

NTC LMS Login Instructions

Gaining access to the NTC LMS is a two-part process. First you will need to create an eAccess account to gain access to the NTC LMS.

To create a new eAccess account

1. Go to <https://eaccess.ntc.doe.gov/>
2. Under **Create New Account** section, click **Create**.

The screenshot shows a web browser window with the URL <https://eaccess.ntc.doe.gov/>. The page header includes the Department of Energy National Training Center logo and the text "NTC eAccess". A red banner contains a notice: "NOTICE: We are experiencing an unusual volume of requests for LMS access. Access requests to the LMS are approved manually by NTC personnel and may take up to one business day. We appreciate your patience. For assistance you may contact the LMS administrator at 505-845-2204 or lmsadministrator@ntc.doe.gov." Below the banner are three main sections: "Create New Account", "Manage Account", and "Retrieve Credentials". The "Create New Account" section contains the text "Need access to the NTC LMS or another NTC application. Create an account here." and a green "Create" button. A black arrow points to the "Create" button. The "Manage Account" section has fields for "Username:" (with a "User Name" input box) and "Password:" (with a "Password" input box), and a green "Login" button. The "Retrieve Credentials" section has an "Email:" field (with an "Email" input box) and a green "Recover" button. A note below this section states: "NOTE: If you are an NTC LMS user without a registered email address, click [here](#) for an alternate way of recovering your account."

3. Proceed through seven steps asking for your information.
4. If you have an existing account, you will see a message telling you the email address is already in use. Do not attempt to create an account using a different email address. You can use the **Retrieve Credentials** option on the home page, or contact the NTC LMS Administrator (lsadministrator@ntc.doe.gov or 505-845-2204) for assistance.

Department of Energy
National Training Center

NTC eAccess [Login](#)

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1 2 3 4 5 6 7
Email Personal Contact Password NTC LMS Review Verify

Step 1: Existing Account Check

Required Field = *

Email: *

Confirm Email: *

This email address is already in use. You can use the "Retrieve Credentials" option on the [home page](#) or contact the [NTC LMS Administrator](#) for assistance.

[NEXT](#)

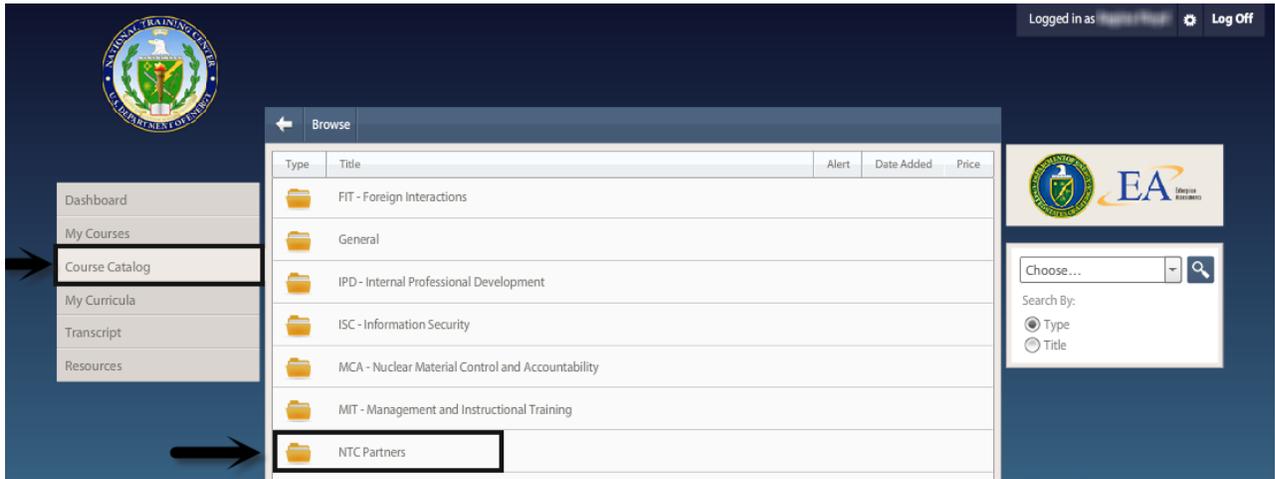
5. On step 5, click **Yes** for access to the NTC LMS.



