UNITED STATES DEPARTMENT OF AGRICULTURE
Farm Service Agency
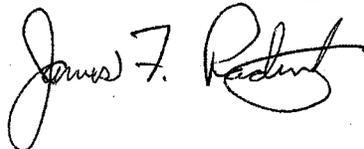Washington DC 20250

For: FSA Offices

National DLS Loan Servicing Coordinator's Training

Approved by: Acting Deputy Administrator, Farm Loan Programs

1   Overview

A   Background

DLS loan servicing State coordinators are the first line of support on using DLS and other DLS issues. The DLS Loan Servicing Coordinator's training will enable coordinators to update their knowledge and provide better support on DLS for their State. After completing the training, DLS coordinators will be responsible for coordinating and facilitating training within their respective States.

The DLS Loan Servicing Coordinator's training is a web-based train-the-trainer type session. Trainees will be required to provide DLS training to their FLP Service Centers after completing training and before national deployment that is scheduled for **April 5, 2010**.

B   Purpose

This notice informs State Offices of the national training sessions scheduled for the new DLS – Loan Servicing module.

C   Contact

If there are questions about this training, contact Sharilyn Hashimoto by either of the following:

- telephone at 202-720-2743
- e-mail at **sharilyn.hashimoto@wdc.usda.gov**.

Disposal Date	Distribution
May 1, 2010	FSA Offices; State Offices relay to County Offices

2   Prerequisites for All Trainees

A   Certifying Reviewing Marketing Clips

Marketing clips have been developed to provide instructions on the steps included in each area of the DLS routine servicing workflows. These marketing clips are about 10 to 15 minutes in length and must be viewed before attending training. Marketing clips will be available online February 5, 2010. The list of required marketing clips, the link to the web site, and the certification sheet will be provided to each DLS loan servicing coordinator at a future date. Each coordinator must view each clip and complete the certification that will be sent to Jennifer Haley at **jennifer.haley@wdc.usda.gov** by **COB February 19, 2010**.

The required training will be completed using Microsoft Office 2007 Live Meeting. See subparagraph B for instructions on completing the Microsoft Office 2007 Live Meeting course in AgLearn. Using the instructions in Exhibit 1, each coordinator should verify that Microsoft Office 2007 Live Meeting software is loaded and configured correctly on the computer that will be used for the training.

Each trainee must have a telephone cord and a computer with network connections to the FSA Intranet.

B   Locating the "Attending a Microsoft Office 2007 Live Meeting" Training

This table provides instructions for locating the training in AgLearn.

Step	Action
1	Access AgLearn at http://**www.aglearn.usda.gov**.
2	Under the "Learner Center" tab, CLICK "**Learner Login**" and "**I Agree**".
3	On the eAuthentication Login Screen, enter user's user ID and password and CLICK "**Login**".
4	CLICK "**Catalog**" located at the top of the screen.
5	CLICK " ▶" next to AgLearn Original Courseware Structure.
6	CLICK " ▶" next to **Farm Service Agency** and click on **Technology Management.**
7	Navigate to **"Attending a Microsoft Office 2007 Live Meeting**" and CLICK "**Launch content**".
8	CLICK **"Play this Course**".
9	CLICK "**Play the Standard version of this course**." **Note:** Users that need an accessible version, CLICK "**Play the Web Accessibility version of this course**".
10	Have the speakers turned on and CLICK "**Begin Course**" located at the bottom, right-hand corner.
11	At the end of the course, CLICK "**Exit**", and then CLICK "**Return to Content Structure**".
12	CLICK " **Survey"**
13	After completing the survey, CLICK "**Learning History**" to verify that the course is complete. If not complete, contact AgLearn support.

3   Participant Information and Training Schedule

A   Participant Information

Each DLS loan servicing coordinator **must** attend the training. If there are multiple DLS co-coordinators in a State, the person attending this training must be the loan servicing coordinator. States are to e-mail the names of the selected participants to Sharilyn Hashimoto by **COB February 5, 2010**.

Note: eAuthentication ID's are required to be set up for **all** participants to have access to the test site used in the training. If a participant does not have a current eAuthentication ID they should work with the State's security liaison representative to obtain an eAuthentication ID before the training.

The training agenda is forthcoming in an e-mail to all DLS loan servicing coordinators.

Participants trained are to provide DLS training to at least 1 representative from each FLP Service Center before national deployment.

