

Job Aid: First Login to LearningLink

Purpose

The purpose of this job aid is to guide first-time users through the step-by-step process of logging in to the LearningLink system.

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 that you should already have a LearningLink account created, please contact your agency's Human Resource Office to find out when your record was created in PeoplePower.

Task A

DOL Employees: First Login to LearningLink

Task B

Contractor Staff: First Login to LearningLink

Task A. DOL Employees: First Login to LearningLink

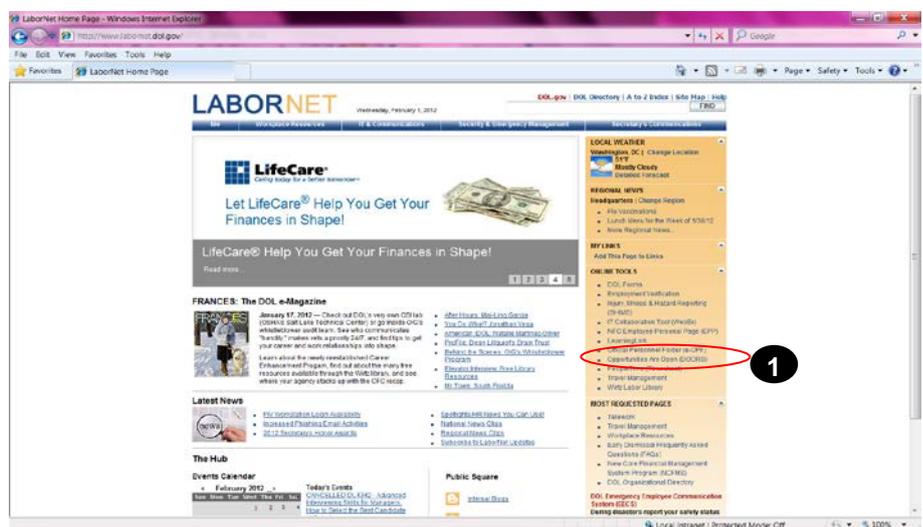
Start by opening your Internet Explorer browser.

First, go directly to the LearningLink web address (<https://LearningLink.dol.gov>)

or

1 On the LaborNet page, select the link to LearningLink under the list of Online Tools.

2 From the next screen, launch LearningLink by selecting the "Go to My LearningLink Now!" link.





LearningLink is DOL's e-Training solution which provides employees access to a one-stop portal of training programs and services. LearningLink supports business and management processes by providing agencies, staff, and customers with single-site access for the management, delivery, and development of learning and knowledge.

To access LearningLink, click on [Go to My LearningLink Now!](#)

References

Upgrade Information

- Upgrade Announcement
- Exploring New System Features

3 The LearningLink Sign-In Page appears.

4 Enter your LearningLink User ID in the User ID textbox.

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 name and first name.

Examples:

- A) If your PeopleTime login is Smith.Penelope, your LearningLink User ID is smith.penelope.
- B) If your PeopleTime login is Harrisonsmith.Penelope, your LearningLink User ID is harrisonsmith.penel.

