FREQUENTLY ASKED QUESTIONS: CISA LEARNING

Overview & Background

The Cybersecurity & Infrastructure Security Agency is excited to launch *CISA Learning* – our new go-to learning management platform! CISA Learning replaces CISA's multiple learning platforms including CISA's Content Management System (CCMS), Regional Role Based Training (RRBT) and the Federal Virtual Training Environment (FedVTE) into a single system for CISA staff, contractors and external partners that provides:

- **Comprehensive Tracking:** Learners can easily manage training records and their professional development journey leveraging a wide array of CISA's learning resources.

- **Versatile Learning:** From classroom-based courses to virtual instructor-led sessions and self-paced online modules, CISA Learning has it all!

- **Enhanced Reporting:** Provides comprehensive reporting including self-reporting for staff and organizational leaders.

FREQUENTLY ASKED QUESTIONS

- **When will CISA Learning be available?**

  CISA Learning is now available for CISA personnel and external users! CISA Learning replaces CISA's multiple legacy systems including CCMS, RRBT and FedVTE and provides a centralized system to access all the same great learning content. CISA Learning will continue to offer the same no cost online cybersecurity training on topics such as cloud security, ethical hacking and surveillance, risk management, malware analysis, and more.

- **Who has access to CISA Learning?**

  CISA Learning is available to CISA staff as well as the broader federal, state, local, tribal, and territorial (SLTT) governments and citizens including our veterans so that everybody can benefit.

- **How do I access CISA Learning?**

  Internal CISA Staff and Contractors will access CISA Learning through single-sign-on with their DHS issued PIV/CAC to complete mandatory training and to access other learning resources.
    - **CISA Staff and Contractors** can find more information to access CISA Learning here.

  External users will be required to use Login.gov to create a new account to access CISA Learning. Login.gov is a secure government site used by many other federal agencies. While Login.gov uses personal identifiable information (PII) for verification, this information is not shared with or captured in CISA Learning. For more information, visit: What is Login.gov? | Login.gov. **Note:** If you already have a Login.gov user account please use the same account to access CISA Learning.

- o **External (Non-CISA Users)** can find more information about using Login.gov to access CISA Learning here: [CISA Learning | NICCS](#)

- **How do I resolve issues with Login.gov if I am an External User?**

  If you are an external user, please contact the Login.gov helpdesk for further assistance: [Contact us | Login.gov](#).

- **Will CISA Learning have all the same learning resources?**

  CISA Learning will continue to offer the same content as CCMS, RRBT and FedVTE. Users will have no cost access to online cybersecurity training topics such as cloud security, ethical hacking and surveillance, risk management, malware analysis, and more.

- **Has all the content from CCMS, RRBT and FedVTE been migrated to CISA Learning?**

  CISA Learning Team is in the process of migrating learning content and historical training records from CCMS, RRBT and FedVTE in batches to CISA Learning. All the content should be fully available in the next few weeks. Training records from PALMS will be migrated later. However, if you have any questions in the meantime, please feel free to reach out to the helpdesk.

- **How do I access my historical training records in CISA Learning?**

  Historical training records from CCMS, RRBT and FedVTE have been migrated and are available in CISA Learning by accessing *My Transcript* from the main screen. If you have specific questions about individual past records, please contact the helpdesk. Please note that training records from CISA's previous learning management system, PALMS, have not be migrated yet. We appreciate your patience as we continue to migrate this data to CISA Learning.

- **Where can I find and download course certificates in CISA Learning?**

  From the CISA Learning dashboard access the User Profile by clicking on your initials in the top right of the dashboard and select the Certificates option. Once you access the certificate it can be downloaded from this screen. **Note:** Certificates will be available for courses taken in CISA Learning but are not yet available for courses completed and in CCMS, RRBT and FedVTE.

- **How do I access my training transcript?**

  From the CISA Learning dashboard access your informal training transcript by selecting *My Transcript* in the top menu. Feel free to take a screenshot for your records. **Note:** Our team is working to make the transcript available as a downloadable pdf. Please stay tuned for updates.

NEED FURTHER ASSISTANCE?

For more information or to seek additional help, contact us at TOC@mail.cisa.dhs.gov or (202) 771-CISA (2472).