American Postal Workers Union, AFL-CIO

July 18, 2019

Debby Szeredy
Executive Vice President

202-842-4250 (Office)
202-842-4297 (Fax)

To: **Lynn Pallas-Barber, Assistant Director, Clerk Division**

From: **Debby Szeredy, Executive Vice President** DS 7-18-19

Subject: **HERO System Enhancements**
(Notification No. GCCC20190211)

Please find attached a copy of a letter dated 7/17/2019 from Alan Moore, regarding the above referenced matter. Also note that the enclosures referenced were not included with the faxed letter.

You are designated as the APWU contact person in this matter. Contact the USPS representative as soon as possible for discussion, if appropriate. Please provide notification of your review to me by 8/15/2019.

Please note: Your secretary should update the Notification Tracking Module in Step 4 CAS as necessary.

Attachment

cc: Vance Zimmerman, Director, Industrial Relations Department
Idowu Balogun, Director, Maintenance Division
Stephen Brooks, Director, Support Services Division
Clint Burelson, Director, Clerk Division
Michael Foster, Director, MVS Division

DS:mdj

RECEIVED

JUL 1 8 2019

APWU
~~OFFICE OF THE PRESIDENT~~

LABOR RELATIONS

UNITED STATES
POSTAL SERVICE

July 17, 2019

Mr. Mark Dimondstein   Sent by fax
President
American Postal Workers
 Union, AFL-CIO
1300 L Street, NW
Washington, DC 20005-4128

Dear Mark:

On August 28, 2018, and January 24, your representative attended briefings concerning the cloud-based Integrated Human Resources System named HERO.

HERO system enhancements will be available as follows:

- On July 22, Skillsoft, non-postal training will be made available through LiteBlue. Employees will be able to access the subject courses by logging in to HERO through LiteBlue on a personal device.

- On July 22, HEROProfile will be made available to employees. Creating a HEROProfile will provide employees with exposure to the organization's leadership and provide a platform to showcase their skills, abilities, education and certifications. Additionally, employees will have the ability to find and connect with others who have similar skills and interests.

- On July 26, Career Conversations will become available. Within HERO, employees will have the ability to submit a request for a career conversation with their direct manager. This new tool will give managers a better platform to discuss career goals with their employees.

We have enclosed the following:

Career Development
- Career Conversations QRG/SWI

Detail Assignments
- Detail Assignments FAQs

HERO via LiteBlue
- Link Article
- FAQs
- Stand-up Talk

HEROProfile
- FAQs
- Link Article
- Skills List

- Tips and Guidelines
- User Guide

Learning
- Learner User Guide
- FAQs

Please contact Janet Peterson at 5127 If you have questions concerning this matter.

Sincerely,

Alan S. Moore
Manager
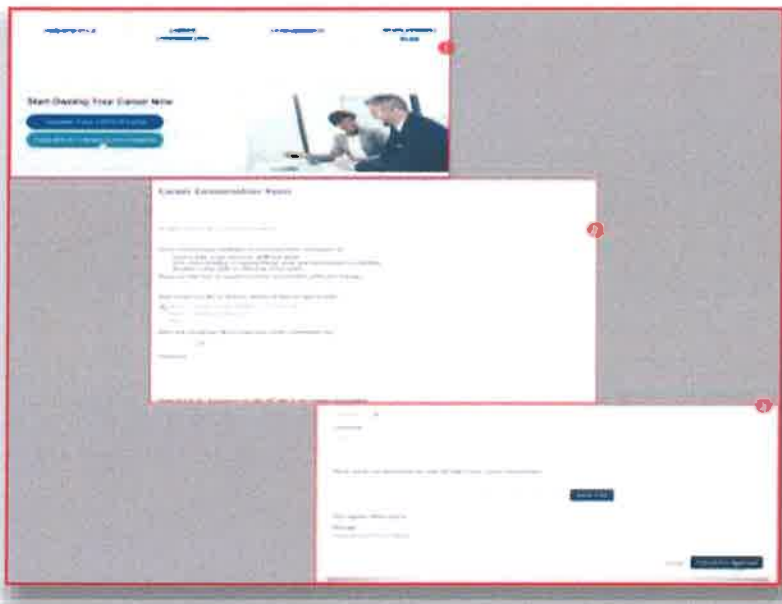Labor Relations Policies and Programs

Enclosures

Career Conversations
HERO | Career Development

Purpose: Instructions for (1) Employees requesting Career Conversations and (2) Managers initiating and documenting Career Conversations.

Request a Career Conversation – Employees

Key Features

✦ Employees have the ability to request a Career Conversation with their direct Manager.

✦ With access to formal career conversations, employees can now take steps in developing their own career paths.
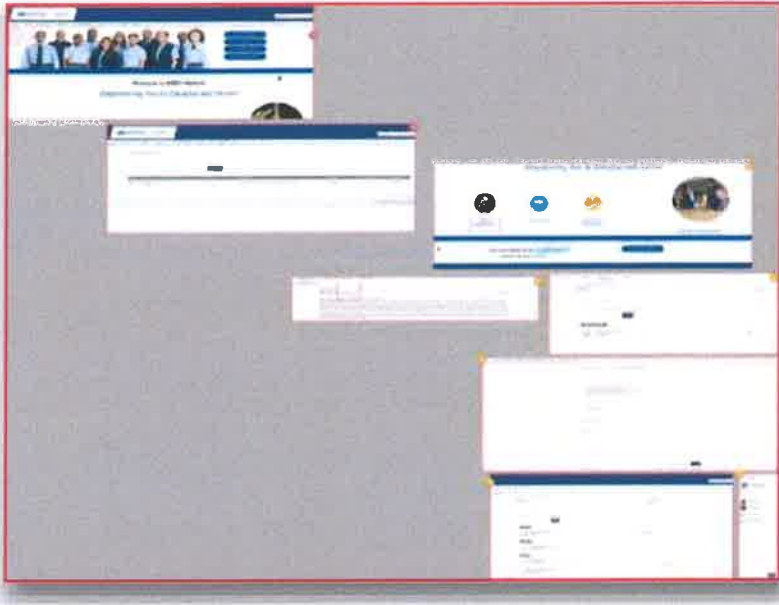
Steps

Request a Career Conversation – Employees Only

1. Access **HERO**.
2. Click the **Essential Links** dropdown menu and select **HERO.**
3. Click the Career Development icon to navigate to the Career Development Landing page.
4. Click the **Request A Career Conversation** button, the **Career Conversation Form** will appear.
5. Complete the **Career Conversation Form**, and attach files if necessary. **Note:** The Manager field will prepopulate.
6. Click **Submit For Approval.**

Considerations

✦ Managers should encourage employees to complete their HEROProfile as it helps to guide productive Career Conversations.

✦ Consider answering the following questions prior to requesting a Career Conversation to maximize your desired end results:

   – What do I want to get out of this Career Conversation?

   – What questions should I ask?

   What would I like my manager to take away from our conversation?

✦ Be sure to communicate what you feel would make the conversation meaningful beforehand.

UNITED STATES POSTAL SERVICE | HERO

Managing Career Conversation Requests – Managers

+ Managers receive tasks that will encourage regular career disussions amongst their employees.

+ Offers management of career conversation activities.

    – Managers have the ability to filter their tasks based on different activity.

+ Scheduling functionality gives managers the ability to track when and where career conversations will occur between them and their employees.

Steps

Managing a Career Conversation Request – Managers Only

Verbal Request.
1. Access **HERO.**
2. Hover over **Home**, select **Your Assignments.**
3. **Your Assignments** page appears, click the **Career Conversation** task listed under **Title.**
4. The **Career Conversation Overview** page appears with your employees listed on the left. Select employee.
5. Follow steps for **Document a Career Conversation – Managers.** (See Page 3)

Request via HERO
1. Access **HERO.**
2. Enter **HEROProfile.**
3. Click **Actions** drop down. Select **Requests.**
4. All **Career Conversation Request Forms** will appear.
5. View request by (1) clicking gray drop down arrow. Select **View.** (2) Click **Career Conversation Form.**
6. (1) Approve request (Click **Green Check**) or deny request (Click **Red X**). (2) Click Approve or Deny within **Career Conversation Form.**
7. Follow steps for **Document a Career Conversation – Managers.** (See Page 3)

Considerations

+ Treat the HEROProfile as the foundation of your Career Conversation.

+ Review the employee's HEROProfile **About, Resume** and **Career Preferences** tabs to get an understanding of the employee's career desires and skills. (**View Team** option allows quick access to your team's HEROProfiles.)

+ Come prepared. Think of how to guide the conversation based on what you know about the employee and what you have discerned from the employee's HEROProfile.

    – What questions would you like to ask?

    – What do you want the employee to get out of this career discussion?

Document a Career Conversation – Managers
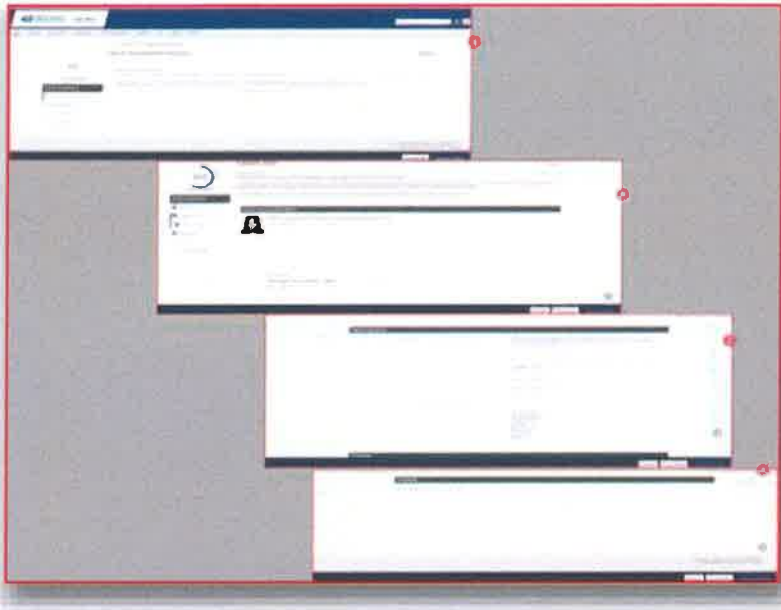
Key Features

✦ Questions available for managers to help guide the Career Conversation.

✦ Ability to track the progress of the career development of each employee through response data.

  – Formal record of reponses of each career conversation held with each employee show where employees stand on their career development at certain points in time.

  – The system stores up to five conversations for each employee.

Steps

Document a Career Conversation – Managers Only

1. Access **HERO**.
2. Complete steps for **Managing a Career Conversation – Managers.** (See Page 2)
3. Hover over **Home**, and select **Your Assignments**.
4. **Your Assignments** page appears. Click on the **Career Conversation** task listed under **Title**.
5. The **Career Conversation Overview** page appears with your employees listed on the left. Select chosen employee.
6. Under **Career Conversation Notes**, populate text boxes with response notes.
7. Add additional notes in the **Comments** section if necessary.
8. If documenting additional employees, Click **Save and Exit**.

Considerations

✦ Document all key points derived from the conversation.

✦ To ensure documentation is accurate, recap all of the key points taken during the conversation.

✦ Record identifiers that may indicate employee's suitability for development programs.

✦ Record identifiers that may give insight on possible career paths (jobs, areas, fields) for the employee.

SUPPORT

Visit the HERO Information and Support Blue page for the latest information on the HERO Career Development release dates, events and training, and support materials including job aids, videos, and quick reference guides.

Efforts are underway to increase visibility and management of detail assignments nationwide within HERO.

Learning, Diversity, and Development Frequently Asked Questions about Detail Assignments

How are detail assignments captured?
There are two ways detail assignments are captured:

Rural to EAS: submit the Rural to EAS Detail (Form 50 processing Notification) worksheet to HRSSC.

All other employee types to EAS: Submit through HCES Detail assignment request form in Manager Self Service.

Whose responsibility is it to enter the detail assignment?
The Manager of the detail position is expected to submit the request.

