How to Log In to AgLearn

For security reasons the AgLearn website is protected by USDA eAuthentication. **You must have a working eAuthentication account in order to log in to AgLearn.**

Step 1: Confirm that you have a working eAuthentication account:

1. Open your Internet browser and go to the USDA eAuthentication website: http://www.eauth.egov.usda.gov/

2. Click on *Update your account* (on the left side of the page).

3. Click *Continue* at the purple *"Warning"* screen.

4. Enter your USDA eAuthentication User ID and password at the *"eAuthentication Login Screen"*. The User ID is NOT case sensitive; the password IS case sensitive.

5. Click the *Login* button.

6. If successful, *"Welcome to IdentityMinder"* will display. You may now click the *Logout* button (in the upper-right corner).

Step 2: If you completed Step 1 successfully, you may log in to AgLearn:

1. Navigate to the USDA AgLearn website: http://www.aglearn.usda.gov/

2. Click on *Learner Login* under the *"Learner Center"* heading (left side of page).

3. Click *Continue* at the purple *"Warning"* screen.

4. Enter your USDA eAuthentication User ID and password at the *"eAuthentication Login Screen"*. The User ID is NOT case sensitive; the password IS case sensitive.

5. Click on the *Login* button. Your browser will re-direct to the AgLearn website.

![USDA United States Department of Agriculture - USDA eAuthentication]

Forgotten User ID

You may retrieve your eAuthentication User ID online:

1. Open your Internet browser and go to the USDA eAuthentication website: http://www.eauth.egov.usda.gov/

2. Click on **Update your account** (left side of page).

3. Click **Continue** at the purple *"Warning"* screen.

4. Click on **Forgot your User ID**? (located below the *User ID* box).

5. Enter your first name, last name, and email address. (This information would be the same as when you created the account, unless you updated your profile).

6. Click **Continue**.

7. If there is a match, the User ID will be emailed to you. If you have multiple accounts, you will receive a separate email for each User ID.

   - *Note: The type of account you have – Employee or Customer – will be listed in the email also. It is important that USDA Federal employees use an "Employee" account to log in, to ensure that credit for training is recorded properly.*

If you have trouble with the online process, please send an email to: eauthhelpdesk@ftc.usda.gov.

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USDA eAuthentication

Forgotten Password

If you know your User ID you may reset your password online:

1. Open your Internet browser and go to the USDA eAuthentication website: http://www.eauth.egov.usda.gov/

2. Click on **Update your account** (left side of page).

3. Click **Continue** at the purple *"Warning"* screen.

4. Click on **Forgot your Password?** (located below the *Password* box).

5. Enter your User ID and click **Continue**.

6. Level 1 customers will be asked if they wish to continue; Level 2 customers will be prompted to fill in answers to their security questions.

7. If successful:

   - **Level 2 customers** will first see a prompt to enter a permanent password, and then a prompt to review/update their security questions.

   - **Level 1 customers** will receive a temporary password at the email address listed in their eAuthentication profile. It will be necessary to change this to a permanent password:

     a. Repeat steps #1-3, above.

     b. At the *"Login"* screen, enter your User ID and the temporary password that was emailed to you. *The User ID is NOT case sensitive; the password IS case sensitive.* Click on **Login**.

     c. A "*Change password*" screen will display.

     d. Enter the temporary password that was emailed to you in the **old password** field.

     e. Enter a new password, using the password requirements displayed on the screen.

     f. Confirm the new password (re-type it) and click **Continue**.

     g. A confirmation message will display if the new password was accepted. Click **Continue**.

     h. The *"Welcome to IdentityMinder"* screen will display. Click the **Logout** button (upper-right corner).

8. Wait 10 minutes for the permanent password to propagate through the system. You may now attempt to log in to AgLearn.

For assistance with the password reset process, please send an email to: eauthhelpdesk@ftc.usda.gov.

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Error Message: Login Failed

This means an incorrect User ID and/or password is being used to log in. See Forgotten User ID and Forgotten Password, above.

