



JTMS User FAQs

The Frequently Asked Questions (FAQs) provides users with the top questions and concerns in reference to JTMS. **Note: All users that have system issues must submit a Help Desk tick or contact the Help Desk.**

How do I get a user account?

All ATF employees, interns and contractors need to login to HR Connect and add their ATF email address to create their JTMS user account.

Users with ATF PIV cards: [HRConnect SSO](#)

Users without ATF PIV cards: [HR Connect Website](#)

Once your JTMS account is created, an email from LMSAdmin@usdoj.gov will be sent with important login information (JTMS User ID and temporary password).

Important Note: After adding your @atf.gov email address to your HR Connect account, if you do not receive an email within 3 business days, please check your junk email box. If you don't see the email in your junk email box, log back into HR Connect (see links above) to ensure you added your ATF email address. If you still have not received an email with your login information, contact the ATF Help Desk (via [email](#) or calling 877-875-3723).

What do I do if I need to modify or update information on my profile?

If you are an ATF employee and the information on your JTMS **Profile** is incorrect or needs to be updated (such as your supervisor, employee status or job position) contact **Classification and Position Manage Branch**.

If you are **changing your last name**, you must submit an **e-Request** to have your ATF Network ID and e-mail address updated. If you are a contractor and require your JTMS Profile needs updating contact sean.staton@atf.gov.

How can I get a copy of my training records if I am retiring?

If the individual has not retired from ATF, please submit a Help Desk ticket. However, if the individual must send an email to lsadmin@atf.gov requesting a copy of their training records with their email address if they are no longer at ATF.

How do I find out who my TC is?

All users can view the Division/Directorate [Training Coordinators \(TCs\)](#)

Who do I contact about a specific training program?

If you have a question about a specific training program, such as firearms qualification, CFI, CES, etc. please contact the [Training Records Manager \(TRMs\)](#)

I'm received an email notification to complete training, but can't access the system



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Please submit a Help Desk ticket. The user can obtain the training slides from the TC. After completing the training, the TC is responsible for recording user completions using the proper item ID. If you are unsure of the item ID, you can search JTMS or contact Jason Swift, Chief, PTADB, for more information.

How do I submit an SF-182 External Training Request?

Employee should submit an **SF-182** request prior to the start of training; instruction are listed on the JTMS landing page in the “**How Do I**” section.

Individual development Plan (IDP)

Individual Development Plans will be available soon, contact Jason Swift for more information.

How do I run a report in JTMS?

All users can run reports by logging into JTMS and clicking the “My To-Do List” tile. In the Links tile, click “Reports” click the arrow next to the report you want to run, then click the CSV link. Enter the “from and to” date then click the “Submit” icon. Once the report is finished click open and save your report as an excel workbook.

How do I get a copy of my training transcript?

If you would like a transcript of the training you have taken at ATF prior to leaving/retiring, please follow the step below to run the **User Learning Transcript Report**.

Log into JTMS.

Click the “To-Do List” tile.

Click Reports in the “Links” tile.

Click the arrow next to Learning History.

Click User Learning Transcript Report.

Select both for Include

Click Run Report.

Note: To filter the report by date enter the “**Completed From**” and “**Completed To**” Date fields.

Save the report as an excel workbook.