Are all detail assignments submitted?
No, only submit requests for employees detailed for 30 days or longer to an EAS position.

Will the Detail Assignment Request Form replace the need for a PS form 1723 and entries into Time and Attendance Collection System (TACS) for higher level pay?
No. A PS Form 1723 is still required. You should follow existing process for higher level pay.

What happens to the information once it is captured?
The HCES Management Self Service (MSS) Portal has been enhanced to interpret the information submitted and send it to downstream applications such as HERO.

What will a detailed employee see in HERO?
HCES enhances HERO by enabling the following:

- HEROProfile will show detail assignment as current job title during detail assignment dates.
- Detailed employees will have access to manage and assign activities for direct reports within the reporting structure.
- Strategic Learning Initiatives and other training associated with detail assignment will be automatically assigned.
- Managers will have access to document career discussions and manage learning activities for detailed employees within their organizational unit.

An employee has reported that their reporting relationship or work location is not correct in HERO. What are the steps to get it corrected?
The employee information in HERO is fed from the Human Capital Enterprise System (HCES). Any corrections must be made using the standard processes for HCES. If an employee notifies you that information in HERO is incorrect please refer them to their Supervisor or Manager, who will confirm the employee information is incorrect. The Facility head will work with District Local Services to initiate the corrections or escalate if needed.

Efforts are underway to increase visibility and management of detail assignments nationwide within HERO. Currently, there is limited line of sight into detail assignments leading to an inability to track and monitor this information and ensure adherence to our policies.

Frequently Asked Questions

Why is this enhancement happening?

Detail Assignment information is required to enable capabilities in HERO. Other benefits include knowledge of who to contact in an emergency for COOP, auto assignment of Strategic Learning Initiatives by detailed employees, and aligning to detail assignment policy per Handbook EL-312, *Employment and Placement.*

How are detail assignments captured?

There are two ways detail assignments are captured:

All other employee types to EAS: Submit through HCES Detail assignment request form in Manager Self Service.

Rural to EAS: submit the Rural to EAS Detail (Form 50 processing Notification) worksheet to HRSSC.

Whose responsibility is it to enter the detail assignment?

The Manager of the detail position is expected to submit the request.

Will the Detail Assignment request be required before an assignment begins?

Yes, per the Handbook EL-312, requests for higher level must be submitted and approved by the next higher level manager prior to the detail assignment beginning.

Will the Detail Assignment Request Form replace the need for a PS form 1723?

No, a PS Form 1723 is still required.

What happens to the information once it is captured?

The HCES Management Self Service (MSS) Portal has been enhanced to assess Detail Assignment information submitted and send it to downstream applications such as HERO.

What is the timeline for this project?

Previous rollout included Rural Carrier Detail Assignments to EAS. New enhancements are now available for all other employees detailed to EAS positions for 30 days or longer.

Additional phases will include auto approval of applications tied to specific Occupation codes.

Should Detail Assignments requests be submitted for employees currently on Detail?

Yes if the detail will be 30 days or longer.

Are all detail assignments submitted?

No, only submit requests for employees detailed for 30 days or longer to an EAS position.

Will detail assignment information be sent to Time and Attendance Collection System (TACS) for higher level pay?

No, you should follow existing process for higher level pay.

What will a detailed employee see in HERO?

HCES enhances HERO by enabling the following:

- While detailed HEROProfile will show detail assignment as current job title.

- Detailed employees will have access to manage and assign activities for direct reports within the reporting structure.

- Detailed employee will be auto assigned Strategic Learning Initiatives and other training associated with new assignment.

  Will bargaining unit employee going into a bargaining unit detail be input within HERO?

- No, those specific detail assignments will continue using PS form 1723.

Projected deployment date: July 15, 2019
Word Count: XXX

Own your career
HERO is now accessible via LiteBlue

The Future is here!

HERO is now open to all employees, enabling you to take control of your career.

By providing access to HERO, we are empowering you to self-develop and enhance your Postal career.

The HERO platform will allow you to showcase your talents, skills, abilities and interests across the organization. Current HERO features include **HEROProfile** and **Learning**.

HEROProfile serves as the center of your HERO experience. It provides a consolidated view of your details and work experience. You can also edit your profile and share any additional information to include skills, abilities and interests. Creating a HEROProfile will provide you with exposure to top leaders within the organization through available search functionalities. Additionally, you will have the ability to find and connect with others that have similar skills and interests.

The Learning Portal will house thousands of non-postal (Skillsoft) training for self-development both professionally and personally. All training courses are accessible off the clock anytime, and anyplace, by logging in to HERO via LiteBlue on your personal device.

HERO will also serve as a one stop shop for other Human Resource tools. You can now access services such as PostalEase, eReassign, eRetire, ePayroll and many more.

Additional information and support is located on the HERO help page within the HERO system.

Log in and take control of your career today! Please visit HERO at www.liteblue.usps.gov!

General

What is HERO?

HERO is here to serve as a one-stop shop for employees to access Human Resource tools and information. It provides an easier, more convenient solution for managing training and other career-development activities. Today, HERO includes HEROProfile and the Learning Portal.

What can I do in HERO?

You can create a **HEROProfile** where you can share your work experiences, skills, and career goals. Also, you can search for and take online, off-the-clock Skillsoft trainings in the **Learning Portal**.

How do I access HERO?

LiteBlue will now serve as a gateway to access HERO for bargaining-unit employees.

Where is the HERO portal located?

Go to https://liteblue.usps.gov. The HERO portal can be located on the top right-hand side of the LiteBlue homepage and in the active carousel located in the middle of the LiteBlue homepage.
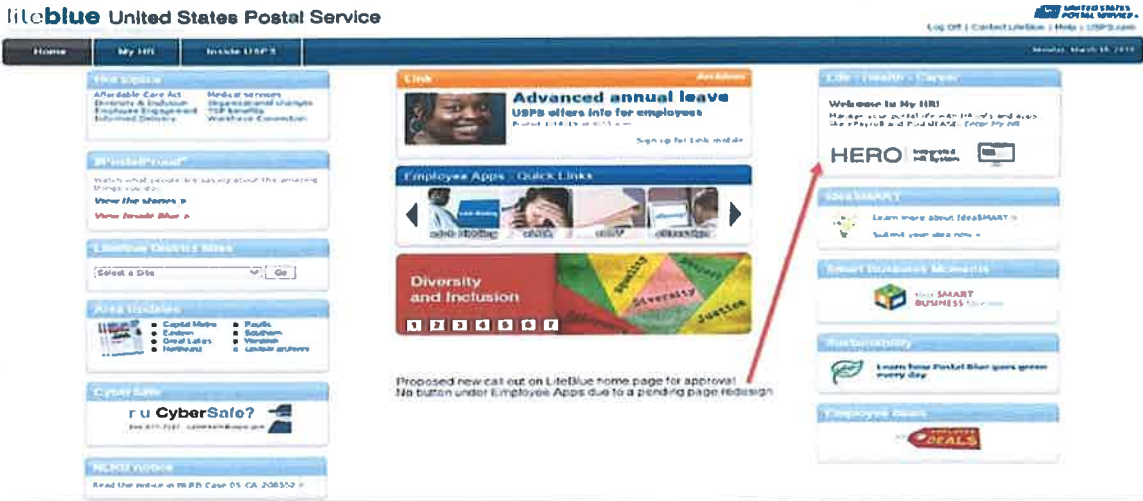
How do I login to HERO through LiteBlue?

To log in to HERO you will need your 8-digit employee identification number (EIN) and your self-service password. Your self-service password was mailed to you at the beginning of your Postal Service career. If you have trouble locating your self-service password, on the LiteBlue login page, select "CLICK HERE" to open the Self-Service Profile portal to retrieve your temporary password.
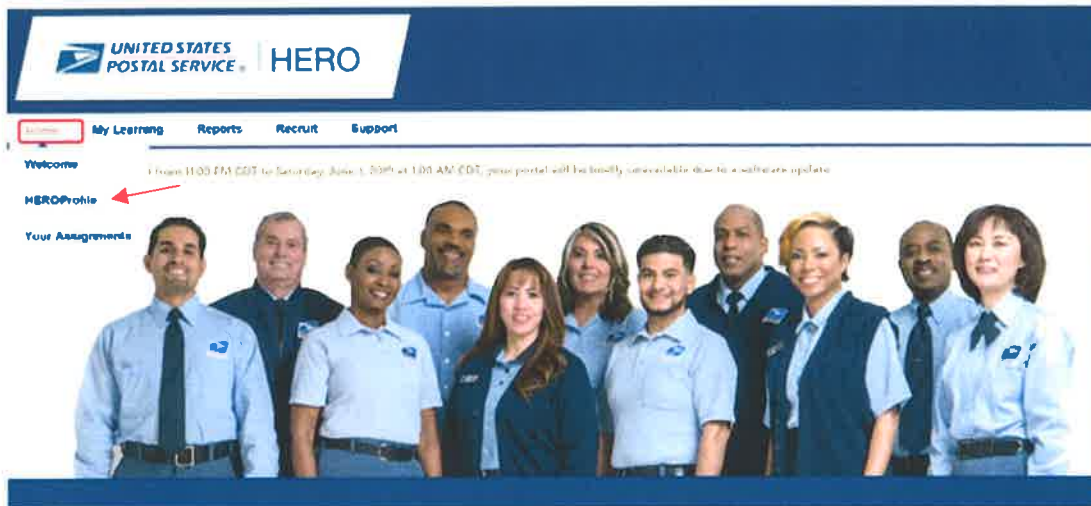

HEROProfile

What is HEROProfile?

HEROProfile serves as the foundation of your HERO experience, offering a consolidated view of your professional information such as work experience, skills, and career goals. Completing the profile is the first step to planning your career journey while identifying opportunities to shape your learning, development, and overall growth as a Postal Service Employee.

Note: Creating a HEROProfile is strictly voluntary.

How do I access HEROProfile?

From the HERO portal Welcome Page, hover over the **Home** menu and select **HEROProfile** to view and update your profile.

What can I do in HEROProfile?

HEROProfile features three tabs: About, Resume, and Career Preferences. Once complete, each tab allows you to showcase your professional skills, interests, and expertise. The details of each tab are outlined below:

About – The About tab provides your work contact and location information. You can add additional profile information including your photo, a brief summary of your current position and professional accomplishments, lists of your skills and personal interests, and the subjects and topics you find interesting. Information entered here can be seen by all non-bargaining employees.

Resume – The Resume tab begins with your current position and USPS work history dating back to 1985. You have the ability to modify your work history and include additional USPS positions or other positions, such as detail assignments and external jobs. The Resume tab also allows you to add information such as education, strengths, skills, and accomplishments. Leadership programs you've completed have been pre-loaded into your profile and are also editable for you to include additional information. Information entered here can be seen by all non-bargaining employees.

Career Preferences – The Career Preferences Tab provides you with the opportunity to take a more active role in your career planning. It is a central location for you to identify your career aspirations, mobility, and interest in learning and development. Information entered here can be seen by your immediate supervisor, managers within your organizational structure, all executives, and Human Resources Administrators.

How do I update my profile?

Instructions on entering profile information are provided in each editable section of the HEROProfile.

How do I upload a picture?

Add link to HERO Support page HEROProfile materials.

More information on HEROProfile

Where can I find more information on HEROProfile?

Visit the HERO Welcome Page for more information and HEROProfile support materials including job aids, videos, and quick reference guides.

Learning

What is the Learning Portal?

The Learning Portal enables employees to easily search and complete training activities and track their development through user-friendly features.

How do I access the Learning Portal?

You can access the Learning portal from the HERO Welcome Page by hovering over the **My Learning** menu to view active training and search for training.

What features are available for me in the Learning Portal?

Currently, all employees have the ability to search and take Skillsoft online courses off-the-clock. These courses are meant to self-develop skills and help employees explore career interests.

More information on Learning

How can I get more information on the Learning Portal?

Visit the HERO Welcome Page for the latest information on Learning Portal training and support materials including job aids, videos, and quick reference guides.

