FREQUENTLY ASKED QUESTIONS
April 2022

1. REGISTRATION/PASSWORD/LOGIN.

Q. How do I register so I can take Skillport courses?

R. To access the courses in Skillport, you must first register for the program. Once you are registered for the program you will have access to all of the courses. You can launch whatever course you want to complete, you do not register for them separately.

The following are the procedures for registering: Step 1. Go to the ATIS Army e-Learning webpage at: https://www.atis.army.mil/Army_e-Learning.html or ATRRS Self-Development Center at https://www.atrrs.army.mil/selfdevctr/elearningwelcome.aspx; Step 2. Click on the Register for Army e-Learning link on the right. Step 3. Log in with your CAC Step 4. Choose "Register for the Army e-Learning Program" at the top of the page; Step 5. Log in with your CAC (if you receive a message that states that you have an open reservation for the program, then you are already registered. You can go to the login page at https://usarmy.Skillport.com and click on the Forgot Password link to have a new one sent to you.); Step 6. Complete every block on the registration form and click on Submit at the bottom of the page; Step 7. Once the system accepts your registration you will receive two emails from ATRRS. One email has your e-Learning User Name and the address you will use to log onto the e-Learning Program, and the second email will contain your password; Step 8. When you logon to e-Learning click on the Browse the Library link at the top. Once you get to the course title you are interested in taking, click the launch link.

Q. I am logging on for the first time. What is my Username and password?

R. **If you registered for the program prior to 2 March 2020**, your Username is the same as your AKO User Name. To locate your username, log in to the Army ICAM Portal at: https://icamportal.us.army.mil; Click on the "Your Account" tab. Under Personal Information, you will see "Legacy UID". That is your AKO userid.
If you registered on or after 2 March 2020, your Username is the same as your enterprise e-mail address (xxxx@mail.mil) or your A365 e-mail address (xxxx@army.mil) depending on the date that you transitioned to the new e-mail.

If you are not able to locate your AKO User Name or your enterprise e-mail address, please contact the Enterprise Help Desk at 1-866-335-2769.

If you did not receive your Army e-Learning password from ATRRS when you registered, you can click on the Forgot Password link at https://usarmy.skillport.com to have a new password sent to you. A new password will be sent to the e-mail that is currently in your Skillport profile. If you do not receive your password within approximately 10 minutes, please click here for assistance: https://support.skillsoft.com/armyhelp/

Q. Who is eligible to register for Army eLearning?

R. Active Army, Army National Guard, Army Reservist, ROTC (MS III & IV) cadets, and Department of Army civilians.

Q. I am a service member with a service other than Army (i.e., Air Force, Marine Corps, Navy, Coast Guard). I have an AKO account. Does this mean I can register for Army?

R. No, even if you have an AKO account, only Army employees are eligible to register for Army eLearning. Each service has their own eLearning Program and that is why they are restricted to their respective employees.

Q. I registered for Army e-Learning, however I never received the login credentials e-mails.
R. The password will be sent to the e-mail that you used when registering for the program. If you do not receive your password from ATRRS within 24 hours, please click here for assistance: https://support.skillsoft.com/armyhelp/ or e-mail leslie.a.york.civ@army.mil and kimberly.e.berry2.civ@army.mil

Q. I'm trying to log into Army eLearning, and I'm sure I'm typing my login email address and password correctly, but I keep getting a message saying, "Invalid email or password." What's wrong?

R. Be sure to be aware of whether your Caps Lock key is on, for example, and be sure that you are using capital letters and lowercase letters in exactly the same way that you used them when you first registered.

If you registered for the program prior to 2 March 2020, your Username is the same as your AKO User Name. To locate your username, log in to the Army ICAM Portal at: https://icamportal.us.army.mil; Click on the "Your Account" tab. Under Personal Information, you will see "Legacy UID". That is your AKO userid.
If you registered on or after 2 March 2020, your Username is the same as your enterprise e-mail address (xxxx@mail.mil) or your A365 e-mail address (xxxx@army.mil) depending on the date that you transitioned to the new e-mail.

