

# Cybersecurity and Infrastructure Security Agency (CISA) Learning Management System (LMS) CISA Learning External Learner User Guide

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Cybersecurity and Infrastructure Security Agency

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## PURPOSE

The purpose of the CISA Learning External Learner User Guide is to assist public users effectively navigate and utilize CISA Learning, the CISA Learning Management System (LMS). CISA Learning is designed to streamline learning processes, enhance accessibility, and foster a more efficient, secure, and cohesive learning ecosystem.

## INTRODUCTION

The CISA Office of the Chief People Officer (OCPO) and the Office of the Chief Information Officer (OCIO) collaborated to deliver CISA's new LMS, CISA Learning. The CISA Learning User Guide provides users with instructions on access, setting up the CISA Okta Partner Platform account with multifactor authentication (MFA)<sup>1</sup>, and using CISA Learning effectively. CISA Learning serves as the unified platform to provide training through flexible learning delivery methods, access and manage training records, and provide enhanced reporting capabilities.

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<sup>1</sup> CISA Net users are not required to create a CISA Okta Partner Platform account.

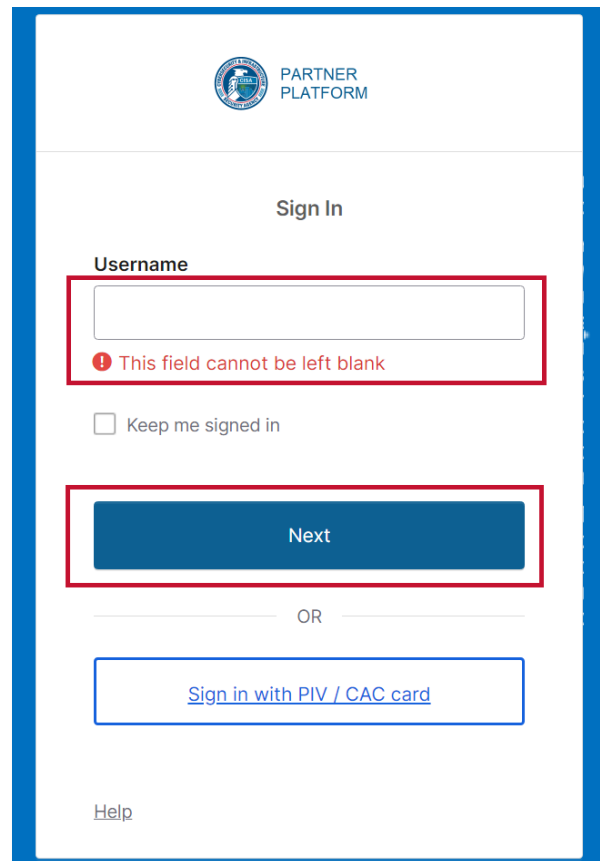
## ACCESS CISA LEARNING

**Step 1.** Non CISA users, navigate to <https://learning.cisa.gov>.

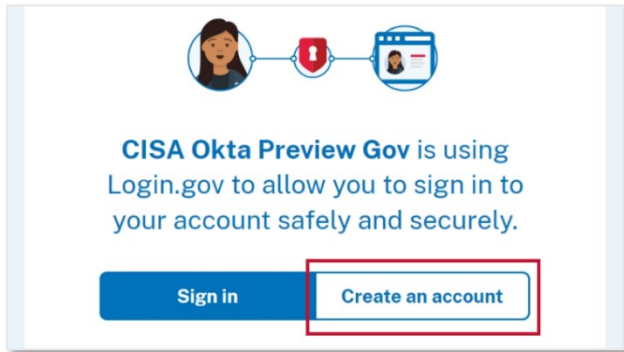
**Please Note:** CISA Learning performs best using Edge or Chrome browsers. Cookies must be enabled in the browser settings.

**Step 2.** Login to CISA Learning using the CISA Partner Platform Prompt.

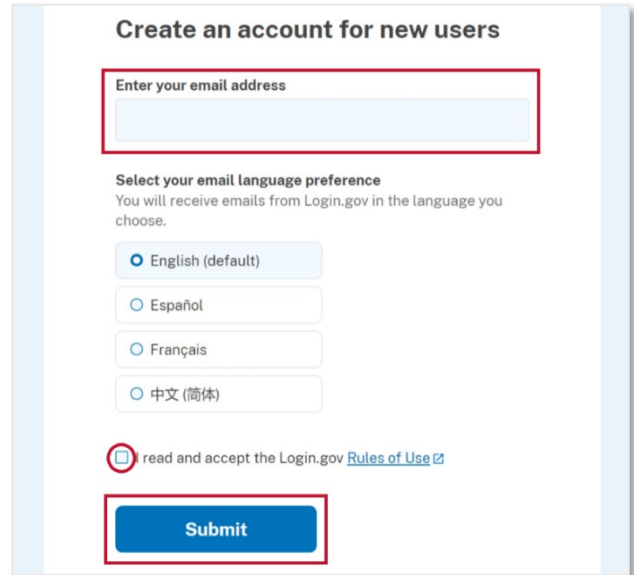
**Step 3.** Securely authenticate using the CISA Partner Platform login page. Enter an email address (this should be a Non-CISA/DHS email) and click on “Next.”



