pay period through an automated feed. In order to have your account processed, the DOL LearningLink team needs to have this information no later than Wednesday in the first week of a new pay period.

First Name:
Middle Initial:
Last Name:
Valid business email address:

Please forward the information above to your DOL Supervisor or Point of Contact and have them fill in the remaining information. Once complete, your supervisor should forward all the information in an email to the LearningLink Help Desk (learninglink@dol.gov) for processing.

DOL Supervisor/Point of contact's LearningLink user ID:
DOL Supervisor/POC's email address:
DOL Agency the contractor works in:
DOL Supervisor/POC's - Department ID:

Login Instructions:
If you encounter any technological issues while logging into LearningLink, please refer to Appendix A: Trouble Shooting Guidance.

1. **To logon to LearningLink, open your Internet Explorer browser.**

2. **Log into LearningLink at https://LearningLink.dol.gov/**
   Also, access is available via LaborNet at http://labornet.dol.gov/ under the **LearningLink** Quick Links.

3. **Read the Rules of Behavior screen and click 'Accept'.**

4. **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.

5. **Enter your LearningLink password.**
   Enter the initial temporary password provided in the email message you received.

6. **Click the "Sign In" button.**

7. **Create a new password.**
   When you login for the first time, you will be required to change your password. Please refer to Appendix B: DOL Password Requirements.

8. **Validate your supervisor and email address.**
   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 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.

9. **Click 'Apply Changes' button.**

10. **Login again using your new password.**
    Once you have changed your password, you will be required to login to LearningLink again with the new password you created.

11. **Create a security question.**
    After logging in with your new password, you will be asked to create a security question and provide an answer. This will allow you to validate your identity if you need to request a password reset. Note: When entering your security answer, it must be typed exactly as it was originally entered. (i.e. It is case sensitive.)

12. **Click the 'Submit' button.**
    You will be taken into LearningLink.

After reviewing the LearningLink User Manual if you have further questions about LearningLink, please refer to Appendix C: Frequently Asked Questions.

Returning Users: Login Instructions for Accessing LearningLink

If you encounter any technological issues while logging into LearningLink, please refer to Appendix A: Trouble Shooting Guidance.

1. To logon to **LearningLink**, open your Internet Explorer browser.
2. Log into **LearningLink** at https://**LearningLink**.dol.gov/
   Also, access is available via LaborNet at http://labornet.dol.gov/ under the **LearningLink** Quick Links.
3. Read the Rules of Behavior screen and click '**Accept**'.
4. Enter your **User ID**.
   DOL Employees: Your UserID for LearningLink is similar to your PeopleTime login ID, except LearningLink requires all lower-case letters and cannot exceed 20 characters including the period.
   Contractors: Your LearningLink User ID is lastname.firstname_CTR. Your User ID will not exceed twenty (20) characters in length, including the period between your last and first names and the _CTR extension.
5. Enter your **password**. NOTE: If you do not remember your password, please use the 'What if I forgot my password' section of the login page. Click the link and follow the prompts. Be sure to read all the 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.
6. Click the **Sign In** button.

After reviewing the LearningLink User Manual if you have further questions about LearningLink, please refer to Appendix C: Frequently Asked Questions.

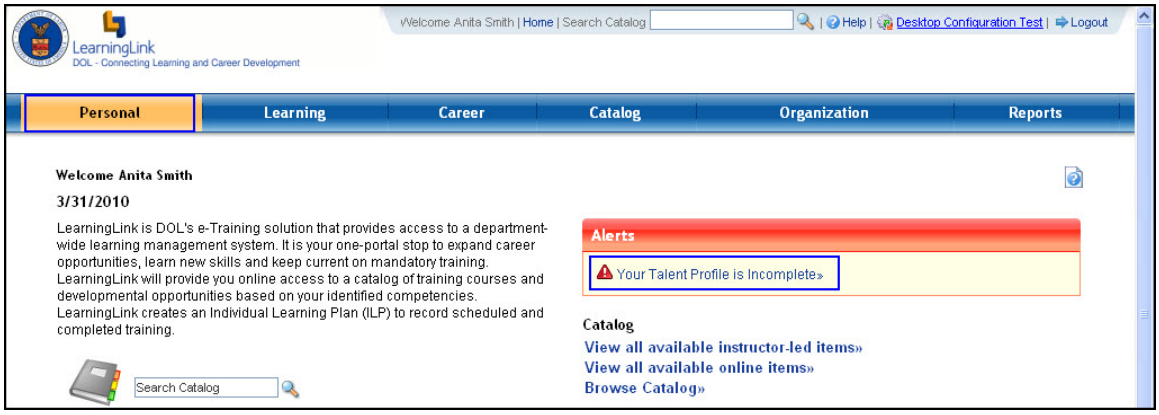
Completing Your Talent Profile

Below are the instructions on how to complete your talent profile.
Notes:

- There are no consequences for having an incomplete talent profile.
- Two issues have been identified. These issues do not affect everyone.
  The LearningLink team is working with the vendor to resolve the issues.
  - Editing Contact Information: Sometimes when a user edits their contact information, the screen will not display the save button. When the user tries to move the screen up to click the save the button, the screen quickly moves back down.
  - Editing Employee Information: Sometimes when a user selects a supervisor and saves the information, the section will still show as Incomplete.

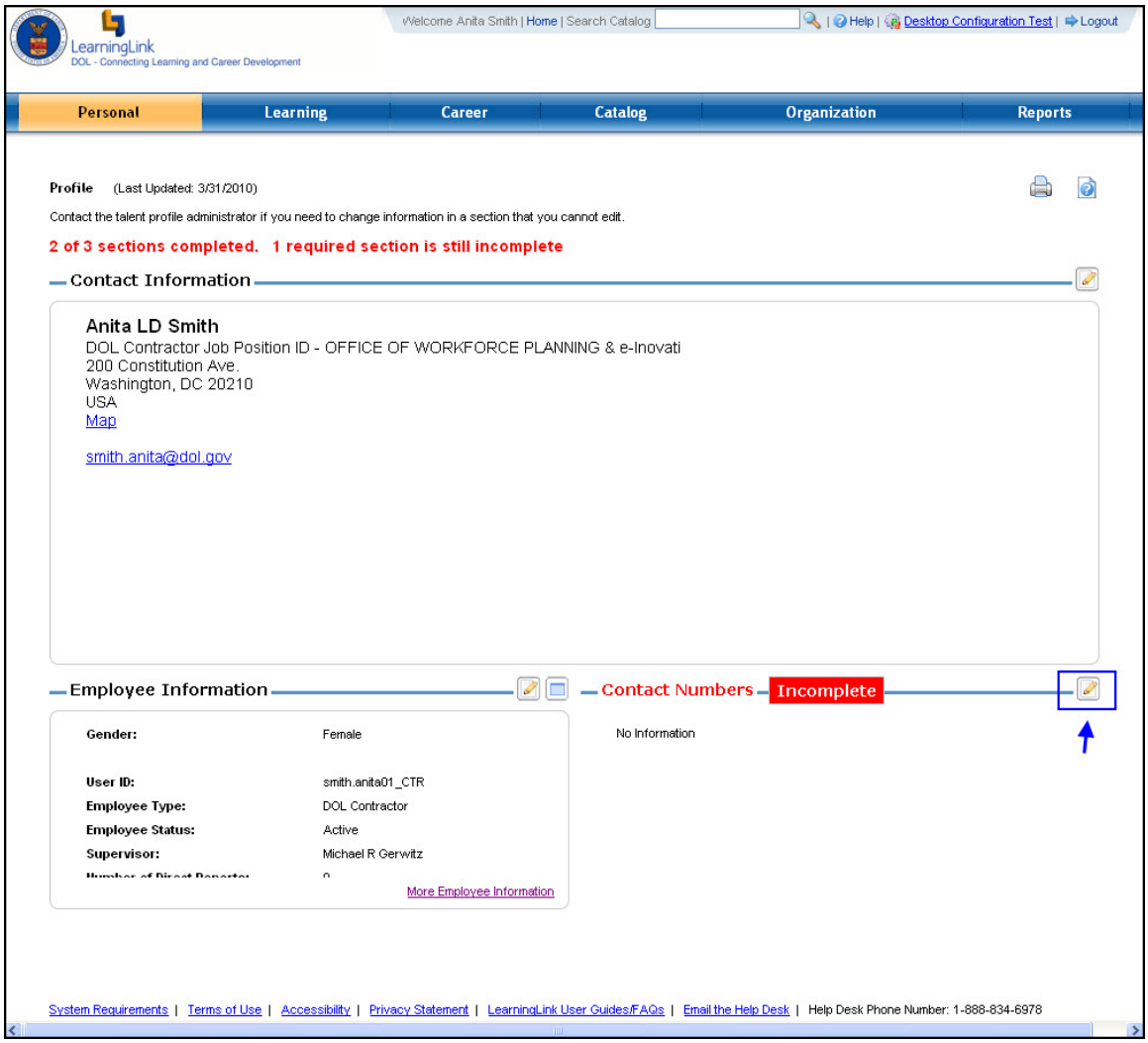
If you feel you cannot wait to have your contact information updated, please contact the LearningLink Help Desk (help@plateau.com).

