

New Federal employee accounts are typically created by the Friday after you receive your first paycheck. If you have received your second paycheck but not your login info by email, please contact the USGS DOI LEARN Support Team at: [oeppoilearn@usgs.gov](mailto:oeppoilearn@usgs.gov).

If you clicked on "Request a new account" from the main DOI LEARN Login Screen (<https://gm2.geolearning.com/geonext/doi/login.geo>), please be aware that it will be Denied and you will get an auto-generated email stating such with further instructions if needed. This area is for Externals (Contractors/Volunteers/Partners, etc.) only.

We understand that many of you need to get certain training done as soon as possible and that not having a DOI LEARN Account may be hindering this process. Please be aware that there are several training options available to you outside of DOI LEARN that may apply to your needs.

The following links and contacts may help you if you are unable to wait for an account:

<http://www.doiu.nbc.gov/trainingcds/> OR  
<http://www.doiu.nbc.gov/trainingcds/DOI%20Occupational%20Health%20and%20Safety%20Training.html>

For alternate NSC Defensive Driving II course options, please contact the American Automobile Association or Debra Ferris at the National Safety Council (NSC) at: [ferrisd@nsc.org](mailto:ferrisd@nsc.org)

You can also take training outside of DOI LEARN and received credit by creating an External Training Form (SF-182). See How-to Tutorials about this.

**NOTE:** If you take training that is In DOI LEARN using an Alternate Method, you must register for the Course from the DOI LEARN Catalog after you have received access (ONLY if you do not see it in your My Learning area, My Required Learning area or your My Elective Learning area once logged in)... -AND-....then your Supervisor must manually mark you as Complete in the Gradebook. To find out how to do this please visit: [http://www.usgs.gov/humancapital/ecd/ecd\\_trainingdoi.html](http://www.usgs.gov/humancapital/ecd/ecd_trainingdoi.html) and look under How-To Tutorials under the "Need to Know" box on the left.

Another helpful tip for new Federal employees getting to know DOI LEARN is to check out the DOI LEARN portal page (<http://www.doi.gov/doilearn/>).

The best place to go looking for answers to all questions DOI LEARN related is our training page [http://www.usgs.gov/humancapital/ecd/ecd\\_trainingdoi.html](http://www.usgs.gov/humancapital/ecd/ecd_trainingdoi.html). You will find up-to-date FAQs and How-to Tutorials, as well as internet browser configurations and Java updates.

All Bureaus are working as quickly as we can to assist you through this process. We appreciate your patience and understanding.

Thank you,  
The USGS DOI LEARN Support Team