

## FPAC AgLearn Support Resources

### What is AgLearn?

- AgLearn is the Department of Agriculture’s Learning Content Management System (LCMS), which means AgLearn is an online portal to provide and schedule valuable training and development opportunities.
- New employees/new hires/new partners, contractors, volunteers, and Technical Service Providers (TSPs) will need to take the Information Security Awareness Training, “FY2019 (or current fiscal year) USDA Information Security Awareness,” before they can access AgLearn. The course and exam can be found at: <http://deliver.courseavenue.com/Login/usda>. You will be asked for your person model ID (PMID). If you do not know your PMID, please leave that block blank. TSPs do not receive and or have a person model ID (PMID).

### How do I access AgLearn?

- AgLearn is accessible from any computer/mobile device with an internet connection.
- AgLearn can be accessed at this link: <https://aglearn.usda.gov/>
- You will be asked to login with your eAuthentication ID (eAuth ID) or LincPass.



### Where can I get help with my eAuthentication ID?

- eAuth help contacts can be found here: <https://www.eauth.usda.gov/MainPages/eauthHelp.aspx>
- Technical Service Providers (TSPs) can contact their State TSP Coordinator for guidance.
- Partners, contractors, and volunteers must access AgLearn with their internal/managed, level 2 eAuth ID.
- Technical Service Providers (TSPs) can access the link below to complete the registration information: [https://usda2.custhelp.com/app/answers/detail/a\\_id/1775/session/L3RpbWUvMTU1Mdc1ODgwMC9zaWQvVUs2QlFYFN28%3D](https://usda2.custhelp.com/app/answers/detail/a_id/1775/session/L3RpbWUvMTU1Mdc1ODgwMC9zaWQvVUs2QlFYFN28%3D)

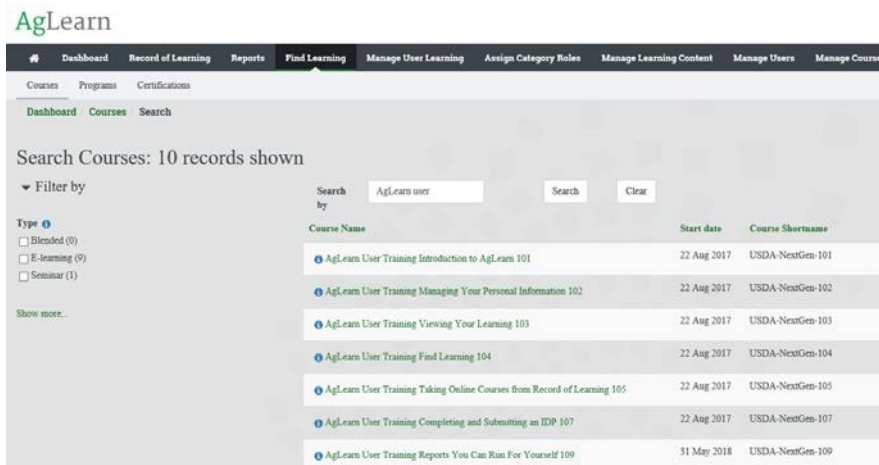
### Where can I get help with AgLearn questions?

- **For all AgLearn-related questions, we recommend contacting your local Training Officer/AgLearn Administrator/State-level Point of Contact. A list of Training Officers can be found here: [https://usda.custhelp.com/app/answers/detail/a\\_id/1705](https://usda.custhelp.com/app/answers/detail/a_id/1705)**
- You’ll want to scroll to find the Agency you work with, and click the link next to that Agency to open the full list of local points of contact: 

NRCS
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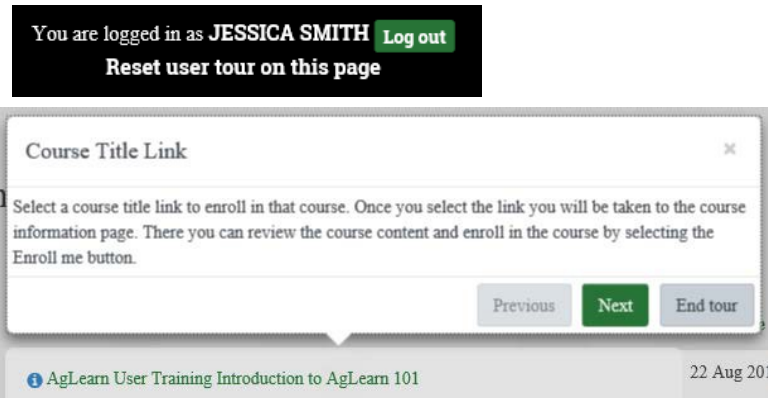
[NRCS state contacts](#)

- We also recommend taking the AgLearn introductory courses for users. Once you are signed in to AgLearn, you can click on the “Find Learning” tab and type “AgLearn user” into the search block. All 100-level courses are targeted for general users. You will be prompted to enroll yourself in the course.



- AgLearn also offers a user tour. If you have logged in to AgLearn before and you are no longer getting instructional windows popping up, you can reset this tour by scrolling to the bottom of your AgLearn dashboard screen and clicking to reset user tour on this page. Instructional windows will then pop up to walk you through the features on that page. You’ll want to reset the tour on each of the AgLearn pages where you would like to see the pop-up windows. Listed below you will find a list of the core courses captured above with the course description. Please note that all courses will take one (1) hour completion time.
  - AgLearn User Training Introduction to AgLearn 101  
Course summary: User navigation of home page
  - AgLearn User Training Managing Your Personal Information 102  
Course summary: How to designate one's supervisor and why it's important to keep the information current and accurate.
  - AgLearn User Training Viewing Your Learning 103  
Course summary: How to read and understand the Record of Learning, which contains all learning, whether completed, in progress, or merely assigned.
  - AgLearn User Training Find Learning 104  
Course summary: Teaches the user how to effectively search the catalog for desired training. Includes search tips and a reminder not to search for training that will be assigned at the agency or Department level, so as to avoid extraneous assignments.
  - AgLearn User Training Taking Online Courses from Record of Learning 105  
Course summary: How to launch content and what to do if it doesn't work as expected. (Fails to launch, sticks, doesn't mark complete, etc.) Includes vendor-provided software (DMason, Skillsoft, Lynda, Pluralsight) and anything unique about their launches/completions.
  - AgLearn User Training Completing and Submitting an IDP 107  
Course summary: Teaches how to begin an IDP, how the process works, and the user's responsibilities to make the process work.

- AgLearn User Training Reports You Can Run For Yourself 109  
Course summary: Familiarizes users with the reports that are available to them and how to view, run, export, and/or schedule those reports.



- You will also find a block on your AgLearn dashboard for Ask AgLearn Now. If you click the yellow block, you can view frequently asked questions and put in a ticket for support.