1. When **LearningLink** opens, it will default to the Personal tab (Home page).
2. To update your Talent Profile, click on the Alert **"Your Talent Profile is incomplete"** or click on **Personal – Profile**.

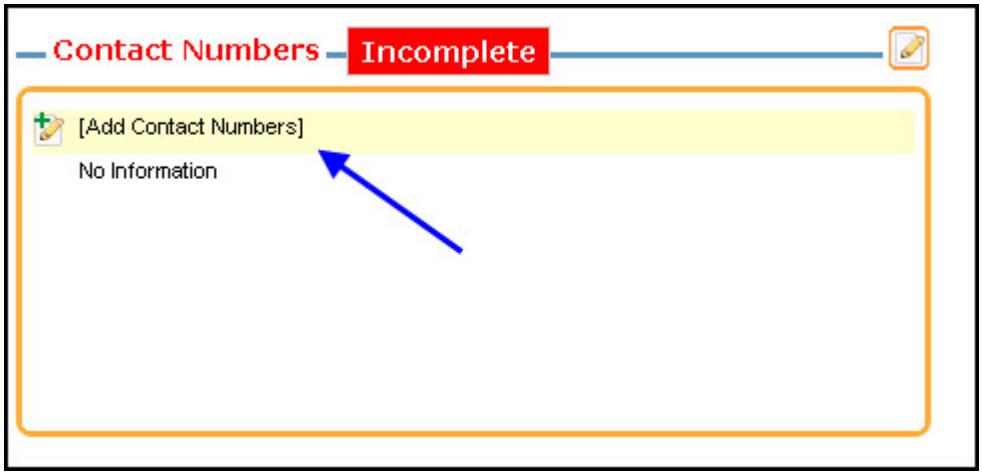


3. The Profile page will display. On the section displaying Incomplete, click the **pencil icon** to edit the information.

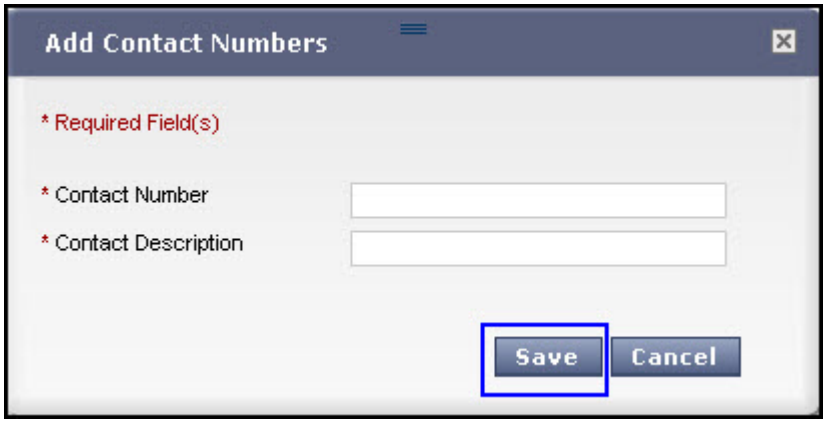
   NOTE: The example below shows how to edit the Contact Numbers section. The same instructions apply to the Contact Information and Employee Information sections.



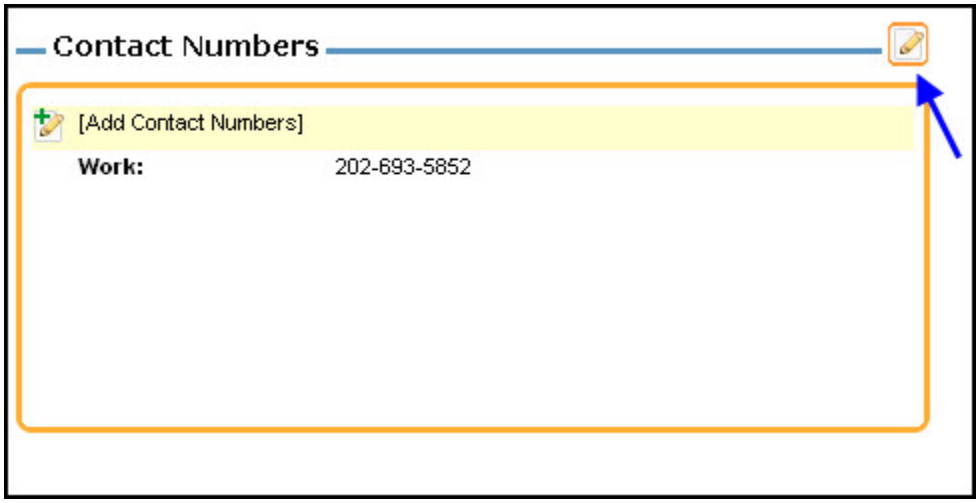
4. A yellow circle will surround the section. Click on **Add Contact Numbers** link or the icon to the left of the link .



