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1.0 Introduction

The Frequently Asked Questions (FAQs) provided below incorporate recurring issues, questions, and request themes identified by the HCIS OLC support team. To help the TSA community, the information contained herein is intended to provide quick responses to some of the most frequently asked questions. The content is updated on a weekly basis to include the most recent information identified by the OLC team or submissions provided by end-users. Please contact the OLC help desk at TSAOLC@tsa.dhs.gov to submit an entry for addition to the FAQ repository.
2.0 Login Issues

Q: When attempting to log into the OLC, I receive the message, “Invalid login”. What does that mean?
A: This error message means you did not enter the correct password. In order to receive an email with a temporary password, please access the OLC homepage and follow the instructions listed for resetting your password online.

Q: The system says my account is “Locked”. How do I unlock it?
A: If you enter the incorrect password five (5) times, the TSA OLC will lock you out. If that happens, please contact your Training Coordinator/Training Manager/Training POC or other local TSA OLC system administrator. They have the ability to unlock user accounts.

Q: What is the process to request a PASS system password reset?
A: PASS resets are processed at: https://pass.tsa.dhs.gov/psp/tsaepprd/?cmd=login&languageCd=ENG
Click on Modify Access/Reset Password and select Yes for “Do you want to reset your password?” An email with your ID & temporary password is automatically sent.

Q: Is there a 90 day time limit in OLC passwords like all of the other TSA systems we use?
A: Password aging is 90 days on user side. Administrators – if you have not logged in for 90 days, an email will be sent to you warning that if you do not log into the system, your Admin account will be deleted.

Q: How do I reset my password?
A: On the main login screen, you have the option to “Click Here” if you forgot your password. The system will ask for your email address (the same as your OLC ID), which must be entered exactly as it appears in the system. You will be prompted to answer your security question and a randomly-generated temporary password will be sent via email.
NOTE: This automatically generated password is provided within single quotes and with a period (i.e., Your Password for Plateau Learning is ‘X7.890k_76’). The single quotes AND the period are NOT part of the password. Passwords are case sensitive.

Please be sure to only enter the numbers, characters, and/or special characters. Using the example above, X7.890k_76 is the temporary password. You will then be prompted to change your password and to login with your new permanent password.

Q. How do I reset my security questions and answer reminder?
A: To update your security question and/or answer, once you’ve logged in, click on the “Profile” link at the top left corner of the Personal tab. The question and answer may be edited in this screen. See image below for illustrative instructions

Q: When attempting to log into the OLC, I receive the message, “Student not found”. What does that mean?
A: This error message means the ID entered does not match the ID saved in the OLC, or an ID has not yet been created. If you have logged into the OLC previously, your login ID is your email address and is case sensitive. If this is the first time you are logging into the OLC, use your first time login ID:

1. Your last name (lowercase)
2. The first character of your first name (lowercase)
3. The last four digits of your SSN

- Example: Robert Smith, SSN 100-10-1234
- First Time Login ID is: smithr1234

All learner accounts are setup with a default password of TSAnew/nnnn (where nnnn is the last 4 digits of your SSN). When accessing the OLC for the first time, you enter this password with your First Time Login ID. Please remember both the OLC ID and password are case sensitive.

If you continue to have problems with your OLC ID, please contact your TS/TM or TPOC. If they are unavailable, contact TSAOLC@tsa.dhs.gov

Q: How do I change my email address on the learner side of the application?
A: By following the steps below, the user login id and email address can be changed to reflect the appropriate email address.

1) Log onto the OLC account with your email address.
2) Click “Profile” in top left corner.
3) Under “Contact Information,” update email address (NOTE: email address should end in tsa.dhs.gov)
4) Click “Apply Changes.” Login from now on will be in the new email address
3.0 Content/Item Management

Q: Courses are not launching or showing completed after I take the training. What should I do?
A: The OLC Program Office is aware of issues with courses not loading properly and/or courses remaining “In Progress” even though they are completed. We understand the impact on your training goals and are diligently working with the Office of Information Technology (OIT) to resolve these issues.

