

Table Contents

- I. [FAQs For All Users](#)
- II. [FAQs For Records Management for Everyone 2009](#)
- III. [FAQs For Information Systems Security Awareness Training 2009](#)
- IV. [FAQs For Safeguarding Personally Identifiable Information 2009](#)

Frequently Asked Questions for ALL Users

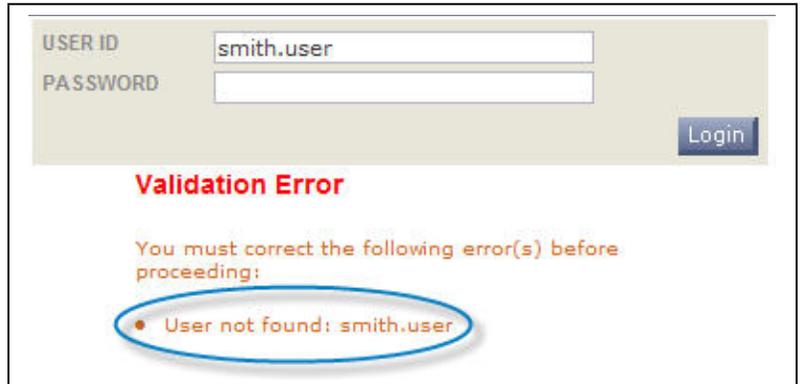
What if my User ID isn't working?

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



USER ID

PASSWORD

Login

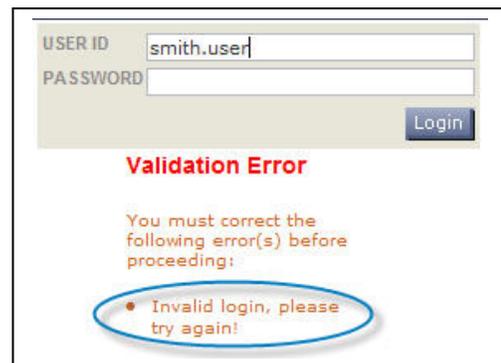
Validation Error

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

- User not found: smith.user

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.



USER ID

PASSWORD

Login

Validation Error

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

- Invalid login, please try again!

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.

What if I forgot my password?

If you forgot your password, [click here](#) to have a temporary password sent to you. You will need your User ID and access to your email account to retrieve your temporary password.

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

Answer the security question you established and your temporary password will be sent to you.

Note: Fields marked with * are required.

Security Question: What is the name of my first pet?

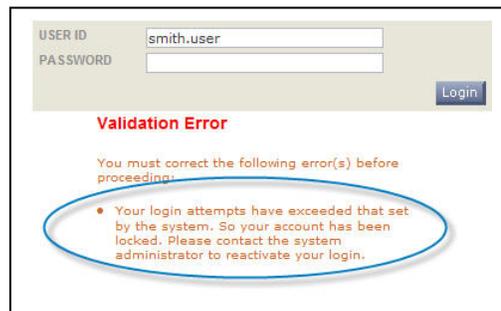
* Security Answer:

Submit

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.

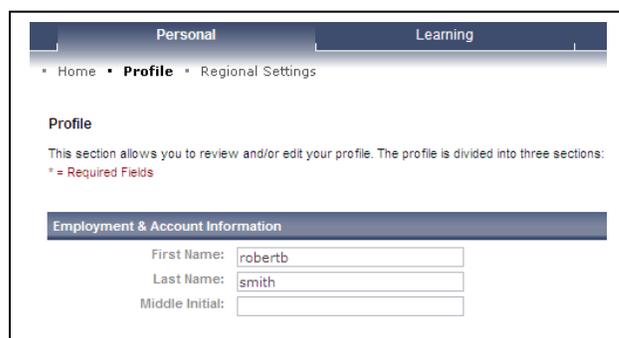


How do I get my account unlocked?

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 or greater. Please contact your [agency-specific helpdesk 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 helpdesk 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:

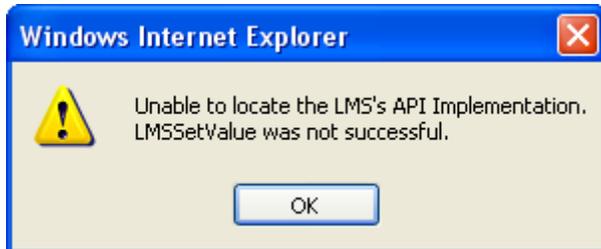
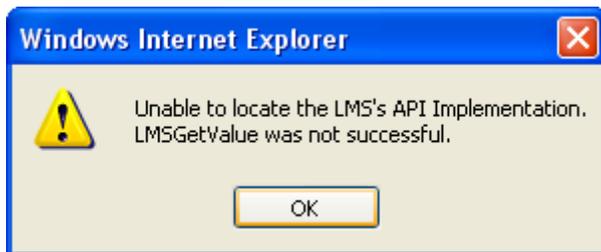
- User ID and Password Assistance
- Login Support
- Accessing Course Content
 - Browser and Courseware Issues
 - Performance Issues
- General Error Messages

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

Frequently Asked Questions for Records Management for Everyone 2009

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

When launching the Records Management for Everyone course, the following six error messages shown below are triggered because the course was not able to establish communication with the LearningLink system. 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.



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.

Why did I receive an error message at the end of the course?

The Records Management for Everyone 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.

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.



Frequently Asked Questions for Information Systems Security Awareness Training 2009

If you have technical questions about how to log into LearningLink, retrieve your password, unlock your account, print a course certificate, or whom to contact if you need further assistance, please refer to the [FAQs for All Users](#).

1. Are all employees at DOL expected to take the 2009 Information Systems Security Awareness (ISSA) course via LearningLink?

