



Welcome to the CLC News for NOAA. This newsletter provides you with information on the Commerce Learning Center@NOAA and the Commerce Learning Center@NWS.

## Love Learning!



The CLC has many on-line, self-paced courses that you can take anytime. Try them out!

For example, in Microsoft Office 2007, you might:

- need to work with Tables in Microsoft Word. You could search (Search Type of Exact Phrase) for *Using Tables, Charts, and Graphics in Word 2007*.
- be working in Microsoft Excel and someone asks you to present the data in a Pivot Table. Just search for *Analyzing Data in Excel 2007*.
- be doing a presentation and need to learn more about graphics in Microsoft PowerPoint. Search for *Adding Graphics to Presentations in PowerPoint 2007*.

## Forgot your Password?

### New CLC Password Recovery Questions (effective Monday, February 16<sup>th</sup>)



The DOC Office of Training and Knowledge Management is modifying the Commerce Learning Center (CLC) password recovery option. The benefit of this modification is that you will be provided password questions that are easier to remember in the event that you forget your CLC password. When you log in to the CLC, you will be asked to select and answer one of twelve pre-defined questions.

If you forget your CLC password, you can choose the password recovery option by clicking the "Forgot password?" link on the logon screen. If you answer your selected question correctly, a randomly generated password will be emailed to you. Use that password to log in; you will then be required to type in a new password, following the password requirements.

Passwords must be between 8 and 15 characters in length and must contain at least:

- 1 number;
- 1 uppercase letter; and
- 1 symbol.

This change will **not** affect your current password unless you click the "Forgot password?" link! Contact "Live Support" for help – see page 3 for details.

## New Look and Feel for the CLC@NOAA!

We have redesigned our front page of CLC@NOAA to make navigation easier. Thanks to Michael Shyavitz for his major contributions to the design. Log into the CLC and take a look!

**Welcome to the Commerce Learning Center @ NOAA!**

The Commerce Learning Center (CLC) is a Learning Management System (LMS) that is overseen by the Department of Commerce in collaboration with NOAA. The CLC provides:

- Self-paced web-based courses
- Required web-based courses
- Registration for instructor-led classes
- A record for all training for NOAA employees

**Getting Started**  
Take a Virtual Tour of the CLC to learn more about the system.

**Program Areas**  
View individual subpages for NOAA's various Program Areas

**Web-Based Courses**  
View our collection of free, self-paced, web-based courses.

**Instructor-Led**  
View a list of live instructor-led classes.

**Required Training**  
Find a list of trainings that are required for some or all NOAA employees.

**My CLC**  
View your Learn Center account settings including passwords and your training activities.

**DOC Learn Center**  
Enter the DOC Learn Center to find Commerce-wide live training.

**NWS Learn Center**  
Enter the Weather Service sub Learn Center to find NWS specific training.

**LEARNING CENTERS / LEVELS**

- >> COMMERCE
- >> NOAA (You are here)
- >> NWS

**POPULAR TRAINING**

- >> 2008 NO FEAR ACT COURSE
- >> CBS
- >>

**ANNOUNCEMENTS**

Feb 06 2009 - NOAA Safety Training will be launched within the next week. This is required training for all NOAA employees.

Jan 31 2009 - The NOAA CLC has a new look and feel. Look around and send suggestions to [michael.l.shyavitz@noaa.gov](mailto:michael.l.shyavitz@noaa.gov)

**Need help?**  
Live Support is available 24/7.

## Instructor-Led Training

The Workforce Management Office/Learning Resources Division provides career-oriented courses ranging from communications and technical skills to leadership and pre-retirement planning. The Learning Resources Division is also available to develop programs and provide resources to meet specific organizational needs.

For more information, log into the CLC. Click on the **Instructor-Led** section to display a calendar of live training events. For additional information, please contact Ivy Washington ([Ivy.M.Washington@noaa.gov](mailto:Ivy.M.Washington@noaa.gov)) or Janice Morgan ([Janice.Morgan@noaa.gov](mailto:Janice.Morgan@noaa.gov)).

## Learning Coordinators/NOAA Learning and Development Working Group

Learning Coordinators are assigned to each Line Office and are responsible for:

- communicating learning opportunities;
- creating new training events in the CLC so attendance can be documented;
- inputting EHRI codes;
- recording training completions; and
- running basic reports.

NOAA-wide Learning Coordinators, Chief Learning Officers and CLC Administrators meet once a month to share best practices and information concerning learning and employee development at NOAA. For further information on this meeting (called the NOAA Learning and Development Working Group), please contact either Debby Kay ([Debby.Kay@noaa.gov](mailto:Debby.Kay@noaa.gov)) or Debra Farmer ([Debra.Farmer@noaa.gov](mailto:Debra.Farmer@noaa.gov)). Monthly meeting minutes are posted on the CLC under the "Program Areas" section.

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## Technical Specifications for the CLC

The recommended browser to access the CLC and run on-line, self-paced courses is Microsoft Internet Explorer 6 or 7.

When running on-line, self paced courses, if the course is not running properly, it may be because your computer does not have the latest version of Java or you need to clear your web browser's cache. Contact your help desk for further assistance.

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## Live Support

For NOAA Employees: <https://doc.learn.com/noaa>

At the login screen, type in your user name (your full email address, including @noaa.gov) and password. If you have trouble logging in, click the link above the login screen:

[Login Problems? Please Contact Live Support.](#)



For NWS Employees: <https://doc.learn.com/noaa/nws>

At the login screen, type in your user name (your full email address, including @noaa.gov) and password. If you have trouble logging in, click the link above the login screen:

[Login Problems? Please Contact Live Support.](#)

**Live Support is a "chat room". When you enter, you will be asked for your email address; your password will be reset within 24 hours and then emailed to you. To avoid duplicate requests, please enter the chat room only once with your request.**

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## Need Additional CLC Help?

For NOAA Employees, contact:

[CLC.NOAAHelp@noaa.gov](mailto:CLC.NOAAHelp@noaa.gov)

For NWS Employees, contact:

[lms.nws@noaa.gov](mailto:lms.nws@noaa.gov)

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