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 Note: if you requested a new password and that one is not being accepted make sure you close out all sessions of your internet browser first before trying the new password.
If you still have difficulties, please clear your Temporary internet files by following the below steps and then close all open windows and reattempt:
Open Internet Explorer
1 Go to "Tools" and choose "Internet Options"
2 Click on the button labeled "Delete Files" located on the General tab under the heading Temporary internet files
3. In the window that appears, select the box that says "Delete all offline content"
4. Click on okay.
5. If that does not resolve the issue, restart your computer and open internet browser to try again.

Q. I have tried to register for Army eLearning. The instructions indicated I would receive a password by the next business day, but I have yet to receive confirmation. I know I am in the system (I tried to reregister) is there a delay in issuing passwords?

R. The password will be sent from ATRRS to the e-mail that you used when registering for the program. If you do not receive your password within 24 hours, please click here for assistance: https://support.skillsoft.com/armyhelp/ or e-mail leslie.a.york.civ@army.mil and kimberly.e.berry2.civ@army.mil

Q. Please send me a User Name and a Password to access to the Army e-Learning website.

R. To access the Army e-Learning Program you must first register for an account through ATRRS. The following are the procedures for registering: Step 1. Go to the ATIS website at: https://www.pdmatis.army.mil; Step 2. Click on the Army e-Learning logo on the right. (If you are unable to access the ATIS website go to https://www.atrrs.army.mil/selfdevctr/elearningwelcome.aspx) Step 3. Click on the Register for Army e-Learning link Step 4. Log in with your CAC Step 5. Choose "Register for the Army e-Learning Program" at the top of the page; Step 6. Log in with your CAC (if you receive a message that states that you have an open reservation for the program, then you are already registered. You can go to the login page at https://usarmy.Skillport.com and click on the Forgot Password link to have a new one sent to you.); Step 7. Complete every block on the registration form and click on Submit at the bottom of the page; Step 8. Once the system accepts your registration you will receive two emails from ATRRS. One email has your e-Learning User Name and the address you will use to log onto the e-Learning Program, and the second email will contain your password; Step 9. When you logon to e-Learning click on the Browse the Library link at the top. Once you get to the course title you are interested in taking, click the launch link.

Q. How can I change my password?

R. Once you log in to the program at: https://usarmy.skillport.com , click on the arrow on the top right next to the Profile Picture icon. Click on the My Profile link. Click on the Security link. Insert your current password and then your new password. Click on the Update link.

2. COURSE TESTS/COURSE COMPLETION.

Q. Is there a cost for me to take the course?

R. No. The Army's eLearning Program provides over 3,500 courses to every Active Army, Army National Guard, Army Reservist/IRR, Army ROTC (MS III & IV) Cadet and Department of Army civilian free of charge to the employee and their organization.

Q. Am I penalized if I fail a course test?

R. No. The passing score for each lesson test in the Army's eLearning Program is 70% or higher. There is NO penalty to the student for failing a course test. The course tests can be taken as many times as necessary to pass the test with a 70% or higher. Test results are only displayed in the student's "Learning Transcript" and are not passed to any other individuals other than designated administrators of the program.

Q. Is there a time limit on when I have to complete a course?

R. No. There is no time limit to complete a Skillsoft course (only under certain circumstances, i.e. a course catalog update or an organizational requirement, will a student be required to complete courses within a certain timeframe). The student can take as long as necessary to complete the course. Students can also access course content to learn about a certain skill without actually completing the entire course. This provides students with a great resource for information needed just-in time!

Q. How can I take the same course more than once and receive a new certificate?

R. No. Users generally cannot take the same course more than once to receive a new completion date. After you complete a course you can retake that course if you need to refresh your knowledge of the subject, however you will not receive a new completion certificate.

Q. How do I qualify for completion certificates?

R. Users will be required to view each page of the course, view/listen to all required media in full, and pass each course lesson test with a 70% or higher in order to receive a completion certificate.

Q. How will I receive my course completion certificates?

R. Students' successfully completed courses will transfer to ATRRS and a certificate will be emailed to them within 3-5 days of completing the course. You may also print a certificate within Skillport by clicking on the Learning Transcript link on the left. Click the down arrow under the Actions column on the far right. There you can view your certificate. Note: This is a Skillsoft certificate and will not show training hours. The ATRRS certificate that will be sent to you will show the number of training hours.

