Frequently Asked Questions: Administrators

USDA United States Department of Agriculture
AgLearn

AgLearn Frequently Asked Questions (FAQ)

Administrator

You may browse at your discretion, of click the topic in which you're most interested to go directly to that category of question.

General

Can I access the AgLearn Administrator site from home or away from my USDA office?

AgLearn can be accessed from anywhere with an Internet connection and Internet browser, such as Internet Explorer or Netscape. Open the 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.

What is the difference between a Level 1 and a Level 2 AgLearn administrator roles?

The **Level 1: Training Lead** has access to virtually all workflows within AgLearn, with the exception of those that affect domain structures, global settings, or global reference tables.

The **Level 2: Manage Student Learning Needs** Role is primarily responsible for managing and tracking students training needs. Some agencies require their Level 2 administrators to create items and scheduled offerings. Please verify your role and its capabilities with your AgLearn Agency Lead if you think you have too few, or too many, workflows and permissions.

What is the new terminology in AgLearn?

There are few new terms in this version of AgLearn. The following are notable:

User is now **User.**

Instructor-Led Items are now **Time-Based Items.**

What was called an **Activity** is now a **Schedule Block.**

Items that include both instructor-led and online components are now referred to as **Blended**.

What are the browser requirements for AgLearn users?

The recommended browser for AgLearn is Microsoft Internet Explorer 6.0 or greater. Netscape and Mozilla's Firefox will generally work, but difficulties may be experienced in certain screens, or when viewing online content. If this occurs, try again using Internet Explorer before contacting the Help Desk.

Are there specific JAVA version requirements for using AgLearn?

To verify your computer's ability to properly operate everything in AgLearn, click the New to AgLearn? Click here to check your computer's settings link on the splash page (www.aglearn.usda.gov).

The search parameters I need aren't appearing. How can I find them?

AgLearn 5.8 has personally-definable search fields. To add or remove search fields, click the icon next to **Add/Remove Criteria** in any search screen. Check (or uncheck) the options you (don't) want, and click **Submit Query**. These are now the fields that will appear any time you do a similar search.

I do many of the same searches over and over again. Do I have to enter the same data every time?

Not any more! Each search screen now has a **Save As** button. Click **Save As** give your search a name, and you'll always be able to retrieve it by clicking the icon next to **Saved Searches** in any search screen.

Search results show me only the user's name and AgLearn ID, but I have to open the record to see anything else. This is time-consuming and cumbersome. Is there any way I can get more information on a user (item, etc.) when searching, without having to open the record?

Good question. AgLearn now allows you to control (to an extent) which fields display in the results of any search.

After running your search, click the ⊟ icon next to **Field Chooser**. Choose a number to indicate in which order you want the fields to display as columns. (1 and 2 are reserved for User ID and User name.) Click **Submit** when finished.

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Login and Passwords

How do I log in to AgLearn as an Administrator?

Go to [www.aglearn.usda.gov]. Locate the **Administrator** section in the left menu bar and select **Login**.

You will be prompted to sign into your eAuthentication account and will be taken directly to your AgLearn Administrator home page.

Can I change my AgLearn ID or password?

All AgLearn users are currently using their USDA eAuthentication User ID to log into AgLearn. AgLearn IDs are used only in identifying administrators and users within AgLearn, are not changeable. There are no AgLearn passwords; all logins take place through eAuthentication.

How do I change a User's password?

AgLearn Administrators cannot change a User's eAuthentication ID or password. Refer the user to the login page; links for changing passwords are found to the right of the login form. If the user still has a problem, they must contact the eAuthentication Help Desk.

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Reports

Who can run AgLearn reports?

AgLearn administrators can run over 60 standard reports and 20 Custom Reports. Level 1 administrators can create Administrator accounts with the ability to run as many, or as few, reports within their agency as necessary.

How do I run a report in AgLearn?

Click the **Reports** tab on the main menu, then search the left menu for the specific report you need. Detailed information on running reports can be found in the **Reporting** section of the **AgLearn Reference Guide for Administrators,** which can be accessed from any screen by clicking **Help** above the main menu**.**

How can I export Administrator reports into a CSV (comma separated valued) file format?

A CSV file is extremely useful when calculations or sorting need to be done with the data from a report, as the file can be opened as a worksheet in Microsoft Excel. Most AgLearn reports can be created in CSV format; those that cannot will not have the option available on the **Report Format** line. (Certificates of Completion are an example of a report that cannot be run in CSV format, as the resulting data is not subject to calculations or sorting.)

To export a CSV report to a Microsoft Excel spreadsheet, follow the steps below:

1. Click on **Reports** in the top navigation bar of the AgLearn Administrator interface.

2. Select the report you want to run by clicking the corresponding link on the left navigation bar.

3. Fill out any information in the **Run Report** page to filter your report data.

4. Select the **CSV** option under the **Report Format** field.

5. Click the **Run Report** button at the bottom of the page.

6. After a few minutes, your CSV report will be displayed on the screen.

7. Right-click with your mouse anywhere within the displayed results.

8. Select **View Source** from the menu option displayed. This will display the data in a notepad file.

9. Within the notepad file, click **File > Save As** from the main menu.

10. Rename the file and include a "**.csv**" file extension at the end and save it to your computer (Example: student_data_report.csv).

11. **Close** the notepad file with your CSV report results.

12. Locate the same file on your computer.

13. **Open** the file. It will open in Microsoft Excel by default.

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Items

My agency purchased SkillSoft items through GoLearn. How will my employees know that theses courses are available for them to take?

