

Welcome to AgLearn

Here are some common login errors and steps to get them resolved.

If you are unable to log in to your AgLearn Account, select the error that most closely applies to you. Follow the instructions for help getting back in to your account.

Browse Help Topics



**PIV/CAC card
not found**



**Application access
denied**



**Shibboleth
Authenticated but
username not found**



**Username/Password
incorrect**



Account is disabled



Logout unsuccessful

PIV/CAC/LincPass not found

This will only work on government furnished equipment. Please, use username and password if you were not provided government equipment.

1. Make sure that your PIV/CAC/LincPass is properly inserted in your card reader.
2. If you are using username and password, make sure you are not selecting the PIV/CAC button. Select, "Log in with Password" when you use username and password.
3. If you received a dialog box after selecting the PIV/CAC button:
Make sure you are selecting the "Authentication" credential and not the "Signature" credential from the dialog box.
4. If you did not receive the dialog box after selecting the PIV/CAC button.
 - Clear your browser cache for all time with all option selected and try again.
 - Try an alternate browser. Chrome or Edge preferred.
 - Try using an alternative card reader (ie, if you are using the one on your external keyboard, switch to the one on the side of your laptop if it is an option).
5. If all of these suggestions do not work, then it is most likely a hardware or driver issue.
Contact the CEC or equivalent agency helpdesk.

Application Access Denied

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This error is generally related to users needing to log in with PIV, but using username and password instead.

1. If you have a PIV/CAC/LincPass make sure you are using it and not username and password.
2. Clear your browser cache for all time with all options in the cache clearing dialog box selected and try again.
3. Try an alternate browser. Chrome or Edge is preferred.
4. Please, open case with the AgLearn helpdesk: <https://services.usda.gov/aglearn>

Shibboleth Authenticated but username not found

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(OR You have logged in successfully as "#####" but do not have an account in Totara)

1. If you are a new hire, your data may not have flowed From HR to AgLearn yet.
2. If you are a NRCS TSP your account probably has not been created yet. Please, [contact your local NRCS point of contact](#).
3. If you are part of an external agency. Clear your browser cache for all time with all option selected from the cache clearing dialog box. Go to the [AgLearn website](#) select "Log In" and make sure you select the correct agency from the drop down menu.
4. If you are using username and password you may have a second eAuth account.
 - Use the "Forgot User ID" link to find the correct username for your account.
 - If you have used the "Forgot User ID" link and are still getting this error. Please, open case with the AgLearn helpdesk: <https://services.usda.gov/aglearn> or call the AgLearn Helpdesk.

Username / Password Incorrect

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1. Make sure you entered your username and password correctly.
2. Check if the number lock is on
3. Check if the caps lock is on
4. Use the "Forgot Password" link to reset your password.
5. Use the "Forgot User ID" tool to make sure you are trying to log in with the correct User ID.

Account Disabled

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This error means your account is not SM Enabled.

1. If you are a new hire, check your email from before your start date for an activation email.
 2. If you are a returning employee. You will need to submit a ticket at here: [eAuthentication](#) .
 3. The form is hidden behind the “Continue” button near the bottom of the page.
 - Make sure that you let the eAuth helpdesk know that your account is not “SM Enabled” in the ticket form.
 4. If you are a contractor. Your account probably was disabled due to non-use. Please, submit a ticket at this link: [eAuthentication](#) .
 - The form is hidden behind the “Continue” button near the bottom of the page.
 - Make sure that you let the eAuth helpdesk know that your account is not “SM Enabled” in the ticket form.
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Logout Unsuccessful

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This error means that you could not log into ServiceNow / Ask AgLearn Now. This is the AgLearn help site.

1. Completely close and reopen your browser and go to <https://services.usda.gov/aglearn> and attempt to log in.
2. Clear your browser cache for all time and all options selected and go to <https://services.usda.gov/aglearn> and attempt to log in.
3. If you are still receiving this error. Please, contact the **AgLearn Helpdesk**.