**Step 4.** You will be prompted create a new account. Select “Create an account.”



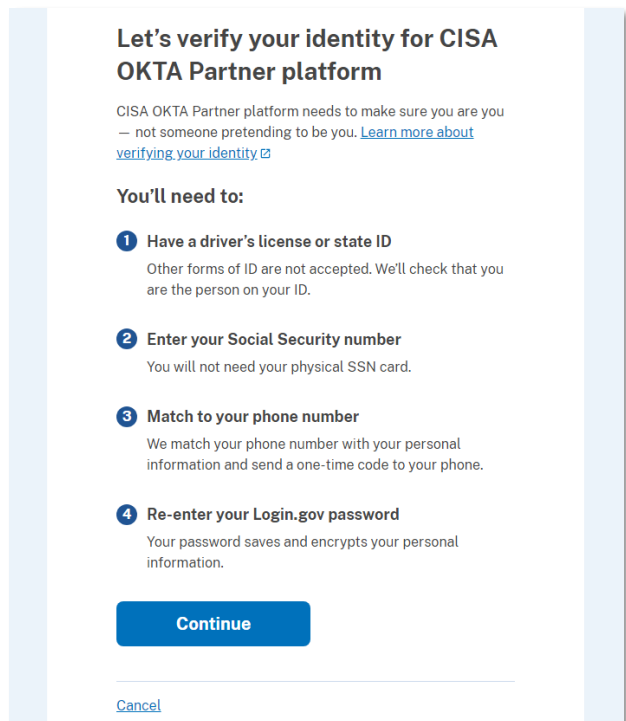
**Step 5.** Enter the same email address used in step 3. Select a language. Read the Rules of Use, check the box to accept the rules, and press “Submit”.



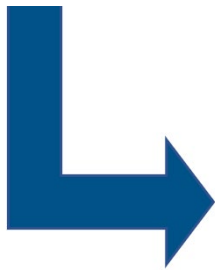
**Step 6.** Follow the steps to create and authenticate your account.

**Step 7.** When prompted, verify your account by providing your:

- Driver’s license or state ID,
- Social security number, and
- Phone number



**Step 8.** Enter your justification for using CISA Learning.



PARTNER PLATFORM

Sign in

@ [redacted] .com

Cisa Learning Justification

[Redacted text input field]

This field cannot be left blank.

Submit

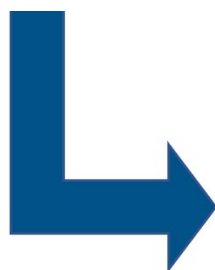
**Step 9.** The first time you enter CISA Learning, you will see a user tour. Press “Next” to be guided around the site.

**Welcome**

Welcome to CISA Learning. Here is a short orientation to the learning system home page.

Next (1/7) Skip tour

**Step 10.** Once you complete or skip the user tour, the tour will be disabled. To see the user tour again, go to the “My training” page. Click the question mark icon in the lower right corner. Select “Reset user tour on this page.”



Contact site support

You are logged in as CISA Learner (Log out)

Reset user tour on this page

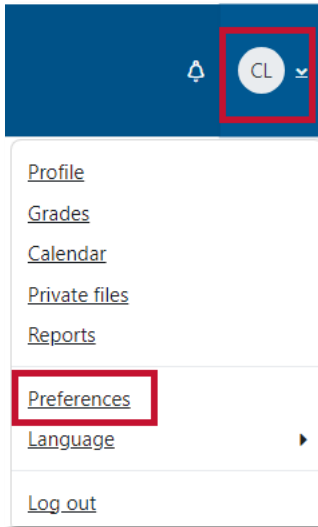
CISA Learning \_

?

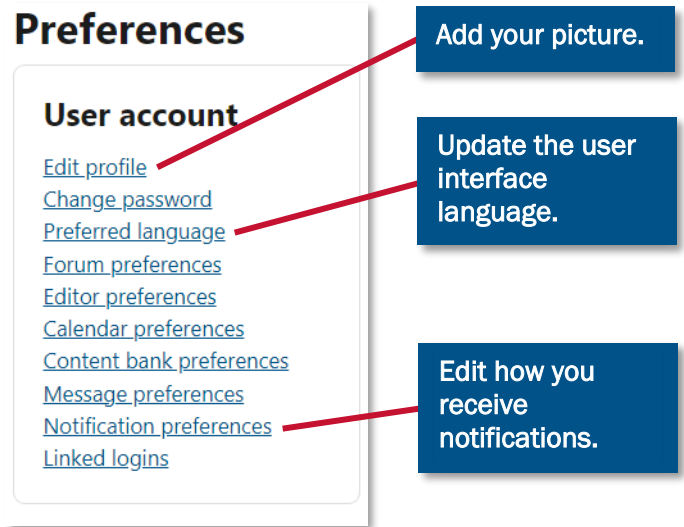
## UPDATE YOUR USER PREFERENCES

In your user menu, you can add a photo to your user profile, update your language preference, and update your time zone.