For courses not launching on a TSA-networked computer, some users have had success completing training on a non-TSA machine by accessing the OLC through the Extranet. IP link: http://www.DHS.gov/TSA/TSAOLC

For courses not recording the completion of the course, please contact your TS/TM or TPOC to manually provide credit, until the problems are resolved.

Q: Why are the video portions of online courses locking up and not recording completion in my Learning Plan?
A: Content on the OLC is 100% detached from the OLC system itself. This means any issues experienced are either content-related or PC (personal computer)/network related. Bandwidth issues, for example, can cause problems with courses loading on a PC. For optimal use, have a few users access the OLC at the same time and stagger training sessions throughout the day. This will help to identify if the issue can be linked to certain times of heavy network traffic or large numbers of users attempting to access at once.

Work with your Training Manager/Supervisor (TS/TM) or Training Point of Contact (TPOC) to determine if this problem is being experienced nationwide, if it is only an issue being experienced at your airport or if it is only being experienced on your personal computer. The TPOC will then be able to escalate the issue as appropriate.

Q: Why can’t I launch SkillSoft courses within the OLC?
A: For courses not launching on a TSA-networked computer, please run the browser steps below. We have identified certain browser settings may limit accessibility to Skillsoft courses. If accessing via a non-TSA networked computer, check the System Requirements link on the OLC login page to determine if the computer being used, has the optimal settings for launching and recording training through the OLC.
http://browser.skillport.com

Q: Do items remain on a users learning history indefinitely?
A: Yes.

Q: For item IDs, what do the terms "stand-alone" and "recorded event" mean?
A: A recorded event is something you want to track but generally is not achieved through any
single training event. For example, if you want to record that an attorney has achieved his/her annual CLE hours (which he/she may have done by attending several external events) this would be considered a recorded event. Recorded events make it easier to report on and track these types of training requirements that are not tied to one specific course. Usually they would not be included in EHRI submissions (because the individual events that comprise them are sent and would result in duplicate reporting of the same training) - so the custom column on the item record that indicates whether they are EHRI reportable should be set to No. A stand-alone course is a specific training activity that is generally scheduled and completed on a specific date by the user's attendance at a single event.

Q: How do I launch a document in the OLC?
A: Launching a document in the OLC follows the same process as launching a course item. Please see above directions.

Q: I completed a SkillSoft or Books 24X7 course but the system did not give me credit for completion. Do I have to re-take the course?
A: The SkillSoft and Books 24X7 courses require a minimum score of 80% on the final assessment, or the course will not record complete. Continue to retake the assessments until the score is 80% or over, and then the course will record as completed. If the course still does not record complete, contact your TS/TM or TPOC to manually provide credit. The OLC Helpdesk will not provide manual credit.

Q: What is the relationship between the catalog audience and assignment profile audience? Is it ok to think of them as the same?
A: Catalog audience and assignment profile audience are not exactly the same. Catalogs are groupings of items that can be made visible to specific audiences. The specific audiences are defined in an assignment profile that will then be the basis for the automatic assignment/unassignment of the catalog to users. However assignment profiles can also be used to assign special user (not administrator) roles (for example if you want contractors to see the user site differently than employees), curricula, and competency profiles. Additionally, one user can be assigned multiple catalogs - to them the view of this is seamless and even if the same item is in two of their catalogs they will only see it once. So a user can be assigned a general employee catalog and a supervisor catalog but would only see one list of items from both catalogs.
4.0 Learning Plan/History

Q: How do I self-register for a class (Item) in the OLC?
A: To self-register, complete the following steps from the OLC:

1. Go to Learning Plan from your Home Page, or click the Learning link from the top menu bar to take you to your Learning Plan. This page displays the complete list of the items specifically assigned to you based on your learning needs.
2. From the Action column, click Register.
3. The next screen will display all of the scheduled offerings available for that Item.
4. From the Action column, you can click View for additional information about the specific Item.
5. Click Register to register for the specific Item.