Stand-Up Talk
XX/XX/2019
Own Your Career with HERO!

The future is now; you have access to HERO through LiteBlue! What is HERO? HERO is our one-stop shop for employees to access Human Resource Services in one centralized location. It provides an easier, more convenient solution to accessing services such as eReassign, job bidding, PostalEase, and many more systems you use. Additionally, you will now have access to some great new resources to assist you in developing yourself and reaching your career goals. Two key features available to you are your HEROProfile and specific online training courses.

HEROProfile serves as the center of your experience within HERO. It offers a consolidated view of your contact details and work experience, and you can also add your skills and interests. Keep in mind that HEROProfile is strictly voluntary but will be a substantial benefit to your career goals. Key postal leaders will have the ability to view this information and may be looking for someone with your unique skills, education, and certifications.

The Learning Portal will give you the ability to complete off-the-clock, non-postal training courses. The online courses provided offer a wide variety of subjects and topics to help you self-develop both professionally and personally.

Access HERO today and begin your career journey! Visit LiteBlue.usps.gov and click on HERO at the top of the page. Additional information, frequently asked questions, and support materials are available on the HERO Support Page once you access HERO.

GENERAL

What is the HEROProfile?

HEROProfile serves as the foundation of your HERO experience, offering a consolidated view of your professional information such as work experience, skills, and career goals. Completing the profile is the first step to planning your career journey, while identifying opportunities to shape your learning, development, networking and overall growth as a Postal Employee. Think of it as an opportunity for you to showcase your talent and career aspirations, while introducing yourself to Postal leaders and fellow employees.

What current system does the HEROProfile replace?

The HEROProfile does not replace any current USPS system. This is a new feature within our HERO platform that allows you to share and view other's skills, interests, professional background, and education.

How do I access the HEROProfile?

You can access the HEROProfile from the Blue page by clicking the Essential Links menu and selecting HERO-Integrated HR System. You will automatically be logged in and redirected to the Welcome Page. From the Welcome Page hover over the **Home** menu and select **HEROProfile** to view and update your profile.

When will the HEROProfile be available?

The HEROProfile was released in October 2018 for non-bargaining employees and will be available to bargaining employees in future releases.

EMPLOYEES

What can I do in HEROProfile?

HEROProfile features three tabs: About, Resume and Career Preferences.   Once complete, each tab allows you to showcase your professional skills, interests and expertise. The details of each tab are outlined below:

- **About** – The About tab provides your contact and location information. You can add additional profile information including your photo, a brief summary of your current position and professional accomplishments, list your skills and interests and share the subjects and topics you find interesting. Information entered can be seen by all non-bargaining employees.

- **Resume** – The Resume tab begins with your current position and USPS work history dating back to 1985. You have the ability include additional USPS positions or other positions, such as detail assignments and external jobs. The remainder of the Resume tab allows you to add information such as education, strengths, skills, and accomplishments. Leadership programs have been pre-loaded into your profile, and are also editable for you to include additional information. Information entered can be seen by your immediate supervisor, managers within your organizational structure, all executives, and Human Resources Administrators.

- **Career Preferences** – The Career Preference Tab provides you with the opportunity to take a more active role in your career planning. It is a central location for you to identify your career aspirations, mobility and interest in learning and development. Adding information to this tab is voluntary. Information entered can be seen by your immediate supervisor, managers within your organizational structure, all executives, and Human Resources Administrators.

How do I update my profile?

Instructions on entering profile information are provided in each editable section of the HEROProfile.

Who can view my information in the HEROProfile?

All non-bargaining employees can search and view your About Tab information. Information entered in the Career Preferences Tab can be seen by your immediate supervisor, all executives and Human Resources.

NOTE: *All editable information is voluntary.*

Does the Resume section replace my eCareer profile?

No, the Resume section does not replace your eCareer profile. You will continue to use the eCareer profile to apply for postal positions.

What is the difference between the eCareer profile and the HEROProfile?

While the HEROProfile has similar features and data fields as your eCareer profile, it will not be used for hiring or recruiting purposes. The HEROProfile should be used as a means of self-promoting your professional experience, networking cross-functionally with your peers based on your interests, and engaging in meaningful career discussions with your manager. You should continue to update and maintain your eCareer profile to apply for internal jobs within the Postal Service.

I am a former participant in the Corporate Succession Planning (CSP) or EAS Leadership Development Program (ELD). Does the HEROProfile replace my CSP/ELD profile?

Yes, The CSP and ELD programs have been discontinued. HEROProfile is now used as the tool to capture your professional background and career experiences and is used by leadership inform succession and career development plans.

What fields in the HEROProfile are pre-populated?

HEROProfile Tabs	Pre-Populated Data Fields	Manually Updated Data Fields
About	Direct Phone, Email, User ID, Location, Address, Personnel Area, Personnel Subarea, Cost Center, Pay Location, Team hierarchy	Summary, Interest, Subjects
Resume	USPS Positions, Leadership Programs	Other positions, Education, Certifications/Licenses, External Training, Skills, Language Skills, Key Strengths,

		Special Projects/Key Accomplishments/Awards, Volunteer/Community Activities
Career Preference	N/A	All fields

What do I do if the manager listed in the About tab "Team" structure is incorrect?

If the manager (for your position of record) illustrated in the team reporting structure is incorrect, your manager may contact your local Human Resources department (Local Services) to submit appropriate changes in HCES.

NOTE: *With the exception of Rural Carriers, detail assignments will not be reflected in your team structure in HERO.*

What do I do if the job location in the About tab is incorrect?

If the location and/or address (for your duty station) is incorrect, your manager may contact your local Human Resources department (Local Services) to submit appropriate changes in HCES.

NOTE: *With the exception of Rural Carriers, detail assignments will not be reflected in your location in HERO.*

What if the prepopulated information about my leadership programs listed in the Resume Tab is incorrect?

You may add missing Leadership Programs by clicking the + icon. You may only edit the dates of prepopulated Leadership Programs.

MANAGERS

How can I use the HEROProfile as a manager?

The HEROProfile provides you with access to an abundance of information to get to know your employees and other employees, including their background, skills, interests, etc. Specifically, all managers will have access to view the Career Preferences tab for employees within their direct and indirect management chain to help guide career discussions and understand your employees' professional goals and development needs.

NOTE: *Executive-level managers will have access to view the Career Preferences tab for all employees.*

What do I do if the employee(s) listed in the About tab "Team" structure are incorrect?

If your team reporting structure is incorrect, contact your local Human Resources department (Local Services) to submit appropriate changes in HCES, or send an email request to the appropriate HR Liaison (for HQ managers).

NOTE: *With the exception of Rural Carriers, detail assignments will not be reflected in your team structure in HERO.*

What do I do if my employee's job location in the About tab is incorrect?

Contact your local Human Resources department (Local Services) to submit appropriate changes in HCES, or send an email request to the appropriate HR Liaison (for HQ managers).

NOTE: *With the exception of Rural Carrier Details, all Detail assignments will not be reflected in your location in HERO.*

MORE INFORMATION

How can I get more information on the HEROProfile?

Visit the <u>HERO Information and Support</u> Blue page for the latest information on HEROProfile release dates, events and training, and support materials including job aids, videos, and quick reference guides.

U.S. POSTAL SERVICE
NEWSLINK

Got a profile?
HEROProfile the foundation of your career

If you're interested in advancing your Postal Service career? This is a great opportunity to showcase your talent and career aspirations, while increasing your visibility to Postal leaders and fellow employees.

HERO, introduced last year, allows you to manage your career development activities in a single online platform. While building your HEROProfile is voluntary, completing the profile is the first step to planning your career journey. By completing your HEROProfile, you can promote your work experience, skills and career goals. HEROProfile includes three sections; About, Resume, and Career Preferences. While each section is strictly voluntary, we encourage employees to leverage their talent while building their HEROProfile.

Succession Time?
Let's meet Antwon Buggs!

Antwon began his Postal Career in 2012 as a TE in Arlington Virginia. Antwon's career shortly took off and within 6 years Antwon was promoted to Postmaster in McLean, Virginia. He quickly garnered the knowledge of operating a delivery unit through hands-on training and a resilient dedication to excellence. Antwon learned to identify opportunities and implement processes to meet and exceed business goals.

During Antwon's time in Alexandria, he took it upon himself to initiate career conversations with his manager, which helped lay the foundation to advance his career. During his career conversations, an IDP was created to identify developmental activities and assignments to help Antwon's career excel. As Antwon stated, "simply request a conversation with management and they will assist you in creating an Individual Development Plan (IDP) and how to build your HEROProfile. This will help develop and guide you to your next perfect position". As a result of Antwon's career conversations, effective IDP and completed HEROProfile he is currently detailed as a Technology Project Analyst at Headqaurters.

For additional information, including reference guides and FAQs, go to the *HEROProfile Support Blue page*.

HEROProfile serves as the foundation of your HERO experience, offering a consolidated view of your professional information such as work experience, skills, and career goals. Completing the profile is the first step to planning your career journey, while identifying opportunities to shape your learning, development, networking and overall growth as a Postal Employee. Think of it as an opportunity for you to showcase your talent and career aspirations, while introducing yourself to Postal leaders and fellow employees.

Proficiency
1. Beginner (Limited experience)
2. Intermediate (Practical application)
3. Advanced (Applied theory)
4. Expert (Recognized authority)

Analytical
Algorithm design
Analytical methods
Analyze
Budget
Compute
Consulting
Data analysis
Data engineering
Data mining
Data Mining
Data presentation
Data warehousing
Diagnostic Information Gathering
Estimate
Evaluate
Forecast
Manage Data or Records
Mathematics
Prioritization
Process mapping
Research methods
Statistical analysis
Systems analysis

Business
Administrative
Auditing
Business acumen
Business analysis
Business Case Management
Business development
Business intelligence
Business management

Business (Continued)
Compliance monitoring
Contract management
Contract Management
Customer Focus- Business
Economics
Event planning
Grant writing
Risk assessment
Sales
Strategic Execution
Strategic Planning

Communication
Active listening
Assertiveness
Business writing
Collaboration
Communication- Oral
Communication- Persuasive
Communication- Written
Concern for others
Cooperation
Corporate Communication
Creative writing
Developing rapport
Editing
Email etiquette
Empathy
Facilitation
Group facilitation
Internal Communication
Networking
Nonverbal communication

Communication (Continued)
Reading comprehension
Relationship management
Report development
Report presentation
Respect
Social orientation
Speaking
Strategic Communication
Sympathy
Team building
Teamwork
Telecommunications
Writing

Cybersecurity
Cyber Crime Investigation
Cybersecurity Collection and Threat Analysis
Cybersecurity Governance and Program Management
Digital Solutions Innovation
Secure Systems Development
Secure Systems Operations and Maintenance
Systems and Networks Protection

General
Active learning
Adaptability
Attention to detail
Collaboration
Collaboration & teamwork
Creativity
Critical thinking
Customer Focus

UNITED STATES POSTAL SERVICE® | HERO

General (Continued)
Decision-making
Dependability
Ethics
Flexibility and agility
Growth Orientation
Innovative thinking
Integrity
Leveraging Technology
Patience
Problem solving
Professionalism
Quality Focus
Respect
Responsibility
Safety Focus
Self-Management
Service orientation
Stress tolerance
Synthesizing
Taking Initiative
Thoroughness
Time management

Information Technology (IT)
Cloud and distributed computing
Content management
Database administration
Hardware installation
LAN/ WAN/ Networking
Mac, Linux and Unix Systems
Middleware and integration software
Mobile development
Network and information security
Operation and control
Operations analysis
Programming
Quality control analysis
Repairing
Storage systems and management
Tech support
Technology design
Troubleshooting
UI/UX
User interface design
Virtualization
Web architecture and development framework
Web development

Leadership
Assertiveness
Business Acumen
Change Readiness
Concern for others
Cooperation
Diplomacy
Diversity and inclusion
Growth Orientation
Inspiring trust
Mediation
Motivational skills
Negotiation
Professionalism
Responsibility
Results Driven
Safety Focus
Strategic planning
Team building

