

# User Job Aid

## Log In to learnDOJ; Retrieve Forgotten Password; Retrieve Forgotten User ID

Version 1  
June 18, 2012

### Before You Start:

This Job Aid will guide Users through the step-by-step process of logging in; retrieving a forgotten User ID; and retrieving a forgotten Password.

## Logging In

1.

Enter the web address (URL) <https://www.learn DOJ.gov/plateau/user/login.do> into your browser Address field and click on the **Enter** key.



2.

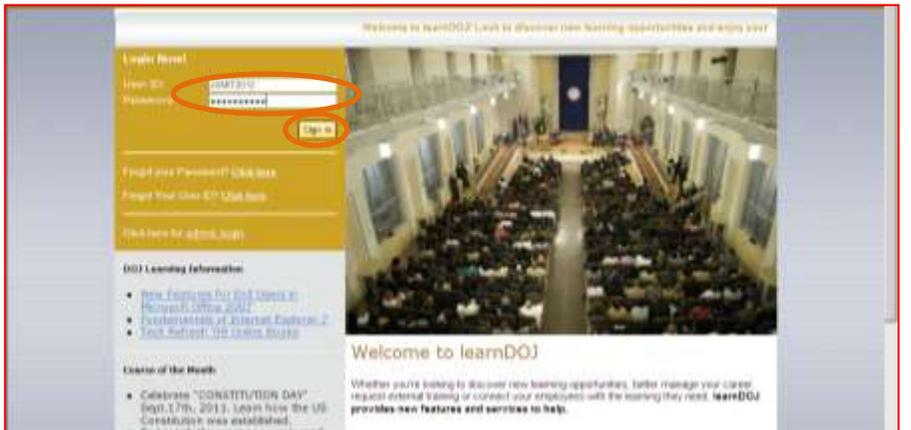
This will take you to the **Log-in Screen**.

Enter your User ID (in all capital letters) in the **User ID** textbox.

Enter your password in the **Password** textbox. (This **is** case sensitive.)

Then click on **Sign In**.

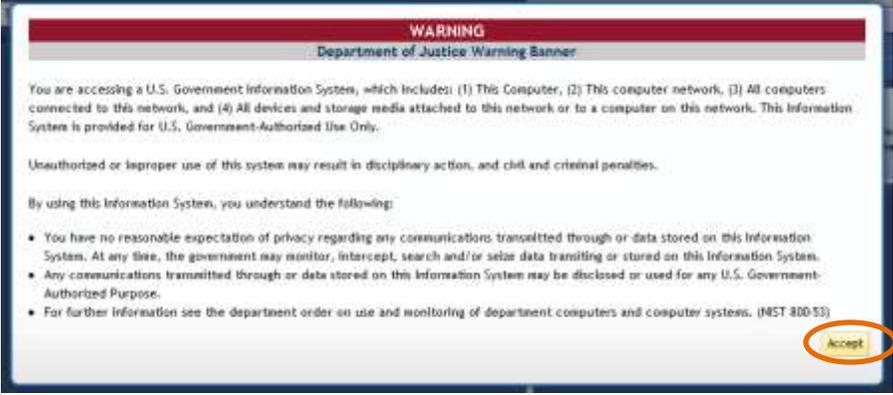
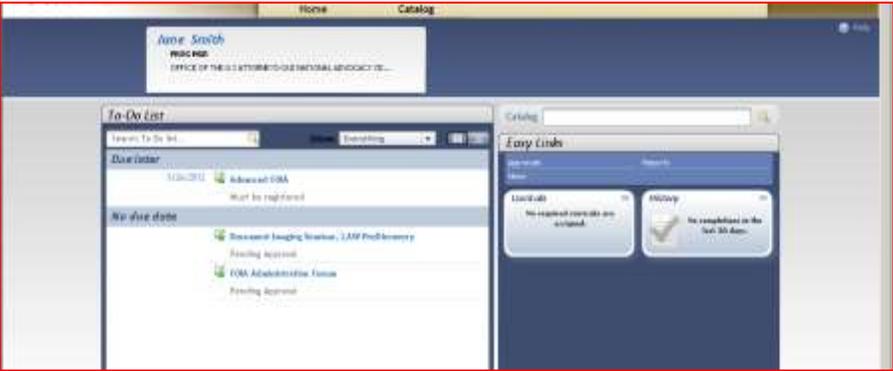
**Note:** If you enter your User ID or Password incorrectly three times, you will be locked out. If you get a message saying that you have entered either incorrectly, please click on the **Forgot Your Password?** and/or **Forgot Your User ID?** Link. See instructions for these below.



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<p><b>3.</b></p>	<p>The News Page, which contains the latest news and the Department of Justice Warning Banner will be displayed.</p> <p>After reviewing this page, click on <b>Accept</b>.</p>	
<p><b>4.</b></p>	<p>Your User Home page/screen will be displayed.</p>	

### Retrieving a Forgotten Password

1.

On the **Log-in Screen**, click on **Click here** at the **Forgot your Password?** link.



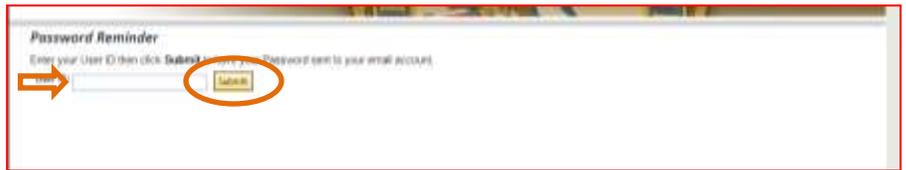
2.

Enter your User Name in the **User ID** textbox.

Then click on **Submit**.

**Note:** For employees, the User ID is generally the first initial, middle initial, first four letters of the last name, and the last four numbers of the User's social security number. For Users who are not employees, the User ID is generally the User's DOJ email address ending in @usdoj.gov.

If you have forgotten your User ID, see the next section.



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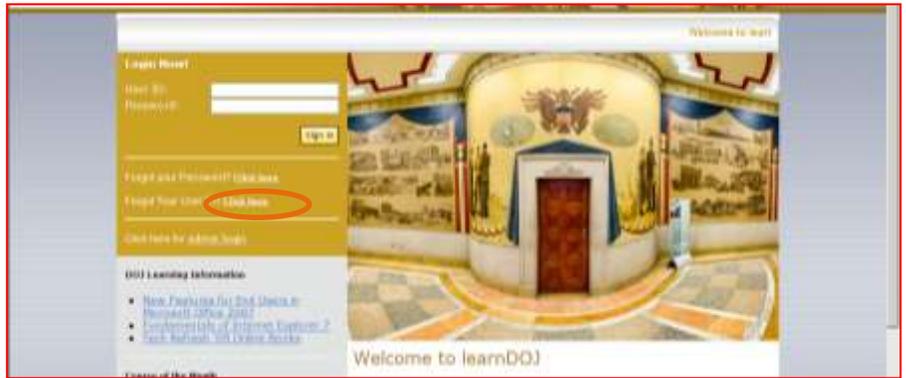
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### Retrieving a Forgotten User ID

1.

On the **Log-in Screen**, click on [Click here](#) at the **Forgot your User ID?** link.



2.

Enter your DOJ email address ending in @usdoj.gov in the **Email Address** textbox.

Then click on [Submit](#).



3.

Your User ID should automatically appear in the **User ID box**.

If it doesn't, contact the Training Officer or the Training Coordinator for your office for assistance.

