

GTCC Cardholder Training: This training guide provides instructions on:

1. Completing the DHS Mandated Travel Card Training course via the Coast Guard Portal/Learning Management System (Page 2).
2. Dealing with problems launching the required training from within the Coast Guard Portal/Learning Management System (Page 3).
3. How to access the Coast Guard Portal/Learning Management System for personnel assigned outside of the CG (DUINS, MEPS, Attache', etc.) (Page 4).
4. Printing your Coast Guard Portal/Learning Management System transcript (Page 5)
5. Verifying training is reflected in the Coast Guard Business Intelligence (CGBI) system.

GTCC Cardholder Training:

Cardholder Training: Prior to obtaining a Government Travel Charge Card, applicants must complete the DHS mandated Travel Card Training course (via the Coast Guard learning Portal). In addition, this training is required every two years of all GTCC holders. After selecting the link below, select COURSE CATALOG, and then enter "Travel" into the search field to locate the course.

<https://elearning.uscg.mil/catalog/Default.asp>

U.S. Coast Guard - Learning Management System - Home - Windows Internet Explorer provided by U. S. Coast Guard

https://elearning.uscg.mil/

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Links Agent Service Center User Logon Direct Access GTCC Program Information PAYMENTNET

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Welcome Matthew T Ruckert GS
Last Login Date: 03/21/11 08:21:15 EDT

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HOME COURSE CATALOG MY ACCOUNT Logout

Scheduled Maintenance Upgrade
The Learning Management System will be offline from 2000 - 2200 on 31MAR11 for system maintenance.

Learning Management System (LMS)

You are currently logged in.

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Whistleblower Protection U.S. Department of Homeland Security

U.S. Coast Guard - Learning Management System - Course Catalog - Windows Internet Explorer provided by U. S. Coast Guard

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Course Catalog

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Course Catalog

Search

Search

CATALOG (13) COURSES (0)

Acquisition
Education or training in the concepts, principles, and theories or techniques related to the 1102 occupation, e.g., procurement, contracting.

Adult Basic Education
Education or training to provide basic completeness in such subjects as remedial reading, grammar, arithmetic, lip reading or Braille.

Aviation
Aviation

Boat/Cutter Operations
Training interventions & performance support systems to provide safe and effective underway operations in support of all Coast Guard missions.

Employee Orientation

Local intranet | Protected Mode: Off 100%

Dealing with problems launching the required training from within the Coast Guard Portal/Learning Management System. The training should be noted that the course can take 1-2 minutes to load under normal/optimal conditions.

Two common issues concerning the required DHS Travel Card Training and the CG Portal are:

- (1) Training never launches after waiting for more than 5 to 10 minutes; and,
- (2) The training is listed but when the course is launched the system comes back with no course available.

If the course does not load after a certain amount of time (5 minutes), verify that Java is properly installed. Directions for this are provided below or on the LMS FAQ page (https://cgportal.uscg.mil/delivery/satellite/trained/trained_lmsfaqs):

A. For Coast Guard Standard Workstation:

- 1) Visit www.java.com
- 2) Click on 'Do I have Java'
- 3) Click on 'Verify Java version'
- 4) If properly installed, you should receive the following message: A newer version of Java is available Please click the download button to get the recommended Java for your computer. **Your Java version: Version 6 Update 24.** [*Note - As long as your installed version is 6 Update 22 or higher then Java is properly installed*]

B. For a Personal Computer:

- 1) Visit www.java.com
- 2) Click on 'Do I have Java?'
- 3) Click on 'Verify Java version'
- 4) If properly installed, you should receive the following message: 'Congratulations, You have the recommended Java installed (Version 6 Update xx).'

It is also recommended to try rebooting the computer and attempting the course with no other applications running.

If it still does not work, then the applicant should submit a CG FixIt request since something is either wrong with the computer configuration or within the Learning Management System. CG FixIt requests can be submitted on line at <http://cgfixit.osc.uscg.mil/arsys/shared/default.jsp> or by calling the Central Support Desk at 1-855-243-4948 (855-CGFIXIT)

The key is for the ticket to clearly describe what is happening or not happening. Example help ticket wording is provided below:

Course hangs and never launches: I am trying to run the DHS Travel Card Training Course from with the CG Portal/Learning Management System. I have enrolled in the course, but when I launch the course it never loads even after waiting 5 to 10 minutes. I also verified that the correct version of JAVA is installed. Request the computer configuration be checked to allow the course to run properly.

Enrolled in Course but system says no course available: I am trying to run the DHS Travel Card Training Course from with the CG Portal/Learning Management System. I have enrolled in the course, but when I launch the course it says there are no courses available. Please clear this error from my LMS account.

How to access Mandated Training through CG Portal and the Learning Management System if outside the CGDN: CG Portal allows access from an outside Internet connection, with a:

- Coast Guard PKI enabled Active Directory Account – If you are unsure if your CG e-mail account was terminated prior to your assignment, please contact the Central Support Desk at 1-855-243-4948 (855-CGFIXIT) to have your Active Directory Account restored.
- DoD Common Access Card (CAC)
- CAC reader

Home PC Requirements - The following items need to be installed on your home PC for External CAC-Enabled CG Portal Access:

- Up-to-date virus software and definitions
- ActiveClient software
- DOD PKI certificates
- Card reader & associate driver

Contact your local ESU/ESD, the Central Support Desk at 1-855-243-4948 (855-CGFIXIT) or your associated program office for update-to-date software and a CAC reader. These will need to be **mailed** to you from an ESU or your program office.