Management
Assertiveness
Change management
Coaching
Complex problem-solving
Concern for others
Constructive feedback
Continuous Improvement
Cooperation
Coordination
Delegation
Diplomacy
Expectation management
Inspiring trust
Interviewing
Leadership
Management of resources
Mediation
Mentoring
Monitoring
Motivating others
Motivational skills
Performance management
Professionalism
Program management
Project management
Responsibility
Safety Focus
Solution selection
Staff management

Management (Continued)
Strategic planning
System evaluation
Team building
Teamwork

Persuasion
Client relations
Conflict management
Courtesy
Customer service
Developing rapport
Diplomacy
Negotiation
Persuasion
Social perceptiveness

Software
Adobe
Apple
C++
Database management and software
Digital media
Java development
Java script
Lexis Nexis
Linux
MATLAB
Microsoft Access
Microsoft Excel
Microsoft Office
Microsoft Outlook
Microsoft PowerPoint
Microsoft Project
Microsoft Publisher
Microsoft Visio
Microsoft Word
MicroStrategy
Minitab
MySQL
Oracle
Payroll software
Perl/Python/Ruby
Python
R
SAS
Shell scripting languages
Software engineering
Software installation

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Software (Continued)
Software management
Software QA and user testing
Software revision control systems
SPSS
SQL
Standard office software
Tableau
Unix

Technical
Advertising
Branding
Cash management
Channel marketing
Content marketing
Content strategy
Financial analysis
Financial reporting
Financial statement and financial ratio
analysis
Forecasting and financial statements
Inventory management
Liability management
Market research
Marketing campaign management
Media planning
Online marketing
Projecting cash flows
Public relations
Receivables management
SEM marketing
SEO marketing
Social media
Training & presenting information
Supply Management (ADD)
Procurement (ADD) (ADD

HEROProfile serves as the foundation of your HERO experience, offering a consolidated view of your professional information such as work experience, skills, and career goals. Completing the profile is the first step to planning your career journey, while identifying opportunities to shape your learning, development, networking and overall growth as a Postal Employee. Think of it as an opportunity for you to showcase your talent and career aspirations, while introducing yourself to Postal leaders and fellow employees.

HEROProfile Tab	DO	DON'T

About	✓ Upload a work-appropriate profile photo.
	✓ Create a professional summary that best describes your career story, achievements, key strengths, and professional areas of interest.
	✓ Keep your summary brief and concise. It should give others a snapshot of your career at a quick glance.
	✓ Add personal and professional interests to your profile. Remember, this opens opportunities for you to network with other employees who share similar interests.
	✓ Add subjects related to your current position and aspiring positions. This allows you to find training to help you develop yourself now and in future roles.
		✗ Upload photos that are:
		  o inappropriate for work – including group shots, social activities, or photos in athletic or swimwear
		  o related to political parties, candidates, or causes
		  o related to your religious affiliation
		✗ Include personal information such as social security number, political party, marital status or religious affiliation.
		✗ Add any statements or comments that might harm the Postal Service's reputation or brand.
		✗ Add content that could subject USPS to liability or a security risk.

Resume	✓ Keep your resume up-to-date to highlight your latest personal and professional achievements. ✓ Use pre-loaded data such as USPS Positions and Leadership Programs as a starting point and edit your information as needed. ✓ Be specific. Provide examples of projects you've participated in or led. Use numbers and metrics to highlight results, where applicable. ✓ Include your external (non-Postal) experience and training. ✓ Share your volunteer and community activities to highlight your contributions outside of the Postal Service.	✗ Add content that is inaccurate, misleading, or dishonest. ✗ Leave out valuable information that helps demonstrate your knowledge, skills, experiences and achievements. ✗ Add other positions (Postal or non-Postal) that are not relevant to your career goals and interests. This may overshadow your relevant experiences.
Career Preferences	✓ Provide thoughtful answers that will help facilitate effective career development conversations with your manager.	✗ Skip this section if you are interested in discussing your career goals and development with your manager.

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![United States Postal Service | HERO logo]

HEROProfile

A Step-by-Step Guide to Build Your Profile

OVERVIEW

HEROProfile serves as the foundation of your HERO experience, offering a consolidated view of your professional information such as work experience, skills, and career goals. Completing the profile is the first step to planning your career journey, while identifying opportunities to shape your learning, development, networking and overall growth as a Postal Employee. Think of it as an opportunity for you to showcase your talent and career aspirations, while introducing yourself to Postal leaders and fellow employees.

This guide is designed to help you create and manage your HEROProfile. Adding information to the HEROProfile is voluntary.

NOTE: *The information in this guide is intended for instructional purposes only. The screenshots - including content, graphics and functionality may differ slightly from the live HERO system.*

Navigating the HEROProfile

Icons and Tools

Asterisk	*	Items with * are mandatory.
More Options Icon	▼	Located on the far right of the field or section. Used to edit or delete information. (May also be used to select options from a drop-down menu.)
Edit Icon	✎	Located to the right of a field. Used to add and edit information in a field.
Options Icon (Based on Role Permissions)	▭	Located in the top right corner of each page. This gives you the option to export, print, run reports, etc., depending on the current page.
Plus Icon	+	Located to the right of the section heading. Used to add an entry to the section.
Remove Icon	⊗	Located to the right of an item. Used to remove the selection from your profile.
Select Icon	▢	Located to the right of a field. This opens a pop-up in which you can search for and select predefined items.
View Full List	**View Full List**	Located below the predictive text search box. This opens a list of all predefined items available to select.
View Team (For Managers Only)	**View Team ⇄**	Located in the top right corner of the HEROProfile. This opens the View Team fly-out on the left of the screen which displays your team's profiles.

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Accessing the HEROProfile Homepage

1. From your computer or mobile device, log into Blue at: http://blue.usps.gov/wps/portal/
2. Click the **Essential Links** dropdown menu and select **HERO – Integrated HR System.**

3. On the HERO Welcome Page, hover over the **Home** menu and click **HEROProfile**.

Editing Your Photo

To Upload/Change/Delete a photo:

1. Click the **Settings** icon in the upper-right corner of the screen and select the **My Account** link.
2. Hover over the upper-right corner of the photo to enable the **More Options** drop-down menu to appear.
3. Click the **Change** link. This opens the Upload Photo pop-up.
4. Click the **Browse** button to select the photo. Once the file is selected, an **Upload** button displays to the right of the **Browse** button. The acceptable file types are: .png .gif .jpg or .bmp.
5. Click **Upload**. This uploads the photo.
6. Click Save. The image is displayed throughout the HERO system, including the HEROProfile tab.

HEROProfile Tabs

The HEROProfile page consists of the following tabs:

- **About** – The About tab provides your contact and location information. You can add additional profile information including your photo, a brief summary of your current position and professional accomplishments, list your skills and interests and share the subjects and topics you find interesting.
- **Resume** – The Resume tab begins with your current position and USPS work history dating back to 1985. You have the ability include additional USPS positions or other positions, such as detail assignments and external jobs. The remainder of the Resume tab allows you to add information such as education, strengths, skills, and accomplishments. Leadership programs will be pre-loaded into your profile, and are also editable for you to include additional information.
- **Career Preferences** – The Career Preference tab provides you with the opportunity to take a more active role in your career planning. It is a central location for you to identify your career aspirations, mobility and interest in learning and development. Adding information to this tab is voluntary. Information entered can be seen by your immediate supervisor, managers within your organizational structure, all executives, and Human Resources Administrators.

NOTE: *Only the individual user can edit their HEROProfile.*

About

The HEROProfile – About tab is the default landing page for the HEROProfile. This tab displays your **contact** information, **summary** information, **skills, interests, team** hierarchy, and **additional information**. Any information displayed on this tab is visible to all USPS employees.

The following sections appear within the About tab:

Contact Information

- **Direct Phone** – displays your direct phone number from your user record. When viewing this content from a device that can make phone calls, clicking the phone number link will dial the phone number.
- **Email** – displays your USPS email address from your user record. Click the email address link to compose a new email using Microsoft outlook.
- **User ID** – displays your Employee ID.
- **Location** – displays your organizational unit location.
- **Address** – to the right of your contact information, your organizational unit address appears as either text and/or within a map.

Summary

The Summary section allows you to provide a brief synopsis of your professional career and key accomplishments. To add/edit your summary information:

1. Click the **Edit** icon on the far right.
2. After completing the Summary information, click the **Save** button to save the changes, or click **Cancel** to discard any unsaved changes.

Skills

The Skills section displays the skills selected under the Resume tab. Instructions on how to select skills are listed in the Resume section.

NOTE: *If you do not select skills under the Resume tab, then this section will not populate on the About tab.*

Interests

The Interests section may be used to display your personal and professional interests. To add/edit interest information:

1. Click the **Edit** icon on the far right. This enables a text editor that allows you to edit the interests.
2. To add an interest, enter the interest name and then either press the **[Enter]** key on your keyboard or insert a comma directly after the interest name.
3. To remove an interest, click the **Remove** icon to the right of the interest name.
4. After editing the Interests information, click the **Save** button to save the changes, or click **Cancel** to discard any unsaved changes.

**NOTE:** *Spell check is not enabled in this section.*

Subjects

The Subjects section may be used to select and display your favorite training subjects. To add/edit subject information:

1. Click the **Edit** icon on the far right. This enables a text editor that allows you to edit the subject.
2. To add a subject, click the **Select** icon. This opens a pop-up in which you can search for and select predefined training subjects. Up to 25 subjects can be selected under this section.
3. To remove a subject, click the **Remove** icon to the right of the subject name.
4. After editing the Subjects information, click the **Save** button to save the changes, or click **Cancel** to discard any unsaved changes.

Resume

- The HEROProfile - Resume tab allows you to view and edit your resume sections. The Resume tab can be used to showcase your **professional experience** and **skills**. Adding information to this page is voluntary and can be seen by your immediate supervisor, managers within your organizational structure, all executives, and Human Resources Administrators.

The following sections appear within the Resume tab:
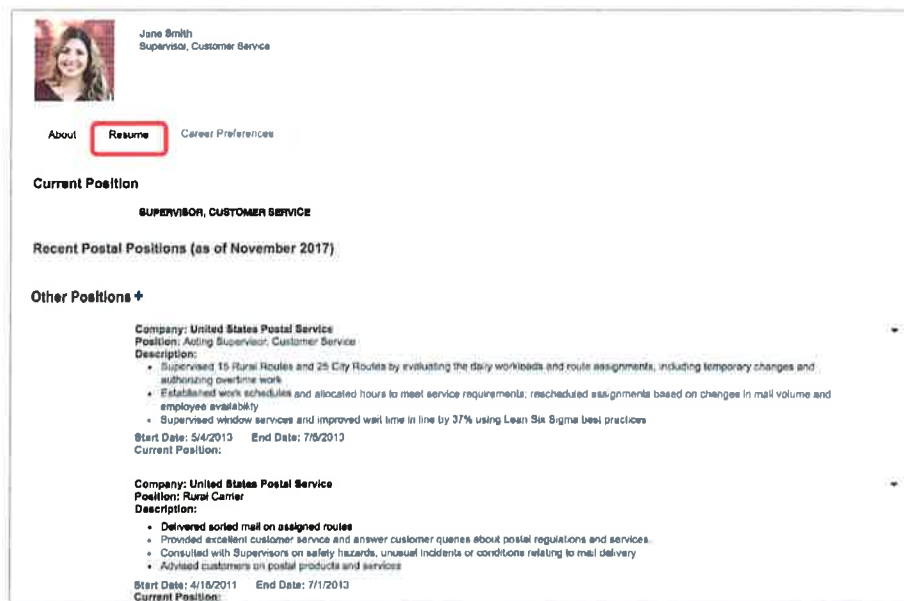
Current Position

The Current Position section is pre-populated with information from your Human Capital Enterprise System (HCES) user record. Under Current Positions, you can click the **More Options** drop-down menu on the far right and select **Edit** to add detailed information about your current position.