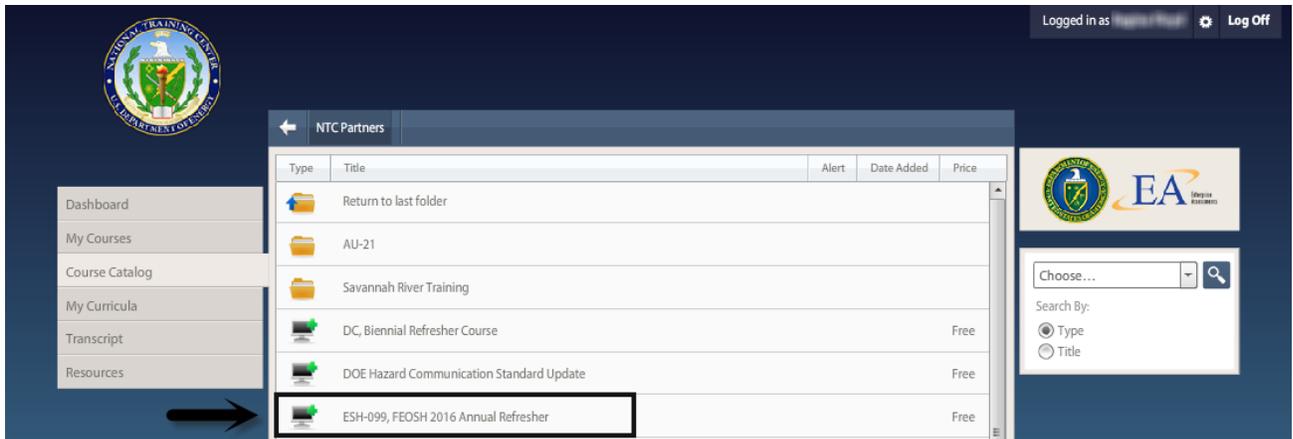
6. Once you have completed the seven steps, an email verification will be sent to your email. Click on this link to confirm your account was successfully created.
7. Following the successful creation of your eAccess account, your request for NTC LMS access will be reviewed for approval.
8. Within 24-48 hours you will receive an email with instructions for logging into the NTC LMS.

Gain Access to the NTC LMS

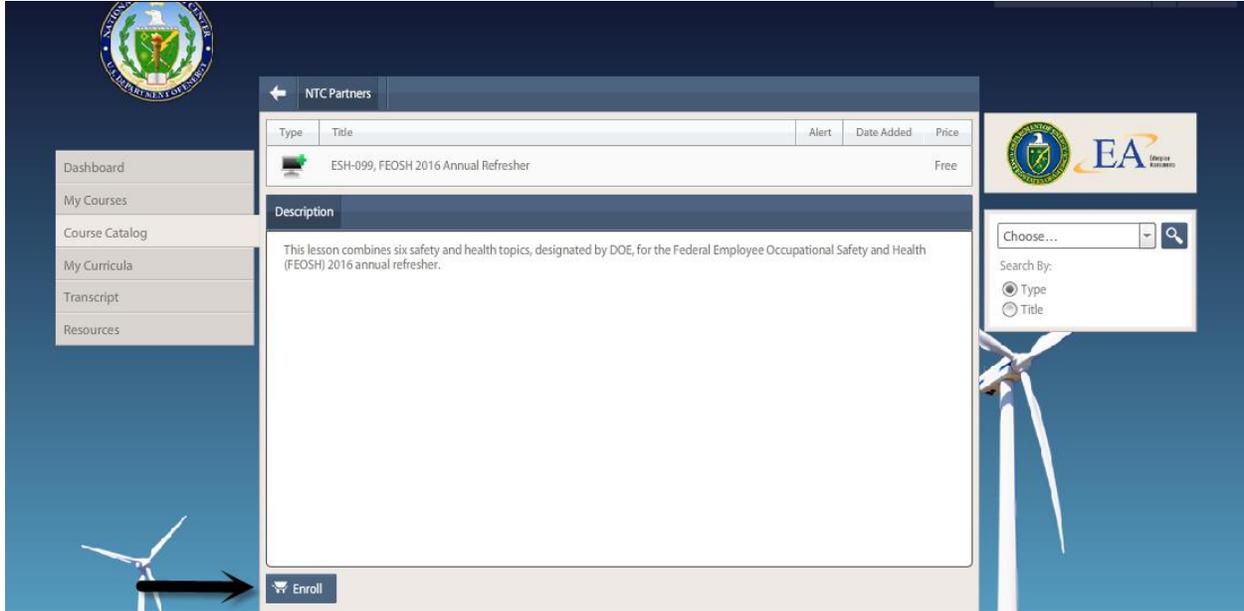
1. Once you receive the email with instructions for logging into the NTC LMS, click on the link included in the email.
2. Login to the NTC LMS.
3. In the NTC LMS on the left side, click on the **Course Catalog**.
4. Click on the **NTC Partners** folder.