Accessing CG Portal

- Go to <https://cgportal.uscg.mil>
- Insert your CAC into the card reader
- Click Login button.
The Choose a digital certificate window appears.
- Select certificate (higher numbered email certificate) and click OK.
The ActivClient Login window appears.
- Type in your PIN and click OK.
After your certificate is validated, the system logs you into CG Portal.

The following options are not available when you login from outside the CGOne (network):

- The Business Intelligence tab
- The General Messages link on the References tab
- Applications on the Applications tab that are limited to the CGOne only
- Information from intranet (cgweb) servers.

Any problems with this process, call the Central Support Desk at 1-855-243-4948 (855-CGFIXIT) for assistance.

Viewing/Printing your Transcript: From within the portal, e-learning site, select the My Account Tab, then select My transcript as shown below:

U.S. Coast Guard - Learning Management System - My Account - Windows Internet Explorer provided by U. S. Coast Guard

https://elearning.uscg.mil/myaccount/

Welcome Matthew T Ruckert GS
Last Login Date: 03/21/11 08:21:15 EDT

CGPORTAL
the information YOU need

Home Units Career Management References My Page Training & Education Collaboration Applications Business Intelligence

HOME COURSE CATALOG MY ACCOUNT

My Account Logout

Scheduled Maintenance Upgrade
The Learning Management System will be offline from 2000 - 2000 on 31MARCH for system maintenance.

My Account

Calendar
MARCH 2011

MENU
My Profile My Transcript

LEARNING ACTIVITIES

Course	Date Completed	Expires	Details	Review
010015 DHS Culture of Privacy Awareness	Jan 31, 2011	May 1, 2011		
810030 Security Education and Training Awareness	Mar 7, 2011	Jun 1, 2011		

Home Privacy Policy Accessibility FOIA USA.gov No FEAR Homeport
Whistleblower Protection U.S. Department of Homeland Security

Local intranet | Protected Mode: Off 100%

U.S. Coast Guard - Learning Management System - Transcript - Windows Internet Explorer provided by U. S. Coast Guard

Ruckert, Matthew > Transcript

Transcript

Code	Course	Course Status	Date Completed	Score
810015	DHS Culture of Privacy Awareness (#49877)	completed	Jan 31, 2011 @ 4:48 PM	-
501289	DHS Government Travel Credit Card (#298905)	completed	Aug 1, 2011 @ 11:05 AM	91.67%
502279	DHS Records Management for Everyone (#272870)	completed	Jul 25, 2011 @ 5:51 PM	-
502379	DHSTogether Resilience Training (#587804)	completed	Jan 11, 2012 @ 11:08 AM	-
502379	DHSTogether Resilience Training (#587804)	completed	Jan 11, 2012 @ 11:08 AM	-
502379	DHSTogether Resilience Training (#587804)	completed	Jan 11, 2012 @ 11:08 AM	-
502379	DHSTogether Resilience Training (#587804)	completed	Jan 11, 2012 @ 11:08 AM	-
502379	DHSTogether Resilience Training (#587804)	completed	Jan 11, 2012 @ 11:08 AM	-
502379	DHSTogether Resilience Training (#587804)	completed	Jan 11, 2012 @ 11:08 AM	-
810010	Information Systems Security (#205587)	completed	May 31, 2011 @ 1:09 PM	90%

Print

Verifying training is reflected in the Coast Guard Business Intelligence (CGBI) system.

NOTES:

- (1) It takes 2 to 3 days after completion of the course for the status to update within the CGBI system.
- (2) Only current cardholders are reflected in the CGBI report. If you are a new cardholder or an applicant, your training status will not be reflected in the CGBI Report.

To determine the most current status of a cardholder's required DHS Travel Card Training, download the status of the cardholder training from CGBI as follows:

- 1) Go to CGBI using the following link <http://cgbi.osc.uscg.mil/2.0/search.cfm>
- 2) In the search field enter "Government Travel Card Training" and select SEARCH
- 3) The Government Travel Card Training report should be at the top of the search results; select launch this report.
- 4) Select your specific organizational level and then run the report.

Note – You can select the entire CG and then search by EMPLID for any employee.

What to do if your training is not reflected in the CGBI Report? If you are a current Travel Cardholder and your training is reflected in your CG Portal/Learning Management Transcript but does not reflect in the CGBI Report (after waiting 2 to 3 days), please take the following actions:

- 1) Verify that your EMPLID is correctly entered in the Active Directory System (aka Global Address List/e-mail system). Without a valid EMPLID in the e-mail system, your training (or any other mandated training) will not be properly reported in the CGBI system even when completed. To check the EMPLID entry go to <https://dmt.uscg.mil/dmt> and verify that it is entered correctly in the Directory Management Tool.
- 2) If your EMPLID is entered correctly, then submit a CG FixIt request stating that the training is reflected in your transcript and that you verified your EMPLID in the directory management tool, but it is not reflected in the CGBI DHS Travel Card Training Report. CG FixIt requests can be submitted on line at <http://cgfixit.osc.uscg.mil/arsys/shared/default.jsp> or by calling the Central Support Desk at 1-855-243-4948 (855-CGFIXIT)