



Frequently Asked Questions

PROGRAM-RELATED

What is the new FedVTE URL?

FedVTE can now be accessed at: fedvte.usalearning.gov.

Who manages FedVTE?

The Department of Homeland Security, Office of Cybersecurity & Communications', Cyber Education and Awareness (CE&A) branch manages the FedVTE program. The mission of CE&A is to lead national cybersecurity public awareness, education, training, and workforce development efforts to support the protection against and response to cyber threats and hazards to the Homeland's economic and national security. Part of CE&A's training efforts is FedVTE, a government-wide, online, and on-demand cybersecurity training system to help the workforce maintain expertise and foster operational readiness. With courses ranging from beginner to advanced levels, the system is available at no cost to users, and is accessible from any internet-enabled computer. The system is administered through an interagency agreement with the U.S. Office of Personnel Management and is supported by the Department of Defense's Defense Information Systems Agency through generous course development initiatives.

What is the benefit of FedVTE?

To ensure a secure cyberspace, we must develop a technologically-skilled workforce and an effective pipeline of future employees. FedVTE helps train current and future Federal cybersecurity professionals.

USERS & ACCOUNTS

Who can take FedVTE training?

FedVTE courses are offered at no cost to government personnel including contractors.

Who should take this training?

FedVTE courses range from beginning to advanced level cybersecurity courses. Check with your Department or Agency to determine if there are specific training requirements (DoD 8570, etc.) that you must adhere to. Keep in mind, training is available to any government employee who desires to take the training.

Has my old FedVTE account information (certificates, course progress, completions, etc.) transferred to the new FedVTE site?

Your old account information was retired on February 13, 2015, when the previous FedVTE system closed. The new FedVTE system (launched on May 4, 2015) has no record of your previous activity.

What email address should I use to register on FedVTE?

Use your official government (.gov, .mil, or .fed.us) email address. If you are a government contractor or State, local, tribal, and territorial government employee who does not have a .gov, .mil, or .fed.us email address, use the email address you use for official government business. Once the system recognizes that you are not using a pre-approved government email address, you will be prompted with further instructions.

Can contractors with .gov, .mil, or .fed.us email addresses receive training via FedVTE?

Yes, contractors supporting the government are often required to obtain certifications to perform their duties, and thus are able to access FedVTE training using their .gov, .mil, or .fed.us email addresses.

How will the self-registration process work for contractors without .gov, .mil, or .fed.us email addresses?

When registering, government contractors who do not have a .gov, .mil, or .fed.us email address will be prompted to enter a government sponsor's email address to approve their account. That government sponsor will then receive an email from the system requesting them to approve the account. Once approved, the government contractor will be able to continue normal registration procedures.

Can I use a non-government email address to register?

Only if you are a Government contractor who does not hold a .gov, .mil, or .fed.us email address. Keep in mind, a government sponsor will be required to approve your account.

Can the general public register on this site and take courses?

No, these courses are not available to the general public.

Can veterans take courses on FedVTE?

Currently, only veterans who hold active .mil, .gov, or .fed.us email accounts are able to register for an account on the system and take courses. In compliance with statutory requirements, our team is devising a plan on how to confirm "eligible veteran" status to allow veterans the ability to complete courses on FedVTE.

What is the process for personnel from State, local, tribal, and territorial governments to obtain a FedVTE account? I work for a government organization that does not have a .gov email address.

If your State, local, tribal, or territorial (SLTT) government is one of the 700+ member organizations of the Multi-State Information Sharing & Analysis Center (MS-ISAC), your email domain extension has already been added to the FedVTE system as an accepted email. SLTT government personnel from non-MS-ISAC member organizations may also begin the account creation process using their official government email address. The system will send a message to the MS-ISAC for approval. The MS-ISAC will then vet and manually approve personnel from non-MS-ISAC member organizations. SLTT government personnel can contact info@msisac.org with any account approval questions.

COURSES**How frequently will new courses be made available on the new system?**

New courses will be added to FedVTE on a rolling basis as they are updated or newly developed.

When will the course labs be available?

The course labs are being converted to simulations on a rolling basis and will be loaded to FedVTE as they are available. Labs are not currently required to obtain a course completion certificate.

Is course progress tracked within the system?

Yes, course modules which have been started are denoted by a green button to the left of each module title within a course. However, if you start a module, leave it, and come back, the system does not track where you left off in the video. Fast Forward and Rewind capability is available within each course module.

How can a FedVTE user tell which courses (or in which order) they are supposed to take?

Always check with your Department or Agency to determine if there are specific training requirements (DoD 8570, etc.) that you must adhere to. You can also download the [FedVTE Training Catalog](#) and [FedVTE Training Pathway Guide](#) which may help you better navigate which courses to take and in which order. To learn more about various cybersecurity categories and specialty areas, take a look at the National Cybersecurity Workforce Framework at: www.niccs.us-cert.gov.

Once I complete a course, will I be provided a certificate?

Yes, when you successfully complete courses on FedVTE, you will receive a FedVTE course completion certificate. The information learned from FedVTE's various certification prep courses will help prepare you to challenge various industry certification exams. Keep in mind that you must adhere to each individual certification provider's requirements including meeting experience requirements, and paying any applicable fees.

Can I take FedVTE courses outside my Department or Agency? For example, on my personal computer at home?

Check with your Department or Agency regarding where you are authorized to take training. The courses are available outside your agency from the internet. It's always a good idea to coordinate your training plans with your supervisor.

My Department or Agency would like to load some of our courses to FedVTE. Is this possible? What is the accepted format?

Yes, we are actively seeking relevant and timely cybersecurity courses to upload to FedVTE. Each proposed course must be tested and vetted by the FedVTE team before being loaded to the system. The current accepted format is Shareable Content Object Reference Model (SCORM) 1.2. Other formats may be accepted on a limited, case-by-case basis.

TECHNICAL SUPPORT**How can I get technical support?**

Contact the [Help Desk](#). If you have any problems please call the Help Desk at (202) 558-2203 or toll-free at (888) 804-4510 (8:30AM EST to 6 PM EST, except holidays). Report an issue to the [Help Desk on-line](#) or email the Help Desk at: support@USALearning.net to report an issue.

Will users be able to access the training materials on FedVTE from unclassified networks?

Yes, FedVTE is an unclassified system and only hosts unclassified courses.

I forgot my security question and answer. How do I log back in?

Contact the [Help Desk](#) to regain access to FedVTE.

The text is very small. How can I enlarge it?

Use your internet browser's zoom feature.

Does it matter what internet browser I use to access FedVTE?

No, the site and courses are tested for Internet Explorer, Chrome, Safari, and Firefox. No problems have been reported with other browsers.

Can I access FedVTE on an iPad, tablet, or smartphone?

The site and training are designed to be mobile device friendly and the courses deliver to a wide range of smart devices.

How do I reset my password?

Click on the Profile link in the navigation bar to update your password.

How can I update my name or email address in the system?

Click on the Profile link in the navigation bar to update your personal information.

I did not receive the link to complete my registration. What do I do next?

Contact the [Help Desk](#) to have the activation email forwarded to you.

Can I contact the Help Desk after hours?

Yes, you can use the Help Desk [link](#) on the FedVTE site to create a ticket, email support@USALearning.net or leave a voice mail message at (202) 558-2203 or toll-free at (888) 804-4510, that will be responded to the next business morning.