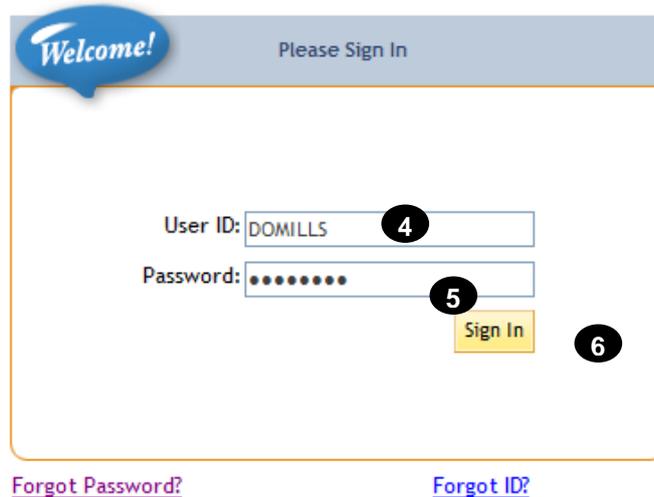
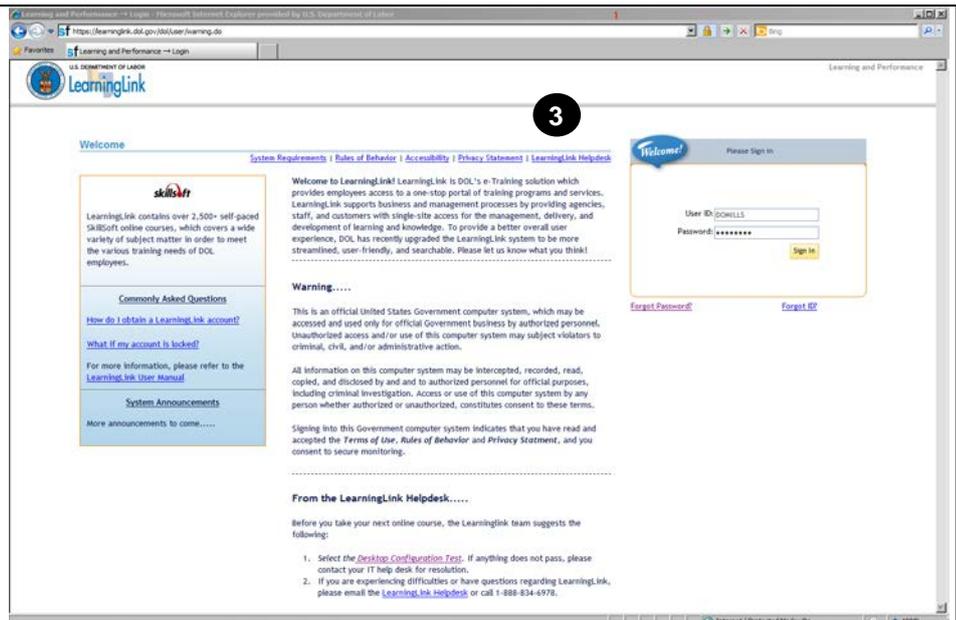
5 Enter your temporary LearningLink password in the Password textbox.