**Step 1.** Click on your initials in the top right corner. Select “Preferences” from the dropdown options.



**Step 2.** Click the links to update your profile and preferences.



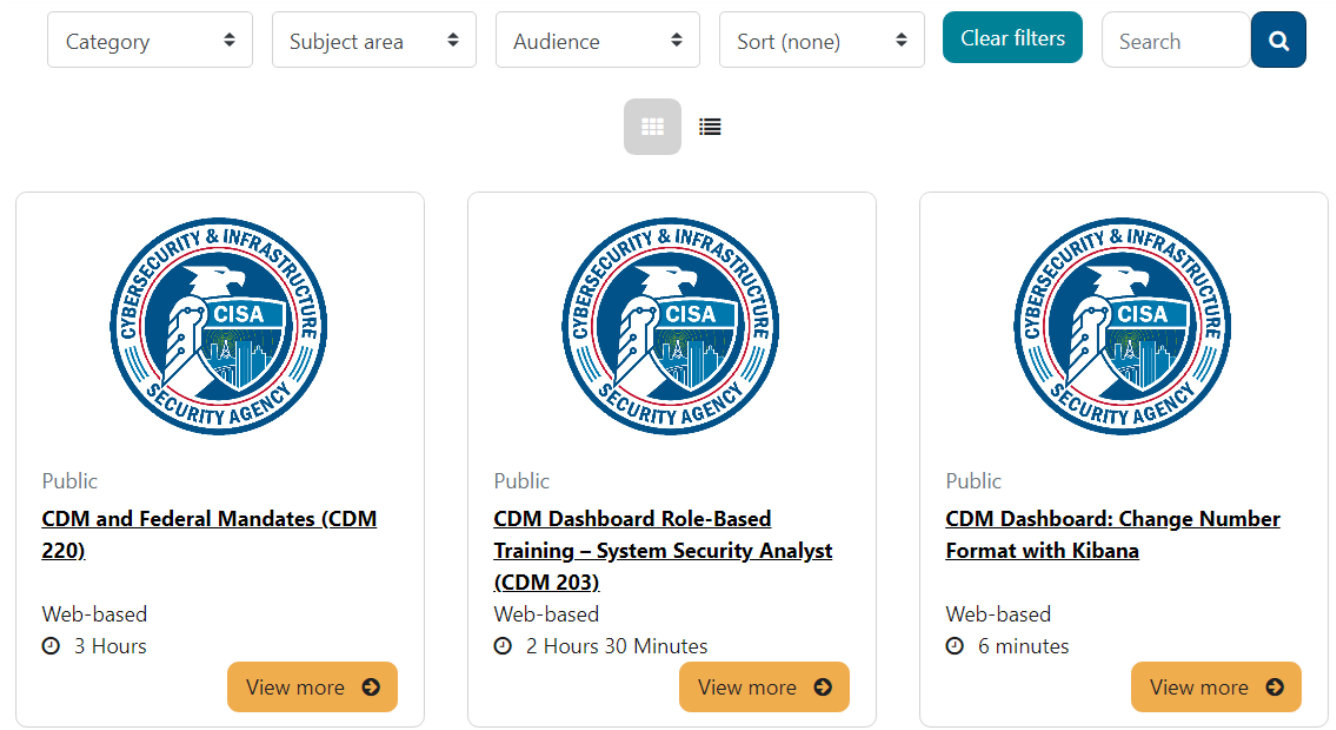
## NAVIGATE THE CATALOG

CISA Learning contains a catalog with all the courses that you can self-enroll in. You can search the catalog for courses related to your career path or interests.

**Step 1.** In the top menu, click on “Catalog.”



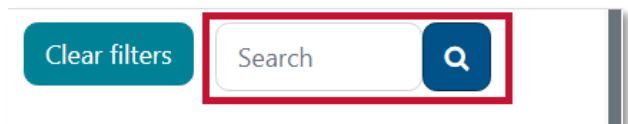
**Step 2.** On the catalog page, search for courses by adjusting the filters and using the Search function. Press “Clear filters” to reset your search settings.



**Step 3.** Open the right-side pull-out drawer for search suggestions.



**Step 4.** Use the search field to search for the course name, keywords in the course description, the delivery method, or the learning program.





