JTMS FAQs

The frequently asked questions (FAQs) provide users with the most asked questions and concerns in reference to the Justice Talent management System (JTMS).

How do I get a JTMS user account?

New users (employees) accounts are automatically created after processing has been completed by HR.

All other accounts are created automatically the user have an active HRConnect account and an active directory account with a valid government email address.

Users will receive an email from **LMSADMIN@atf.gov** after the JTMS user account has been created. **Users without a PIV card will need to contact the ESA Service Desk for assistance to login using DOJ Login to access JTMS. Temporary exemptions are permitted only for users who cannot authenticate with PIV.**

You can access the JTMS at **https://www.learnatf.gov/.** Click the New Hires/Rehires icon for information on navigating JTMS and completing training. If you have any issues with JTMS, please contact the Service Desk at **877-875-3723 or Servicedesk-OSTCS@atf.gov**

Important Note: If you do not receive an email within the first 7 business days after you have in processed, please check your junk mail box. If you do not see an email from LMSADMIN@atf.gov contact the ESA Service Desk.

I'm a rehire/conversion employee. How do I obtain a JTMS user account?

JTMS rehires/conversions accounts will be activated after their HRConnect account is active.

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

All individuals can download a copy of their training records by following the steps the User Accessing Learning History job aid. The job aid can be found on the JTMS Document Library by selecting the Employees and Contractors link.

If no longer employed by ATF, send an email to LMSADMIN@atf.gov requesting a copy of your training records. Please be sure to include the email address to which the training records should be sent.

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 appropriate training records manager (TRM). The Roster of TRMs is available in the JTMS Job Aid Document Library.

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

Please submit an incident ticket with the ESA Service Desk at (Servicedesk-OSTCS@atf.gov) or by calling (877-875-3723).

Where can I find guidance on the Individual development Plan (IDP) requirement?

For information about IDPs please contact the Leadership and Professional Development Division (202-648-8480).

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

Employees should submit SF-182 requests in JTMS prior to the start of training. For instructions, please review the 'User_SF-182_External-Training-Request-Entered-Before-Training' job aid available in the JTMS Job Aid Document Library.

How do I run a report in JTMS?

Review the instructions in the 'User_Accessing-Learning-History-and-User-Reports' job aid available in the JTMS Job Aid Document Library.

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 needs to be updated (such as your supervisor, employee status or job position), please contact the Classification and Position Management Branch (202-648-9070).

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, please contact HumanResourcesOnboarding to update your JTMS profile.

How can I find out who my training coordinator (TC) is?

Please review the Training Coordinator Roster available in the JTMS Job Aid Document Library.

How do I get credit for training I've completed?

To get credit for completed virtual and in-person training, the Training Records Manager (TRM) managing the training must record the completion. Once the completion has been recorded, you will be able to view the completion in your JTMS learning history. If the completion has not been recorded, please contact the course's TRM.

Virtual / Online Training

If you completed an online training course in JTMS and did not receive credit for the course, please submit an ticket at (**Servicedesk-OSTCS@atf.gov**) or by calling (877-875-3723). If the ESA Services Desk is unable to assist you in getting a completion recorded, the issues will be escalated to the **Professional Technical Training Development Branch, Leadership and Professional Development Division** (202-648-8480) for resolution.

External Training

If you plan to take training external to ATF, all employees are required to submit an SF-182, External Training Request in JTMS. The request will be reviewed and approved by your supervisor if you are a GS- 14 and below.

Once training is complete, you will get a notification to verify you attended training. Your supervisor will approve the verification within JTMS. Once the verification is complete the training will automatically be recorded to your learning history.

If you did not complete the necessary SF-182, External Training Request, your division training coordinator (TC) will need to complete the External Training Request for the user to receive credit for the training.

NIMS (IS-100, 200, 700 and 800) Courses

If you completed IS-100, 200, 700B or 800 courses from your previous agency, you can self-record the completions for following the instructions in the User Self-Record Completions job aid located on the **JTMS Document Library** by selecting the Employee and Contractor job aid link.

Who do I contact for....

Online content issues?

For all online content issues, content programming issues, courses not marking completion, virtual training, and online training resources contact **Helpdesk-OSTCS@atf.gov.** If the ESA Service Desk can't assist you, your issues will be escalated to office that manages content issues, PTTDB, Leadership Division.

Promotion Assessments?

Please contact Tabitha Williams for Promotion Assessment questions.

IOI OJT/CITP/Training Evaluations?

All questions about IOI OJT/CITP and training evaluations should contact the ATF Academy at **fletc@atf.gov**.

Training Deferrals?

Training deferrals are used when an employee is unable to complete mandatory training due to a temporary absence (e.g. *medical, military and mission*). A new policy will be coming out soon. If you require a deferral or have questions, contact: **TMSTRDEF@atf.gov**

Creating a new course/curriculum in JTMS?

If you are interested in adding a new course or curriculum in JTMS, contact the **Professional Technical Training Development Branch, Leadership and Professional Development Division** (202-648-8480) for resolution. If you plan to create and provide training in person or virtual classes, you will need to obtain the Training Records Managers (TRM) role to manage your training program. Please see the **How to Obtain a TC or TRM Admin Account** job aid on the JTMS Document Library for more information.

Instructor Applications?

For assistance with instructor applications, or an instructor's status contact **atfinstruc@atf.gov**

Getting a completion recorded for in-person training?

Contact the **Training Records Manager** that manages the program you are enrolled in or contact the POC listed on the broadcast.