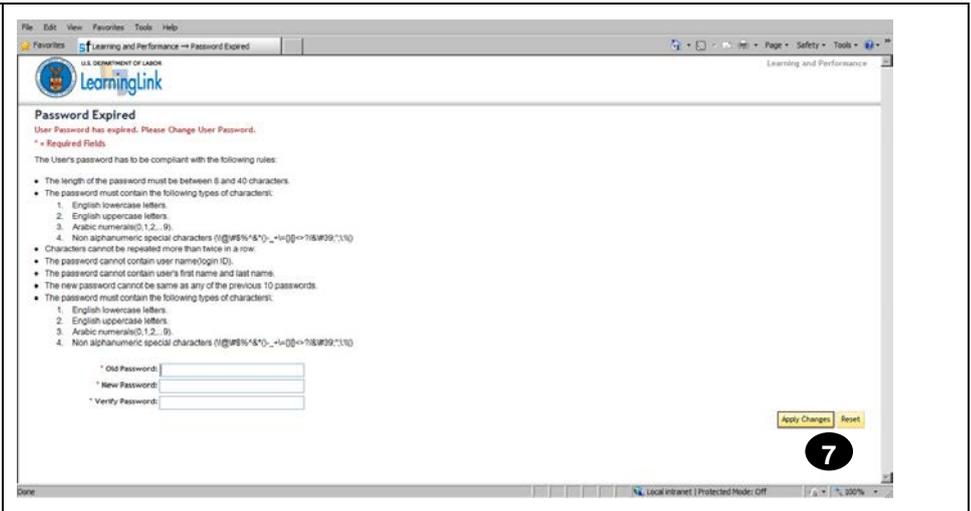
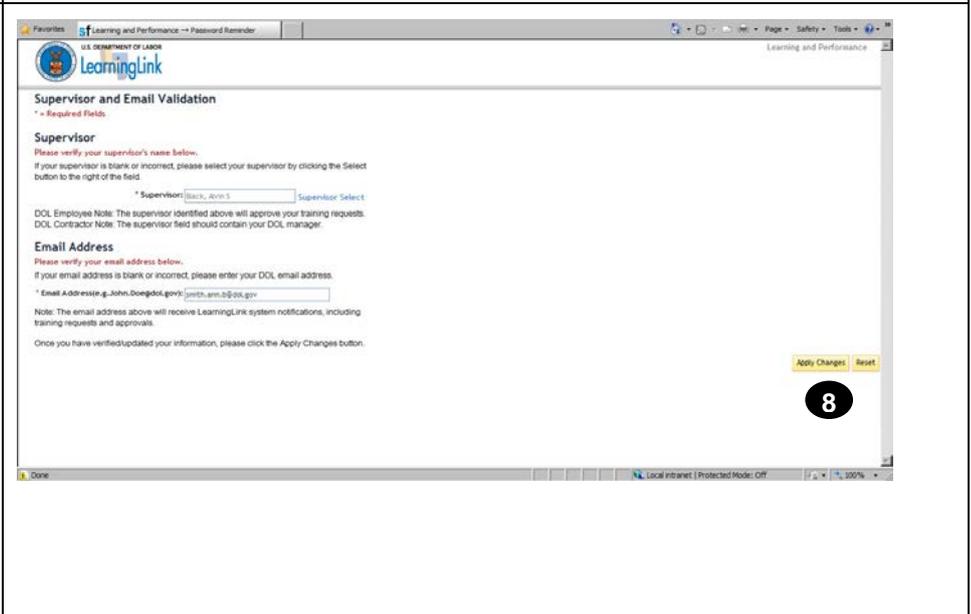
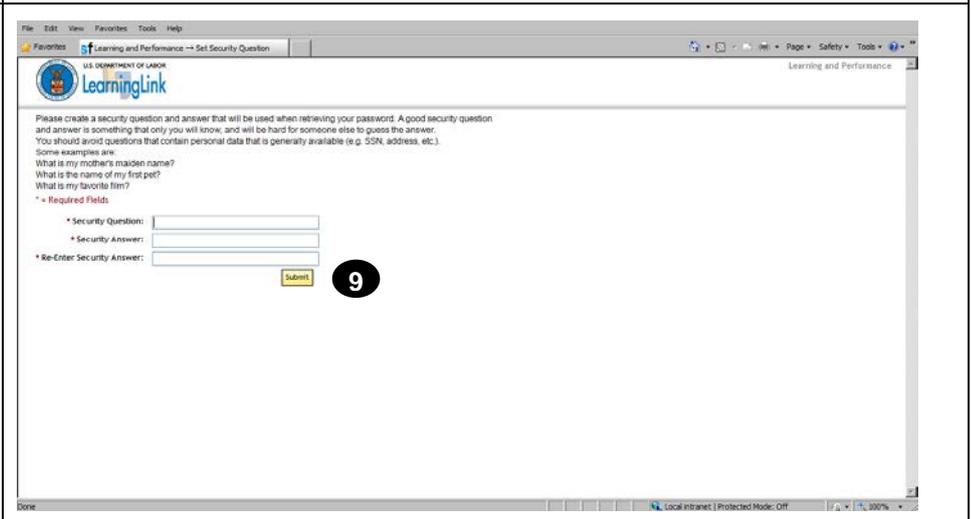
Your initial password is your first initial (uppercase) of your first name, followed by the first four (4) letters of your last name (lowercase), followed by the last four (4) digits of your Social Security number, followed by the dollar sign (\$)

Examples:

- A) If your name is Penelope Smith and your SSN ends in 1234, your initial LearningLink password will be Psmi1234\$.
- B) If your name is Penelope Harrisonsmith and your SSN ends in 4321, your initial LearningLink password will be Pharr4321\$.