Error Message: Your Learner id is not found in mapping table

USDA federal employees: Log in with your "Employee" account instead of your "Customer" account.

- o If you do not know your User ID or the type of account you have, See Forgotten User ID above.
- o If you do not have an Employee account, please see How to Apply for a New Account.

All others: If this is your FIRST time logging into AgLearn, you will need to register your eAuthentication User ID at the AgLearn website. See page 5, step 4.

- o If you have previously logged into AgLearn with this exact same User ID, please contact the AgLearn Help Desk at: 1-866-633-9394 (toll-free) or AgLearnHelp@genphysics.com
- o If you do not know your User ID, see Forgotten User ID above.

Error Message: Your Administrator id is not found in mapping table

This means you clicked on the login link under the *"Administrator"* section. To resolve, click on **Learner Login** under the *"Learner Center"* section.

Issues that occur AFTER login (including questions about courses)

Please contact the AgLearn Help Desk for assistance: 1-866-633-9394 (toll-free) or send an email to: AgLearnHelp@genphysics.com.

All other eAuthentication login issues

For assistance with login issues not listed above, please send an email to: eauthhelpdesk@ftc.usda.gov.

USDA United States Department of Agriculture
USDA eAuthentication

How to Apply for a New eAuthentication Account

1. Check for an existing eAuthentication account: see Forgotten User ID above.

2. Determine the type of new account you need:

    - **Employee Account**: Only for USDA federal employees.
    - **Customer Account**: For public citizens, state/district employees, contractors, non-USDA federal employees, etc. *Note: Accounts are only issued to individuals, not business entities.*

3. Follow the Customer Account or Employee Account instructions below.

    For assistance with registration, please send an email to:
    eauthhelpdesk@ftc.usda.gov

Apply for a new Customer Account

1. Open your Internet browser and go to the Customer Account registration page:
    https://eauth.sc.egov.usda.gov/eAuth/selfRegistration/selfRegLevel1Step1.jsp

    a. Complete the online form and click **Continue**.
    b. Confirm your information and click **Submit**.

2. You will receive an email titled: *"Action Required: Instructions to Activate Your USDA Account with Level 1 Access."*

    a. Click on the link **ACTIVATE MY ACCOUNT**. Your browser will display a confirmation message.

3. Wait 20 minutes.

4. Now you will need to do a 1-time registration for AgLearn access:

    a. Navigate to this website: http://www.aglearn.usda.gov

    (continued)

b. Click on *External Registration* under *"Resource Center"* (on left side of page).

c. Click on *Register* under *"Step 2 – Complete Registration"* (left side of page).

d. Log in with your Level 1 or Level 2 eAuthentication account.

e. Select the information for your sponsoring agency in the drop-down menus.

f. Click *Submit Registration.*

g. An Agency employee will review your registration and send you an email once access is approved. *If you are not notified within 10 working days call 866-633-9394 (toll-free) or send an email to: AgLearnHelp@genphysics.com.*

Apply for a new Employee Account

1. You will need the following items before you may register:
   - A working email account (business or personal)
   - A working business phone number
   - Most recent SF-50 form <u>and</u> most current AD-334. If it was a zero amount paycheck, wait two weeks before registering.

2. Open your Internet browser and go to the Employee Account registration page:
   https://eauth.sc.egov.usda.gov/eAuth/employee/employeeActivateEmployeeAcct.jsp

3. Complete the online forms. The information you enter must match the SF-50 and the AD-334 or your registration may fail. *Tip: Click on the "Help" links for assistance.*

4. Confirm the data you entered.

5. If registration was successful, a confirmation message will display.

6. You will receive an email titled *"Action Required: Instructions to Activate Your USDA Employee Account with Level 2 Access"*.
   a. Click on the link *ACTIVATE MY ACCOUNT*.
   b. Your browser will display a confirmation message.

7. Wait 20 minutes before attempting to log in to AgLearn.