5. The Add Contact Numbers window will display. Enter the required information and click the **Save** button.

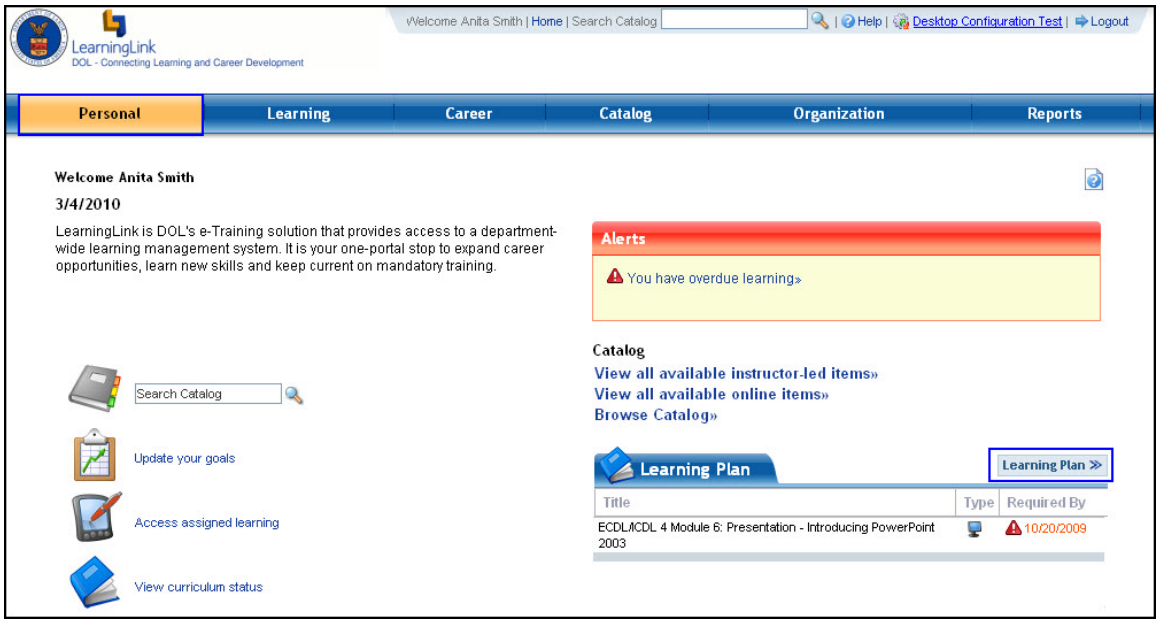


6. The Contact Information is saved. The Incomplete message will disappear.
   Note: The section is still highlighted in yellow. To un-highlight the section, click the the **pencil icon**.

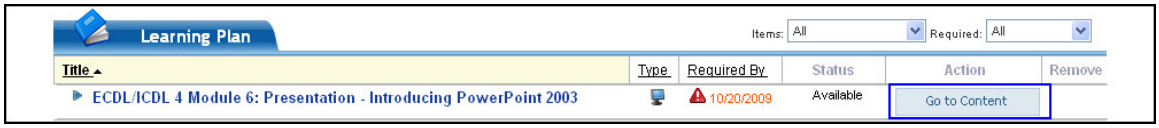


Instructions for Launching a Course on Your Learning Plan

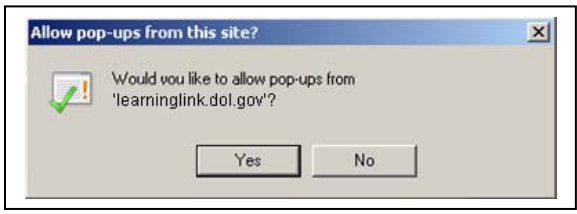
1. When **LearningLink** opens, it will default to the Personal tab (Home page).
2. Under the **Learning Plan**, you will see the courses that need to be taken and the date the course must be completed.
3. To take the course, click on the '**Learning Plan'** button within the Learning Plan section.



4. Once your Learning plan appears, click on '**Go to Content'.**



5. When you launch the course, you may encounter ALERT screens depending on your system settings. Please follow the directions below.



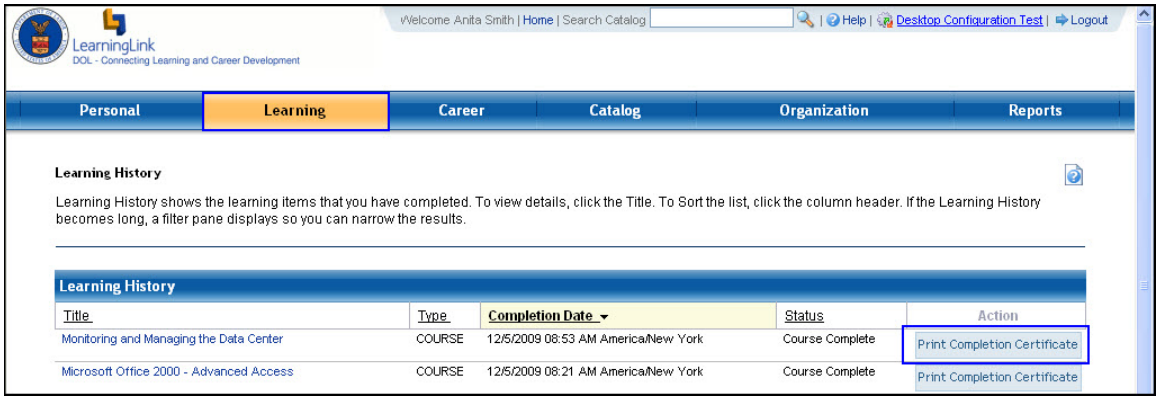
Pop up Banner Alert: If you receive this banner, click on it to view the menu. When the menu appears, click on "Always Allow Pop-ups from this Site". When you receive the confirmation screen to allow pop-ups, click 'Yes'. If you do not click 'YES', the course may not be recorded properly in your Learning History.

Security Alert: If you encounter a 'security alert' screen, simply place a checkmark in the box to note 'In the future, do not show this warning" and then click 'Yes".

6. Once you have completed the course, you can proceed to print out your certificate.

Printing a Certificate of Completion

1. After exiting the course, you will be taken back to LearningLink and the **Learning** tab.
2. Click on the '**Learning History**' submenu.
3. Click on '**Print Completion Certificate**'.
4. Your course certificate will display with your name on it.
5. Click on the **Print icon** and select the appropriate printer.
6. Click '**OK**'.
7. To close the window, click on the '**X**' on the upper right hand side of the page.



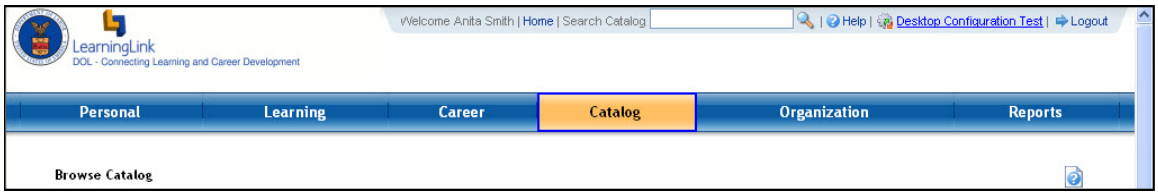
SkillSoft Catalog Information

SkillSoft offers a breadth of coursework that can expand upon existing skills where you can learn at your own pace. As with all other learning opportunities, employees must discuss and obtain supervisory approval prior to starting any on-line learning and development activity and the amount of time the employee is authorized to be on-line completing learning activities any given day. Employees should understand that unless specifically required by the supervisor, course work performed outside of normal business hours is not considered "hours worked" and is, therefore, not compensable.

