

For: FSA Offices

National DLS Special Servicing (SS) Training and Implementation

Approved by: Deputy Administrator, Farm Loan Programs



1 Overview

A Background

Web AgCredit has been re-engineered and integrated into DLS as a new SS module. After national implementation, DLS will contain all direct routine and special servicing web functionality, and become a single portal for direct loan servicing web capabilities.

B Purpose

This notice provides information on the following:

- SS module implementation
- training format and availability.

C Contacts

If there are questions about:

- the training, contact Sharilyn Hashimoto by either of the following:
 - e-mail to sharilyn.hashimoto@wdc.usda.gov
 - telephone at 202-720-2743
- accessing the training through AgLearn, contact Bessy Plaza by either of the following:
 - e-mail to bessy.plaza@wdc.usda.gov
 - telephone at 202-401-0365.

2 SS Implementation and Training

A Implementation Date

The nationwide implementation date for DLS SS is December 6, 2010.

Disposal Date	Distribution
January 1, 2011	FSA Offices; State Offices relay to County Offices

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B Training Availability and Dates

Training for the DLS SS module will consist of AgLearn training, and training clips available on the FLP Systems page. Employees with Level 2 eAuthentication access will be able to complete DLS SS training through AgLearn.

- This training is required for all FLP employees, including supervisors.
- AgLearn DLS SS training was made available **December 3, 2010**, and must be completed by **January 11, 2011**. See subparagraph C for additional information about accessing the training.
- Training clips have been developed to provide instructions on the DLS SS module. These clips are about 10 to 15 minutes in length and **must** be viewed in conjunction with the AgLearn training. The list of required clips and the link to the web site are provided in subparagraph D.

C Accessing the Training in AgLearn

The following options are available for accessing the training.

Option 1: To begin the course, click on the link in the following table. If the link does **not** work, follow Option 2.

Event or Training	Action
National Direct Loan System (DLS) Special Servicing Training	Access training at https://aglearn.usda.gov/plateau/user/deeplink.do?linkId=ITEM_DETAILS&componentID=FSA%2dHQ%2dDAFLP%2d015&componentTypeID=Web+Based&revisionDate=1291227660000

Option 2: Follow this table to access the training using the AgLearn catalog.

Step	Action
1	Access AgLearn at www.aglearn.usda.gov and CLICK “ Learner Login ”. On the Warning Screen, CLICK “ I Agree ” to access the eAuthentication Login Screen. Enter User ID and Password , then CLICK “ Login ”.
2	CLICK “ Catalog ”.
3	CLICK “ ▶ ” next to “ AgLearn Original Courseware Structure ”.
4	CLICK “ ▶ ” next to “ Farm Service Agency ”.
5	CLICK “ Farm Loan ”.
6	Navigate to “Direct Loan System Special Servicing” and CLICK “ Launch Content ” to begin.

Note: For assistance with accessing the training through AgLearn, contact Bessy Plaza by either e-mail to bessy.plaza@wdc.usda.gov or telephone at 202-401-0365.

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D Training Clips

Following are the 2 DLS SS training clips and hyperlinks to access the training clips on the FSA Intranet.

- Overview Activity Completion that is available at www.flp.fsa.usda.gov:4019/ibi_html/fcad_html/DLS/OV_Activity.exe
- Time Clock Control Functions that is available at www.flp.fsa.usda.gov:4019/ibi_html/fcad_html/DLS/TimeClockCF.exe.