USPS Positions

The USPS Postal Positions section is pre-populated with information from your Human Capital Enterprise System (HCES) user record. The USPS Postal Positions will reflect all previous postal positions since 1985. Under USPS Postal Positions, you can click the More Options drop-down menu on the far right and select **Edit** to add the grade, location and organization for each position. This section will auto-update as your positions change.

Other Positions

The Other Positions section can be used to add other relevant job experience, including current detail assignments (30 days or longer) and/or external positions. Use the description to provide an overview of your duties. To add/edit your other positions:

1. Click the plus icon (+) to the right of the section heading.
2. After entering the Position information, click the **Save** button to save the changes, or click **Cancel** to discard any unsaved changes. Additional positions can be added by clicking the plus icon (+).

Education

To add/edit education information:

1. Click the plus icon (+) to the right of the section heading.
2. Click the **Select** icon on the far right. This opens a pop-up in which you can search for and select predefined education types, institutions, majors, and level completed.
3. After entering the education information, click the **Save** button to save the changes, or click **Cancel** to discard any unsaved changes. Additional education information can be added by clicking the plus icon (+).

Certifications/Licenses

To add/edit certifications and licenses:

1. Click the plus icon (+) to the right of the section heading.
2. Enter text in the Search field. Predictive search results appear in a menu below the field.
3. Select an item from the predictive search results, and it will be added above the Search field. Additional information may be requested based on the selection.
4. If your certification/license is not listed, you can select **Other** to include details in **Other Certification/License** entry field**.**
5. After entering the certifications/licenses information, click the **Save** button to save the changes, or click **Cancel** to discard any unsaved changes.

NOTE: *See HEROProfile Certification/Licenses List for a complete listing of certifications and licenses.*

External Training

To add/edit external training:

1. Click the plus icon (+) to the right of the section heading.
2. Enter text in the required fields.

3. After entering the Position information, click the **Save** button to save the changes, or click **Cancel** to discard any unsaved changes.

Language Skills

To add/edit language skills:

1. Click the plus icon (+) to the right of the section heading.
2. Enter text in the Search field. Predictive search results appear in a menu below the field.
3. Select an item from the predictive search results, and it will be added above the Search field.
4. After entering Language Skills, click the **Done** button to save the changes, or click **Cancel** to discard any unsaved

Key Strengths

To add/edit key strengths:

1. Click the plus icon (+) to the right of the section heading.
2. Enter text in the Search field. Predictive search results appear in a menu below the field.
3. Select an item from the predictive search results, and it will be added above the Search field.
4. After entering Key Strengths, click the **Done** button to save the changes, or click **Cancel** to discard any unsaved changes. Once you click **Done,** another screen will pop up requesting additional information about proficiency level and details.
5. After entering the additional information, click the **Save** button to save the changes, or click **Cancel** to discard any unsaved changes.

Leadership Programs (Unofficial Learning Record)

To add/edit leadership programs:

1. Click the plus icon (+) to the right of the section heading.
2. Enter text in the Search field. Predictive search results appear in a menu below the field.
3. Select an item from the predictive search results, and it will be added above the Search field.
4. Select the Leadership Program and add the completion date
5. After entering the Leadership Program information, click the **Save** button to save the changes, or click **Cancel** to discard any unsaved changes.

Special Projects/Key Accomplishments/Awards

To add/edit special projects, key accomplishments and/or awards:

1. Click the plus icon (+) to the right of the section heading.
2. Type in the Description box details about Special Projects/Key Accomplishments/Awards.
3. After completing the information, click the **Save** button to save the changes, or click **Cancel** to discard any unsaved changes.

Volunteer/Community Activities

To add/edit volunteer and community activities:

1. Click the plus icon (+) to the right of the section heading.
2. Type in the box details about Volunteer/Community Activities.
3. After completing the information, click the **Save** button to save the changes, or click **Cancel** to discard any unsaved changes.

Skills

To add/edit an entry to the Skills section:

1. Click the plus icon (+) to the right of the section heading.
2. Enter text in the Search field. Predictive search results appear in a menu below the field.
3. Select an item from the predictive search results, and it will be added above the Search field.
4. After entering Skills, click the **Done** button to save the changes, or click **Cancel** to discard any unsaved changes. Once you click **Done,** another screen will pop up requesting additional information about proficiency level and details.

NOTE: *See HEROProfile Skills List for a complete listing of skills.*

Career Preferences

The HEROProfile - Career Preferences tab provides you with the opportunity to take a more active role in your career planning. It is a central location for you to identify your career aspirations, mobility and interest in learning and development. Adding information to this tab is voluntary. Information entered can be seen by your immediate supervisor, managers within your organizational structure, all executives, and Human Resources Administrators.

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To edit the Career Preferences tab:

1. Click the **Edit** icon in the upper-right corner of the Career Preferences section.
   - For fields that contain a text box, you may enter text in the appropriate field. To check the spelling of the text box contents, click the **ABC** icon in the text box toolbar. This opens the Spell Checker pop-up.
   - For fields that contain a drop-down menu, click the arrow to the right of the field to select an option from the list.
   - For fields that contain a Select icon, click the icon to the right of the field to display a list of options. You can Search in the box at the top, or click the plus icon (+) to the left to display each category of options.
2. After editing the career preferences, click **Save** to save the changes, or click **Cancel** to discard any unsaved changes.

TRANSCRIPT

The Transcript page is part of the HEROProfile and also accessible under your My Learning tab. Every employee has a personalized transcript which allows them to manage their training. The transcript displays the status of each learning object (LO) requested by, assigned to, or required of the employee, which allows you to determine the training status. Depending on the training status, you can register, launch, and perform a variety of other training functions directly from the transcript.

The following information appears on the transcript page:
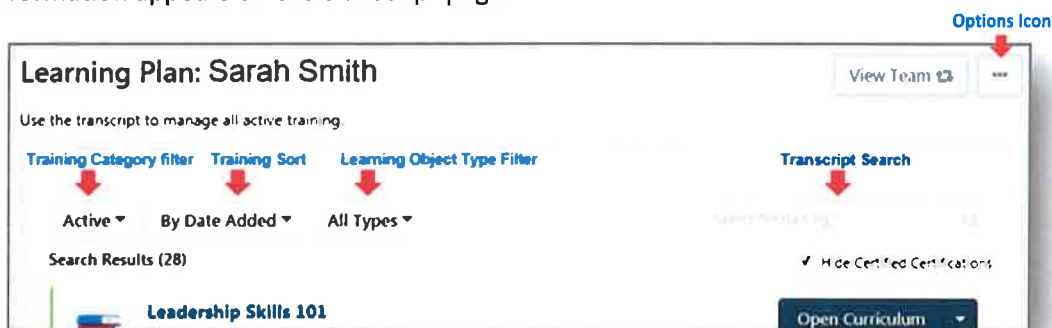
- **Training Category filter** – filters the training based on whether the training in the transcript is active, completed, archived, or removed from the transcript.
- **Training Sort** – allows you to determine the order in which transcript items are displayed on the page such as Title, Completion Date, Status, Date Added, Training Type, Due Date, Family, Category, and Expiration Date.
- **Learning Object (LO) Type Filter** – filters the items within a transcript by a specific LO type, such as Online Class, Cohort, or Certification.
- **Transcript Search** – searches for training items within the selected category of the transcript using the Search textbox. To search for a training item, enter the appropriate keywords in the Search textbox then click the **Search** icon.

The **Options** icon may be available based on your user permission and is located above the transcript search box. This allows you to:

- **Assign Training** – select this option to assign training to a direct or indirect report.
- **Export to PDF** – select this option to print the current view of the transcript page to PDF. Only the training that is currently displayed is included in the printed transcript. If there are multiple pages, then only the current page is printed.
- **Print Transcript** – select this option to view an HTML printable version of your transcript. Depending on which training category is selected when you select this option (Active, Archived, Removed), a printable version of the corresponding transcript training category is generated.
- **Run Transcript Report** – select this option to run the Transcript Report.

ACTIONS

The Actions page includes required training and other assigned actions. When you log into HERO you may be alerted to action items on the Welcome Dashboard. Action items can be viewed and launched from the Actions tab even when no longer visible on the HERO Welcome page. Action items can be filtered and sorted by due date, type, priority and assignment date.

HEROProfile ▼	Transcript	Actions ▼	Snapshot

By default, the actions are categorized and sorted by **Due Date**. Click the sort order drop-down menu to sort by **Assignment Date, Priority,** or **Type.**

SNAPSHOT

The Snapshot page allows you to upload, view and manage your documents. You have the option to save documents in various folders and search for folders or uploaded documents within using the Search field.

HEROProfile ▼	Transcript	Actions ▼	Snapshot

To upload a document to Snapshot, click the **Documents** box. From the Documents page, select a folder to house the document and click **Add File** to upload the   file.
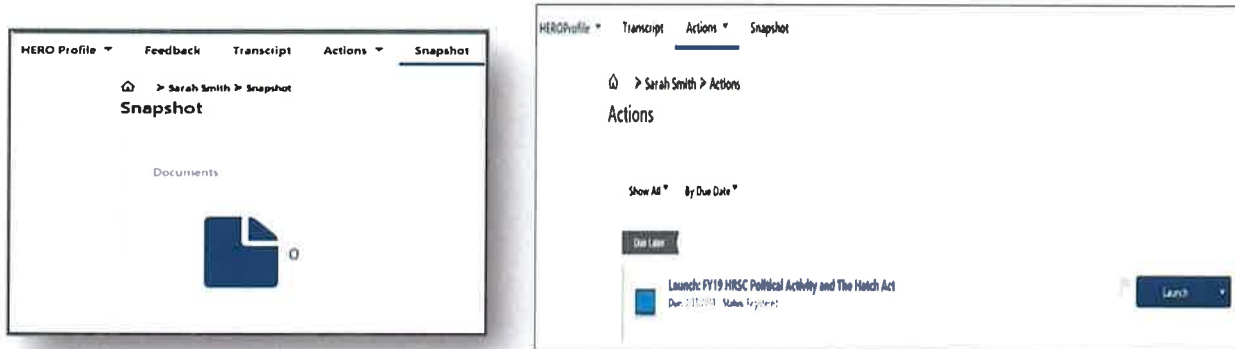
SUPPORT

Visit the HERO Information and Support Blue page for the latest information on the HEROProfile release dates, events and training, and support materials including job aids, videos, and quick reference guides

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Learning
Learner User Guide

CONTENTS

This user guide contains step-by-step instructions for employees to complete the following activities in the HERO Learning Portal:
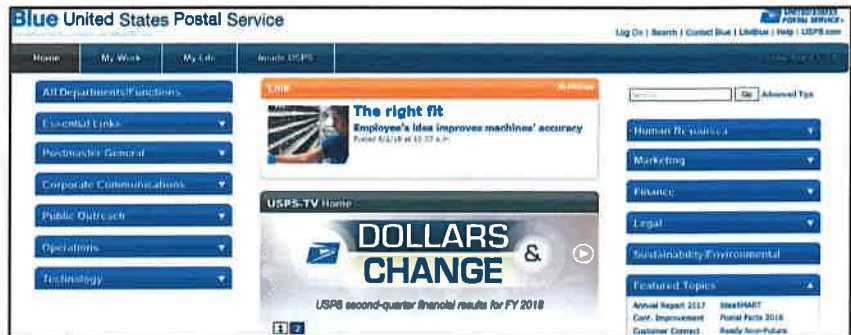
NOTE: *The information in this guide is intended for instructional purposes only. The screenshots - including content, graphics and functionality may differ slightly from the live HERO system.*

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ACCESS HERO

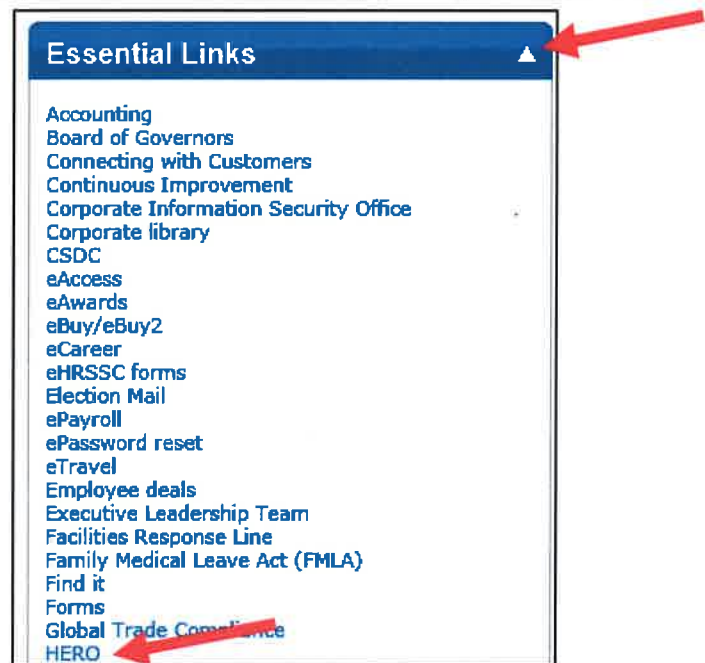|	
1. From your computer or mobile device, log into Blue at: http://blue.usps.gov/wps/portal/	
2. Click the Essential Links dropdown menu and select HERO. NOTE: Google Chrome If you are accessing the Blue Page via Google Chrome, you will be directed to a sign-in page to enter your ACE ID and password credentials before accessing the system.	