Browsing the SkillSoft Catalog:

1. When **LearningLink** opens, it will default to the Personal tab (Home page).

2. Click on the **Catalog** tab, to open the submenu.

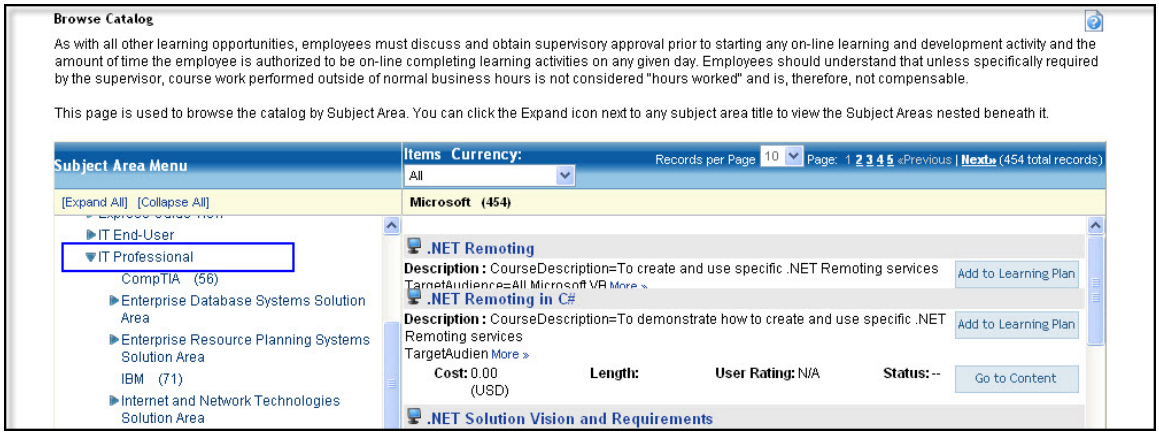


3. The submenu will default to **Browse Catalog.** In the Browse Catalog page, you can browse through all items in the catalog by subject area. To help you browse, the Browse Catalog page consists of two panes.

   - The Subjects Menu pane contains a list of nested Subject Areas in the catalog.

   - The Items pane contains the items that are in a subject area you select in the Subjects Menu pane

   Currently there are 5 Subject Areas: Business Skills, Certification View, Express Guide View, IT End-User, and IT Professional. Click on the **small arrow** to expand any of these areas. In this example, **IT Professional** has been expanded.

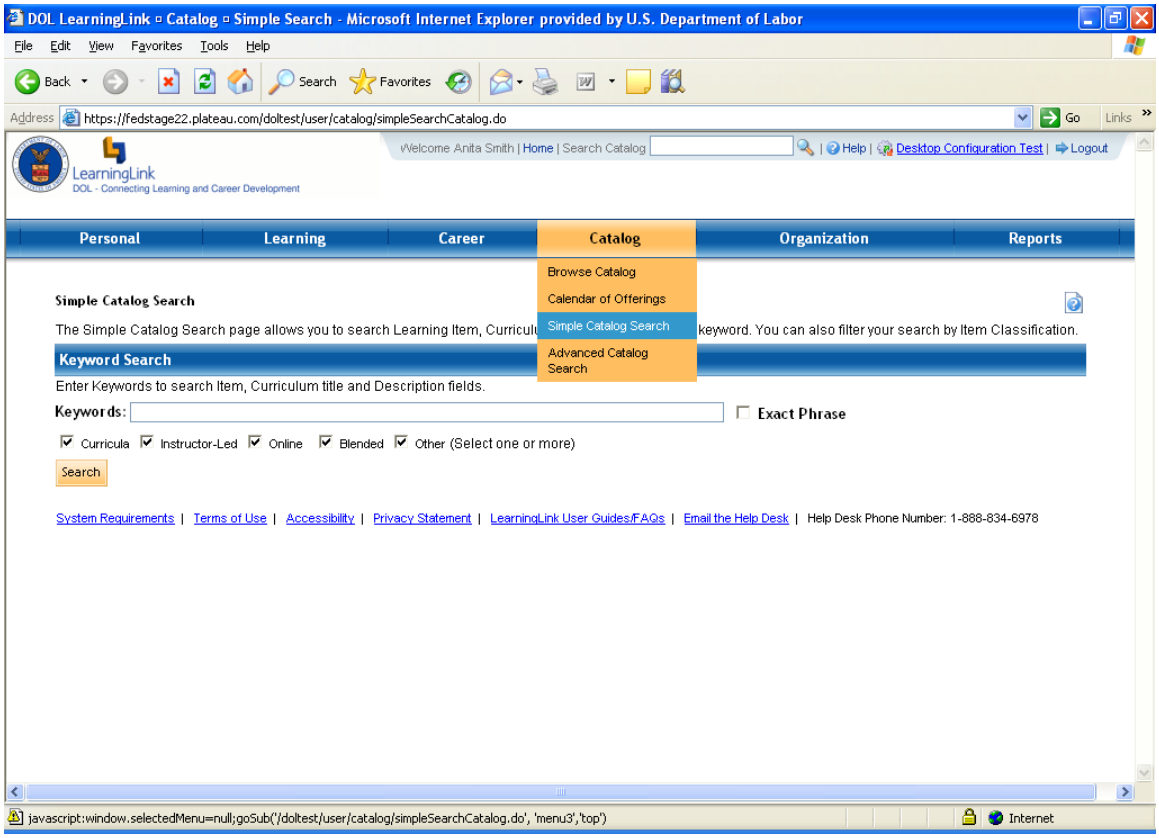

LearningLink
DOL - Connecting Learning and Career Development
Browse Catalog
As with all other learning opportunities, employees must discuss and obtain supervisory approval prior to starting any on-line learning and development activity and the amount of time the employee is authorized to be on-line completing learning activities on any given day. Employees should understand that unless specifically required by the supervisor, course work performed outside of normal business hours is not considered "hours worked" and is, therefore, not compensable.
This page is used to browse the catalog by Subject Area. You can click the Expand icon next to any subject area title to view the Subject Areas nested beneath it.
Subject Area Menu
Items Currency:
All
Records per Page 10
Page: 1 2 3 4 5 «Previous | Next» (454 total records)
[Expand All] [Collapse All]
Microsoft (454)
IT End-User
IT Professional
CompTIA (56)
Enterprise Database Systems Solution Area
Enterprise Resource Planning Systems Solution Area
IBM (71)
Internet and Network Technologies Solution Area
.NET Remoting
Description : CourseDescription=To create and use specific .NET Remoting services
Add to Learning Plan
.NET Remoting in C#
Description : CourseDescription=To demonstrate how to create and use specific .NET Remoting services
TargetAudien More »
Add to Learning Plan
Cost: 0.00 (USD)
Length:
User Rating: N/A
Status: --
Go to Content
.NET Solution Vision and Requirements

Completing a Simple Catalog Search:

The **Simple Catalog Search** is the default search feature. It uses the most common fields and identifiers. You have fewer options of filtering your search using this method.

1. To find what you want in the catalog, type keywords in the Keywords text box. The search field is not case sensitive. Keywords are anything that appears in the Title or Item of the course you are interested in viewing. If you know the exact phrase, type that phrase and select the **Exact Phrase** checkbox.