You will need to notify your employees that additional training courses have been purchased by your agency and are available for Users. Users can see all available courses on AgLearn by clicking the **Catalog** button on the top navigation bar, after which they can browse or search the catalog for all items made available to them by your agency.

How will an employee know that they have a course that needs to be completed?

AgLearn will send out email reminders to users required completion dates approach, or have been missed.

What is meant by “closing” a Scheduled Offering?

“Closing” a scheduled offering is primarily an accounting function, and has nothing to do with attendance, or granting credit. Scheduled offerings cannot be closed until after they have taken place, as no changes can be made to the offering’s associated resources (costs, which resources were used, etc.) after it has been closed.

Closing a scheduled offering does not provide credit to the attending students. That is done through a separate process in the Learning Event Recorder, or by using the Quick Link “Record Learning” function. For details on these tools, see the **AgLearn Reference Guide for Administrators.**

How can I see a user’s learning plan?

To access a user’s record, click **User Management** on the top menu and search for the user(s) you wish to see. You may then either view or edit the record by clicking on the appropriate icon. Once the user’s record is displayed, click the **Learning Plan** tab.

If you have entered the user’s record in View Mode and see that a change needs to be made, click the **Edit** button that appears on any View screen to change to **Edit** mode.

I inadvertently gave credit to a user for a course that was not completed by the user, what should I do?

Items can be removed from learning history through the **Learning Event Editor** located in the **User Manager** tab, under **Tools**.

My agency has just changed the date by which an item must be completed, after I assigned it to everyone in my sub-domain for the old date. What to I do?

Despair not. The Required Dates Editor will make the procedure (relatively) painless.

Click **Learning** on the top menu, then **Tools > Required Dates Editor** on the left menu. The wizard will walk you through the steps. Have ready the user names (AgLearn IDs are even better and will save you a lot of time), the items or curricula for which the dates must be changed, and the new date. You can select an entire sub-domain for universal changes.

More detailed instructions on the use of the Required Dates Editor are available in the **AgLearn Reference Guide for Administrators,** which can be accessed from any screen by clicking **Help** above the main menu**.**

I have created an item for a specific use that I don’t want to be available past a certain date. Is there a way to tell AgLearn to inactivate the item so I don’t have to worry about forgetting?

Inactivate, no. AgLearn will automatically remove it from the catalog for you, which is almost as good, as no users will be able to see it. The process is called Item Expiration.

Open the item record, and click the **Catalog** tab. Look in the catalog(s) listed, and enter a date in the **Expires** field. Click **Apply Changes** and AgLearn will automatically remove the item from the catalog on the designated date.

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SF-182

What actions can an administrator perform on an SF-182 form?

AgLearn administrators can now create, edit, approve, or verify SF-182 forms for one or more users. For detailed instructions, see the **AgLearn Reference Guide for Administrators,** which can be accessed from any screen by clicking **Help** above the main menu**.**

How can an administrator create or edit an SF-182 form for a user?

Access the user's record by clicking **User Management** on the main menu and searching for the user. Once in the user's record, click the **External Requests** tab, then click **New Request** at the bottom of the screen to create a request. Once in the form, you'll have the option to save the data for other user requests.

To edit an SF-182, click the **External Requests** tab, then click View Request on the same line as the request to be edited. Completed requests, whether denied or verified, cannot be edited.

Requests can also be transferred from one user to another by clicking the Transfer Request link. This comes in handy when a request is already in the pipeline and a user has to withdraw, but the agency wishes to send someone else in his or her place.

More detailed instructions on the creation and editing of SF-182 forms are available in the **AgLearn Reference Guide for Administrators,** which can be accessed from any screen by clicking **Help** above the main menu**.**

Can administrators approve SF-182 requests?

Yes, assuming the workflows and permissions have been granted to that administrator. In the user's record, click the **Approvals** tab to see the pending requests for that user. Click the link in the **ID** column for the request you wish to approve (or deny). The available options will be displayed.

When approving or denying requests on the instructions of others, it's a good idea to make note of it in the **Comments** section. This may occur when an action is needed and the approving authority is unavailable, or cannot access AgLearn for some reason.

More detailed instructions on the approval of SF-182 forms are available in the **AgLearn Reference Guide for Administrators,** which can be accessed from any screen by clicking **Help** above the main menu**.**

Can SF-182 forms be back-dated?

Administrators can create SF-182 forms for training that has already taken place, as a way of getting data into AgLearn for training that, for whatever reason, was not approved in advance. Users do *not* have this capability.

Administrators can also submit SF-182 forms on behalf of user as being already approved. This can be useful when backdating a form to acknowledge training already taken, or when the training has been requested by the approving authority for that user.

More detailed instructions on the creation and editing of SF-182 forms are available in the **AgLearn Reference Guide for Administrators,** which can be accessed from any screen by clicking **Help** above the main menu**.**

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Approval Roles

How can I tell who fills the approval roles for my agency?

This can be one of three questions.

To see who has been designated as approvers in AgLearn in your agency, run an **Approval Role Coverage** report. This report can be accessed by clicking **Reports** on the main menu, then choosing **System Admin > Approval Role Coverage** on the left menu. Selecting all users in a domain or sub-domain will return every assigned role, and the users assigned to each, listed by role, or domain, as you choose.

To see which roles a specific user has been assigned, open the user's record by clicking **User Management** and searching. Click the **Approval Role** tab to see the approval roles for which that user has been designated. Click the Control Domains to see the domains in which the user can approve training.

Unfortunately, there is no way for AgLearn to tell you if the assigned roles accurately reflect your agency's approval structure. That task must be left to the individual agencies. For help in changing your approval structures, please contact Team AgLearn at TeamAgLearn@usda.gov.

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