Q. I received my certificate but the hours were 0.

R. Effective 29 November 2016, any course that has a course duration of 29 minutes or less will NOT count towards training hours. You will receive a certificate of completion, however the training hours will reflect "0" and the hours annotated on the ATRRS transcript will be "0". Any 29 minute or less course completed prior to 29 November 2016 will not be affected. IT Practice Labs do not count towards training hours.

NOTE: If you are trying to achieve training hours you should review the course duration prior to launching the course. The course duration is annotated just below the course title.

Q. How do I obtain a reprint of a certificate if I have misplaced my original?

R. Go to the ATRRS Self Development Center (https://www.atrrs.army.mil/selfdevctr). You will be prompted to logon with your CAC, and click on the —View Your ATRRS Training Record link on the left hand side of the page under the —User Tools Menu.

3. COURSE DOWNLOAD.

Q. How many courses can I download?

R. As many as you need for your curriculum.

Q. I've downloaded learning content to my local machine. When I launch it, it asks for a student userid. What do I enter?

R. To download a course, you must first download the Skillsoft Course Manager (SCM) which will occur when you click download from one of the courses. This will synchronize your account. After the SCM has downloaded, you will need to go back to the course and click on the download link to download the course. You will then be asked for a userid when you launch the course from the SCM. This userid is your Skillport Username. The same Username that you use to log in to the program.
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Q. I've had problems getting modules to download for offline viewing.

R. If the system seems to —hang when trying to download courses, contact Skillsoft Technical Support for assistance at https://support.skillsoft.com/armyhelp/

Q. How do I synchronize my off-line progress to my Skillport account so I can receive credit for completing the downloaded course?

R. 1. User logs in to their Skillport account and downloads the course; 2. The Skillsoft Course Manager (SCM) will then be downloaded on the user's computer. The user can download as many courses as they'd like during each session; 3. The user logs into their SCM and completes the course(s) off-line. The user must then log out of the course manager; 4. Logging back into the Course Manager will upload the offline results and update Skillport; 5. When the user logs back into their Skillport account, the progress from the Course Manager will be displayed. **Note:** Each time a user enters a new Skillport session and downloads a new course, the system will install the SCM even though it may already be installed. This will NOT affect any progress that is currently off-line. The SCM will simply override the old SCM and the user will be able to continue their current progress off-line.

4. COURSE LAUNCH.

Q. How do I launch learning content?

R. Log into Army eLearning at https://usarmy.Skillport.com and select Browse the Library at the top or type in the Search block. Once you find the desired course you can select —Add to My Plan to avoid searching for anything more than once. You can select Launch to take the learning content online, or Download this Course to download a copy of the content to your computer.

Q. How can I find courses I need to take?

R. Begin with the Browse the Library link at the top. Click on the link containing the types of courses that you are trying to locate. You can also use the Search block to search for a course.

Q. In what order should I take learning content?

R. The e-Learning Catalog lists training material in the order in which it is recommended. However, you can take the courses in any order you wish to take them. A pdf version of the catalog can be downloaded from the login page at https://usarmy.Skillport.com .

5. MOBILE DEVICE/SKILLPORT APP

Q. How do I access the courses from my mobile device?

R. Most of the courses in the Army e-Learning catalog are accessible through the Skillsoft App after you have initially registered for the Army e-Learning Skillport Program.
Below are the steps for accessing the App:

1. From the appropriate app store, search for "Skillsoft Learning App".
2. Follow steps for your particular smartphone to download and install the app.
3. On your smartphone, tap the app to launch it. If you are launching it for the first time, you will need to sign in.
4. To sign in, enter usarmy in the blank field. To the right of that field will be a field showing .skillport.com that will already be populated for you. Click Next.
5. Enter your Skillport user ID and password. Note that passwords are case-sensitive.
6. Tap Sign In.

Additional information can be found at:
https://documentation.skillsoft.com/en_us/skillport/8_0/print/Skillsoft_Learning_App_QSG.pdf

6. PROMOTION POINTS.

Q. How do I get promotion points?

R. Soldiers receive 1 promotion point for every 5 hours of training. Once a Soldier completes an Army e-Learning course, it can take up to 3-5 days for the completion to be recorded in ATRRS. Correspondence courses (those that Soldiers register for in the ATRRS Self Development Center), are usually quicker. Once the completion for either is recorded in ATRRS, for AC Soldiers the completion automatically sent to HRC. From there, HRC states that within approximately 15 days of receipt from ATRRS, it should reflect in the ERB and/or PPW.