**Step 5.** When you find a course of interest, click “View more” to see the course description.



Public

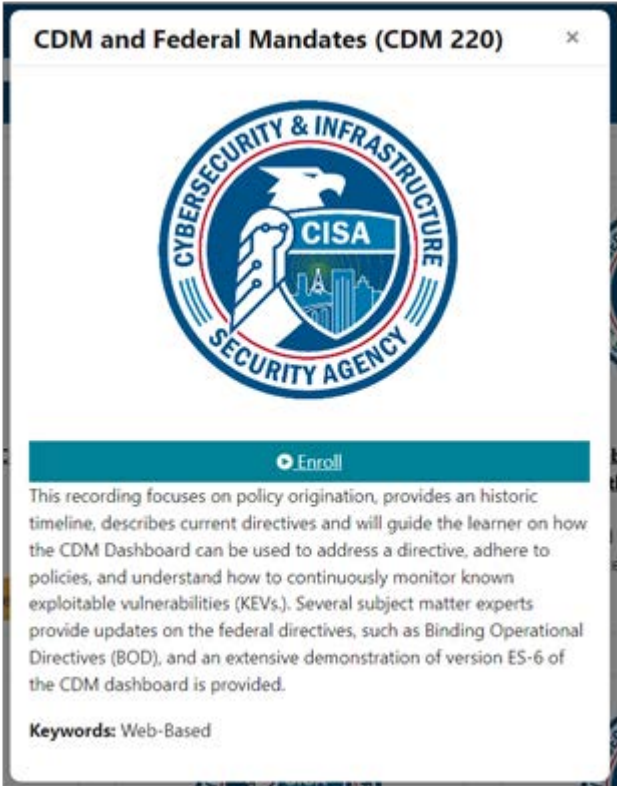
**CDM and Federal Mandates (CDM 220)**

Web-based


🕒 3 Hours

[View more](#) ➔

**Step 6.** Click “Enroll” to enroll in the course.



**CDM and Federal Mandates (CDM 220)** ✕

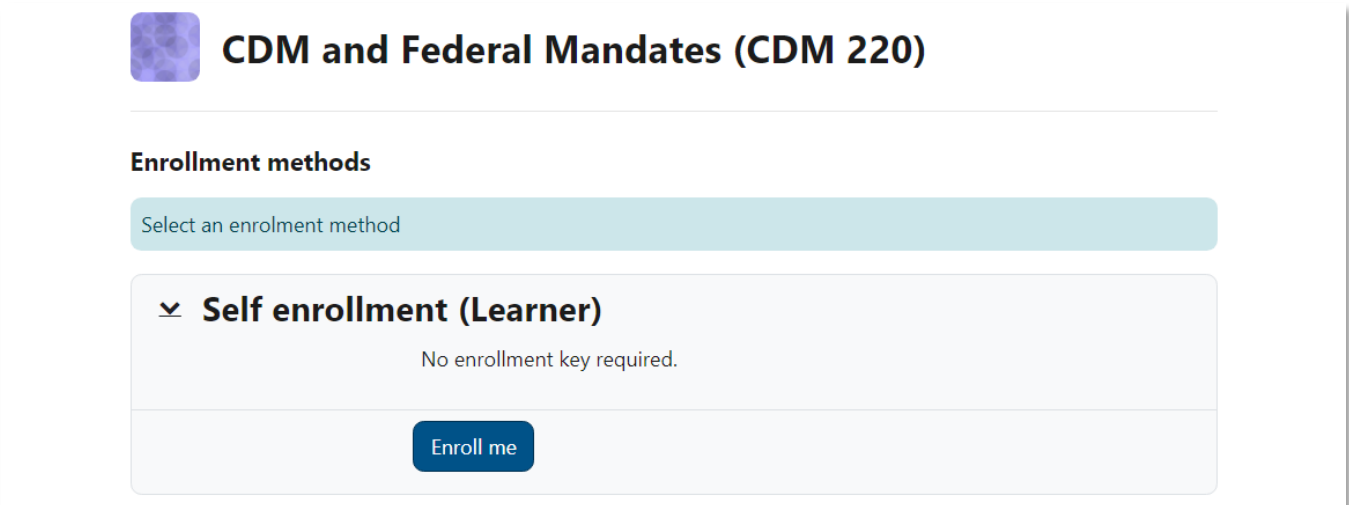



[Enroll](#)

This recording focuses on policy origination, provides an historic timeline, describes current directives and will guide the learner on how the CDM Dashboard can be used to address a directive, adhere to policies, and understand how to continuously monitor known exploitable vulnerabilities (KEVs). Several subject matter experts provide updates on the federal directives, such as Binding Operational Directives (BOD), and an extensive demonstration of version ES-6 of the CDM dashboard is provided.

**Keywords:** Web-Based

**Step 7.** Press “Enroll me” to finish self-enrollment in the course.



 **CDM and Federal Mandates (CDM 220)**

**Enrollment methods**

Select an enrolment method

☑ **Self enrollment (Learner)**

No enrollment key required.

[Enroll me](#)

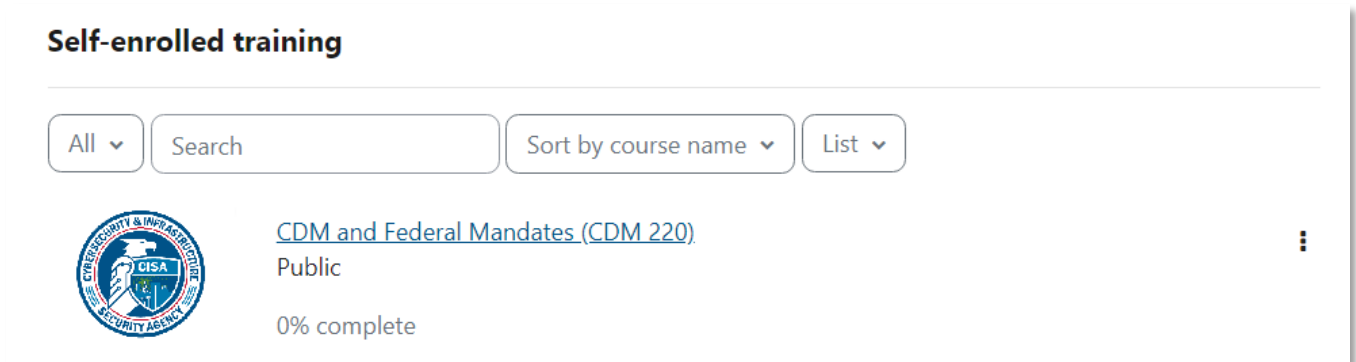
## NAVIGATE MY TRAINING

The CISA Learning “My training” page organizes your self-enrolled training. The “Self-enrolled training” section lists courses that you enrolled in from the catalog.

**Step 1.** In the top menu, click on “My training.”

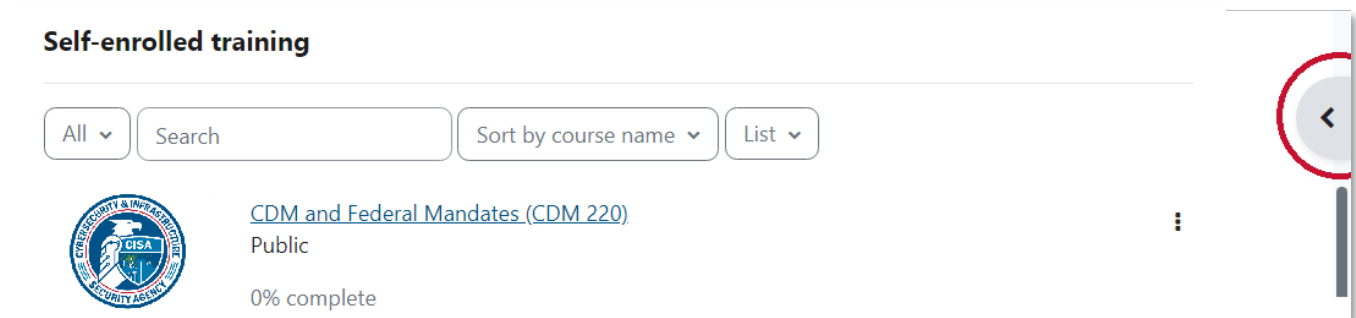


**Step 2.** Courses that you enroll in through the Catalog appear in the Self-enrolled training area. Use the filters to sort and search these courses.




