



FREQUENTLY ASKED QUESTIONS: CISA LEARNING



Overview & Background

The Cybersecurity & Infrastructure Security Agency is excited about the continued enhancements to *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. CISA Learning continues 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. CISA Learning 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 CISA with comprehensive reporting including self-reporting for staff and organizational leaders.

FREQUENTLY ASKED QUESTIONS

Access to CISA Learning

- **Who has access to CISA Learning?**
CISA Learning is available exclusively to U.S. residents. Non-residents are not eligible to access CISA Learning. More specifically, CISA Learning is available to CISA staff as well as the broader federal, state, local, tribal, and territorial (SLTT) governments and United States citizens including our veterans, so that everybody can benefit.
- **Why is CISA Learning restricted to U.S. residents?**
As a platform designed for cybersecurity and infrastructure security training, CISA Learning is restricted to U.S. residents to align with government policies and security requirements.
- **Can non-residents request special access?**
Currently, non-residents are ineligible to access CISA Learning given that users are subject to meet Login.gov identify verification requirements. Login.gov is the secure government site used for non-CISA users to gain access to CISA Learning. If eligibility requirements change, updates will be provided on our official channels.

Logging into CISA Learning (CISA Staff and Contractors)

- **As an internal CISA user, 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 on the [CISA Learning Information Page](#).

- **I am an internal CISA user on Lan A and cannot access CISA Learning. What should I do?**

All users will be fully migrated from Lan A to CISANet by August 22, 2025, which will simplify access to CISA Learning. However, in the meantime, some users on LAN A are experiencing issues logging into CISA Learning due to a change in the authentication method CISA implemented on January 30, 2025. If you are on LAN A and having trouble accessing CISA Learning, first, ensure that Zscaler VPN is enabled on your laptop. Next, follow Steps 1-6 outlined under the “Access CISA Learning” section in the [CISA Learning User Guide](#). If issues persist, contact the Technical Operations Center (TOC) for further assistance (see below).

- **How do I get my accounts merged in CISA Learning?**

If a CISA internal user has multiple accounts in CISA Learning (e.g., a user created a public account through Login.gov and then became a CISA employee) the user can reach out to the TOC for help merging the historical training records to the user’s CISA account.

Logging into CISA Learning (Public Users/Non-CISA Users)

- **How do I log in to CISA Learning?**

Public 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.

- **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 accessing CISA.gov or using Login.gov?**

If a public user is experiencing issues with Login.gov or logging into their CISA Learning account, please visit [Login.gov Help](#) for assistance with account recovery, password resets, and other login-related support

- **I am stationed overseas and do not have a valid stateside license. I have a government issued CAC card. How do I gain access to CISA Learning via Login.gov?**

Login.gov is the official site used for public users to gain access to CISA Learning. All public users must meet the

requirements set forth by Login.gov to create an account. Unfortunately, if you are unable to provide the information Login.gov requires to verify your identity, then access to CISA Learning cannot be granted at this time. Please refer to the following for more information on identify verification requirements: [Overview | Login.gov](#).

- **How do I have my accounts merged in CISA Learning if I have accounts with different email addresses?**

If you have multiple accounts in CISA Learning (e.g., you created a public account through Login.gov and later changed your email address), you can contact the TOC for assistance with merging your accounts and historical training records. When submitting your request, please include all associated email addresses and specify the email address used to establish your primary CISA Learning profile. This information will help ensure the correct profiles are identified and merged.

Training Resources

- **Does 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 free 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?**

The CISA Learning Team has finished migrating training content from CCMS and RRBT into CISA Learning. Although we have made good progress, the team is continuing to migrate FedVTE content to CISA Learning. We will update the CISA Learning site once the migration is complete. 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 been migrated yet. We appreciate your patience as we continue to migrate this data to CISA Learning.

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

From the CISA Learning main screen access your informal training transcript by selecting *My Transcript* in the top menu. Select the *Download Transcript* link to download a record of training completed in CISA Learning, CCMS, RRBT and FedVTE.

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

From the CISA Learning main screen access your completion certificates by selecting *My Certificates* in the top menu. **Note:** Certificates are only available for courses taken in CISA Learning. Refer to your transcript for a full listing of courses you have completed from CCMS, RRBT and FedVTE.

Training Reports

- **I am a Training Point of Contact (TPOC) for my organization. How do I view the status of my organization's compliance training?**

As a TPOC, you can access compliance reporting for your organization directly in CISA Learning by selecting "Reports" under your User Profile. Running these reports provides real-time compliance status for your staff.

- **I am a supervisor. How do I access training compliance status for my direct reports?**

Supervisors may select the "Training Status Report" link in the top menu of CISA Learning to download a report that presents training status for your direct reports.

- **How do I access reports to understand the status of my organization's compliance training?**

The CISA Learning Team is working towards providing CISA Divisions and Mission Enabling Offices (MEO) with direct, self-service access to reporting. In the meantime, please submit a request to the TOC via email designating "CISA Learning" in the subject line and provide your Organization Name and reporting needs with the following details:

1. Desired Report Delivery Date
2. Report Time Frame (Example: Data from 1/1/2025-present)
3. Report Cadence (Example: one time only; monthly, quarterly)
4. Include historical data (y/n)
5. Division or MEO (Example: Division, Branch, Region)
6. Employee Type (Example: employees, contractors, both as appropriate)
7. Audience (Example: federal employees within the CSD division)
8. Learner Tenant (internal, external (public) or both)
9. Courses to Include (full names as they appear in CISA Learning)

NEED FURTHER ASSISTANCE?

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