



March Madness and Mandatory Training!

2009 Information Technology Security Awareness Training:

For basketball fans, March brings excitement and a flurry of activities. March also bring us the **2009 IT Security Awareness Training**. You need to complete this on-line course by **March 31, 2009**. If you do not complete the course, your computer access will be revoked by the NOAA OCIO Information Technology Security Office. Completing the course yearly is a **mandatory requirement** for each NOAA IT user (government, contractor, associate or temporary personnel).



The IT Security Course is provided by a vendor outside of the CLC. As such, the CLC will **not record and not provide a certificate** for this course. Instead, you will access the IT Security Course directly from the website at <http://noaa.learnsecuritywith.us>. For your convenience, links to this site are provided from the CLC@NOAA page under "Required Training" or "Popular Training", or on the CLC@NWS main page.

Remember on the last slide where it mentions your responsibility, don't forget to click on the Accept button at the top of the screen. If you need a certificate, you may print it from there, and all completions will be recorded and sent to the NOAA IT Security Office.

Questions about the course should be directed to the Line Office IT Security Officer or email itsec@noaa.gov.

2009 NOAA Safety and Environmental Compliance Training:

Safety and Environmental Compliance training helps NOAA employees, contractors, and will help temporary employees be safe and environmentally compliant at work and at home. The **2009 NOAA Safety and Environmental Compliance** on-line course provides a basic overview of safety and environmental compliance requirements. All NOAA employees are required to complete the training by **June 30, 2009**.



To access the NOAA Safety and Environmental Training course:

- From the CLC@NOAA: under "Popular Training" or "Required Training".
- From the CLC@NWS: on the front page.

Please contact your line office safety and environmental compliance officer for your specific training requirements. If unsure, please call NOAA's Safety and Environmental Compliance Office (SECO) at 301-713-2870.

How do you know if you have completed the mandatory training courses?

Answer: *You can find out whether or not you have completed both the IT Security and Safety courses on the front pages of the courses.*

To ensure that you have properly completed the courses:

- Print the Course Completion Certificate and keep for your records.
- You will receive an email stating that you have completed the course; keep the email for your records.
- On the front page of the course, if you see a date under “Completed”, then you have completed the course, as shown below:

Start Course
or
See Table of Contents click to resume where you left off.


Course	Completed
2009 NOAA IT Security Awareness Course	March 2, 2009



If you have **not** completed the course, “Not Complete” will appear on the front page of the course under the “Completed” section, as shown below:

Start Course
or
See Table of Contents Click to resume where you left off.

Course	Completed
2009 NOAA Safety and Environmental Awareness Course	Not Complete



Live Support 24/7

Login Problems? Please Contact 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.

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.

Live Support 24/7 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.

Behind the Scenes at Live Support 24/7

by Melissa Guerra,
Vice President Operations & Client Services
eSkillz



Live Support 24/7, powered by eSkillz, is your gateway to access real live instructors who are standing by 24x7 to assist you in accessing the CLC and to help you navigate and complete your training within the CLC.

There are currently three Live Support 24/7 classrooms that support both NOAA and NWS employees as well as a group of other smaller DOC Bureaus. Each classroom is monitored by live instructors who are fully trained on the Commerce Learning Center. This team of dedicated instructors is located across the U.S. to be able to handle inquiries on demand, anytime you need help! They can assist you with some of these top questions:

- How do I get my password?
- How to search for a course?
- Where is mandatory training located?
- How do I successfully launch a course?

During mandatory training time periods, our Live Support 24/7 classrooms experience very heavy traffic so please be patient with the instructors. If you need a password request, please leave your full NOAA/NWS email address and Live Support will send you an email within 24 hours. Live Support has access to reset *only* existing active accounts. If you do not have an active CLC account, you will be referred back to your appropriate CLC administrator.

The following is a snapshot of an on-line user “chat” interaction with Live Support 24/7:

Guest: “I can't seem to login to the NOAA CLC, can you please help???”

Instructor: “No problem, may I please have your NOAA email address?”

Guest: “sally.user@noaa.gov”

Instructor: “Thanks - DOC requires that we email you your login information so you should see an email from Live Support. You may log out now. Thanks and have a good day!”

Guest: “Thank you, Damien. Great service! Why can't our credit card company be so helpful? Haahaa!”

During high peak times, you may not experience an actual on-line exchange. In that case, please leave your email address and someone will get back to you within 24 hours.

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) or Janice Morgan (Janice.Morgan@noaa.gov).

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.

Need Additional CLC Help?

For NOAA Employees, contact:
CLC.NOAAHelp@noaa.gov

For NWS Employees, contact:
lms.nws@noaa.gov

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