**Step 3.** Press on the course title to begin a self-enrolled course.

**Step 4.** Open the pull-out drawer to see recently accessed activities.



**Self-enrolled training**

All ▾ Search  Sort by course name ▾ List ▾



[CDM and Federal Mandates \(CDM 220\)](#) Public 0% complete

**CISA Learning User Guide**

[CISA Learning User Guide](#)

This link opens in a new browser tab.

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**Recently accessed items**

## TAKE A COURSE

A course consists of Announcements, Course Content (the instructional material), and a Course Participant Survey. Some courses also have course materials, live meeting sessions, tests, and/or certificates of completion. To complete a course and receive your certificate, you must complete the Course Participant Survey.

**Step 1.** Open a course from your My training page.

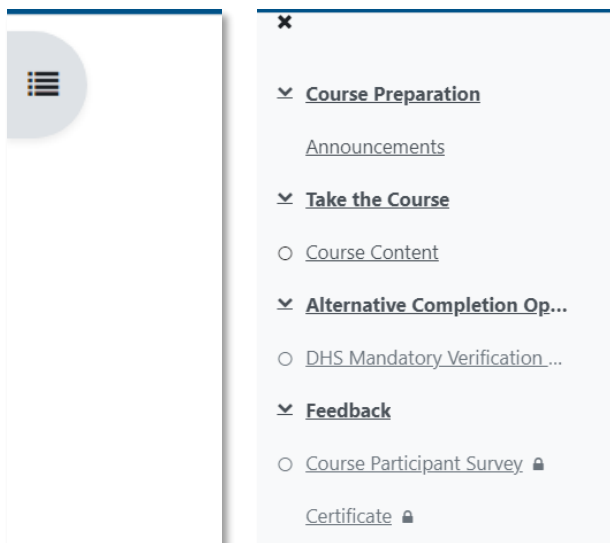


Catalog **My training** My transcript

🔔 CL ▾

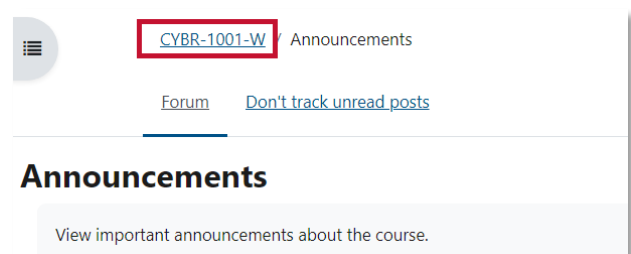
**Step 2.** Click on a course title

**Step 3.** From any course page, navigate to different course activities with the pull-out panel on the left side of the screen.



- ✕
- ▾ **Course Preparation**
  - [Announcements](#)
- ▾ **Take the Course**
  - [Course Content](#)
- ▾ **Alternative Completion Op...**
  - [DHS Mandatory Verification...](#)
- ▾ **Feedback**
  - [Course Participant Survey](#) 🔒
  - [Certificate](#) 🔒

**Step 4.** Within an activity, navigate back to the main course page using the breadcrumb at the top of the page.



☰ [CYBR-1001-W](#) Announcements

[Forum](#) [Don't track unread posts](#)

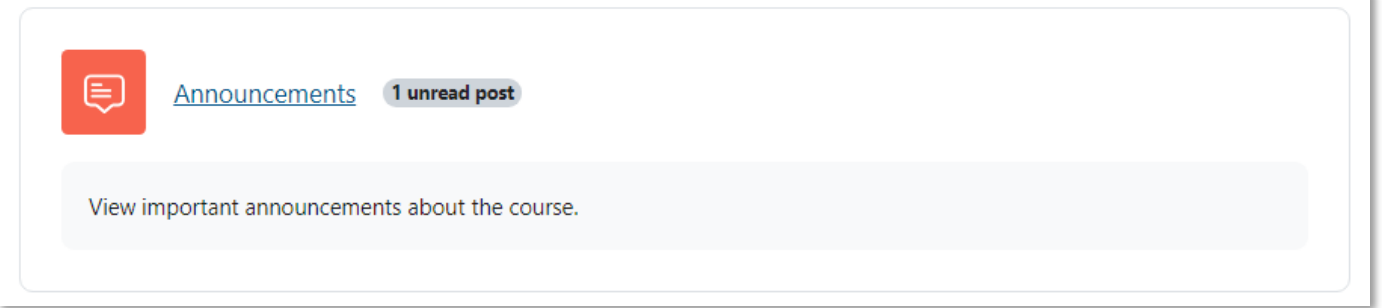
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**Announcements**

View important announcements about the course.

## Announcements

Course announcements are posted under Announcements. If you have unread messages, you will see a label notify you. You will be notified of course announcements by email unless you update your notification preferences.



The image shows a card for 'Announcements'. On the left is a red square icon with a white speech bubble containing three horizontal lines. To the right of the icon is the text 'Announcements' in blue, followed by a grey pill-shaped badge containing the text '1 unread post'. Below this is a light grey rectangular button with the text 'View important announcements about the course.'

