




# AgLearn Issues

## Who Do I Call For Help If Aglearn Is Not Working For Me?

AgLearn has various “help” associated with different components of this system. Please review the types of issues below each listing, and use the information to contact the responsible individual or group.

		
<p><b>E-Authentication Issues?</b></p>	<p><b>Computer Setting Issues?</b></p>	<p><b>Courseware Issues?</b></p>
<ul style="list-style-type: none"> <li>• Forgotten user name</li> <li>• Forgotten password</li> </ul>	<ul style="list-style-type: none"> <li>• Turn off pop-up blocker</li> <li>• Improper Internet Explorer installed</li> <li>• Improper JAVA installed</li> <li>• One of the computer settings blocks is “Red”</li> </ul>	<ul style="list-style-type: none"> <li>• You receive an error message identifying a “mapping” issue</li> <li>• Course does not launch</li> <li>• Course does not allow you to move forward/backward</li> <li>• Course doesn’t allow you to take tests</li> <li>• You have trouble printing a completion certificate</li> </ul>
<p><b>Send an email to</b>  <a href="mailto:eAuthHelpDesk@ftc.usda.gov">eAuthHelpDesk@ftc.usda.gov</a>  <b>OR call 1-800-457-3642</b></p>	<p><b>Call the DA Help Desk</b>  <b>For Computer Technical</b>  <b>Issues at 202-720-9898</b></p>	<p><b>Call the AgLearn Help</b>  <b>Desk at 1-866-633-9394</b></p>

**Contact the DA Aglearn Administrator at 202-260-4378 or email to [Janet.Lynch@usda.gov](mailto:Janet.Lynch@usda.gov):**

- If the course does not appear in your learning plan.
- If you need to have your account activated.
- If you don’t know who to call about a problem experienced AND your problem is not identified in one of the examples above.

*Some USDA staff members have Internet Explorer 7.0 (IE7) loaded on their computers. AgLearn continues to experience various problems from time to time as a result of this feature. AgLearn’s underlying learning management system is written by Plateau Systems, which has yet to certify its support for operating the software with IE7. This doesn’t mean AgLearn won’t work on IE7, just that any problems related to IE7 may not be addressed. Currently all content accessible via AgLearn is written for IE6. Preliminary tests have identified some courseware will not work in IE7 and the possibility that others exist is highly likely. At this time, there is no known “cure” for the problems that might be encountered.*