NOTE: Only courses that are 30 minutes or more in duration will count towards promotion points. You will see the Course Hours listed right under the course titles. When searching for the courses, you will see the Course Tab, Resources Tab, and Books Tab. Those items listed under the Resources Tab are not worth promotion points as they are additional resources that augment the courseware. Virtual Labs also do not count towards promotion points.

7. RETIREMENT POINTS FOR RESERVISTS.

Q. I am in the Army Reserve. How do I get retirement points for Army eLearning courses?

R. Effective March 2016, Reserve soldiers no longer receive retirement points for Army e-Learning courses.

Q. I am in the National Guard. Can I get retirement points for Army e-Learning courses?

R. No, National Guard soldiers do not receive retirement points for Army e-Learning courses.

8. COLLEGE CREDITS.

Q. How can I get college credit for courses taken?

R. There are numerous Skillsoft course series in the Army eLearning Program that have been recommended by ACE for college credits. To locate the courses when logged in to your Skillport Account, click on the Browse the Library link on the top, then click on the ACE College Credit Courses folder under the Army's Custom Curricula column on the right. The procedures and forms required to obtain these credits are listed under that folder in Skillport and they are listed on the ATIS website at https://www.pdmatis.army.mil/ You can also contact leslie.a.york.civ@army.mil and kimberly.e.berry2.civ@army.mil . Please note that it is basically up to the college or university on whether they will accept these or any other Skillsoft courses towards a degree – many schools have done so.

9. MISCELLANEOUS.

Q. I used to have access to Rosetta Stone Foreign Language courses, but I no longer have access. Where did they go?
R. The Army's contract with Rosetta Stone expired 24 September 2011. The Army language training is now provided by the Defense Language Institute (DLI) Headstart 2 program. You can register for those courses through (1) the ATRRS Self Development Center at https://www.atrrs.army.mil/selfdevctr/ .Search for course title HEADSTART. (2) Register with the JOINT WARFIGHTING CENTER (JKDDC) school. You will receive an automated e-mail that will provide you with instructions for accessing the courses. You will then take the course through JKO at http://jko.jfcom.mil/ or ALMS, http://www.lms.army.mil, depending on which language you selected.

NOTE: When you perform the Headstart search in ATRRS, there will be courses listed for Sch 772 which is JKO and Sch 215 which is the ALMS. You may choose whichever school you like, but you cannot take the same courses in both systems and get double credit. For example, PASHTO is listed under both 772 and 215 but you may only register for one.

Q. How do I access from Home?

R. Via a Web Browser and Internet Service Provider. Log in to the program at https://usarmy.Skillport.com .

Q. Can I continue using Army eLearning after I retire?

R. Not in the Army's e-Learning system, but you can make arrangements with Skillsoft Corporation for special pricing for military retirees. You can contact them at: 866-757-3177. The USO, in a partnership with Skillsoft, is offering active duty members, spouses, and veterans free unlimited access to an entire library of training and certification tools. The program is available to active-duty service members within 12 months of their projected end-of-service date; military spouses; and veterans who are within a year of discharge. To access, go to https://www.uso.org/skillsoft.

Q. Can I use Army eLearning if I am a Contractor?

R. Not generally, only members of the Active Army, Army National Guard, Army Reservists and DA civilian workforce can access the Army eLearning program.

If there is a special circumstance requiring an exception to the policy, please email the Army eLearning Program Office at leslie.a.york.civ@army.mil and kimberly.e.berry2.civ@army.mil for a review by the PM.

Note: if you are an information assurance type contractor and require the mandatory IA courses that are offered through Army e-Learning. You must be appointed on letter in an IA position and must register in the Army Training and Certification Tracking System (ATCTS) at https://atc.us.army.mil/. Once that has been done your Government POC must complete the attached IA Skillport Contractor Access Request located under the Documents link – Other Document on the ATCTS webpage: https://atc.us.army.mil/iastar/regulations.php and send it to usarmy.belvoir.hqda-cio-g-6.mbx.training-and-certification@mail.mil.
Also,the USO, in a partnership with Skillsoft, is offering active duty members, spouses, and veterans free unlimited access to an entire library of training and certification tools. The program is available to active-duty service members within 12 months of their projected end-of-service date; military spouses; and veterans who are within a year of discharge. To access, go to https://www.uso.org/skillsoft.

