



U.S. Office of Personnel Management

USA Learning

Frequently Asked Questions: Pre-Login

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User Account and Profile

Who can access USA Learning?

USA Learning can be accessed by anyone with a .gov or .mil account (and limited .edu accounts) after you have registered, paid, and/or been enrolled in a class with a program office that uses USA Learning. Once confirmed, the respective program office will work with the USA Learning team to set up an account for you.

You may not access USA Learning via a personal email or device.

What is the best internet browser to use to access USA Learning?

USA Learning works on all browsers. However, it runs best in Microsoft Edge or Google Chrome.

Will I be notified once my account is created?

Yes, you will be notified after access has been given.

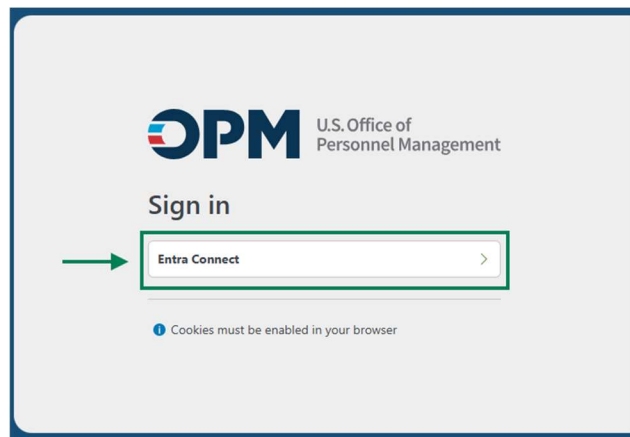
How do I sign in to access my course?

To sign into USA Learning:

1. Go to usalearning.opm.gov
2. Click on “Sign in” in the top right corner of the webpage.



3. On the Sign in page, click on “Entra Connect.”



If you have an account, you will be signed in. To confirm you are signed in, you will see your name in the top right corner of the webpage.

I am having trouble logging into my account. What should I do?

1. Confirm you are using Microsoft Edge or the Chrome browser.
2. Clear your cache.
3. Ensure you are logging in on government equipment with your PIV card.
4. If you are still unable to log in, please reach out to the USA Learning Help Desk by emailing USALearning@opm.gov and include the following information:
 - a. First and last name
 - b. Work email address
 - c. Agency and subagency

How do I update my USA Learning profile?

To update your profile, the learner should request a correction.

- Email the USA Learning team (usalearning@opm.gov) and the program office of the course you are registered with.
- Include your first and last name, email address, agency, and subagency.
- Once USA Learning has verified your account and confirmed with the program office, your profile will be updated and you will receive a confirmation email.

Agency Services and Offerings

Which programs offer classes through USA Learning? What classes are offered?

You can find a current list of programs offering classes through USA Learning at usalearning.opm.gov. Under Agency Services, you can learn more about each of the programs and their offerings.

How do I register and pay for a course?

The registration and payment process are specific to the program office delivering your course. At usalearning.opm.gov, you can find a list of Agency Services and links to their homepage to find more information about their offerings, and registration and payment processes.

If I have general questions about USA Learning, who can I contact to learn more?

Please contact the USA Learning team at usalearning@opm.gov.