3. You will be directed to the Welcome page where you will have the option to:

   - Hover over the My Learning menu to assign training to your employees, or

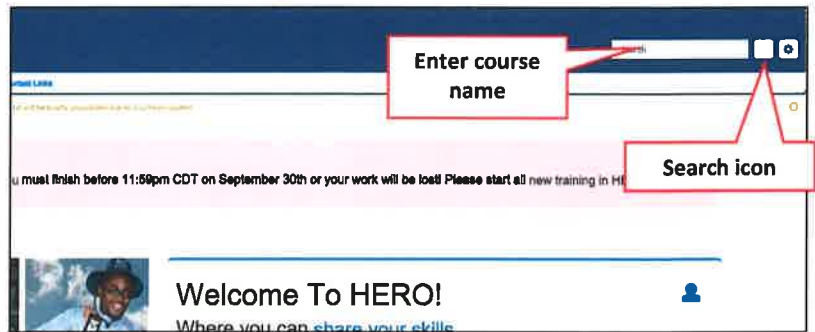   - Scroll down to view Your To Do's list to view and launch required training and actions.
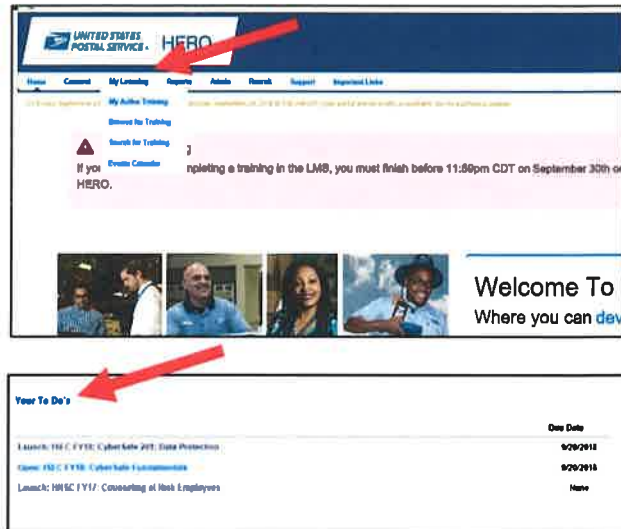
SEARCH FOR TRAINING
*Craft employees can only access Skillsoft training in the Learning Portal.
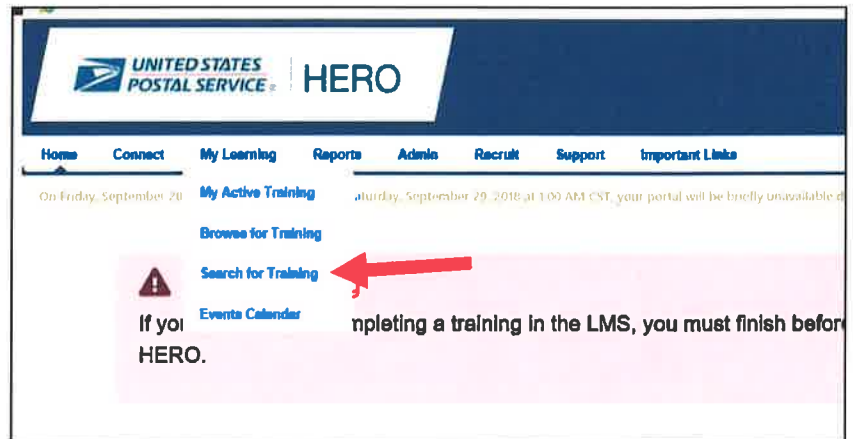
1. There are multiple ways to search for training:

   OPTION 1:

   a. From the Welcome page, enter the course name in the Search field

   b. Click the Search icon.
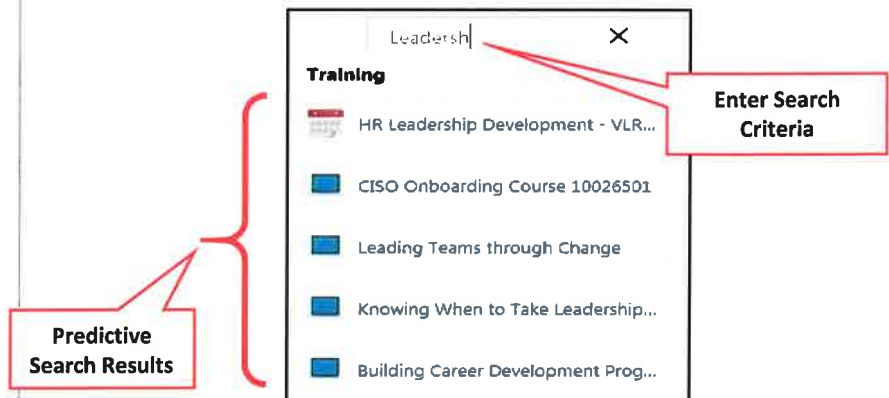
   OPTION 2:

   a. Hover over the My Learning menu and click Search for Training.

   NOTE: Predictive Search

   When entering a query in any Search field, predictive search results will display below the Search field as soon as two characters are entered. You can click one of the predictive search results to execute a search based on the selected predictive search result.

Enter course name

Search icon

Welcome To HERO!
Where you can share your skills

UNITED STATES POSTAL SERVICE | HERO

| Home | Connect | My Learning | Reports | Admin | Recruit | Support | Important Links |

My Active Training

Browse for Training

Search for Training

Events Calendar

npleting a training in the LMS, you must finish before HERO.

Leadersh

Training

HR Leadership Development - VLR...

CISO Onboarding Course 10026501

Leading Teams through Change

Knowing When to Take Leadership...

Building Career Development Prog...

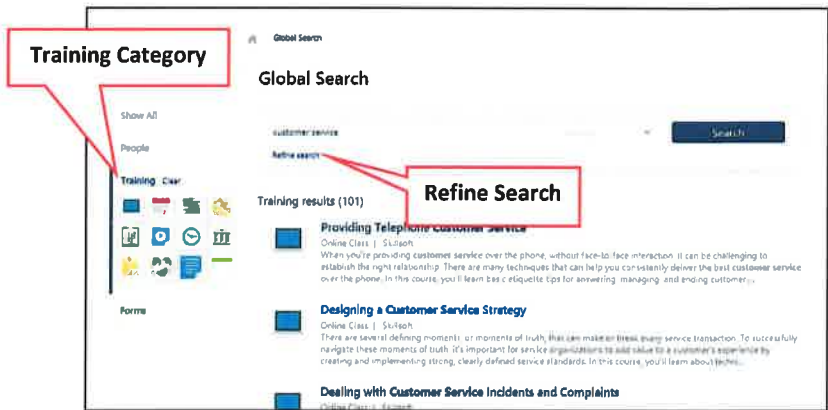Enter Search Criteria

Predictive Search Results

2. The Global Search page displays with the results of your search.

   Click the Training category link to view the search results.

   To narrow your search:
   a. Click the Refine Search link below the search field.

   b. Select the appropriate filter values in the Refine your search section.

   c. Click the Search button.

Training Category

Global Search

Show All

People

Training Clear

Forms

Refine Search

Training results (101)

Providing Telephone Customer Service
Online Class | SkillSoft
When you're providing customer service over the phone, without face-to-face interaction, it can be challenging to establish the right relationship. There are many techniques that can help you consistently deliver the best customer service over the phone. In this course, you'll learn basic etiquette tips for answering, managing, and ending customer...

Designing a Customer Service Strategy
Online Class | SkillSoft
There are several defining moments, or moments of truth, that can make or break every service transaction. To successfully navigate these moments of truth, it's important for service organizations to add value to a customer's experience by creating and implementing strong, clearly defined service standards. In this course, you'll learn about techni...

Dealing with Customer Service Incidents and Complaints
Online Class | SkillSoft

Global Search

Refine your search

Title   Description   Provider
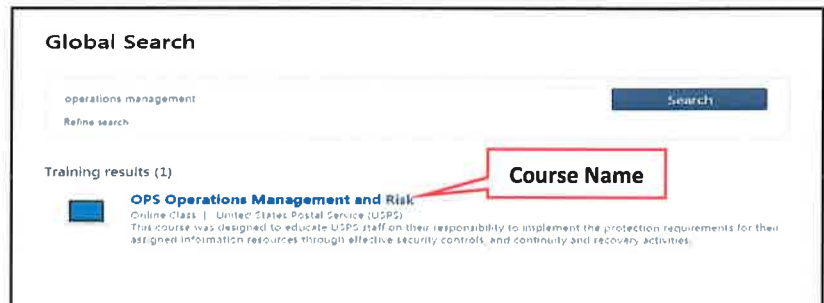
Refine Your Search

Search

3. To filter search results by training type, click the applicable Training icon to the left of the search results.

   Hover over each icon for a description.
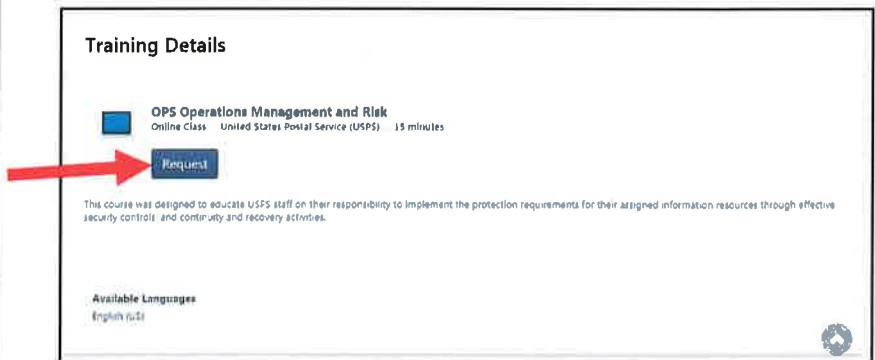
Training icons

Training Clear

4. Click the Course Name link to view additional details regarding the training.

Global Search

operations management

Refine search

Search

Training results (1)

Course Name

OPS Operations Management and Risk
Online Class | United States Postal Service (USPS)
This course was designed to educate USPS staff on their responsibility to implement the protection requirements for their assigned information resources through effective security controls, and continuity and recovery activities.

5. The Training Details page displays with the course description and other information, as well as available action buttons.

Click the Request button to add the training to your active training list. *(See View Active Training section for instructions on where to find the course.)*

Training Details

OPS Operations Management and Risk
Online Class   United States Postal Service (USPS)   15 minutes

Request

This course was designed to educate USPS staff on their responsibility to implement the protection requirements for their assigned information resources through effective security controls, and continuity and recovery activities.

