

August 2011

NEW ACCOUNTS FOR FEDERAL EMPLOYEES - WHAT YOU NEED TO KNOW

Hello New Hires,

This is a friendly note to inform you that your DOI LEARN Employee Account will soon be created; however, due to a connection issue at the Department Level, we are not sure of the exact creation date at this time. You will receive an email from the system with your Login Information once the Account has been created. If you are unsure if you already have an Account in the system, please contact the DOI LEARN Help Desk at 866-466-1998.

NOTE: If you are receiving this as a Supervisor/Alternate Approver, take note for your new employees please.....

All Employee Accounts are created by FPPS and we apologize that we are unable to get you in behind the scenes in a more timely manner. If you did hit "Request a new account" on the main DOI LEARN Login Screen, please be aware that it will be Denied and you will get an email stating such as soon as time permits us to get in and clean up that section of the system.

We understand that many of you need to get certain training done as soon as possible and that not having a DOI LEARN Account is hindering this process. Please be aware that there are several options to taking some training outside of DOI LEARN.

The following links and contacts may help some of you if you are unable to wait:

<http://www.doiu.nbc.gov/trainingcds/>

<http://www.doiu.nbc.gov/trainingcds/DOI%20Occupational%20Health%20and%20Safety%20Training.html>

For alternate NSC Defensive Driving options, please contact the American Automobile Association or Debra Ferris at the National Safety Council (NSC) at: ferrisd@nsc.org

NOTE: If you take training through an Alternate Method, you must Register for the Course in the DOI LEARN Catalog after you have received access (ONLY if you do not see it in your My Learning area, My Required Learning area, or your My Elective Learning area once logged in)...

-AND-....then your Supervisor must mark you as Complete in the Gradebook.

How Tos are here: <http://www.usgs.gov/humancapital/ecd/doilearnhowto.html>

IF YOU COMPLETED THE FISSA+ USING AN ALTERNATE METHOD, DO NOT APPLY FOR IT IN THE CATALOG UNTIL YOU HAVE FIRST VERIFIED IN YOUR "MY LEARNING" AREA OR YOUR "MY REQUIRED LEARNING" AREA THAT IT WAS NOT ALREADY ASSIGNED TO YOU.

Please keep an eye on the DOI LEARN Portal Page (<http://www.doi.gov/doilearn/>) for updates, FAQs, etc, as well as our internal USGS HC Training site (http://www.usgs.gov/humancapital/ecd/ecd_trainingdoi.html). The DOI LEARN Help feature within the system will also assist you immensely once you get in and have questions.

If you have any questions about the system itself, please contact the [DOI LEARN Help Desk](#) at: 866-466-1998

If you have questions about [Skillsoft/Smartforce Courses](#), please call DOIU's Help Desk at: 202-208-6278

All Bureaus are working as hard and fast as we possibly can to assist you all through this. We appreciate your patience and understanding.

Thank you,
The USGS DOI LEARN Support Team