



# USA PERFORMANCE<sup>SM</sup>

Manage Performance, Ensure Success  
OPM's Performance Management System for Federal Agencies

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## Frequently Asked Questions (FAQs)

**How do I create a [Name] account on USAP's training site: <https://usaptraining.opm.gov>?**

To create a new account, login with your email and enter the initial password: Pass2\$. You will be taken to the First Time Registration page, where you will be asked to enter information needed in the USAP LMS and to change your password.

**Does it matter what browser I use?**

The USAP LMS supports Internet Explorer 8 and higher. Most courses will run in other browsers (e.g., Firefox, Chrome, Safari), but they are not guaranteed and may not display properly. Additionally, you may check your browser's compatibility at: <http://browser.skillport.com>.

**The display doesn't look right, what's going on?**

If Internet Explorer recognizes that the webpage isn't compatible, you'll see the Compatibility View button on the Address bar. Try selecting it.



**Are there any system settings that need to be set in a certain way?**

1. You must enable popups from the LMS site: [usaptraining.opm.gov](https://usaptraining.opm.gov).
2. For optimum viewing, your system should be set with a minimum display resolution of 1024 x 768.
3. Some courses require Adobe Flash Player to run. You can get the Adobe Flash Player by contacting your system administrator. If allowed, you can also go to the Adobe Web site: [Get Adobe Flash Player](#).

**How do I change my profile information?**

To update any personal information, log into the LMS and select the Update Personal Information button. Once you have updated your profile, be sure to select the Submit button at the bottom of the page to update your profile information.

**What should I do if I select on the course link and receive an error message?**

For all course issues, contact the Help Desk by phone or email the Help Desk at: [support@golearnportal.org](mailto:support@golearnportal.org). To speak with a Help Desk representative, call (202) 558-2203 or toll-free (888) 804-4510 Monday-Friday, 8:30 AM to 6:00 PM EST, except holidays.



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## **What if a course will not advance to the next screen, doesn't save my progress, or closes out repeatedly?**

For all course issues, contact the USAP LMS Help Desk or email the Help Desk at: [support@golearnportal.org](mailto:support@golearnportal.org). To speak with a Help Desk representative, call (202) 558-2203 or toll-free (888) 804-4510 Monday-Friday, 8:30 AM to 6:00 PM EST, except holidays.

## **The Next button is not working and it is not on a question screen. How do I proceed?**

Sometimes a screen will include hot areas with REQUIRED additional information regarding a particular topic. In this case, once you have selected the hot areas or links and have viewed the additional information, the Next button will become active.

## **How do I adjust items on the screen that are too small (i.e., course font) or too large (i.e., bottom of course is cut off)?**

Check the zoom level in your browser. Often you can adjust the screen size either up or down. In Internet Explorer, look for the View option across the top menu bar, then go down to Zoom and adjust the screen display either up or down.

In addition, check the browser Text Size setting. Most courses/webpages are designed to be viewed with a Text Size of Medium. If the Text Size is set to Larger or Largest, text may run off the bottom of the screen and not be visible.