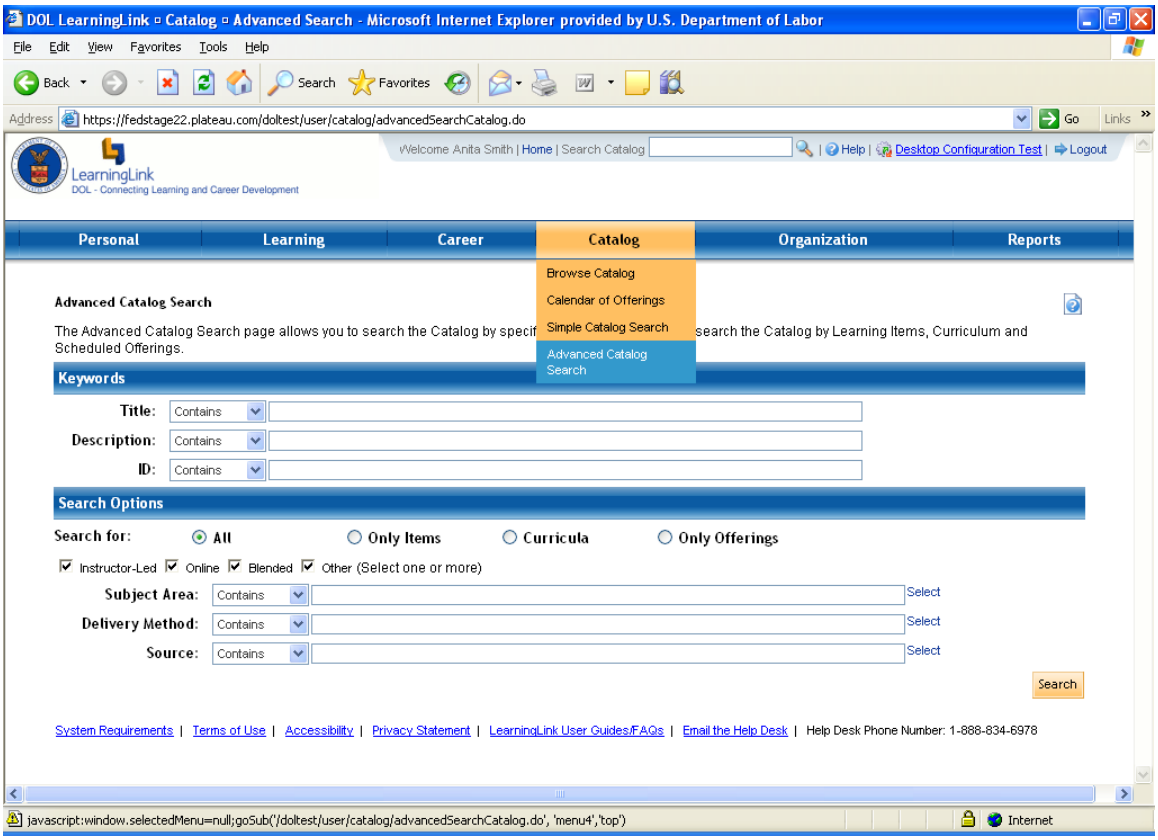
2. Click **Search** to begin your search.



Completing an Advanced Catalog Search:

The **Advanced Catalog Search** differs from the **Simple Catalog Search** page because it contains all search criteria provided by the system.

1. In the Keywords section you can type a Title, Description, and/or and ID. In the Search Options section, you can choose to search for items, curricula, offerings or all three. You can also use more criteria to narrow your search.



2. Click **Search** to begin your search.

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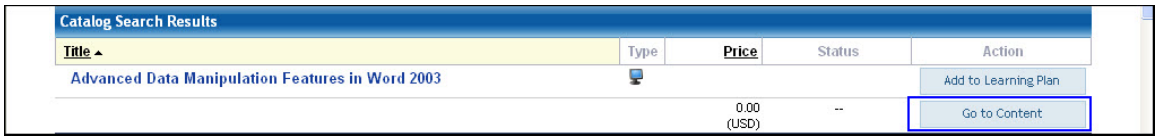
Launching a Course:

1. Once you have found the course you are interested in taking, click on **Go to Content**. At this point, the course will be added to your Learning Plan.

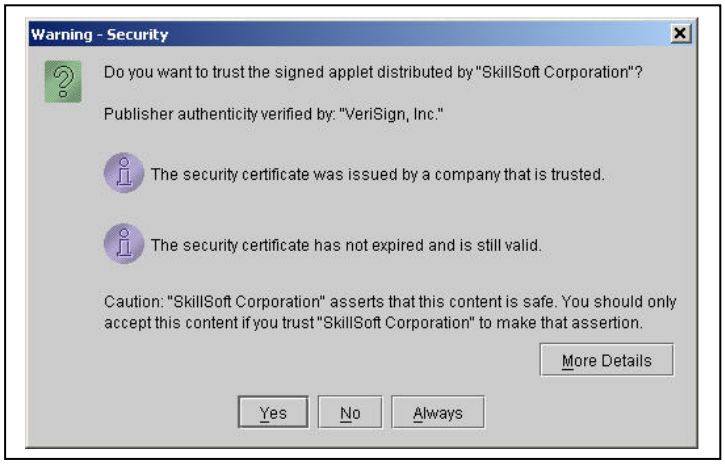


2. The next screen to appear will be the **Online Content Structure**. Click on the course name to launch the course.

3. An overview screen appears that will include a course description, expected duration, and course objectives. Depending on the course you've chosen, click on 'Launch' or 'Play this Course'.

4. *Some* SkillSoft content requires a player that has to be run in the browser in order for the course to properly work.

   For these courses, you will be presented with a pop-up asking you to accept having the course run an applet called 'eplayer' through the browser. Click '**Yes**' when this warning appears.



5. The course will then open in another browser window.

6. When you complete the session; exit the course by clicking on the X in the upper right hand corner of the browser window. When the course is closed, you will then be taken back to LearningLink, the Learning Tab, and the Learning Plan submenu.

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Re-Opening an Existing Course:

1. Log onto **LearningLink**, it will default to the Personal tab (Home page).

2. Click on the **Learning** tab, to open the submenu.

3. When the sub-menu appears, click on **Learning Plan.**

4. Now, click on **Return to Content Structure**

5. When the screen appears, click on the course title to re-enter the course and follow the prompts. When the course opens, it will default to a status page that will display the percentage of topics completed and test scores (if any).

Completing a Course:

1. After you have re-opened the course, complete the course topics/section by clicking through each page.

2. Take the test at the end of each section.

3. Exit the course when complete.

Be aware that the course WILL NOT show up on your Learning History if you do not review (click through) each topic/section and complete the exams with a minimum score of 70%.

Appendix A Troubleshooting Guidance

1. LearningLink System Requirements

Due to the distinct and separate networks within DOL, each agency will have different desktop browser settings depending on how the desktop was configured for use with Internet Explorer.

As a result, some Users may need assistance in adjusting their browser settings to optimize LearningLink courseware.

This document is a guide to help troubleshoot problems that might arise when opening courses in LearningLink. Depending on the issue reported, this guide will assist in determining how to detect symptoms and diagnose problems for your specific environment.

System Requirements

This product has been certified against the following systems and software. Please contact your agency-specific helpdesk or help@plateau.com if you are experiencing technical difficulties accessing LearningLink.

