



Help and Resources – Who do I contact for....

- **Logging into learnDOJ - assistance with Single Sign On (SSO), logging in using Native Log in (User ID and Password)**

Please contact your component Training Coordinator/ Administrator or respective agency Help Desk.

- **Online content issues?**

For any online content issues, content programming issues, courses not marking completion contact your components respective Help Desk. If the Help Desk can't assist you, your issues will be escalated to the next level of assistance.

- **Creating a new course in learnDOJ?**

If you are interested in adding a new course or curriculum in learnDOJ, contact the JMD Learning, Workforce and Development e-learning division at Francis.Schmitt@usdoj.gov. You will be required to complete the Item Request Form to be submitted for approval. Once the course has been approved and then created, you will receive an Item ID specific to your course. Your office will then be responsible for managing the course within learnDOJ.

- **Getting a completion recorded for in-person training?**

Contact the Program Manager that manages the program you are enrolled in. You may also contact your components Training Coordinator/ Administrator.

- **You're information is incorrect in learnDOJ.**

Contact your Training Coordinator / administrator from your respective component.