5. Click on the **ESH-099, 2016 FEOSH Annual Refresher**.



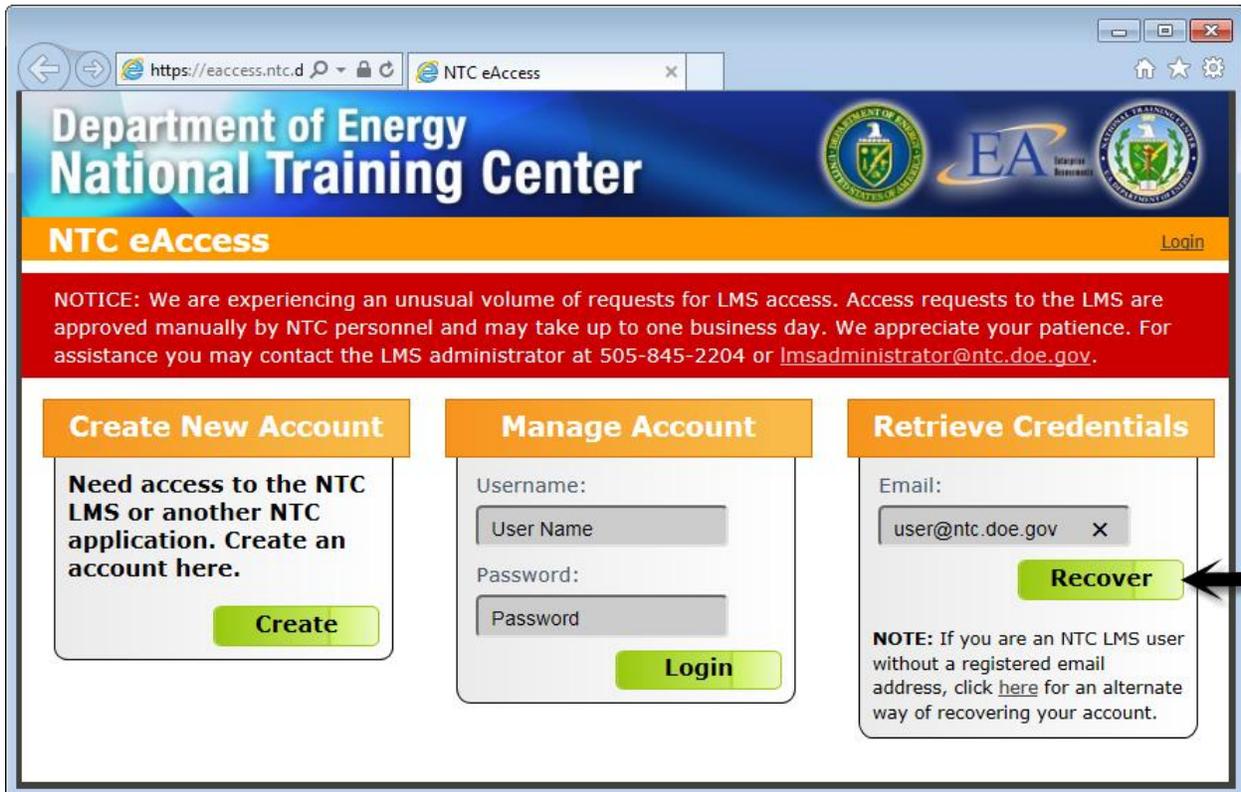
6. Click on the **Enroll** button at the bottom of the screen.
Note: Once you enroll in the course, the course will be moved to **My Courses** on the left side menu instead of **Course Catalog**.