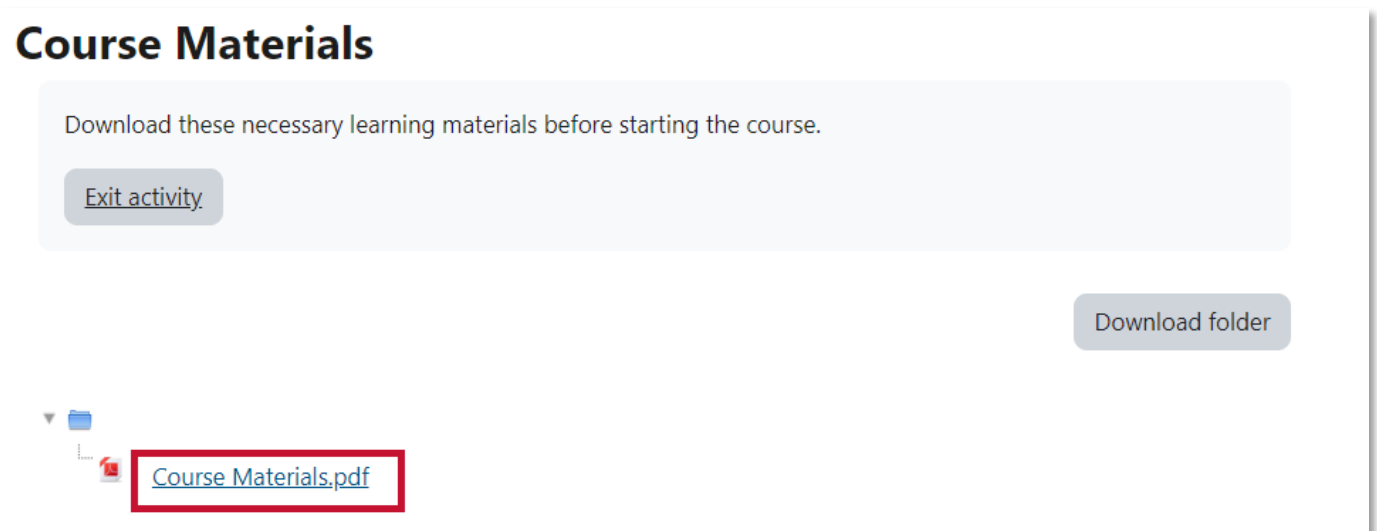
## Course Materials

Course materials, where available, should be reviewed at the start of the course.



The image shows a card for 'Course Materials'. On the left is a blue square icon with a white folder symbol. To the right of the icon is the text 'Course Materials' in blue.

Select Course Materials. Click on the file.

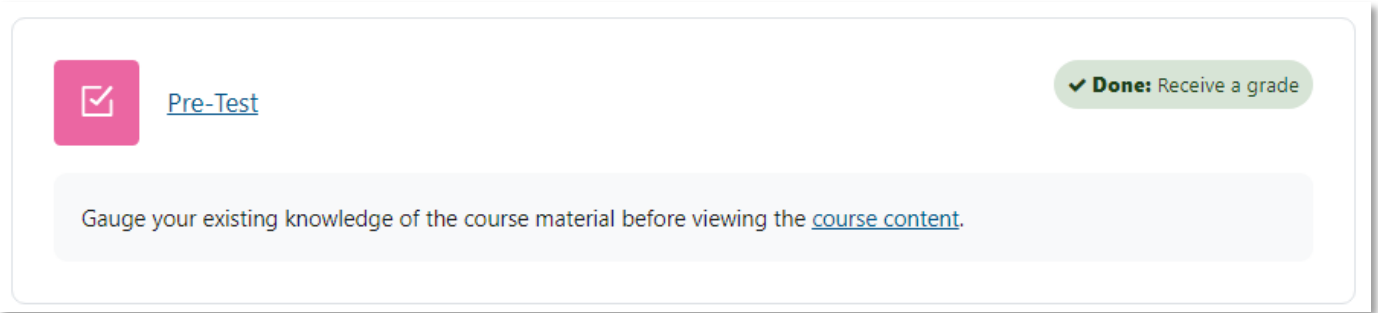


The image shows a page titled 'Course Materials'. At the top, there is a light grey rectangular box containing the text 'Download these necessary learning materials before starting the course.' Below this text is a grey button labeled 'Exit activity'. On the right side of the page is a grey button labeled 'Download folder'. At the bottom left, there is a folder icon with a dropdown arrow, and inside the folder is a file icon with a red border around it, labeled 'Course Materials.pdf'.

## Tests

**Test Out:** In some courses you can test out of doing the course activities by completing a test. If you pass the Test Out with 75% or better, your course will be complete.

**Pre-Test:** In some courses, you must take a pre-test before continuing to the course content. This test does not count toward your grade.



Pre-Test ✓ Done: Receive a grade

Gauge your existing knowledge of the course material before viewing the [course content](#).

To complete a test in CISA Learning, answer the questions and click “Finish attempt”. You will have the option to make changes. When done, press “Submit all and finish.”

**Summary of attempt**

Question	Status
1	Answer saved

Return to attempt  
Submit all and finish

**Submit all your answers and finish?** ×

Once you submit your answers, you won't be able to change them.

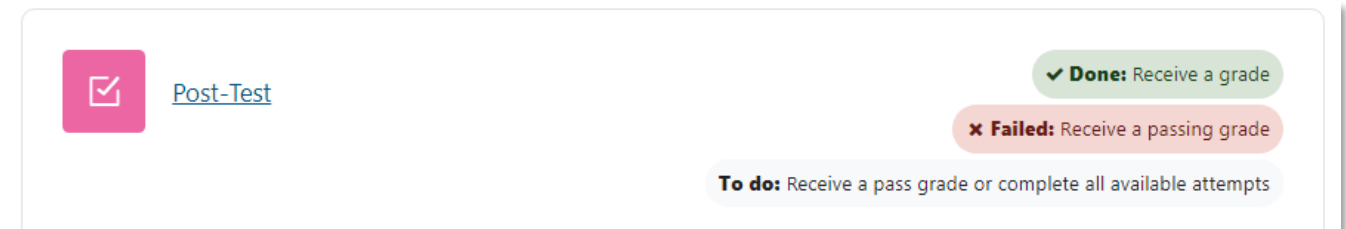
Cancel Submit all and finish

Read through the test results and feedback for your next steps.

