

HELPFUL INFORMATION YOU NEED TO KNOW ABOUT DOI LEARN NOW

The DOI LEARN link to log in is: <https://gm2.geolearning.com/geonext/doi/login.geo>

The DOI LEARN web portal with important information is: <http://www.doi.gov/doilearn>

Logging in with Caution: If you are unsure of your Username and/or Password, please do not attempt to Login until you have contacted the Help Desk for assistance: 1-866-466-1998 or doilearn@geolearning.com Note: This email will be changing in the near future, stay tuned!

All Learners including Supervisors:

Do you want to know how to use DOI LEARN? Attend one of the monthly training sessions usually held the 4th Thursday of each month. Search the Course Catalog in DOI LEARN for: doi learn upgrade introduction and sign up for a 1+ hr. webinar. You can also view our power point slides at this link: <http://www.usgs.gov/humancapital/ecd/doilearnhowto.html>

Instructor and Roster Manager Role: Attend a 3+ hr. webinar to learn about your role, how to create classes and manage rosters. Register for this webinar in DOI LEARN by searching the course catalog for: doi learn upgrade OR doi learn intro. Training is the 2nd Thursday of each month for Instructors and Roster Managers.

Reports: Attend a 1 hr. webinar to learn how to run reports in DOI LEARN. This training is for Supervisors, Program Managers, Instructors, Roster Managers, LP Roster Managers, etc. You just need to email Catherine Book (cbook@blm.gov) and let her know you are interested in attending and she will email you the information for the next Report webinar and she'll provide dial-in information.

All Employees: Any mandatory training such as the IT Security Training (FISSA+) has been mass assigned. The No Fear (Discrimination and Whistleblowing) is not available yet but will be mass assigned when it is available. If you do not see the assigned training in your "My Required Learning" area when you log into DOI LEARN, you can register for it by searching the course catalog once it is available in the system.

Waiver Requests for Employees and Supervisors: We are asking employees NOT to submit waivers for the FISSA+ or any other mandatory training at this time. We are asking supervisors NOT to approve the waiver requests. If you must waive mandatory training, please email: odeddoilearn@usgs.gov and let us know your situation.

Supervisors: When approving your employee's training request, if the class has a cost, you need to fill in the required fields at the bottom of the approval screen like "Special Billing Notes." You can type 'None' to get past the required field, but you must click "Update" if any fields are entered and then click Approve. For help with this, please see the slides at this link: <http://www.usgs.gov/humancapital/ecd/doilearnhowto.html>

If you are a **Supervisor/Manager/AO** or just need to know what Mandatory training is out there at this time to check completion status, please see this link:

<http://www.usgs.gov/humancapital/ecd/mandatorytraining.html>

If you need to see a Bureau report, run by Org Code of mandatory training deadline completion status, please view this FTP site: <ftp://ftpint.usgs.gov/private/cr/co/lakewood/DOI%20Learn/>

Federal Employees: Have you been on board for several months now and have not received a DOI LEARN Employee Account yet? Please first contact the DOI LEARN Help Desk at 866-466-1998 to confirm that an Account does not already exist in your name and if not, please email your Full Name, Email Address, and Supervisor's Name to the USGS DOI LEARN Support Team at: oeppoilearn@usgs.gov Once your status and information have been confirmed, your Account will be created and you will receive an auto-email from the system with your Login Information.

New Federal Hires: You will receive an email with your login information when your account is ready in DOI LEARN. FPPS needs to create your unique id before it uploads into DOI LEARN and provides an account. Typically, you must wait 3-4 weeks and have been paid once through FPPS before DOI LEARN has an account for you. **Note:** Do not click on "Request a New Account" from the DOI LEARN log in screen as this area is for Externals needing an account only.

Contractors and Volunteers (externals): Did you click on "Request a New Account" at some point in the past few months and your Contractor/Volunteer Account has not been created yet? Please first contact the DOI LEARN Help Desk at 866-466-1998 to confirm that an Account does not already exist in your name and if not, please email your Full Name, Email Address, and Supervisor's Name to the USGS DOI LEARN Support Team at: oeppoilearn@usgs.gov Once your status and information have been confirmed, your Account Request will be Approved and you will receive an auto-email from the system with your Login Information.

Learners: Please check your Transcript for any Past Classes that still show as "Not Attempted" and then notify the Instructor of that Class that your Progress still needs to be handled in DOI LEARN. **Note:** Even if you did not attend the Class, your Progress still needs to be updated within the system. If you do not know who the Instructor was, please email the USGS DOI LEARN Support Team at oeppoilearn@usgs.gov with the following information: Course Name, Class Name, Dates, and your Progress (Completed, Dropped, Waived, etc.).

Instructors/Roster Managers: Please check all of your Class Rosters within DOI LEARN and update the Progress of any Learners that still show as "Not Attempted." Complete your rosters within 5 business days. If you run into any issues, please email the USGS DOI LEARN Support Team at: oeppoilearn@usgs.gov. Training is on the 2nd Thursday each month for Instructors and Roster Managers.

Duplicate Issue: If you are aware of Duplicate Accounts within the system for the same User, please contact the USGS DOI LEARN Support Team at: oeppoilearn@usgs.gov so they can be handled.

Username Issue: If you still have a Username that includes your Birth Date, or is incorrect in any way and you would like it updated, please contact the USGS DOI LEARN Support Team at: oeppoilearn@usgs.gov so they can fix it for you.

If you have any DOI Learn questions please email: doilearn@geolearning.com or call: 1-866-466-1998. Note: This email address will be changing in the near future. Stay Tuned!

Updated 8/1/11