Office of the Chief Information Security Officer (OCISO) Learning Management System Frequently Asked Questions (FAQs)

1. **What browser is recommended to access the training courses?**

   The HUD Learning Management System supports all browsers, including Edge, Chrome, Firefox, and Safari.

2. **Are there any system settings that need to be configured?**

   a. For optimum viewing, your system should be set with a minimum display resolution of 1024 x 768.

   b. You must enable pop-ups to use the website's full functionality. For instructions on how to enable pop-up windows in web browsers, visit this [help page](#).

   c. For course audio, adjust your computer volume settings, or you may need to unmute the audio on the web browsers' window tab.

3. **How do I gain access to complete a course on the HUD Learning Management System?**

   a. Account created by the System:

   - Existing contractors with HUD-issued email addresses were enrolled into the system upon initial launch in December 2023.

   - You will receive an email from **NoReply@hudlms.usalearning.gov** notifying you that your account has been created. Within that email, a link to the learning portal is provided. You can follow the link from the email or go to the main page at hudlms.usalearning.gov. From there, click on the 'I forgot my Password' hyperlink to create your password.

   b. Self-Registration:

   - Contractors who do not have a HUD-issued email or onboarded in December 2023 or thereafter will be required to self-register. There are two registration paths (steps provided below).

   - Contractor with HUD issued email:

     1. Navigate to the site: hudlms.usalearning.gov.

     2. Click on "Click Here to Register."

     3. Enter the requested information, using your HUD-issued email address.

     4. Click "Submit"

     5. Access information will be sent to your HUD email address.

   - Contractor without HUD issued email:

     1. Navigate to the site: hudlms.usalearning.gov.

     2. Click on "Click Here to Register."

3. Enter the requested information, using your company issued email address. Users that do not have an HUD-issued email address will need to provide their Contracting Officer Representative (COR) email address.

4. Click "Submit"

5. Once this is submitted, you will have to wait for account approval. After submitting your email address, you will receive a confirmation email from "NoReply@hudlms.usalearning.gov" that will include a link to access the LMS. Once you have logged in, you can create your profile.

c. If you do not receive the system e-mails, check your Junk email or SPAM folder before sending an email to the Help Desk at Support@usalearning.net report your issue. Or call the Help Desk at (202) 753-0845 or toll-free (833) 200-0035 (8:30 AM EST to 6:00 PM EST, Monday to Friday except holidays).

4. **What course do I need to take in order to complete the mandatory cybersecurity training requirements for general users?**

HUD contractors with an active "C" number and who use, operate, or manage a Federal computer system are required to complete the General Cybersecurity Awareness Training (GCAT) and acknowledge the Rules of Behavior (RoB) annually. Each course will be added to "My Courses." Failure to complete training by August 1, 2024, will result in suspension of your individual network accounts.

5. **How do I change my profile information?**

Go to the My Profile page. Update the information that you would like changed. Once you have updated your profile, be sure to select the "Update Profile" button at the bottom of the page to save your updated profile.

6. **What should I do if I click on Begin Course and receive an error message?**

If you are experiencing technical problems, email the Help Desk at Support@usalearning.net to report your issue. Or call the Help Desk at (202) 753-0845 or toll-free (833) 200-0035 (8:30 AM EST to 6:00 PM EST, Monday to Friday except holidays).

7. **What if a course will not advance to the next screen, doesn't save my progress, or closes out repeatedly?**

If you are experiencing technical problems, email the Help Desk at Support@usalearning.net to report your issue. Or call the Help Desk at (202) 753-0845 or toll-free (833) 200-0035 (8:30 AM EST to 6:00 PM EST, Monday to Friday except holidays).

8. **Why is the training course (e.g., images, formatting, etc.) not loading correctly?**

We recommend clearing your web browsers' cookies and cached images and files. If you do not have access to conduct this step, contact your agency's IT department for assistance.

9. **The Next button is not working, and it is not on a question screen. How do I proceed?**

Sometimes a screen will include hot areas with required additional information regarding a particular topic. In this case, once you have selected the hot areas or links and have viewed the additional information, the Next button will become active. If the course is still not responding, refresh the website by pressing ctrl + F5.

10. **How do I adjust items on the screen that are too small (i.e., course font) or too large (i.e., bottom of course is cut off)?**

Check the zoom level in your browser. Often you can adjust the screen size either up or down. In Edge and Chrome, look for the three-dot menu button at the top right of the browser, then go down to Zoom and adjust the screen display either up or down.

In addition, check the browser Text Size setting. Most courses/webpages are designed to be viewed with a Text Size of Medium. If the Text Size is set to Larger or Largest, text may run off the bottom of the screen and not be visible.