Available Languages
English (US)

BROWSE FOR TRAINING

1. From the Welcome page, hover over the My Learning menu and click Browse for Training.

UNITED STATES POSTAL SERVICE ₀ | **HERO**

Home   Connect   **My Learning**   Reports   Admin   Recruit   Support   Important Links

My Active Training   iturday, September 29, 2018 at 1:00 AM CST, your portal will be briefly unavailable d

Browse for Training

Search for Training

⚠   **Events Calendar**   g

If yo   npleting a training in the LMS, you must finish befor
HERO.

UNITED STATES POSTAL SERVICE ₀ | **HERO**

2. The Browse for Training page enables users to browse for training by subject, date, training type, and rating.

   Users can also use additional filters located on the left of the page to find necessary training items.

   Click the Course Name link to view additional details regarding the training.
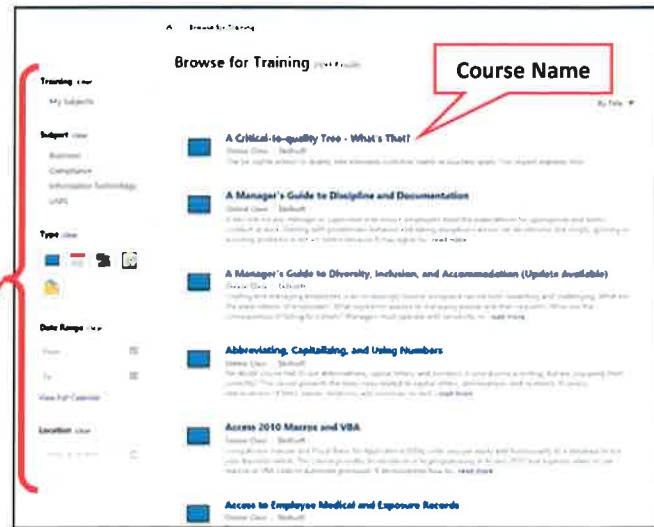
3. The Training Details page displays with the course description and other information, as well as available action buttons.

   Click the Request button to add the training to your active training list. *(See View Active Training section for instructions on where to find the course.)*
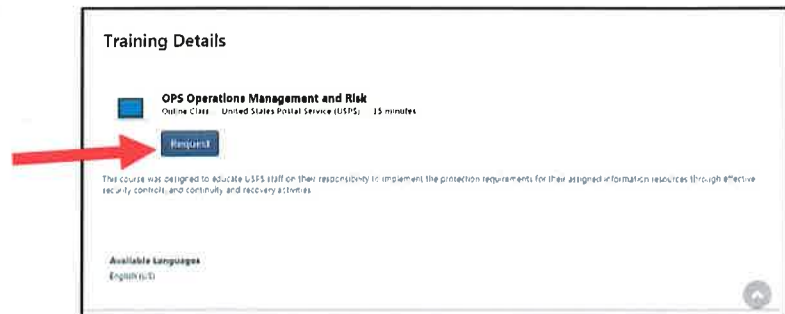
VIEW TRAINING

View Assigned Training

1. From the Welcome page, view Your To Do's list to locate assigned training.

   Up to five items will display based on due date, with past dates and/or most recent dates ordered first.

   If you have more than five assigned training or action items in the system, click the Your To-Do's title to view your actions.

2. The Actions page displays a complete list of your training courses.

   The courses will be categorized by Past Due and Due Later.

   The following information is displayed for each course:

   - Color Strip
     o Red – Past due
     o Orange – Due in next seven days
     o Green – No immediate action required
   - Title
   - Due Date
   - Status
   - Priority Flag (Click the Priority flag to mark the action as high priority. When the priority flag is selected, the priority flag is red.)
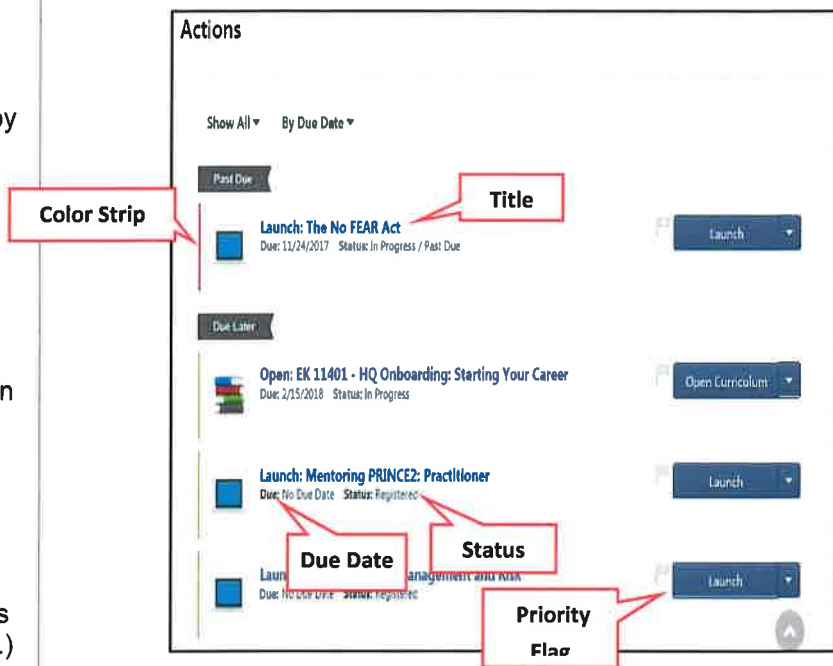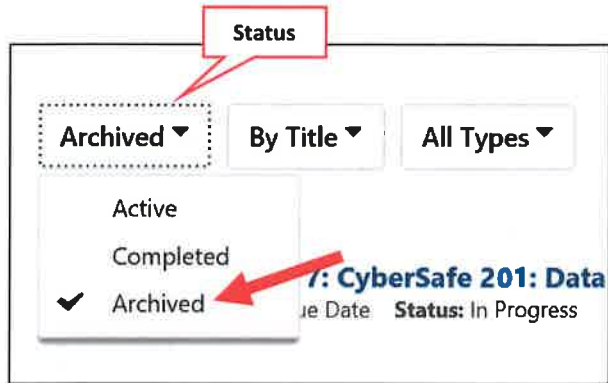

View Active Training

1. From the Welcome page, hover over the My Learning menu and click My Active Training.
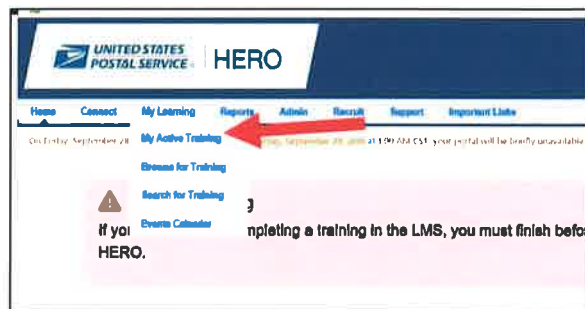
2. The My Active Training page displays with the Due date and Status of all active training courses (i.e., training courses requested by or assigned to you).

   By default, the active training list is sorted by due date. Use the sort order drop-down list to sort by title, status, date added and/or training type.

   Use the Search field to further filter your list by entering the name of the course you wish to find, and clicking the Search icon.

   Use the training functions drop-down list to launch a course, view the curriculum and/or view training details depending on the status of the training item.
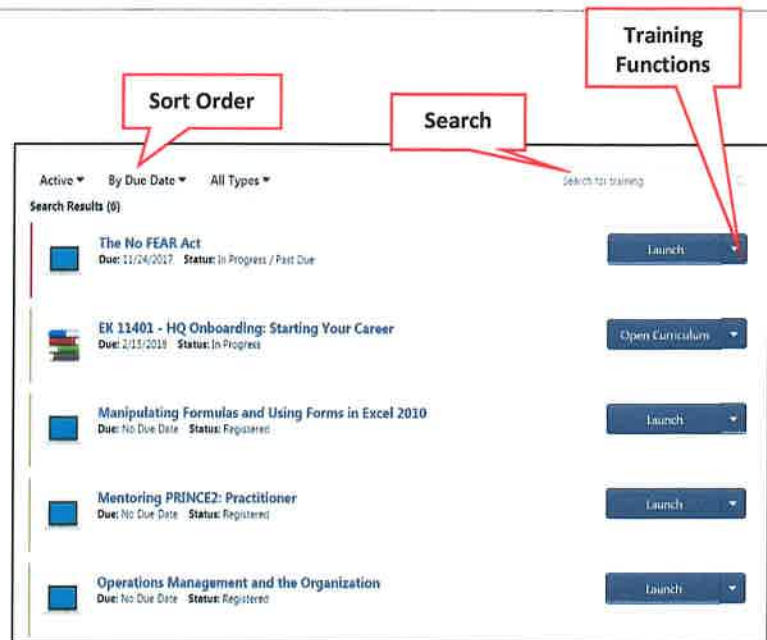
View Completed Training

1. From the Welcome page, hover over the My Learning menu and click My Active Training.
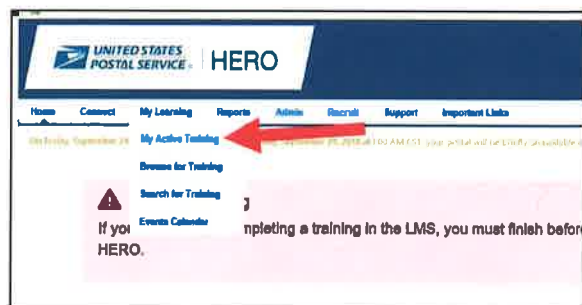
2. The My Active Training page displays with the Due date and Status of all active training courses.

   Click the Status drop-down list and select Completed.

3. The search results will display all training items in Completed status.

   Click the View Certificate drop-down list to view your certificate of completion or View Training Details.

   NOTE: LMS Training History

   Your transcript will include all courses completed in HERO as well as the last records of the following LMS courses:

   - Last three years of training
   - Courses with durations of 24 hours or more
   - Critical training courses (e.g. OSHA, maintenance and legal-compliance training)
   - National training programs (e.g., New Supervisor Program, Managerial Leadership Program, Executive Foundations, etc.)
   - Prerequisite courses
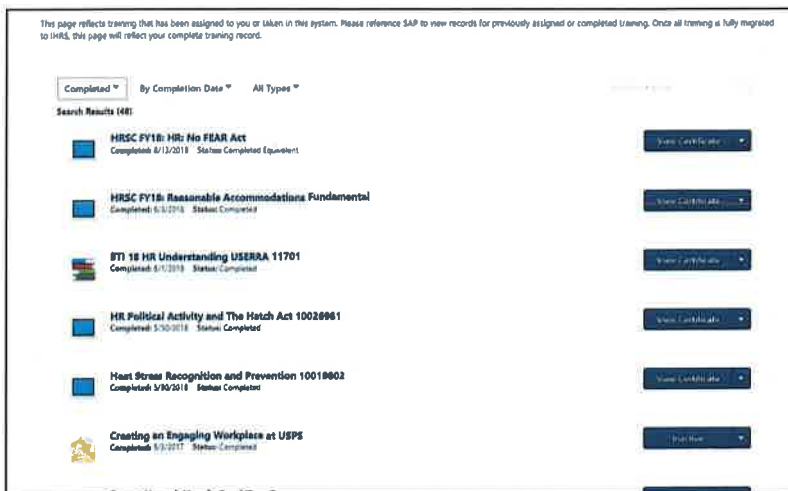
View Archive Training

