

## IT Security Awareness and Privacy Basics Frequently Asked Questions

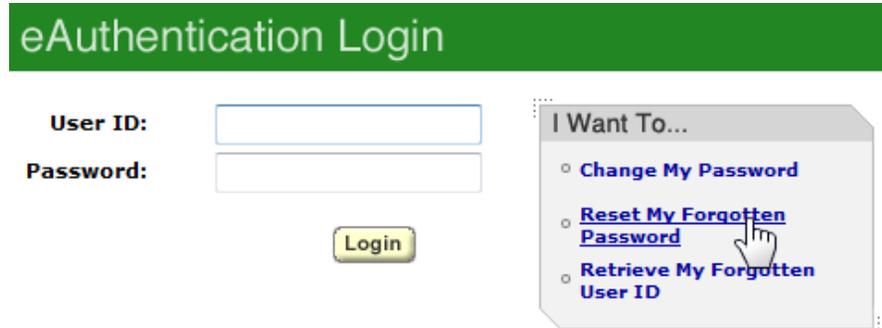
The most important thing you can do to help you successfully complete your mandatory training is to read the instructions that were packaged with your course. The instructions are in a file labeled **“Please Read Me First”**. Both the CD version and the AgLearn online version include this file.

**Mac and VISTA users: If you have difficulty and cannot complete the online Security Awareness or Privacy Basics course, contact your Agency ISSPM for a paper copy. If you do not know your ISSPM, contact USDA OCIO Cyber Security at: [cyber.communication@usda.gov](mailto:cyber.communication@usda.gov) or call (202) 690-0048.**

### Questions About IT Security Awareness

**Q.** I forgot my User ID (or password) to get into AgLearn. Who do I contact?

**A.** The password is actually an eAuthentication password, not an AgLearn password. Return to the Login screen and select either **Reset My Forgotten Password** or **Retrieve My Forgotten User ID**. Follow the steps on the succeeding screens to complete the procedure.



**Q.** I logged into AgLearn, but I don't see the courses on my Learning Plan on the home page.

**A.** The view of your Learning Plan on the home page is not your complete Learning Plan, only a “view” of it. Click the phrase **Go to Learning Plan** or click the word **Learning** at the top of the screen to go to your complete Learning Plan.



OR



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**Q.** I was able to click **Launch Content** and saw the content structure. I even opened the Read Me First instructions and ran the system check tool. However, when I try to launch the actual course, the course stalls at the beginning and never actually starts.

**A.** First, make sure that you have received all green cells when you ran the system check tool. Next, you may need to clear your temporary Internet files. Try this:  
 From the browser menu bar, click **Tools, Internet Options**  
 Click the **General** Tab.  
 In the Temporary Internet Files section, click the **Delete Files** button. This will delete all the files that are currently stored in your cache.  
 Click **OK**, and then click **OK** again to end the procedure.  
 Close your browser window.  
 Open a new browser window, log back into AgLearn and try to launch the course again. If this does not work, contact the Help Desk.

Computer Requirements:	Current Computer Settings:
The browser characteristics required for use with the learning delivery system:	The following table is an indication of compatibility -- <b>green</b> cells indicate OK - <b>red</b> indicates a problem, <b>yellow</b> a possible problem. If your browser is indicated as having a problem please correct the problem and retry test before attempting supplied lessons.
Target platform must be Win32; (Windows 95,98,NT, 2000 or XP) **Please contact your Agency's IT Support for help if your result is red.	Win32
Browser must be Internet Explorer 6.0 or Netscape 6.2 or later **Please contact your Agency's IT Support for help if your result is red.	Mozilla/4.0 (compatible; MSIE 7.0; Windows NT 6.0; SLCC1; NET CLR 2.0.50727; .NET CLR 3.0.04506; .NET CLR 1.1.4322)
Java must be enabled	Yes
Popups must be enabled	Yes
Javascript must be enabled	Yes
Cookies must be enabled	Yes
Screen resolution must be set to 800x600 or greater (1024 x 768 is recommended)	1280 x 800
Color depth must be 16 bit or greater	32
Java VM must be Sun's 1.5.0_06 or newer and Javascriptable! Other versions of Sun's Java VM may work but are unverified. **Please contact your Agency's IT Support for help if your result is red.	Sun Microsystems Inc. Version: 1.6.0-0em
 Expect More! <b>AgLearn+</b> <small>collaborating learning</small>	Flash 7.0 or better found!

**Q.** I can't seem to locate the USDA Computer Security Awareness Training FY 2008 on my Learning Plan. Can I rearrange how these courses are listed?

**A.** Try changing how the courses are grouped. From your Learning Plan, click the **Group Plan by** drop-down list and select **Item Type**. All of the Web-based assigned items will be grouped together.