6 Select **Sign In**.



<p>7 Create a new password and select Apply Changes.</p> <p>When you login for the first time, you will be required to change your password. Please refer to Appendix A: DOL Password Requirements.</p>	 <p>The screenshot shows the 'Password Expired' page in a web browser. It lists password requirements: length (8-40 characters), character types (English lowercase/uppercase letters, Arabic numerals 1-9, non-alphanumeric special characters), and rules (no repeats, no user name, no previous 10 passwords). It includes input fields for 'Old Password', 'New Password', and 'Verify Password', and an 'Apply Changes' button. A circled '7' is overlaid on the 'Apply Changes' button.</p>
<p>8 Verify your DOL email address and DOL supervisor. Select Apply Changes.</p> <p>The supervisor list available in LearningLink is provided from PeoplePower.</p> <p>If your supervisor field is blank and you are unable to select your supervisor, please contact the LearningLink Help Desk at LearningLink@dol.gov or 1-866-444-2275. You will not be able to complete the login process or access LearningLink until your supervisor is updated.</p>	 <p>The screenshot shows the 'Supervisor and Email Validation' page. It has sections for 'Supervisor' (with a dropdown menu) and 'Email Address' (with an input field). It includes instructions and notes for both fields. At the bottom, there are 'Apply Changes' and 'Reset' buttons. A circled '8' is overlaid on the 'Apply Changes' button.</p>
<p>9 Create a security question, provide an answer, and select Submit. This will allow you to validate your identity if you need to request a password reset.</p> <p>Note: When entering your security answer, it must be typed exactly as it was originally entered (it is case-sensitive). You will have the ability to update this security question and answer later.</p>	 <p>The screenshot shows the 'Set Security Question' page. It provides examples of good security questions (e.g., 'What is my mother's maiden name?') and bad ones (e.g., 'What is my favorite item?'). It includes input fields for 'Security Question', 'Security Answer', and 'Re-Enter Security Answer', along with a 'Submit' button. A circled '9' is overlaid on the 'Submit' button.</p>

- 10 After completing the previous steps, you are taken to the User Homepage, where a Welcome screen with news appears.
- 11 Select the **Do not show this page every time I sign in** checkbox to configure the Welcome page to display only if there is new content.
- 12 Select **Continue** to close the Welcome page.



Task B. Contractor Staff: First Login to LearningLink

BLS Contractors: LearningLink user accounts for new BLS contractors will be created and managed centrally by the BLS LearningLink administrative group. Because LearningLink accounts for contractors must be manually created, there will be a delay (usually 2-4 weeks) between the new contractor's start date and the creation of their LearningLink user account. Accounts are established based upon information in the BLS staffing system.

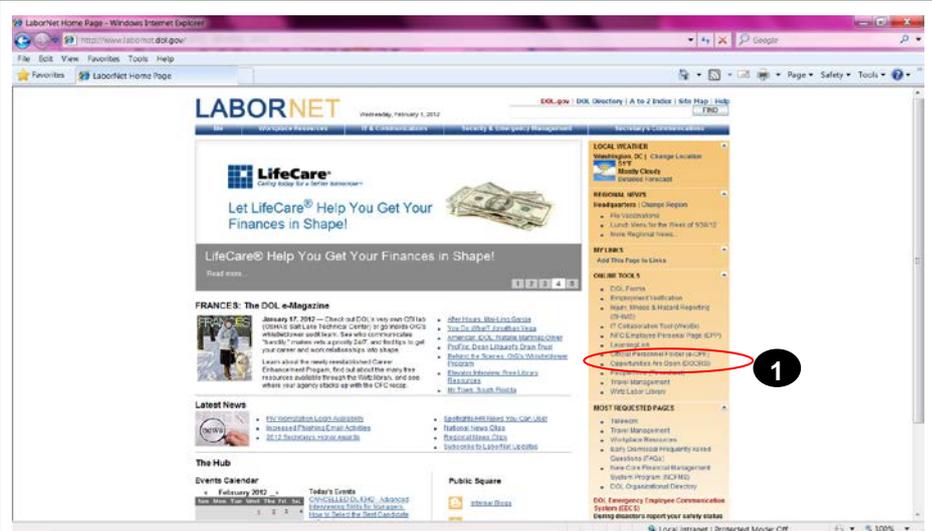
All Other Contractors: In order to have a LearningLink contractor account created, the DOL LearningLink Team will need some key information from you and from your DOL Supervisor or DOL Point of Contact. Contractor accounts are created once every pay period through an automated feed. In order to have your account processed, the DOL LearningLink Team needs to have this information (first name, middle initial, last name, and valid business email address) no later than Wednesday in the first week of a new pay period. Please forward the information to your DOL Supervisor or Point of Contact and have them include additional necessary information (DOL Supervisor/POC LearningLink User ID, DOL Supervisor/POC email address, DOL agency in which the contractor works, and DOL supervisor/POC Department ID).