Operating System (Client)

- Windows 95/98//2000/XP
- Windows XP Professional

Browsers

- Internet Explorer 6.0 (Windows) Service Pack (SP) 2
- Internet Explorer 7.0 (Windows)

Java Plug-in

- Sun JRE (Java Plug-in) 1.5.0_06 or later

Reports (PDF-based) reader

- Acrobat Reader 6.01
- Acrobat Reader 7.0
- Acrobat Reader 8.0

Additional Requirements

- Macromedia Flash Player 9.0 or above
- Pop-up blockers must be disabled or configured to allow pop-ups from https://learninglink.dol.gov

- JavaScript must be enabled

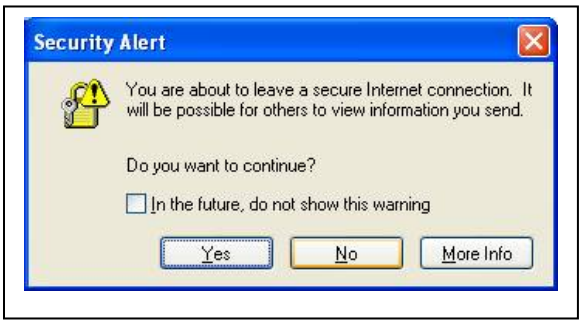
Recommendations for a smooth experience

- 512 MB RAM or higher
- Screen Resolution of 1024 x 768 or greater

2. Firewall – Trusted Sites

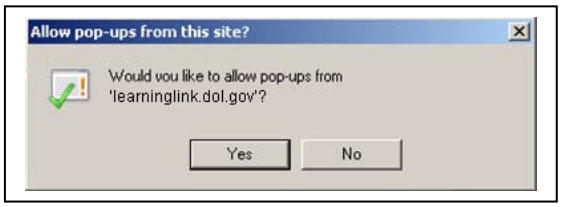
Security Alert: If you encounter a 'Security Alert' screen, simply place a checkmark in the box to note 'In the future, do not show this warning' and then click 'Yes'.

Contact your agency-specific LAN support if this does not resolve the issue.



3. Pop-up Blockers pertaining to warnings, pages not loading properly, or not at all.

- Turn off **all** popup blockers (not just the built-in blocker that comes with the browser) – For example: Special toolbars such as the Google Toolbar or Yahoo! Toolbar have a blocker feature, as do Major ISP "Getting Started" Software Bundles (3rd-party software tools with pop-up blocker features).



Or

- See Item 1 for permission of trusted sites.

4. API Error Messages.

Note: LearningLink requires SUN JRE Version 5, update 6 or later, for communication to properly move between courses and the LMS.

Under Tools>Internet Options>Security>Internet:

- Enable 'Access data sources across domains'.
- Enable 'Allow script initiated windows without size or position constraints'.
- Enable 'Navigate sub-frames across different domains'.
- Enable 'Active scripting'.
- Enable 'Scripting of Java applets'.
- Set 'Java VM Java permissions' to low security.
- Set security permission for Internet sites to (No higher than) 'medium'.

5. What should I do if I connect to the network using CITRIX and I can't access the course?
You do not have to connect to LearningLink through CITRIX. You can access LearningLink from any computer (not just a DOL furnished device) with a standard high speed internet connection.

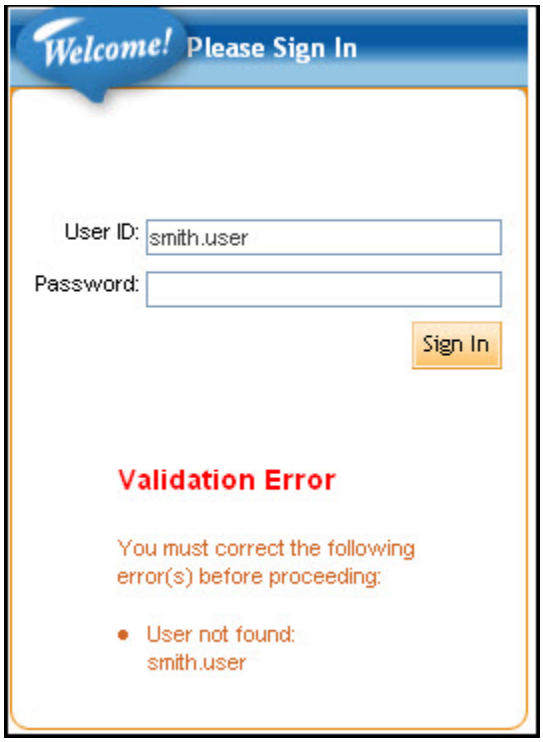
6. What should I do if I use a DOL network connected Tablet PC to access the course?
If you are unable to connect to LearningLink through your Tablet PC, contact your agency-specific LAN support to troubleshoot and resolve issues. Also, you can access LearningLink from any computer (not just a DOL furnished device) that uses a standard high speed internet connection.

7. 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

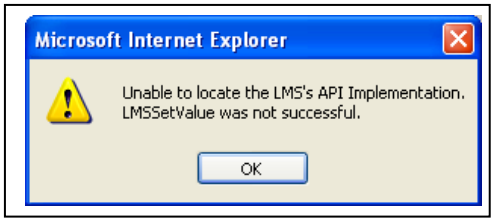


8. Applet required to run LearningLink course and LMS.

Under Tools>Internet Options>Security>Advanced:

Make sure only one version of Java (Sun JRE) is enabled.

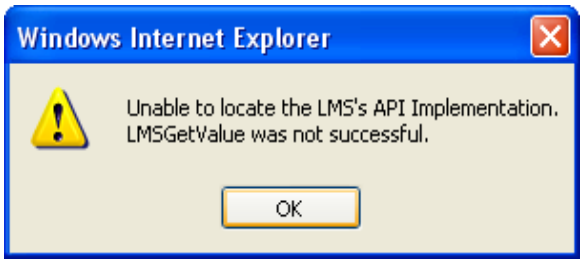
9. Why does the course display as a blank screen? --OR-- Why do I receive errors that specify that the API is not found?

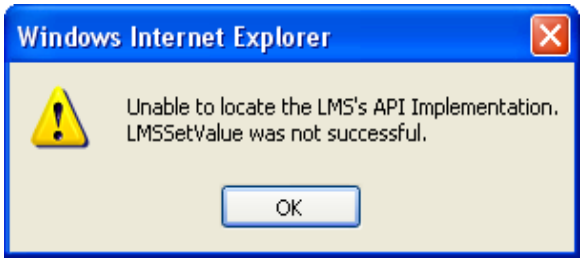


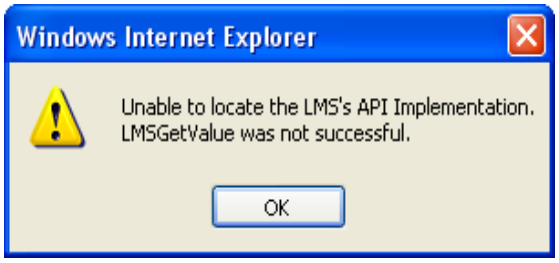
These issues both indicate that the course is not able to communicate with LearningLink due to outdated plug-ins for Internet Explorer. Do not continue taking the course if you encounter this error. Please refer to these system requirements and contact your agency-specific helpdesk support for resolution.

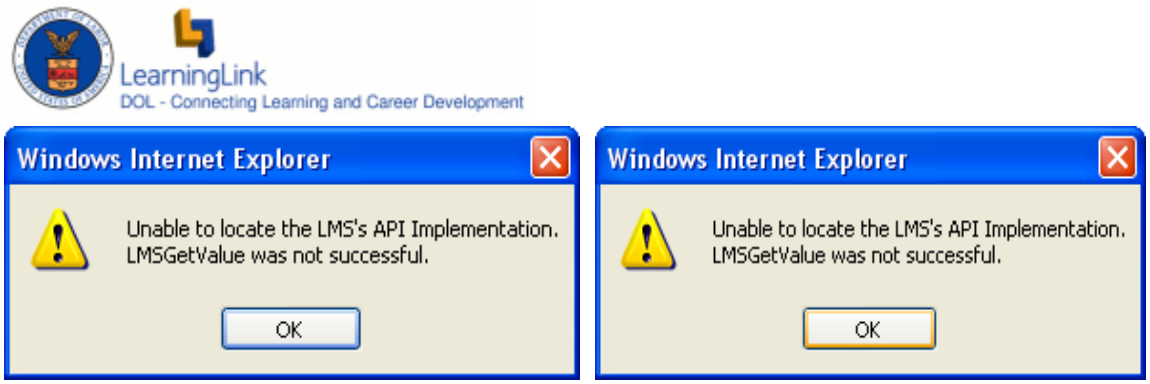
10. Why did I receive a series of error messages when I launched the course?