### Learning Plan

This page displays the complete list of the items :

Group Plan by: Item Type

▼ **Online (4)**

- Item Type
- Assignment Type
- Due Within
- Status toward Completion

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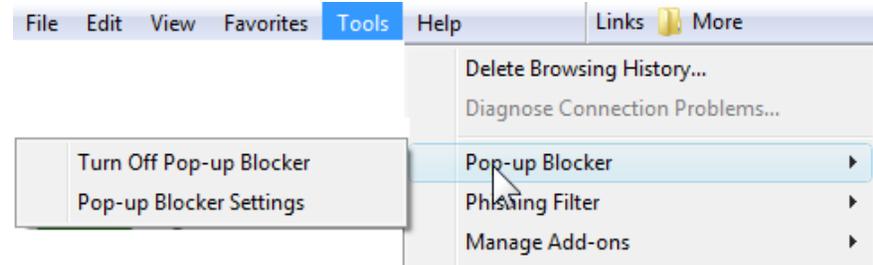
**Q.** I want to take the course in AgLearn, but I think I've been assigned the paper version on my Learning Plan. How can I change that assignment to a web based version?

**A.** First, check your **Learning Plan** and look under the column labeled **Type**. If the icon associated with your course looks like a piece of paper, you've been assigned the paper version and won't be able to complete it online unless it's changed. Contact your local AgLearn administrator. He or she can change that assignment to an online version.

Items: All		Required: All			
Type	Required By	Status	Action	Remove	
	12/5/2007	Available	Launch content		
	3/31/2008				
		In progress	Launch content		

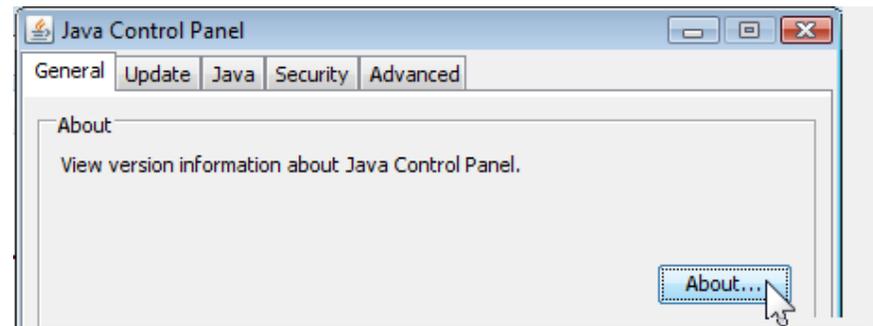
**Q.** I think I may need to disable my pop-up blocker. How do I do that?

**A.** From your browser menu, click the **Tools** menu. Click **Pop-up Blocker**, then click **Turn Off Pop-up Blocker**.  
**Note:** If the final box says **Turn On Pop-up Blocker**, do nothing. Click outside of this menu to make it disappear. Your Pop-up Blocker has already been turned off.



**Q.** I got a Java error message when I tried to run the course. What does that mean?

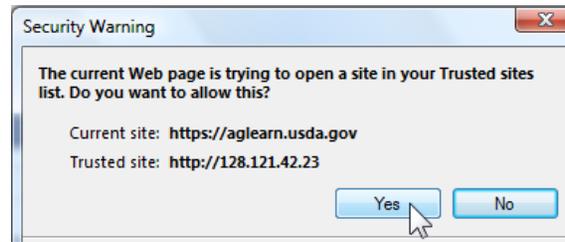
**A.** You may need a Java upgrade or repair to run the course. To check your current Java level, double click the **Java** icon in your **Control Panel**. Click the **General** Tab, then click the **About** button to identify your current version. You'll then need to contact your local IT department to request an update or repair.



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**Q.** When I launched the course I received a Security Warning. Am I supposed to click Yes?

**A.** Yes. This places the AgLearn site in your list of trusted sites. You should only have to answer this question once.



**Q.** I'm taking the course in AgLearn. Where can I find the **Please Read Me First** file?

**A.** If the course is still in your Learning Plan, click the **Launch Content** button to see the online content structure. Click the **Please Read Me First** link to see the file. It's a good idea to print the file so it is handy while you complete the course.

If the course is completed and in your Learning History, you can still access the course by clicking the **Review Online Structure** button.

## Online Content Structure

USDA Computer Security Awareness Training FY 2008  
 Web Based USDA-CYBERSECURITY-FY08  
 Revision: 9/30/2007 10:52 AM EST

**Online Content Structure**  
 The sub-objects need to be completed in sequential order

Content Structure	
	<a href="#">Please Read Me First</a> This will provide instructions on how to launch and complete the FY08 CSAT Course.
	<a href="#">AgLearn System Check Tool</a> This will test your computer settings to ensure they are appropriately set to launch the FY08 Mandated CSAT Course.
	<a href="#">IT Security Awareness</a> Federal employees must be aware of the potential threats to the information systems they operate. They also need to be aware of the information assurance regulations governing these systems. In addition, federal employees need to acknowledge and discharge their responsibility to operate these information systems securely. This course outlines the role of federal employees in ensuring the secure operation of federal information systems. This course meets the training requirement under FISMA and NIST pub 8600-16.