Start by opening your Internet Explorer browser.

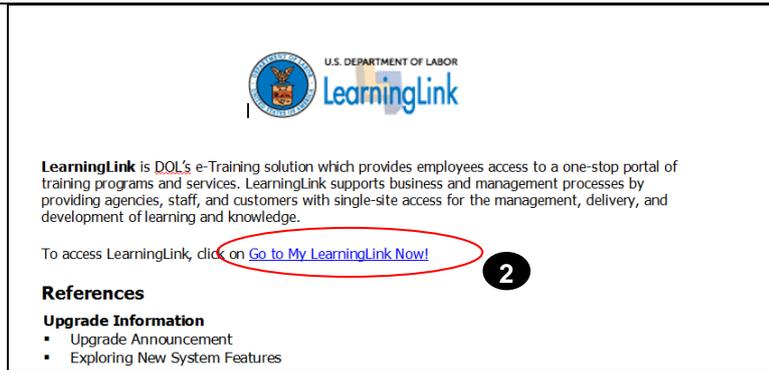
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or

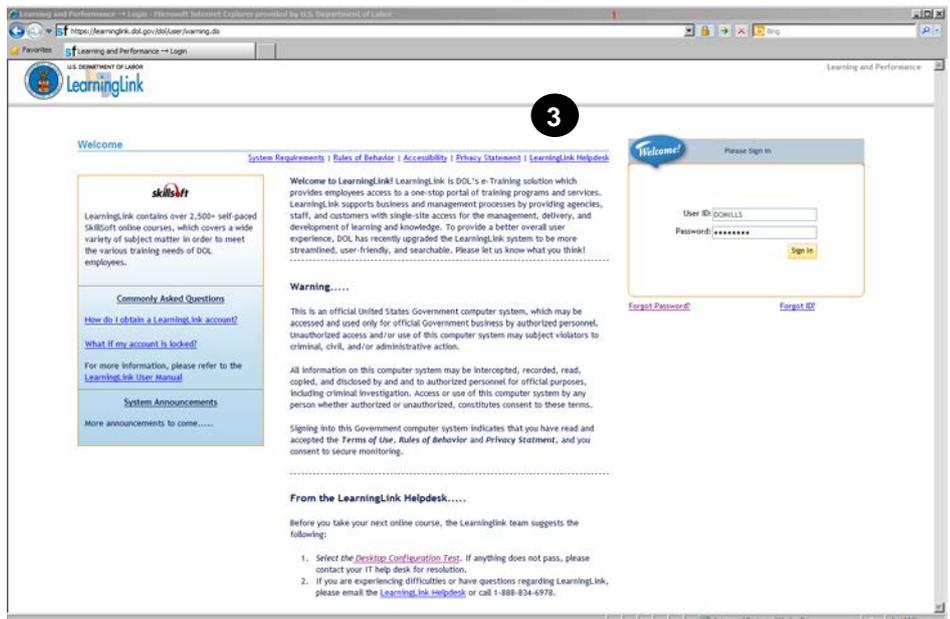
- 1 On the LaborNet page, select the link to LearningLink under the list of Online Tools.