The following six error messages shown below are triggered because the course was not able to establish communication with the LearningLink system. Do not continue taking the course if you encounter this error. If the course does not establish communication with LearningLink, then the course will not mark the course as "Completed" in your Learning History at the end of the test. It will show as "In Progress" on your Learning Plan. This is due to the configuration of your desktop or laptop.









11. What do I do if I receive the desktop configuration error messages?
Test your desktop configuration by clicking on the link below.
https://learninglink.dol.gov/content/dol/config/test.htm

If any of your test results say "FAILED" or "Unable to determine Java Version", contact your agency's IT support help desk to correct the error. If all tests pass, email help@plateau.com or call 1-888-834-6978**.**

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

If your screen resolution is 800 x 600 or lower, you will encounter problems viewing the entire page on your monitor (i.e., the page appears to have been cut off). To fix, set screen resolution to 1024 x 768 or greater. Follow the steps below to increase the monitor's screen resolution:

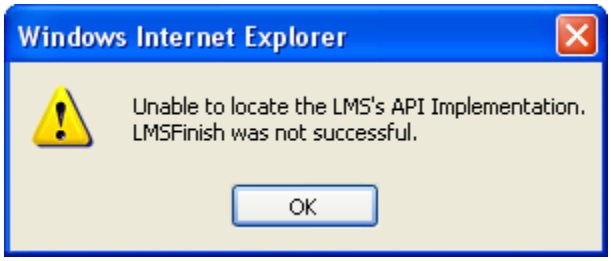
1. Minimize all applications and right clicking on your desktop.
2. Select Properties
3. Under the Screen Resolution section, increase the screen resolution to 1024 x 768 or greater.
4. Click OK. The screen will reconfigure your resolution.
5. Click Yes to keep your settings

Please contact your agency-specific helpdesk support if you are unable to adjust this setting.

13. What should I do if I receive a JAVA error message when launching the course?
Click on the LearningLink Computer Configuration Test Page to run a diagnostic check on your computer settings. Email the results and a description of problem to your agency-specific LAN support.

14. 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.

15. Why did I receive an error message at the end of the course?
The course did not make a connection to LearningLink when you launched it or the connection to LearningLink was severed. Therefore, the course will not register as "Completed" in your Learning History at the end of the test. It will show as "In Progress" on your Learning Plan.



Test your desktop configuration by clicking on the link below.
https://learninglink.dol.gov/content/dol/config/test.htm

If any of your test results say "FAILED" or "Unable to determine Java Version", contact your agency's IT support help desk to correct the error. If all tests pass, email help@plateau.com or call 1-888-834-6978**.**

16. Launching Skillsoft Courses

If you are launching a SkillSoft course, some content requires a player runs in the browser. For these courses, you will see the pop-up message below.
Click 'Yes' to allow the player to run.

Appendix B DOL Password Requirements

How do I choose a good password?

Most people use passwords that are based on personal information and are easy to remember. However, that also makes it easier for an attacker to guess or "crack" them. Consider a four-digit PIN number. Is yours a combination of the month, day, or year of your birthday? Or the last four digits of your social security number? Or your address or phone number? Think about how easily it is to find this information out about somebody. What about your email password—is it a word that can be found in the dictionary? If so, it may be susceptible to "dictionary" attacks, which attempt to guess passwords based on words in the dictionary.

To strengthen the passwords used here at DOL, a new password requirement is being implemented. Since September 6, 2005, all ECN/DCN passwords must have the following:

1. ECN/DCN system accounts are provided solely for the use of the individual for whom they were created. Passwords or any other authentication mechanism should **never** be shared or stored any place accessible. If stored, a password must not be stored in a clear-text or readable format.

2. Each ECN/DCN system has the following password format requirements:

   Passwords must be at least 8 alphanumeric characters in length, and contain a mix of three of the following four character types :

   - English upper case letter (A, B, C, etc.)
   - English lower case letter (a, b, c, etc.)
   - Special character, including {, }, [,], (,), <, >, :, ', ", ?, /, |, `, ~, !, @, #, $, %, ^, &, *, _, -, +, =
   - Arabic number (0, 1, 2, 3, etc.)

3. Passwords cannot be any of the following:

   - Dictionary words or common names, such as Betty, Fred, Rover
   - Portions of associated account names, for example, user ID, login name

- Consecutive character strings, such as abcdef, 123456
- Simple keyboard patterns, such as asdfgh, qwerty
- Generic passwords, such as a password consisting of a variation of the word “password” (e.g., P@ssword1)

4. Passwords must be changed every 90 days (45 days for Administrator accounts).
5. Password history will prevent users from using the same password for 10 previous password changes.
6. After three invalid password attempts, the user account will be locked out for a period of 15 minutes. If reactivation of a user account is required before the lockout period expires, the user will visit the ITC Help Desk or their Regional IT Manager and present a DOL ID badge to request the service.

It’s often hard to create a complex password, and even harder to remember it. A good method to rely on is a series of words to create it and use memory techniques, or mnemonics, to help you remember how to decode it. For example, instead of the password "hoops," use "IlvTpbb" for "[I] [l]ove [T]o [p]lay [b]asket[b]all." However, this does not meet the ECN/DCN password requirement listed above. It doesn’t have the required 8 character length and doesn’t have 3 of the 4 character types. Instead, change the same example we used above to *Ilv2pBb!* and see how much more complicated it has become just by adding numbers and special characters. It now also meets the new password requirement.

Don't assume that now that you've developed a strong password you should use it for every system or program you log into. If an attacker does guess it, he would have access to all of your accounts. You should use these techniques to develop unique passwords for each of your accounts.

Appendix C Frequently Asked Questions

1. 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.

2. DOL Employee: What should I do if I don't have a LearningLink account?
New employees are loaded into LearningLink once every pay period (approximately 21-28 days after Entry on Duty). Employee files are created from PeoplePower and then loaded into LearningLink. If you feel you should already have a LearningLink account created, please contact your agency's servicing Human Resource Office to find out when your record was created in PeoplePower.

3. Contractor: What should I do if I don't have a LearningLink account?
In order to have a LearningLink contractor account created the DOL LearningLink Team will need some key information from you and from your DOL Supervisor or DOL Point of Contact. Contractor accounts are created once every pay period through an automated feed. In order to have your account processed, the DOL LearningLink team needs to have this information no later than Wednesday in the first week of a new pay period.

First Name:
Middle Initial:
Last Name:
Valid business email address:

Please forward the information above to your DOL Supervisor or Point of Contact and have them fill in the remaining information. Once complete, your supervisor should forward all the information in an email to the LearningLink Help Desk (learninglink@dol.gov) for processing.

4. 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.