Employees: Yes, All employees who have access to data and systems on the DOL network are required to complete Information Systems Security Awareness Training course via LearningLink.

Contractors: Yes, All contractors who have access to data and systems on the DOL network are required to complete Information Systems Security Awareness Training via LearningLink.

NOTE to Employees and Contractors: As of **April 30th**, 2009, DOL will no longer assign the 2009 Information Systems Security Awareness training course to employee or contractor LearningLink learning plans. If you were recently hired (prior to April 30th) and do not have a LearningLink account or are hired after April 30th, 2009 you should have on file the New Hire computer security awareness training that you completed and acknowledged prior to accessing the DOL network.

2. When should I expect to have the Information 2009 ISSA course added to my Learning Plan?

ISSA 2009 will be added to the Learning Plans of all DOL employee and contractor with active LearningLink accounts on March 30, 2009.

NOTE to Employees and Contractors: New hires that miss the initial rollout will have the course added to their Learning Plan as soon as their LearningLink account is created. The next employee and contractor accounts will be created on April 3rd and April 30th, 2009.

3. What should I do if I don't have a LearningLink account?

Employee: New employees are loaded into LearningLink once every two pay periods (approximately 30-45 days after date of hire). Employee files are created from PeoplePower (the official DOL HR system of employee records) 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 prior to contacting LearningLink Help Desk, for you will need to provide that information. LearningLink Help Desk Support is available Monday-Friday,

from 8am to 8pm EST. When you experience difficulties, email help@plateau.com or call 1-888-834-6978.

Contractor: Please contact your [Information System Officer \(ISO\)](#) and inform him/her that you do not have a LearningLink account. He/she will instruct you what to do and ensure your name is on the list that is submitted to LearningLink for contractor name updates.

4. What should I do if my LearningLink account information is incorrect?

PeoplePower is the source system for DOL employee HR records. 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.

5. What should I do if I completed the ISSA course but it still shows on my learning plan?

If you have completed every page of the ISSA 2009 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. If the helpdesk is unable to resolve the issue, you will be referred to your agency [Information System Officer \(ISO\)](#) for further guidance.

6. Is there another method of taking the Information Systems Security Awareness course? If so, what is the process?

There are no other methods, other than LearningLink, for taking the Information Systems Security Awareness Course. Please work with your [agency-specific helpdesk support](#) the LearningLink helpdesk to resolve any identified desktop configuration issues that may be preventing you from completing the course. If you find that you cannot complete this training due to system configurations defined by your agency's LAN support policies, please contact your [Information System Officer \(ISO\)](#). Your ISO will advise you of the next steps.

7. 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.

8. 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.

9. What version of JAVA should my computer have to successfully run the course?

Sun Java Version 5, Update 6 or newer is required.

10. 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](#).



Frequently Asked Questions for Safeguarding Personally Identifiable Information 2009

If you have technical questions about how to log into LearningLink, retrieve your password, unlock your account, print a course certificate, or whom to contact if you need further assistance, please refer to the [FAQs for All Users](#).

1. Are all employees at DOL expected to take the Safeguarding Personally Identifiable Information 2009 course via LearningLink?

Employees: Yes, All employees who have access to data and systems on the DOL network are required to complete the Safeguarding Personally Identifiable Information 2009 training via LearningLink.

Contractors: Yes, All contractors who have access to data and systems on the DOL network are required to complete Safeguarding Personally Identifiable Information 2009 training via LearningLink.

2. When should I expect to have the Safeguarding Personally Identifiable Information 2009 added to my Learning Plan?

Safeguarding Personally Identifiable Information 2009 will be added to the Learning Plans of all DOL employee and contractor with active LearningLink accounts on May 29, 2009.

Note to DOL Employees: As of **May 29, 2009**, DOL will no longer assign the 2009 Safeguarding Personally Identifiable Information training course to DOL Employee and contractor LearningLink learning plans. If you were recently hired and do not yet have a LearningLink account, you will receive the course when the New Hire curriculum is deployed in June 2009.

3. What should I do if I don't have a LearningLink account?

Employee: New employees are loaded into LearningLink once every two pay periods (approximately 30-45 days after date of hire). Employee files are created from PeoplePower (the official DOL HR system of employee records) 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 prior to contacting LearningLink Help Desk, for you will need to provide that information. The LearningLink Help Desk Support is available Monday-Friday, from 8am to 8pm EST. When you experience difficulties, email help@plateau.com or call 1-888-834-6978.

Contractor: Please contact your [Information System Officer \(ISO\)](#) and inform him/her that you do not have a LearningLink account. The agency ISO will add you to the list of new accounts to be submitted on a bi-weekly basis to LearningLink.

4. What should I do if my LearningLink account information is incorrect?

PeoplePower is the source system for DOL employee HR records. 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.

5. What should I do if I completed the Safeguarding Personally Identifiable Information course but it still shows on my learning plan?

If you have completed every page of the Safeguarding Personally Identifiable Information 2009 training 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. If the helpdesk is unable to resolve the issue, you will be referred to your agency [Information System Officer \(ISO\)](#) for further guidance on how you can complete the training.

6. Is there another method of taking the Safeguarding Personally Identifiable Information course? If so, what is the process?

There are no other methods, other than LearningLink, for taking Safeguarding Personally Identifiable Information Course. Please work with your [agency-specific helpdesk support](#) the LearningLink helpdesk to resolve any identified desktop configuration issues that may be preventing you from completing the course. If you find that you cannot complete this training due to system configurations defined by your agency's LAN support policies, please contact your [Information System Officer \(ISO\)](#). Your ISO will advise you of the next steps required to complete the course.

7. 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.

8. 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.

9. What version of JAVA should my computer have to successfully run the course?

Sun Java Version 5, Update 6 or newer is required.

10. 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](#).