Frequently Asked Questions

PROGRAM-RELATED

How do I create a new account?
To create a new account, use this link: https://fedvte.usalearning.gov/register.php

Who manages FedVTE?
The Department of Homeland Security's Office of Cybersecurity & Communications, Cybersecurity Education and Awareness (CE&A) branch manages the FedVTE program. FedVTE 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?
FedVTE helps train current and future government cybersecurity professionals, as well as U.S. veterans. To ensure a secure cyberspace, we must develop a technologically skilled workforce and an effective pipeline of future employees.

USERS & ACCOUNTS

Who can take FedVTE training?
FedVTE courses are offered at no cost to government personnel, including contractors, and to U.S. veterans.

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 (e.g., DoD 8570, etc.) that you must adhere to.

If I used the older FedVTE system (before February 2015), was 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 current FedVTE system (launched on May 4, 2015) has no record of your previous activity.

Which 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. For veteran accounts, see Veterans question below.

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.

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 (federal, state, local, tribal or territorial) employee, a U.S. veteran, or a federal government contractor who does not hold a .gov, .mil, or .fed.us email address. Keep in mind, a federal government sponsor will be required to approve a contractor's account. For veteran accounts, see the veterans question below.

Who will be required to approve my request for access if my sponsor does not have a government email address?
Examples of a Government Sponsor who can approve your account can include your contract's COR/COTR (pronounced "core" or "cotar"), Government task lead, or Government Program Manager.

How long is the wait time for approval?
Approval time varies and depends on the Government approver. As soon as the approver selects the approval link, the user will instantaneously receive an email from the system to continue the registration process.

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?
Yes, U.S. veterans can take courses on FedVTE. The Department of Defense will confirm "eligible veteran" status to allow veterans the ability to complete courses on FedVTE. In order to register, please visit https://hireourheroes.org/veterans-training/

Once you are validated and accepted into the program, please allow up to 5 working days to receive your confirmation and login credentials directly from FedVTE to gain access.

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 then review and manually approve personnel from non-MS-ISAC member organizations. SLTT government personnel can contact info@msisac.org with any account approval questions.

My agency requires that I run reports and keep track of my agency's user training. How do I get access to this capability?
In order to run reports please contact the helpdesk to create an administrator profile. Contact the Help Desk to set this up.   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).

I am an administrator for my agency/department and I have questions on reporting, who can I contact?
If you are an administrator, please send all related questions to FedVTEadmin@usalearning.net.

COURSES

How do I register for a course once I'm in the FedVTE system?
Once you log in, all you need to do is click on My Courses. That will take you to a screen of available courses.

I don't see DISA courses on "My Courses", how do I gain access to those courses?
DISA courses are only available to those with .gov and .mil email addresses, no exceptions. Users with Common Access Cards (CACs) can access training materials through the PKI protected IASE site: https://disa.deps.mil/ext/cop/iase/eta/Pages/fedvte-downloads.aspx

How frequently will new courses be added to 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 take 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.

Which courses can I take as part of my continuing education?
FedVTE courses range from beginner to advanced levels. Once you establish an account, please view the FedVTE Course Catalog and the Training Pathway Guide on the Welcome screen to see where you can get started. The documents can also be downloaded at:
https://fedvte.usalearning.gov/pdf/FedVTE_Training_Catalog.pdf and
https://fedvte.usalearning.gov/pdf/FedVTE_Training_Pathway_Guide.pdf

How many CEU's will one course satisfy?
FedVTE does not provide CEU or CPE credits. It is up to each certification body that you're seeking certification with, to determine if it will confer credit for FedVTE training (along with experience, and other factors) to count toward a certification. For example:
- CompTIA has reviewed the CompTIA FedVTE courses for continuing education (CE) credit and has pre-approved the courses. Please see: https://certification.comptia.org/docs/default-source/downloadablefiles/fedvtetraining-v5.pdf?sfvrsn=2
- In addition, GIAC has approved our Security+, A+, and Network+ courses to qualify as accredited training, and confers 1 CPE per completed training hour. They will require a copy of the FedVTE course completion Certificate with any new online CPE submission.

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 have been denied access to the site. What steps should be taken to grant my approval?
If you are a Federal contractor who was denied access to the site, it is advisable to make your "Government sponsor" aware of your request before entering their email address on the system as your Government sponsor. A Government Sponsor includes your COR/COTR (pronounced "core" or "cotar"), Government task lead, or Government Program Manager. That individual will be responsible for approving or disapproving your account.

If you are a State, local, tribal, and territorial (SLTT) government employee whose request was denied, please first ensure that you are using your official Government email address to request access on the system. If you use a commercial email provider (gmail.com, yahoo.com, aol.com, comcast.net, etc.) you will be automatically denied because there is no way to confirm that you are actually affiliated with an SLTT government. If you have any questions please email info@msisac.org from your official Government email.

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 which 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.

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.