B   Training Schedule

There will be two 3-day sessions scheduled for DLS training, as follows.

Training Dates	February 23-25, 2010	February 23-25, 2010
Group	Group 1	Group 2
States	AL, DE/MD, FL, GA, IL, IN, NH/VT, MA/CT/RI, ME, MO, MI, NC, NJ, NY, OH, PA, PR, SC, TN, VA ,WV	AK, AR, AZ, CA, CO, HI, IA, ID, KS, MN, MT, ND, NE, NM, OK, OR, NV, SD, TX, UT,WA, WY,
Start and End Times	Group 1 training will begin at 9 a.m. e.t. on each day and end at noon each day. An optional Help session for Group 1 will begin at 1 p.m. e.t. and end at 3 p.m. e.t. after each session. Group 2 training will begin at 1 p.m. e.t. on each day and end at 4 p.m. e.t. each day. An optional Help session for Group 2 will begin at 4:30 p.m. e.t. and end at 6:30 p.m. e.t. after each session. **Note:** The optional Help sessions will provide live support while coordinators complete the exercises. States may have more than 1 participant; however, because of limited connectivity there will only be 1 connection per State. Coordinators not able to attend at their scheduled times **must** contact another State to switch times. States that switch times **must** notify Sharilyn Hashimoto at the National Office.	

4   Documenting Training

A Documenting Through AgLearn

The HRD Training and Development Branch will document participants attending this training through AgLearn. Instructors will not be included in the documentation process.

B Participant Information

This table provides steps for participant's to access training.

Step	Action
1	Access AgLearn at **www.aglearn.usda.gov**.
2	Under the "Learner Center" tab, CLICK "**Learner Login**" and "**I Agree**".
3	On the eAuthentication Login Screen, enter user's user ID and password and CLICK "**Login**".
4	CLICK "**Catalog**" located at the top of the screen.
5	CLICK " ▶" next to AgLearn Original Courseware Structure.
6	Navigate to and CLICK "**Farm Service Agency**" located on the left side of the screen.
7	CLICK "**Farm Loan**".
8	Under the "Items" column, locate "National Direct Loan System Loan Servicing Coordinators Training" and CLICK "**Register**" next to the date and time that applies to the user.
9	On the Registration Screen, CLICK "**Confirm**".
10	Users will receive an e-mail as the request progresses through the approval process.

If users need assistance in signing up for the course, contact Bessy Plaza by either of the following:
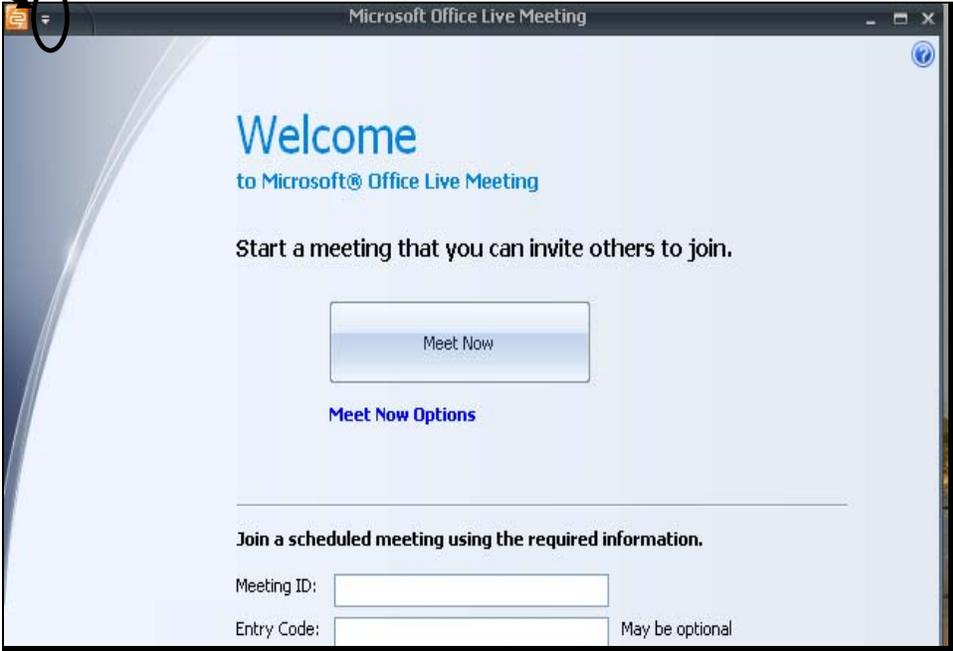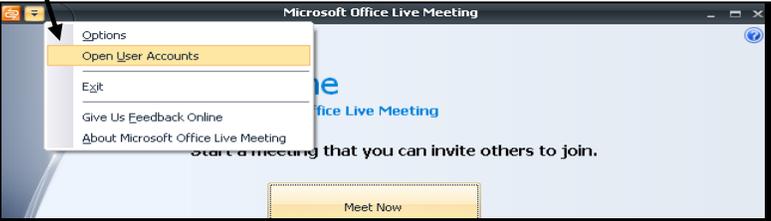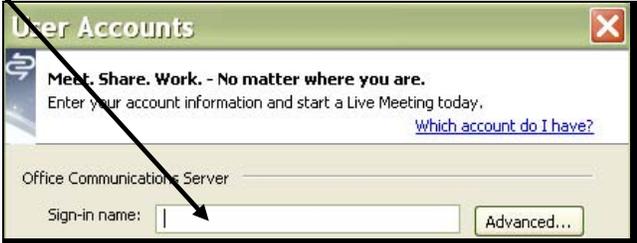
• e-mail to **bessy.plaza@wdc.usda.gov**
• telephone at 202-401-0365.