**Q.** How can I be sure that I completed the IT Security Awareness course? Is there a way to check my status in the course?

**A.** At any time while you are progressing through the course, you can click the **Course Menu** button in the lower right-hand corner. The upper right corner of the Course Menu page will show your **Current Course Score** (you need 70% to pass) and also your progress in each topic. Empty circles mean you have not yet begun the topic. Filled green circles mean the topic's complete. Half filled circles mean that you've begun, but haven't yet completed the topic. If all the circles are filled green and you have a Current Course Score of 70% or higher, you can click **Exit** to leave the course.

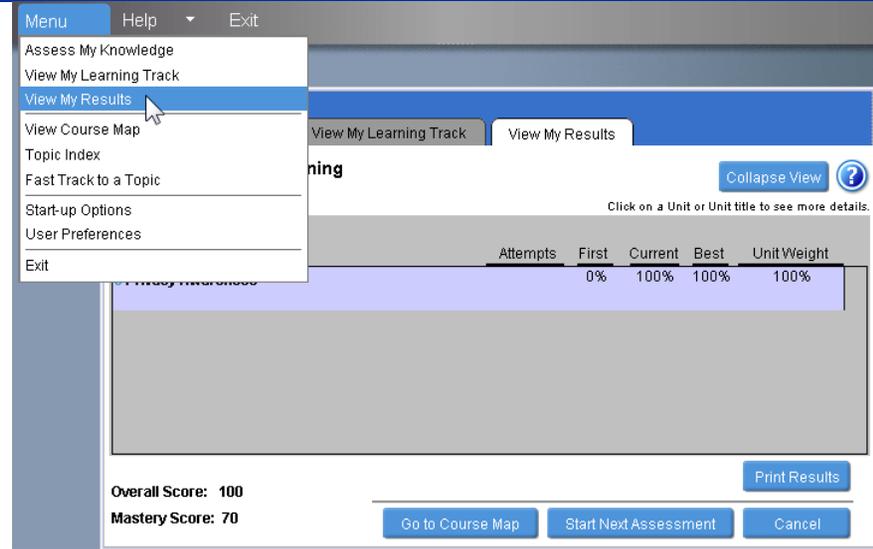
Course Overview	Type	Status	Current Score	Take Course Test
<a href="#">Introduction to Information System Security</a>	Overview	●	N/A	<a href="#">Take Test</a>
<a href="#">Lesson Pre-test</a>		●	87%	<a href="#">Take Test</a>
<a href="#">Principles of Information System Security</a>	Instruction	●	48%	<a href="#">Take Test</a>
<a href="#">Threats to Information System Security</a>	Instruction	◐	100%	<a href="#">Take Test</a>
<a href="#">Lesson Post-test</a>		○	---	<a href="#">Take Test</a>
<b>Federal Information System Security</b>				
<a href="#">Lesson Pre-test</a>		○	---	<a href="#">Take Test</a>
<a href="#">Federal Employee Roles and Responsibilities</a>	Instruction	○	---	<a href="#">Take Test</a>
<a href="#">Security Awareness for Offsite Employees</a>	Instruction	○	---	<a href="#">Take Test</a>
<a href="#">Lesson Post-test</a>		○	---	<a href="#">Take Test</a>

## IT Security Awareness and Privacy Basics Frequently Asked Questions

**Q.** How can I be sure that I completed the Privacy Basics course? Is there a way to check my status in the course?

**A.** At any time while you are progressing through the course, you can click the **Menu** tab in the upper left-hand corner and choose **View Course Map**. Empty circles mean you have not yet begun the topic. Filled green circles mean the topic's completed. Half filled circles mean that you've begun, but haven't yet completed the topic. Green check marks indicate that the topic has been mastered.

Next, click the **Menu** tab and choose **View My Results**. If your overall score is higher than the Mastery Score of 70%, you can click the Menu tab once again and click **Exit** to leave the course.



**Q.** I think I completed the Security Awareness (or Privacy Basics) course successfully in AgLearn, but I can't find the course in my Learning Plan anymore. How do I print my certificate?

**A.** Once you've completed the course, the course now moves to your Learning History. Your **Please Read Me First** instructions tell you how to print this certificate.

### Learning History

The Learning History page shows you a summary list of the items that you have completed and the dates the items were completed. simply click the corresponding title of the item. You can sort the list by the Title of the items or the Completion Date of the items on the list.

Title	Completion Date	Status	Action
USDA Computer Security Awareness Training FY 2008	10/1/2007 03:25 PM EST	Web Based Complete	<a href="#">Review Online Structure</a> <a href="#">Print Completion Certificate</a>
Getting Started with Word 2003	6/26/2007 11:33 PM EST	Web Based Complete	<a href="#">Review Online Structure</a>

**Q.** I went to my Learning History and tried to print my completion certificate, but got an error.

**A.** First, make sure your pop-up blocker is turned off (see above). Second, you may need to change the http settings of your browser. Contact your AgLearn Administrator to walk you through this procedure.