2 From the next screen, launch LearningLink by selecting the "Go to My LearningLink Now!" link.



3 The LearningLink Sign-In Page appears.



4 Enter your LearningLink User ID in the User ID textbox.

Your LearningLink User ID is lastname.firstname_CTR. Please note that your User ID is in all lowercase letters, **except** for the final _CTR extension after your first name. Your User ID will not exceed a total of twenty (20) characters, including the period between your last name and first name and the _CTR extension.

Examples:

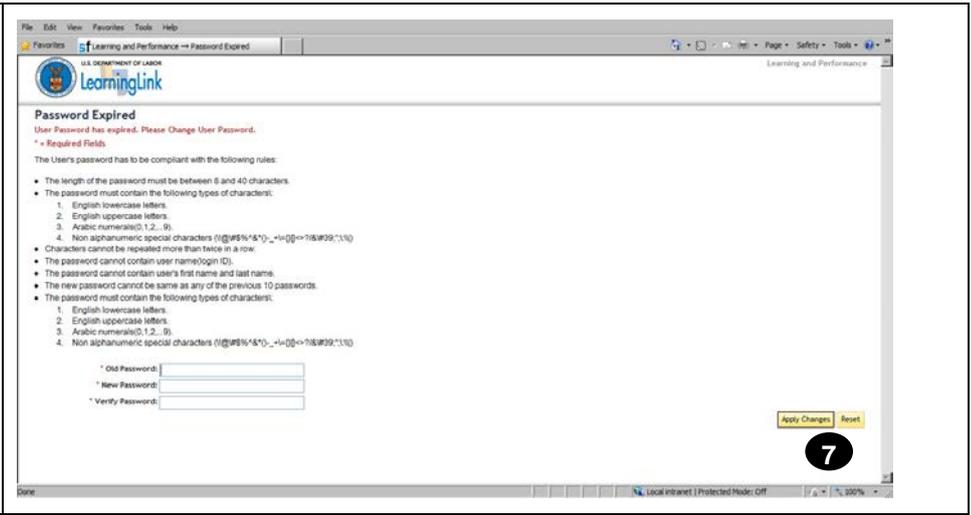
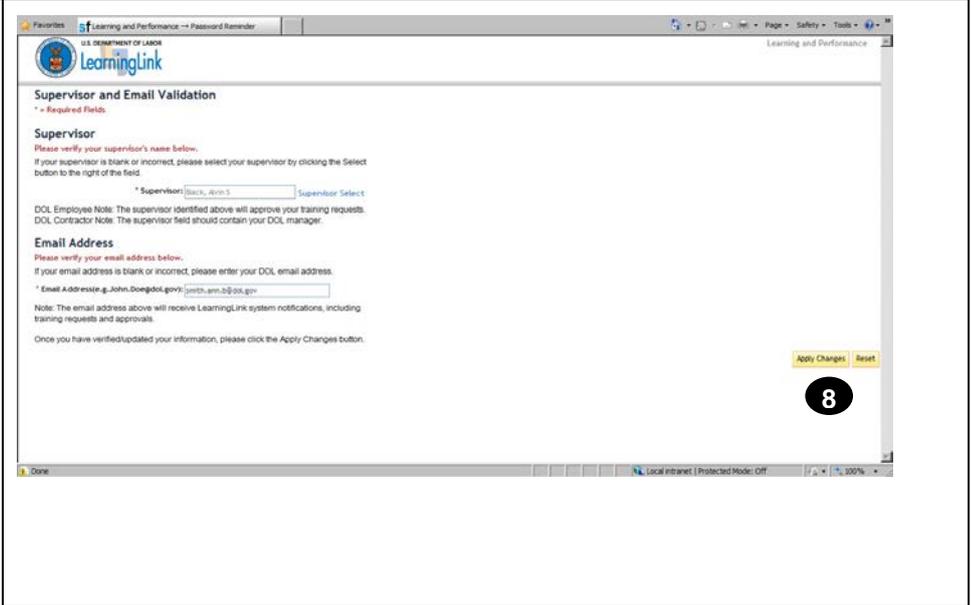
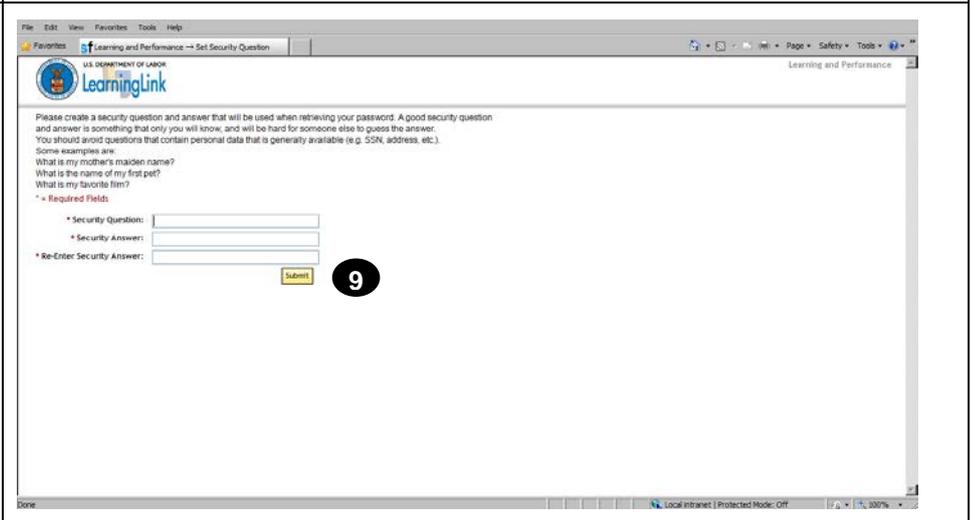
- C) If your name is Penelope Smith and you are a contractor, your LearningLink User ID is smith.penelope_CTR.
- D) If your name is Penelope Harrisonsmith and you are a contractor, your LearningLink User ID is harrisonsmith.pe_CTR.