FAQs

Q: When I try to create a new eAccess account it says that my email address is already in use. What do I do?

A: Click on **Recover Button** under *Retrieve Credentials* and follow the steps.



The screenshot shows a web browser window with the URL <https://eaccess.ntc.doe.gov>. The page header includes the Department of Energy National Training Center logo and the EA logo. Below the header, there is a red notice bar with the following text: "NOTICE: We are experiencing an unusual volume of requests for LMS access. Access requests to the LMS are approved manually by NTC personnel and may take up to one business day. We appreciate your patience. For assistance you may contact the LMS administrator at 505-845-2204 or lmsadministrator@ntc.doe.gov." Below the notice, there are three main sections: "Create New Account", "Manage Account", and "Retrieve Credentials". The "Create New Account" section has a "Create" button. The "Manage Account" section has fields for "Username" (User Name) and "Password", and a "Login" button. The "Retrieve Credentials" section has an "Email" field with the value "user@ntc.doe.gov" and a "Recover" button. A black arrow points to the "Recover" button. Below the "Recover" button, there is a note: "NOTE: If you are an NTC LMS user without a registered email address, click [here](#) for an alternate way of recovering your account."

Q: What do I do if I try logging in to the LMS and get an "Account Not Found" message?

A: Check your username by referring back to the email you received with your credentials. You can also try to use the **Retrieve Credentials** feature. Please note your username is NOT your email address.

Q: I already have an eAccess account. What do I do to get an NTC LMS account?

A: Login to eAccess and under **Manage Your Account**, click on the **Application Access** tab. Click on the **Request Access** button under NTC LMS. This may take 24-48 hours to be reviewed and for you to receive your credentials to login to the NTC LMS.



Q: My eAccess account is disabled. What do I do?

A: Please contact the NTC LMS Administrator at lsadministrator@ntc.doe.gov or call 505-845-2204. The help desk is available from 8:00 am to 8:00 pm Eastern time.

Q: Can I use my iPad or other Apple IOS device to take this course?

A: This course utilizes Flash technology which does not operate on Apple devices. You will need to use a Windows based device to take this course.

Q: When I go to the NTC LMS web page to login, it asks me to install the Adobe Flash Player. What should I do?

A: Adobe Flash Player is usually installed on most Windows computers. If your computer doesn't have it, contact your local IT support desk to have it installed. Once installed, you will be able to access the training.

Q: I am located overseas and am having trouble accessing the course. What do I do?

A: Please contact the NTC LMS Administrator at lsadministrator@ntc.doe.gov or call 505-845-2204.

Q: I'm a DOE employee working outside of the U.S. Can I take the FEOSH course on the NTC LMS?

A: Yes. The NTC LMS is accessible from the internet. If you are outside of the U.S. and have difficulty with accessing the course, please contact the NTC LMS Administrator at lmsadministrator@ntc.doe.gov or call 505-845-2204.

If you have any more questions related to accessing this training contact the NTC LMS Administrator at lmsadministrator@ntc.doe.gov or call 505-845-2204.