Q. What is Mentoring?

R. Mentoring gives you help with your studies through live chat, discussion groups, and email:
Live chat or email: An online environment where you can meet with certified Skillsoft mentoring personnel fellow to assist you with your training and where you can get expert answers to your questions, 24 hours a day, 7 days a week.

Q. How do I get reports from Skillport?
R. From the Army eLearning Program System Administrator. Contact the Army e-Learning Program Administrator at leslie.a.york.civ@army.mil and kimberly.e.berry2.civ@army.mil for more information. In addition, students can use the —Learning Transcript feature in Skillport for individual reports on their own status.

Q. Is there a list of all the courses?

R. Yes. Users can go to the Army eLearning login page at http://usarmy.Skillport.com page and download the current course catalog from the link on the right or go to ATIS at https://www.pdmatis.army.mil/ and click on Courseware Catalog link on the right.

Q. Wish there were more how to classes for new soldiers that are related to their jobs, is that possible?

R. The Army eLearning Program offers a wide variety of Information Technology and Business skills. Soldiers looking for courses directly related to their MOS should refer to the Total Army Distribution Learning System: ALMS, http://www.lms.army.mil/ ; ATSC: at http://www.atsc.army.mil

Q. How do I know what training material I need to take to prepare for Microsoft, Cisco, Lotus, or other certification?

R: Refer to the printed catalog or the Certifications link in the Browse the Library link in Skillport.

Q. What is eLearning?

R: e-Learning enables people to learn the skills they need to succeed, by using the power of the Internet. It integrates multimedia, instructor-led, and real-time learning techniques into a facilitated, collaborative learning environment. e-Learning employs a personalized, modular learning architecture, and is as current and as available as the Internet.

Q. Can I access training material from a computer other than my own?

R. Yes, you can access your training material from any Internet connected computer (as long as that computer meets the Skillport system requirements). Simply go to https://usarmy.Skillport.com to log in.

Q. I'd like to contact SkillSoft with feedback suggesting some improvements. How do I do that?

R. Select the Technical Support link on the left of the Skillport web page or go to:
https://support.skillsoft.com/armyhelp/

Q. I received this error message: "Error. Either your session has expired or your browser has experienced a networking difficulty in communicating with our site. Please logout and close your browser, then open it and try again." What's wrong?

R. In order to maintain the security of your Skillport account, your login session will expire if there is no activity (clicking a link, for example) for an extended period of time. To start a new session, simply close your browser, reopen it, go to http://usarmy.Skillport.com , and log in.

Q. What are cookies?

R. A cookie is a message given to your web browser by a web server, and is stored on your system in a small text file. Web sites use cookies to recall user information—when you return to a web site that uses cookies, your browser sends information to the web server via the appropriate cookie file. The server can then present you with custom web pages, recall any preferences you have specified or even remember your login information in order to automatically log you into the site.
Skillport uses cookies to store your individual information. Once you have registered, each time you access Skillport, the stored cookie supplies your preference information to the system.

Q. How do I clear my browser's cache?

R. In Microsoft Internet Explorer, to clear the cache: Click the Tools link and choose Internet Options. Click the General tab. Click the Delete Files button under Browsing History, then delete the Temporary

Internet Files section. Click OK. Click OK again. Close and reopen the browser. Once registered, you can Logon to the Army eLearning site using your AKO User Name and Skillport password at http://usarmy.Skillport.com .

Q. If anyone is looking for any specific Army eLearning information or documentation.

R. Go to the ATIS website at https://www.pdmatis.army.mil/ You can also e-mail the Army e-Learning Program at leslie.a.york.civ@army.mil and kimberly.e.berry.civ@army.mil

10. HELP DESK CONTACT INFORMATION.

For Skillsoft/Skillport technical issues open 24x7 – 1-888-562-4777, https://support.skillsoft.com/armyhelp/

For Army e-Learning program and contract issues – email leslie.a.york.civ@army.mil and kimberly.e.berry2.civ@army.mil

For Army correspondence courses and MOS training guidelines – email – athd@athdmail.army.mil or call 1-800-275-2872

For assistance with any difficulty in ATRRS – e-mail ahelp@asmr.com