5 Enter your temporary LearningLink password in the Password textbox.

You will receive this temporary password in an email.

6 Select Sign In.



<p>7 Create a new password and select Apply Changes.</p> <p>When you login for the first time, you will be required to change your password. Please refer to Appendix A: DOL Password Requirements.</p>	
<p>8 Verify your email address and DOL supervisor. Select Apply Changes.</p> <p>The supervisor available in LearningLink is the supervisor or POC who requested your account be created.</p> <p>If your supervisor field is blank and you are unable to select your supervisor, please contact the LearningLink Help Desk at help@plateau.com or 1-888-834-6978. You will not be able to complete the login process or access LearningLink until your supervisor is updated.</p>	
<p>9 Create a security question, provide an answer, and select Submit. This will allow you to validate your identity if you need to request a password reset.</p> <p>Note: When entering your security answer, it must be typed exactly as it was originally entered (it is case-sensitive). You will have the ability to update this security question and answer later.</p>	

- 10 After completing the previous steps, you are taken to the User Homepage, where a Welcome screen with news appears.
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- 12 Select **Continue** to close the Welcome page.



Appendix A: 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 easy it is to find this information 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 password requirement has been 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 (i.e., 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” (i.e., 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 change.
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 the use of memory techniques, or mnemonics, to help you remember how to decode it. For example, instead of the password “hoops,” use “**llvTpbb**” for “[l] [l]ove [T]o [p]lay [b]asket[b]all.” However, this does not meet the ECN/DCN password requirements listed above. It doesn’t have the required 8 character length and doesn’t have 3 of the 4 character types. Instead, change the sample example above to **llv2pBb!** and see how much more complicated it has become just by adding numbers and special characters. This example password now also meets the new password requirement.

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