<b>Started on</b>	Tuesday, October 29, 2024, 2:05 PM
<b>State</b>	Finished
<b>Completed on</b>	Tuesday, October 29, 2024, 2:05 PM
<b>Time taken</b>	9 secs
<b>Grade</b>	0.00 out of 100.00
<b>Feedback</b>	You did not pass. You may attempt the test a total of 3 times. After 3 failed attempts, you must view the course again before reattempting the test.

Exit activity

**Post-Test:** In some courses, you will need to demonstrate that you’ve learned the course content by taking a post-test.



Post-Test ✓ Done: Receive a grade

**x Failed:** Receive a passing grade

**To do:** Receive a pass grade or complete all available attempts

You will have three chances to pass the post-test. If you fail three times, you will be prompted to review the Course Content again. Attest that you have reviewed the course content by marking this notice as done.

**Note:** The Re-Test won't appear until you mark this box as done.

**You failed the exam.**


Review the [Course Content](#) before taking the [Re-Test](#). After you review the [Course Content](#), mark this note as done.

Mark as done

**Re-Test:** You will have three more attempts to show that you have mastered the content. If you pass the re-test, you can continue with the course. If you fail three times, you must contact your supervisor to retake the course.

### Course Content


Open the course content for instruction. You may need to interact with certain elements as you continue through the slides. You must complete the course content before you can continue to the next course activities.

 [Course Content](#) **To do:** Complete or pass the activity


View the course content.

### Course Participant Survey

You are asked to complete a survey to issue feedback on the course. Once you complete the survey, your certificate is available and the course is marked complete.

 Course Participant Survey

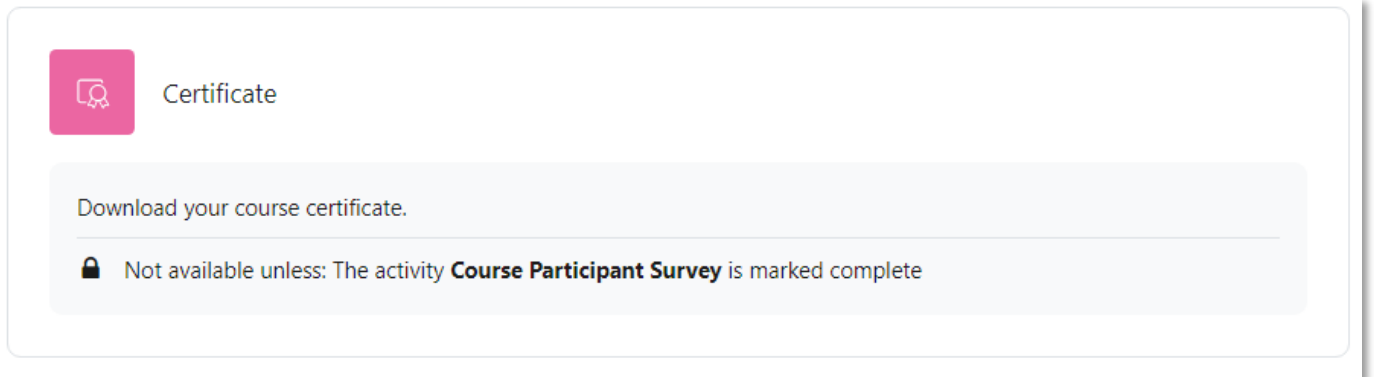
Complete the course survey to receive credit.

 Not available unless any of:

- The activity [Post-Test](#) is complete and passed
- The activity [Re-Test](#) is complete and passed

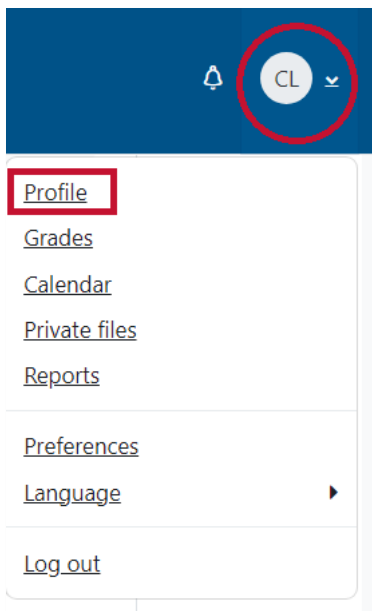
## Certificate

You will receive an email notifying you that you've earned a certificate. Click on the link to download the certificate.

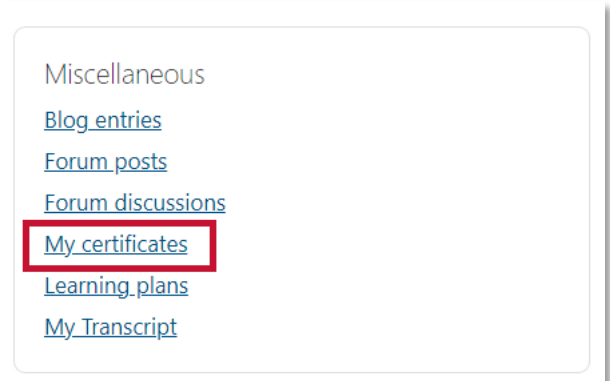
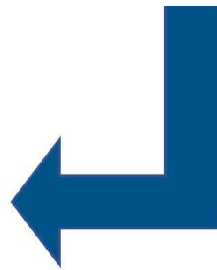


The screenshot shows a notification card with a pink icon of a certificate and the word "Certificate". Below the icon is a light blue button that says "Download your course certificate." Underneath the button is a lock icon and the text "Not available unless: The activity **Course Participant Survey** is marked complete".