Persons with disabilities who require accommodations to attend or participate in this training should contact Sharilyn Hashimoto by e-mail to **sharilyn.hashimoto@wdc.usda.gov**.
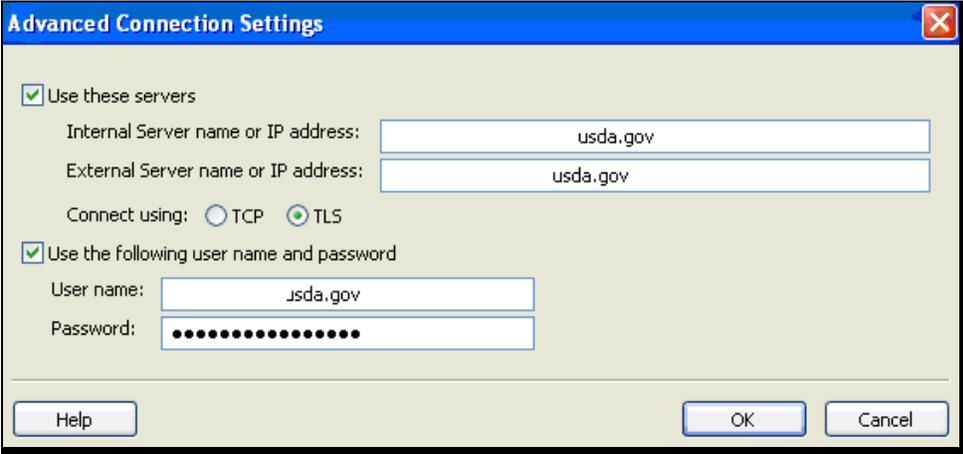
Note: If users need to cancel, it is their responsibility to log back into AgLearn and withdraw as soon as possible.

Testing User Microsoft Live Meeting 2007 Connections

This table provides steps to test user connection to Microsoft Live Meeting 2007.
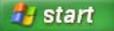
Step	Action
1	CLICK " start " on the Desktop.
2	Scroll to "**All Programs**", "**Microsoft Live Meeting Office 2007**", "**Microsoft Live Meeting Office 2007**".
3	The Welcome to Microsoft Office Live Meeting Screen will be displayed. CLICK drop-down arrow on top line.
4	Navigate and CLICK "**Open Users Accounts**".
5	Type in users e-mail address in the "Sign-in name" field if empty.

Testing User Microsoft Live Meeting 2007 Connections (Continued)

Step	Action	
6	CLICK "Advanced…".	
7	**IF…**	**THEN…**
	"Use these servers" settings are blank	call your helpdesk.
	"Use the following user name and password" check (✓) box is blank	• CHECK (✓) box • enter user's e-mail address in the "User Name" field • enter user's AGLO domain password in the "Password" field • CLICK "**OK**".
8	CLICK "Test Connection…".	
9	After the test connection is ran, a Microsoft Office Live Meeting dialog box will be displayed, with the message "Your Live Meeting login information was successfully verified." If the dialog box is not displayed, call user's Help Desk. 	