Q: There is a course in my Learning Plan that should not be there. What should I do?
A: If you were the one who added the course to your Learning Plan, you can remove it yourself. If the course was assigned by an Administrator or Supervisor, notify the Administrator. Supervisors may only remove the training added by them, while Administrators may remove any training.

Q: How do I add a course (or an item) to my Learning Plan?
A: To add a course to your Learning Plan, select Catalog from the top menu bar. You may either browse for the course or complete a search for the course. Once you receive your search results and have identified the course you wish to take, select Add to Learning Plan. Your course will be added to your Learning Plan.

Q: Once I complete a course in the OLC, can I print a Completion Certificate?
A: Please note that the Certificate of Completion is NOT an official record of training. The official record is having the course listed in the actual Learning History. However, you should be able to print this certificate through your Learning History. As long as you select “Save” and then “Open” for the Print Completion Certificate button, the certificate should open. If there is no button for the course or the certificate cannot be completed, please contact your TS/TM or TPOC describing the issue. Include your name, the course ID, and if possible, a screenshot of the issue.

Q: How can I find the courses I am currently taking?
A: All courses you are taking, both online and instructor-led, are listed on your OLC Learning Plan. To view these courses, follow the steps below:

1. On your Home Page, click the Learning link from the top menu bar to take you to your Learning Plan. This page displays the entire list of the items specifically assigned to you based on your learning needs. The list includes items you are required to complete on a recurring basis as well.
2. Click **Current Registrations** to view the list of Scheduled Offerings you are registered for based on your learning needs.

**Q: Where can I see all courses I have completed?**
A: Once you have completed a course item in the OLC, it will be moved to your Learning History. The Learning History page shows a summary list of the items completed and the dates the items were completed. To view the entire list, follow the steps below:

1. Click **Learning** from the top menu bar.
2. Click **Learning History** to access your completed courses.

To view the details of a specific item in your learning history, simply click the corresponding title of the item. You can sort the list by the Title of the items or the Completion Date of the items on the list.

**Q: I accessed a reference document item and found the information I was looking for. Why is the item still in my Learning Plan?**
A: Accessing a reference type item does not get recorded as part of your learning history. Once you access a reference document from the catalog; it is put in your Learning Plan where it will remain until you delete it.

**Q: I have completed my SSI Awareness training. Why is it still in my development plan?**
A: SSI Awareness, as well as several other items, must be taken periodically at a set interval. Once you complete the course item, the TSA OLC updates the required date in your development plan to indicate when it will next need to be taken. If you click on the Curriculum Status link in the top menu bar (under the Learning tab), you’ll see that the item will show a green check mark to show you are current with your requirement. Each completion of the course will appear in your learning history. Because of these ongoing annual requirements for all employees, your development plan will never be empty.

**Q: I looked at my Learner Personal Profile screen and some of the information is inaccurate. How do I get this fixed?**
A: You can update some of your information (e-mail address, password, mailing address, phone number, emergency contact, etc.), but your Training Coordinator/local administrator has to update most other entries (e.g. job position, job location, etc.).

**Q: I have completed a course and I would like to see it again. It is not in my Learning Plan, how do I view it again?**
A: Once you complete a course, the course information is moved to your Learning History. To view the course again, you must go to the Catalog, complete a search for the course, and add the course to your Learning Plan. You can also launch courses from the learning history.

**Q: I participated in training that was not offered through the OLC. Can I add it to my Learning History in the OLC?**
A: If you completed a course that was not offered through the OLC, you cannot add it to your
Learning History yourself. Please contact your Training Manager/Coordinator or Training POC for specific policies around your training and they may be able to add this training to your Learning History for you.

