



JTMS User FAQs

The frequently asked questions (FAQs) provide users with the most asked questions and concerns in reference to the Justice Talent management System (JTMS).

Note: All users experiencing system issues must submit an incident ticket with the ESA Service Desk. The ESA Service Desk may be contacted via email (Servicedesk-OSTCS@atf.gov) or by calling (877-875-3723).

How do I get a user account?

JTMS user accounts are created automatically. Users will receive an email from LMSADMIN@atf.gov notifying you that your JTMS user account has been created. Please use the JTMS desktop icon or from 'Employee Apps' menu located on the ATF Connect Portal.

Important Note: If you do not receive an email within three business days after you have logged into [HRConnect](#), please check your junk email box. If you don't see the email in your junk email box, contact the ESA Service Desk (via [email](#) or calling 877-875-3723).

I'm a rehire/conversion employee. How do I obtain a JTMS user account?

JTMS rehires/conversions accounts will be activated after their [HRConnect](#) account is active.

How can I get a copy of my JTMS training records if I am retiring?

If you have not yet retired from ATF, please submit an incident ticket with the ESA Service Desk. The ESA Service Desk may be contacted via email (Servicedesk-OSTCS@atf.gov) or by calling (877-875-3723).

If no longer employed by ATF, send an email to LMSADMIN@atf.gov requesting a copy of your training records. Please be sure to include the email address to which the training records should be sent.

Who do I contact about a specific training program?

If you have a question about a specific training program, such as firearms qualification, CFI, CES, etc., please contact the appropriate training records manager (TRM). [The roster of TRMs](#) is available in the [JTMS Job Aid Document Library](#).

I received an email notification to complete training, but can't access the system

Please submit an incident ticket with the ESA Service Desk. The ESA Service Desk may be contacted via email (Servicedesk-OSTCS@atf.gov) or by calling (877-875-3723).

Alternatively, you can obtain the training slides from your training coordinator (TC). [The roster of TCs](#) is available from the [JTMS Job Aid Document Library](#).

After completing the training, the TC is responsible for recording your completion using the proper course ID.

If you are unsure of the course ID, you can search JTMS or contact the [Chief, Professional Technical Training Development Branch](#), Leadership and Professional Development Division for more information.

Where can I find guidance on the Individual development Plan (IDP) requirement?

Individual Development Plans are now included in JTMS. Please see the 'Emp_Entering-an-IPD' job aid available in the in the JTMS Job Aid Document Library and [ATF O 6000.1B](#), Training and Professional Development. For information about what to include in your IDP please contact the [Leadership and Professional Development Division](#) (202-648-8480).

How do I submit an SF-182 External Training Request?

Employees should submit SF-182 requests in JTMS prior to the start of training. For instructions, please review the 'User_SF-182_External-Training-Request-Entered-Before-Training' job aid available in the JTMS Job Aid Document Library.

How do I run a report in JTMS?

Review the instructions in the 'User_Accessing-Learning-History-and-User-Reports' job aid available in the JTMS Job Aid Document Library.

How do I get a copy of my training transcript?

Review the instructions in the 'User_JTMS-Learning-History-Transcript' job aid available in the JTMS Job Aid Document Library.

What do I do if I need to modify or update information on my profile?

If you are an ATF employee and the information on your JTMS profile needs to be updated (such as your supervisor, employee status or job position), please contact the [Classification and Position Management Branch](#) (202-648-9070).

If you are changing your last name, you must submit an e-Request to have your ATF network ID and e-mail address updated.

If you are a contractor, please contact [HumanResourcesOnboarding](#) to update your JTMS profile.

How can I find out who my training coordinator (TC) is?

Please review the Training Coordinator Roster available in the JTMS Job Aid Document Library.

How do I get credit for training I've completed?

To get credit for completed virtual and in-person training, the Training Records Manager (TRM) managing the training must record the completion. Once the completion has been recorded, you will be able to view the completion in your JTMS learning history. If the completion has not been recorded, please contact the course's TRM.

Virtual / Online Training

If you completed an online training course in JTMS and did not receive credit for the course, please submit an incident ticket with the ESA Service Desk. The ESA Service Desk may be contacted via email (ServiceDesk-OSTCS@atf.gov) or by calling (877-875-3723). If the ESA Services Desk is unable to assist you in getting a

completion recorded, the issues will be escalated to the [Professional Technical Training Development Branch](#), Leadership and Professional Development Division (202-648-8480) for resolution.

External Training

If you plan to take training external to ATF, all employees are required to submit an SF-182, External Training Request in JTMS. The request will be reviewed and approved by your supervisor if you are a GS- 14 and below.

Once training is complete, you will get a notification to verify you attended training. Your supervisor will approve the verification within JTMS. Once the verification is complete the training will automatically be recorded to your learning history.

If you did not complete the necessary SF-182, External Training Request, your division training coordinator (TC) will need to complete the External Training Request for the user to receive credit for the training.

Who can I contact to obtain assistance with an instructor account?

For assistance with instructor applications or an instructor's status, contact ATFinstruc@atf.gov.