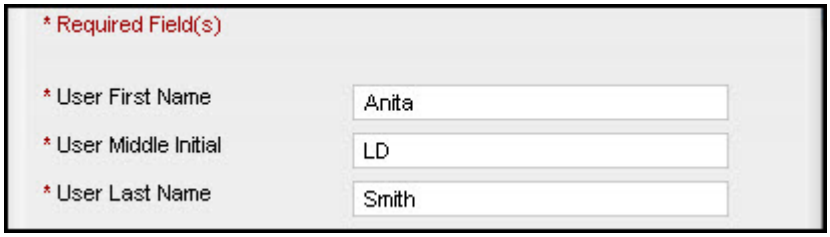
5. What if I don't remember the answer to my security question?
The security question allows LearningLink to validate your identity. If you are unable to remember the answer to your security question, contact help@plateau.com.

6. How many times can I attempt to login before I get locked out?
After **three** incorrect login attempts, your account will be locked.

7. 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. If your account has not been unlocked within 24 hours, please contact the LearningLink helpdesk.

8. How do I reset my password? If you forgot your password, you can have LearningLink send you a temporary password by clicking the Retrieve User ID link on the left hand side of the LearningLink Sign-In page. This email may take 30 minutes to arrive depending on internet traffic. If you do not receive a new temporary password within 12 hours, DO NOT use this function again, please contact the LearningLink helpdesk. Once you have logged in with this temporary password, you will be required to develop a new password.

9. 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 Personal tab then Profile. The first section on the Profile page is the Contact Information Section. Click on the Edit Contact Information icon on the right-hand side of the section. Click on the Edit icon beside your name. Click in the User Middle Initial field, type in your middle initial. Click the save button at the bottom of the screen. Click the Edit Contact Information icon to un-highlight the Contact section. You may also refer to the Completing Your Talent Profile section in the manual.



10. What should I do if I completed a course but it still shows on my learning plan?
If you have completed every page of the course and the course stills shows on your learning plan and not your learning history, please contact the help desk for troubleshooting assistance by email help@plateau.com or call 1-888-834-6978**.** Support is available Monday-Friday, from 8am to 8pm EST. To avoid multiple tickets, we encourage you to contact the helpdesk one time for the same issue.

11. DOL Employee: What should I do if my LearningLink account information is incorrect?
LearningLink obtains DOL employee records from PeoplePower. LearningLink cannot make updates to the records in PeoplePower. If your information is incorrect, please contact your agency's servicing HR Office to have the appropriate corrections made. Once records are corrected in PeoplePower, LearningLink will also be updated.

12. DOL Employee: What if I use my middle name as my first name?
If you are normally referred to by your middle name (such as name 'Chris Steve Smith' being referred to as 'Steve'), your user name will be your last name followed by your legal first name with a period in-between, same as your PeoplePower ID. When contacting LearningLink regarding issues or questions, please reference your user ID so there is no confusion as to your account.

13. DOL Employee: What if my name changes, such as I get married and change my last name?
If your name changes and you were issued a new one, you will officially have 2 accounts. Once the second account is created (which will be approximately 1 month after your new PeoplePower ID is created), log in to your new account to verify that it is correct (using the 'first time login' instructions which can be found on the LearningLink login page). After successfully logging in email learninglink@dol.gov with your old ID and your new ID. Your accounts will be merged. Your old ID will be deactivated and your Learning History will then reside with your new ID.

14. What if I have changed from a contractor to a federal employee?
If you have been hired as a federal employee when you were formerly a contractor, you will officially have 2 accounts. Once the federal employee account is created (which will be approximately 1 month after your PeoplePower ID is created), log in to your new account to verify that it is correct (using the 'first time login' instructions which can be found on the LearningLink login page). After successfully logging in, email learninglink@dol.gov your old ID and it will be deactivated.

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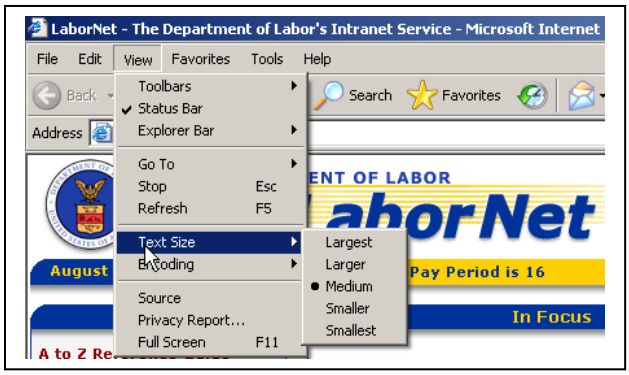
15. How do I adjust the size of the text on the LearningLink Welcome page?
If you wish to change the size of the text on the LearningLink Welcome page, there are two ways by which you can override the default browser settings. The procedures described will work on most websites, not just the LearningLink Welcome page.

Due to the distinct and separate networks within DOL, each agency will have different desktop browser settings depending on how your IT group configured your computer. As a result, you may or may not be able to adjust your desktop browser settings without IT assistance.

Also, be aware that some websites are 'hard coded' to specifically prevent a user from changing the text sizes, even if you adjust your browser settings. In these instances, the techniques will have no effect due to the way the website was built. This is not the case with LearningLink.

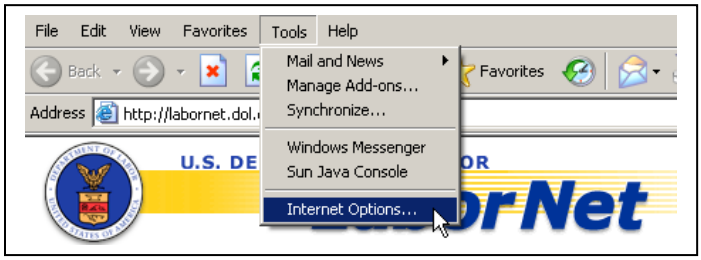
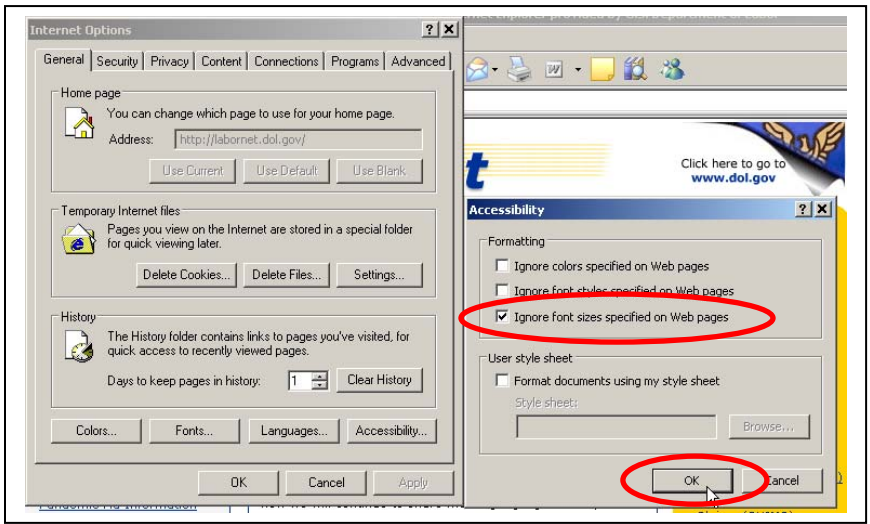
Option One

The first option, which is the most basic method, is to go to the menu bar at the top of your web browser, select **View | Text Size** and choose the appropriate text size.



Option Two

Another option is to adjust the IE setting under Internet Options. From the toolbar,



1. Click on Tools.
2. Click on Internet Options.
3. Under the **General Tab**, click on **Accessibility**
4. When the screen appears, place a check in the box **"Ignore font sized specified on Web pages".**
5. Click **'OK'.**