5.0 Notification Questions

Q: While scheduling an offering, on the Registration tab, there are 3 places to click if I want email confirmations for the user and contact person. First under "Add a User to the Scheduled Offering Registration," again on the screen for each user that I add, and then under "Edit the Registered Users for the Scheduled Offering". Do I really need to click in all 3 places? The Key Admin manual says that I can change the default under System Admin > Configuration > Registration Settings, but I don't have that as an option.
A: You only need to select who you want to send email confirmations to on the "Add a User to the Scheduled Offering Registration" screen. You will have to do that for each user that you add. The boxes on the "Edit the Registered Users for the Scheduled Offering" section are for sending any additional notifications. Keep in mind that if you are testing this in staging, email is not enabled so you would not receive any messages at the moment.

Q: On the User side, are notifications defaulted to be on for when an item is added to or removed from the learning plan? If not, can we have it defaulted?
A: These are currently defaulted to "no". This is a system wide change to turn these "on", and it would require approval to do so. Users can change individual notifications within the preferences.

Q: Are notifications turned off for the Request Schedule button on Items? When a user clicks on the "Request Schedule" button for an item and the user inputs their email address in the contact field, that person is not contacted.
A: Generally, notifications within the system are turned off at this time. The end user can click on certain notifications to be turned on. The system will provide a checkbox for the end user to click on for certain notifications and then the individual can determine if they want to check the box or not.

Q: What are registration, enrollment, assignment and withdrawal notifications? A: These general notifications are automatically generated by the OLC when a student is added or removed for a scheduled event. If you receive an email for a class registration, time change, location change or withdrawal notification and have questions, please contact your Training Specialist/Training Manager (TS/TM) or Training Point-of-Contact (TPOC). While the email notification originates with the TSAOLC email address, the TSAOLC Helpdesk is unable to provide assistance pertaining to these events.

Q: Why do I continue to receive Certificate of Completion emails with no attachment?
A: Please disregard the Certificate of Completion emails. They are being generated in error and will be corrected during the next upgrade cycle, currently scheduled for Fall 2011. The attachment referenced in the email does not exist.
6.0 Supervisor Questions

Q: Why can my federal employees view learning items that my contractor employees cannot?
A: There are two reasons Items in OLC are generally designated as Federal only:

1. Internal TSA documents or training may be designated as Federal only as it is not applicable to most contractors. In these cases, it is at the discretion of the TS/TM and Program Office if the information IS applicable to the contractor.
2. Commercial products such as those listed below are purchased and licensed to the US Federal government for federal employees only, and there is legal documentation limiting the right to use the product. These CANNOT be assigned to contractors, as it would be a breach of contract with the vendor.

7.0 Connectivity

Q: When is the Online Learning Center (OLC) available for me to use?
A: The OLC is accessible 24 hours a day, 7 days a week.

Q: Can I access the TSA OLC from home?
A: You will be able to access all non-SSI materials and courseware and some SSI content by going to: http://www.dhs.gov/tsa/tsaolc.

Q: Why is the OLC so slow?
A: The OLC, like all other TSA applications, is dependent on the performance of the overall TSA network. This, in turn, is directly related to the specific network footprint at each site. For optimal performance, filter searches as much as possible in order to reduce the number of returned data points.

Q: How can I access OLC if I have accessibility challenges?
A: Since the header says “accessibility” how can we assist visually or hearing impaired individuals to use the system. (Also called Section 508 compliance, very important for government systems). This should already be answered somewhere within OLC
Q: What are the OLC system requirements?
A: The OLC can be accessed from all employees' TSA issued computers on the TSA network as well as any location that has Internet access.

