



AgLearn Frequently Asked Questions (FAQ) – Student

Password

Can I change my AgLearn ID or password?

Beginning July 1st, all AgLearn users will begin using their eAuthentication service credential to log into the AgLearn Student Interface. An AgLearn ID and password will no longer be required. Users are able to create their own ID and Password through the USDA eAuthentication Service.

General

Do I need an AgLearn ID and password to access AgLearn?

No, once you create an eAuthentication account you will use your eAuthentication ID and password to log into AgLearn. To access AgLearn, go to www.aglearn.usda.gov and you will be prompted for your ID and password. **If you have not already created an eAuthentication ID and password, please click the **Create an Account** link from the eAuthentication login page.

Can I access AgLearn from home or outside of my USDA office?

Yes, you can access AgLearn from your home or outside of your USDA office. To access the system, you will need an Internet connection and Internet browser, such as Internet Explorer or Netscape. Open the Internet browser and go to www.aglearn.usda.gov.

When is AgLearn available for me to use?

AgLearn is accessible 24 hours a day, 7 days a week.

How do I know if I can use AgLearn?

AgLearn is being provided to all USDA employees in a series of phases. If you have not received information about AgLearn and would like to know when your agency will be included, please contact your agency's point of contact by clicking the **Contact Us** button on the top navigation bar of AgLearn. This person will provide you with information about your agency's involvement in AgLearn.

Can I use AgLearn if I am not a USDA employee?

No, AgLearn is currently restricted to USDA employees only. In the next year, AgLearn will be made available to USDA partners.



Are AgLearn and the courses offered through AgLearn Section 508 compliant?

Yes, AgLearn meets the section 508 requirements. In addition, all courseware vendors that are available on AgLearn are required through their contract with OPM to provide courseware that meets the section 508 requirements.

I am an instructor for classroom training at USDA. How can I use AgLearn to manage my courses?

To access AgLearn and set up classroom training, you must have an Administrator account. If you are interested in using AgLearn to manage classroom training, please contact your agency's point of contact by clicking the **Contact Us** button on the top navigation bar of AgLearn. This person will provide you with information about your agency's involvement in AgLearn.

I participated in training that was not offered through AgLearn. Can I add it to my Learning History in AgLearn?

Yes, training activities completed outside of AgLearn can still be recorded for completion. This training activity would be recorded as a 'Non-Component' in the system. Only Administrators and Supervisors have the ability to record a component and/or a non-component in AgLearn. Please reference the Administrator Reference Guide and Supervisor Job Aid for steps on how to **Record a Learning Event**.

Courses

What types of courses are available on AgLearn?

A wide variety of courses, both online and classroom based, are available through AgLearn. AgLearn provides a variety of free and for purchase online courses from GoLearn. In addition to GoLearn's online courses, each agency may offer additional training for its employees. To see all available courses on AgLearn, click the **Catalog** button on the left hand navigation bar.

If you do not find the type of training you are looking for, click the **Contact Us** button on the top navigation bar in AgLearn to locate your agency Point of Contact. This person can explain what courses are currently available and what plans your agency has for future training opportunities.

What is the difference between GoLearn and AgLearn?

The Government Online Learning Center (**GoLearn**) is a government wide resource that supports the development of the Federal workforce through access to a repository of education resources and services. GoLearn, managed by the Office of Personnel Management (OPM), provides online courses to all government employees.

The Agriculture Learning Service (**AgLearn**) is USDA's new department-wide system for managing training records and activity at USDA. USDA employees and USDA partners will use AgLearn to



search, access, enroll in, and record all training opportunities through the web, any time, any place. Training opportunities on AgLearn will include both online courses as well as instructor-led training. USDA employees will have a record of their training on AgLearn and can also plan their future career development in the system.

My agency purchased SkillSoft and/or NETg courses through GoLearn. How do I know when these courses are available for me to take?

If your agency purchased additional software available for you to use, you will receive an email from your agency's point of contact. You can also search the AgLearn catalog to see all courses available to you. To see all of these courses in AgLearn, click the **Catalog** link on the left hand navigation bar.

Navigation

How do I find a course in AgLearn about a specific topic?

All courses, including both online and instructor-led, are organized and stored in your Catalog. You can search for specific courses by entering in a word or phrase that is included in the course's title or by selecting a subject area.

To search the catalog for a specific course title, follow the steps below:

1. Click the **Catalog** link on the left navigation bar.
2. You will be brought to the **Search** view on the **Catalog** page.
3. To search for a course using search criteria, enter a word or phrase in the **Title Contains** textbox that describes the course that you are searching for and click the **Search** button. A list of courses will be displayed containing the word/phrase you entered in the search criteria.

To search the catalog for a specific subject area, follow the steps below:

1. Click the **Catalog** link on the left navigation bar.
2. You will be brought to the **Search** view of the **Catalog** page.
3. To search for a course by subject area, click the **Browse** link under the top navigation bar.
4. Click the **Subject Area ID** link next to the subject area of the course(s) you are searching for. A list of courses will be displayed containing the subject area you selected.

How can I find the courses I am currently taking?

All courses you are taking, both online and instructor-led, are listed on your AgLearn Development Plan. To view these courses, follow the steps below:

1. Click the **Development Plan** link on the left navigation bar.
2. You will be brought to the **Development Plan** page.
3. To view current courses you are taking, select **Current Enrollment** from the **Filter** drop-down menu.



Where can I see all courses I have completed?

Once you have completed a course in AgLearn, it will be moved to your Learning History. To view a complete list of your learning history, follow the steps below:

1. Click the **Learning History** link on the left navigation bar.
2. The Learning History is displayed on the **Student Information** page. Note that this information is in VIEW ONLY mode. Changes to the Learning History page can only be modified by your agency's Training Officer.

Once I complete a course, can I print a Completion Certificate in AgLearn?

Yes, once a Student completes a course they can print a Certificate of Completion from their Learning History page. To access the Learning History page:

1. Click the **Learning History** link on the left navigation bar.
2. The **Learning History** page will display a list of completed training activities.
3. Find the appropriate completed training activity, and click the **Print** link under the Completion Certificate column. The certificate will be printed in .pdf format.

Registration

Do I need supervisory approval to take a course on AgLearn?

Some courses on AgLearn require an approval before a course can be taken. Many online courses, such as the free GoLearn library, can be taken at anytime and do not require approval. However, some courses, including those that are scheduled, may require an approval from either your agency's Training Officer or your immediate supervisor. When you are enrolling in a course, you will be prompted if an approval is required. Please check with your Training Officer for specific policies around training and use of the AgLearn system.

As a supervisor, can I get reports about my employees' training?

Yes, AgLearn enables you to run reports for you, your employees (subordinates), or both. Over 60 reports are available in AgLearn for you to use.

To run a report:

1. Click the **Reports** menu from the left navigation bar to display a list of reports.
2. Select a report by clicking on the report's name.
3. Select a report by clicking the radio button in the **Student** level next to the person you want to generate a report for:
 - Yourself
 - Your Subordinates
 - Both
4. Click **Run Report**.