Return to CISA Learning at any time to view your certificates. Click on "My certificates".  
In your user menu, open your profile.



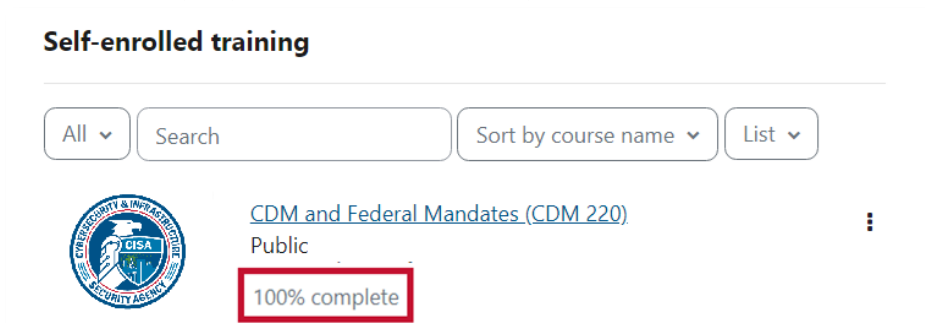
The screenshot shows the user menu in a dark blue header. A red circle highlights the "CL" user icon. Below the header, a white menu is open with "Profile" highlighted by a red box. Other menu items include Grades, Calendar, Private files, Reports, Preferences, Language, and Log out.



The screenshot shows a navigation menu with several links: Miscellaneous, Blog entries, Forum posts, Forum discussions, My certificates (highlighted with a red box), Learning plans, and My Transcript.

## Completed Courses

Your "My training page" shows your course progress. Completed courses are marked with 100%.



The screenshot shows the "Self-enrolled training" section. It includes a filter for "All", a search bar, a "Sort by course name" dropdown, and a "List" dropdown. Below these is a course entry for "CDM and Federal Mandates (CDM 220)" with a "Public" status and a "100% complete" badge highlighted by a red box. The CISA logo is visible on the left.

### ***Level 3 Participant Survey***

90 days after completing the Course Participant Survey, you will be asked to provide retrospective feedback. An email will notify you to return to the course and complete the Level 3 Participant Survey.

Hello,

You completed the course “**Course title**” three months ago and the CISA Office of the Chief People Officer (OCPO) would like to get your feedback on how you were able to apply what you had learned in the course.

Please go to the student survey at [Level 3 Participant Survey](#) to provide your feedback. This survey should take about 5 minutes and your responses will allow us to improve our courses.

Thank you.



## ACCESS YOUR TRANSCRIPT

Your transcript shows a record of courses completed in CISA Learning.

**Step 1.** View your unofficial transcript by clicking on “My transcript” in the top navigation bar.



Course Name	Course Short Name	Completed Time
CDM and Federal Mandates (CDM 220)	CYBR-1001-W	2024-10-29 12:56:07

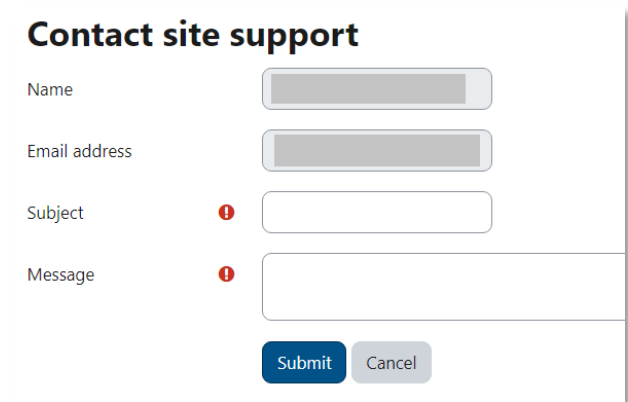
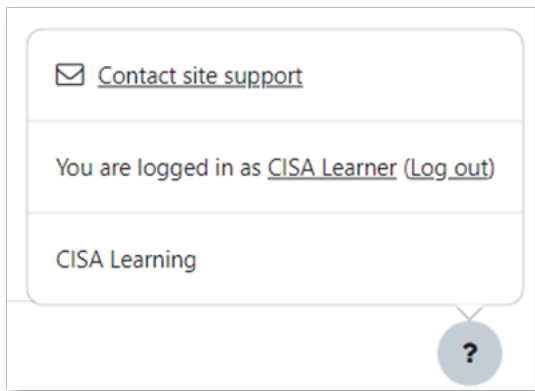
## CONTACT SITE SUPPORT

Contact the CISA Technology Operations Center for support if issues are encountered while using the CISA Learning application.

**CISA Technology Operations Center**  
(202) 771-CISA (2472)  
TOC@mail.cisa.dhs.gov

**Step 1.** Call or email CISA Technical Operations Center directly:

**Step 2.** Submit a message through CISA Learning. On any page in CISA Learning, click the question mark icon in the lower right corner. Click “Contact site support” and fill out the form.

A screenshot of the 'Contact site support' form. The form title is 'Contact site support'. It contains four input fields: 'Name', 'Email address', 'Subject', and 'Message'. The 'Subject' and 'Message' fields have a red exclamation mark icon to their left, indicating a required field. At the bottom of the form are two buttons: 'Submit' (in blue) and 'Cancel' (in grey).