Minimum System Requirements to Access TSA OLC

| Software:                                | - Internet Explorer 6.x Web  
|                                         | - Browser or Internet Explorer 7.x Web Browser  
|                                         | - Acrobat Reader version 5.0 or later Macromedia Flash Player version 7.0 or later  
| Hardware:                                | - 64 MB RAM (128+MB Recommended)  
|                                         | - 56 K Dial-up Modem Connection (Broadband Recommended)  
| Operating System:                        | Internet access to the TSA OLC has been tested with Windows 98, XP, and 2000. It has not been tested with Linux or Apple products.  
| Browser:                                 | The TSA OLC requires and has been tested with Internet Explorer version 6.x and Internet Explorer version 7.x. It has not been tested with Netscape or any other browser.  
| Browser Configuration:                   | Must be able to accept cookies, support Java, JavaScript and Microsoft Java Virtual Machine (JVM) for some of the online courses. The browser must also provide 128-bit encryption for Internet communication protection.  
| AOL:                                     | If you access the Internet via AOL, do not use AOL's browser. Use Internet Explorer 6 or Internet Explorer 7. This is probably also advisable in lieu of MSN, Firefox, Comcast or other ISP front-end software  

8.0 Searching

Q: What types of courses are available on the OLC?
A: A wide variety of course items, both online and classroom based, are available through the OLC. To see all available courses on the OLC, click the “Catalog” tab on the top menu bar and then click on the subject area of your choice in the left frame.

Q: How do I find a course item in the OLC about a specific topic?
A: All courses, including both online and instructor-led, are organized and stored in your Catalog. You can search for specific courses by entering 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 top menu bar.
2. Select the Advanced Catalog Search link.
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.
You may follow the same process to search for a course description, subject area, delivery method, source or ID from the same area.

9.0 Reporting Questions

Q: Is there a report which provides the overall airport % on any given date?
A: Yes. The 3-Required Training_v9 report in the MOR 2011 Report lists the % as of the date run. Enter an “effective date” in the field when prompted.

Q: Why do I keep receiving a validation error when trying to run an external report?
A: There are only 28 external report licenses. During times of high usage (i.e., towards the end of the quarter), a validation error occurs when the OLC runs out of licenses. Try to run the report during off-peak work hours for your timezone.

Q: How are the MOR Report metrics calculated?
A: 2011 measures all required training items, including National Training Plan (NTP) and non-NTP items. This does not include New Hire Training Plan (NHTP) and Reference items. The overall airport rating is the number of people who are ahead, okay, or behind on training, not only how many training items are completed. These are the measurement periods are for each quarter.

Q: Why would a student appear to be OK in the MOR Report, when the last quarterly report the student was behind?
A: There is a 10% adjustment given within the report at the beginning of each quarter. For example, the first 9 days of the quarter will always be negative and the student will appear OK. What is really happening is the individual will have to speed up the pace of training completion in order to maintain the OK status.

Q: Why was the MOR Report changed in 2011?
A: The MOR Report is a tool to report on individual TSO training progress. Therefore changes were made to highlight individual not successful in completing training. The MOR report data is pulled on a bi-weekly basis.

10.0 Administrator Actions

Q: What do I need to do as a TS/TM or TPOC when a user is no longer working in my office/airport?
A: The actions to be taken depend on the situation. Before taking action, the Administrator should ask the following questions: Is the person leaving TSA altogether? Are they on temporary leave of some kind? Are they moving to another office/airport?

<table>
<thead>
<tr>
<th>Action</th>
<th>Leaving TSA</th>
<th>Temp Leave</th>
<th>Relocation</th>
<th>Relocation-unknown location</th>
</tr>
</thead>
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<td>No</td>
<td>No</td>
<td>Yes</td>
</tr>
<tr>
<td>Emp Status: INACTIVE</td>
<td>Yes</td>
<td>Yes</td>
<td>No</td>
<td>Yes (OTHER)</td>
</tr>
<tr>
<td>Delete Email Address</td>
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<td>No</td>
<td>No</td>
<td>No</td>
</tr>
<tr>
<td>Enter Termination Date</td>
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<td>No</td>
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</tr>
<tr>
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<td>No</td>
<td>Yes</td>
<td>No (since unknown)</td>
</tr>
</tbody>
</table>

When updating any account information, add a comment with the date of action, initials, and a reason for the update. Please do not move any user accounts to the UNDET or PUBLIC Domain for any reason.