1. From the Welcome page, hover over the My Learning menu and click My Active Training.
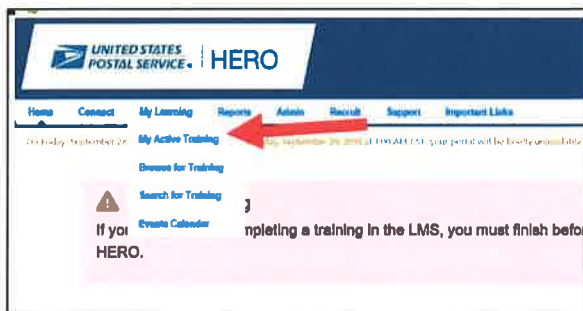
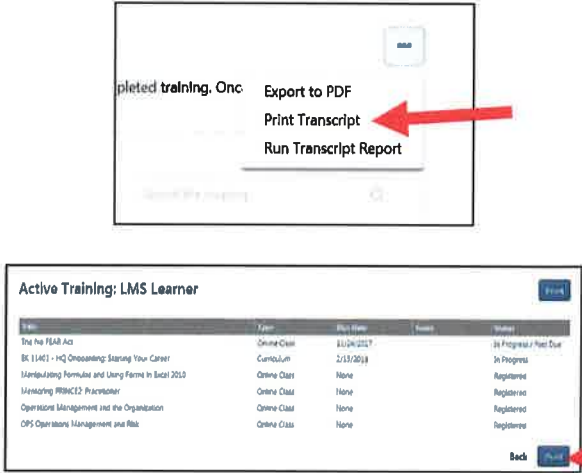|	
2. The My Active Training page displays with the Due date and Status of all active training courses. Click the Status drop-down list and select Archived. Note: Archived training removes training out of the Active or Completed transcript and moves it into your Archived transcript.	
3. The search results will display all training items in Archived status. View Training Details and click Activate to move Archived training back to your Completed or Active training transcript.	
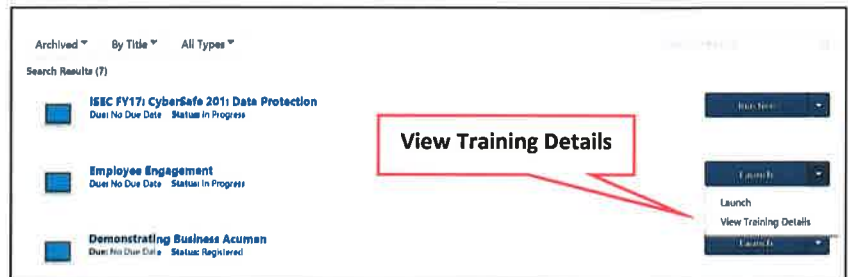
Export, Print, and Run Reports for Active / Completed Training (Transcripts)

|	
1. Follow instructions for *View Active Training* or *View Completed Training* to navigate to the appropriate page. Click the Options drop-down list to export, print or generate a report of your active training.	

2. Click Export to PDF to open and/or save training records in PDF format.

Only training items that are currently displayed when the option is selected will be included in the PDF.

The PDF file name will export as "[User First Name] [User Last Name] - Transcript - MM/DD/YYYY."

3. Click Print Transcript to print training records.

If there are multiple pages, then only the current page is printed.

Click the Back button to return to the My Active Training page.

4. Click Run Transcript Report to generate Excel report of training records by Type, Training Title, and/or Subject.

   You May further filter the report by Date and/or specific a training records you wish to include within the Advanced section.

   NOTE: EDW Reports:
   The Enterprise Data Warehouse (EDW) system will be available to all EAS employees to view historic training information from LMS. EDW reports will not include training records from HERO.
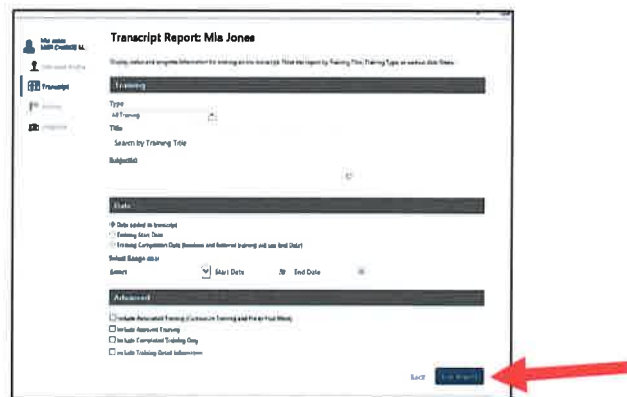
LAUNCH AN ONLINE TRAINING COURSE

1. There are two ways to launch an online course:

   OPTION 1:

   a. From the Your To-Do's list, click the link of the course name you wish to launch.
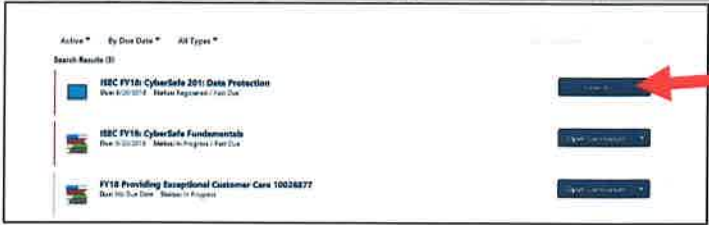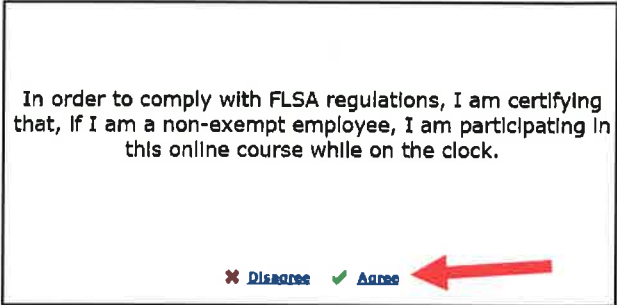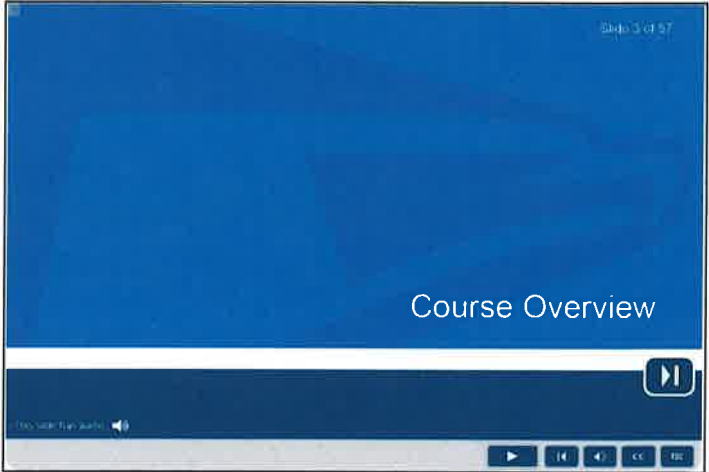
   OPTION 2:

   a. Hover over the My Learning tab, and select My Active Training.

   b. Click the Launch button to the right of the course you wish to complete.

      For courses with multiple modules, click Open Curriculum to view all modules, then click Launch to the right of the module you wish to complete

2. Read the FSLA statement, and click Agree to certify compliance with FLSA regulations.

   NOTE: Non-Exempt employees

   Do not begin the course if you are unable to certify that you are completing training while on the clock.

   In order to comply with FLSA regulations, I am certifying that, if I am a non-exempt employee, I am participating in this online course while on the clock.

   ✖ Disagree   ✔ Agree

3. The online course content will launch in a new browser window.

   Use the course navigation buttons to proceed through the training and complete the course. Click Exit to close the window once the course is completed.

   Course Overview

SUPPORT

Click HERE to view additional information and support materials for the HERO Learning Portal. For technical support:

HQ / HQ Related Employees	Email HERO.Learning.Support@usps.gov
Area Employees	Contact your *Learning Development and Diversity Specialist*
District Employees	Contact your *Manager, Learning Development and Diversity*

GENERAL

What is the Learning Portal?

The HERO Learning Portal enables employees to complete training activities. The user-friendly platform enables quick navigation and access to:
A) Search for and browse training
B) View learning transcripts, including active, completed and archived training
C) Register for and launch online courses
D) Sign-up to participate in instructor-led or virtual learning sessions.

What systems will the Learning Portal replace?

The Learning Portal has replaced the Learning Management System (LMS) as of October 1, 2018.

Who can use the Learning Portal?

All EAS employees and contractors have access to the HERO Learning Portal at this time.

How do I access the Learning Portal?

You can access the Learning Portal from the Blue page by clicking the Essential Links menu, and selecting HERO-Integrated HR System. You will automatically be logged in and redirected to the Welcome Page. From the Welcome Page hover over the **My Learning** menu to view and complete activities within the Learning Portal.

NOTE: *If you are accessing the Blue Page via Google Chrome, you will be directed to a sign-in page to enter your ACE ID and password credentials before accessing the system.*

Is the Learning Portal available through LiteBlue?

Currently, HERO can only be accessed from the Blue page within the Postal network. HERO will be made available via LiteBlue at a later date.

Can I take courses in the Learning Portal via my mobile device?

Training courses are not available via mobile device at this time. This will be a future enhancement.

What is the difference between "searching" and "browsing" for training?

Search for Training refers to when a user has a specific idea on the training they are looking for, whether they know the actual title, subject or provider of the training. On the other hand, **Browse for Training** refers to when a user has a general idea of the type of training they would like to take, and provides a broader view of the different available training for them to browse through and select.

EMPLOYEES

Where can I find my Strategic Learning Initiatives (SLIs)?

SLIs will be assigned to you automatically, and will appear in **Your To-Do's** list on the HERO Welcome page. If you have more than five SLIs assigned, click the **Your To-Do's** header link to view a list of all SLIs.

Can I still search and complete courses in the Learning Management System (LMS)?

LMS is no longer available, all learning / training activities must be completed in the HERO Learning Portal. Any courses started in LMS that were not completed by October 1, must be restarted in HERO.

Can I take a course that does not directly align with my department or position?

There are currently no restrictions on the courses you can take, with the exception of courses that may require a prerequisite. Course rules and restrictions may be specified at a later date in conjunction with the release of the Learning Portal on LiteBlue.

How do I know if training has been assigned to me?

Hover over the **My Learning** tab and click **My Active Training** or view "**Your To-Dos**" to identify your assigned trainings and due dates.

Will the system notify me if I have a courses that are approaching the due date, or past due?

Providing that the email notifications were set up to send out messaging, yes the system can send out past due notifications.

The due dates assigned to courses are used as a reminder to complete the training. If a course remains past due for more than one year, it will be removed from your list of training.

For SLIs, you are required to adhere to Postal policies and due dates. Failure to complete SLIs will result in escalation to management.

While taking my training in the Learning Portal, a pop-up box displays with a warning stating my session will expire if I remain idle. Why does this happen?

This message is to inform users they have not interacted with the application and the session will soon expire. If you do not interact with the application by the time given in the pop-up box, you will automatically be logged out. To continue taking your training, click "OK" and your session will be restored.

If you are logged out, navigate back to the Blue Page and click on the **HERO - Integrated HR System** link under **Essential Links**.

How do I know if I completed a course?

On the Welcome page, hover over the **My Learning** tab and click **My Active Training**. The My Active Training page will display a list of your **Active** training by default. Click the Status drop-down list and select **Completed**. The search results will display all training items in "Completed" status. See the Learner User Guide for detailed instructions on how to view completed training.

Can I delete a training course that was selected in error?

Instead of deleting a training course, you should archive the course. To archive a training course, hover over the **My Learning** tab and click **My Active Training**. The My Active Training page will display a list of trainings with their respective due date and status. Click the training you desire to archive.

The Training Details page will appear. In the top-right corner of the page, select **Move to Archived Transcript**. The course will then be relocated to the archived folder. View all archived trainings on the **My Active Training** page by clicking the Status drop-down menu and selecting **Archived**.

How can I view my training transcript?

To view a report of your active and completed training in an Excel report, hover over the **My Learning** menu and select **My Active Training**. From the My Active Training page, click the Options drop-down list and select **Run Transcript Records**. See the Learner User Guide for detailed instructions on how to run transcript reports.

Does my HERO Learning transcript include training courses completed in LMS?

Your HERO Learning transcript will include all training courses complete in HERO, in addition to the following LMS records:

- Last three years of training
- Courses with durations of 24 hours or more
- Critical training courses (e.g. OSHA, maintenance and legal-compliance training)
- National training programs (e.g., New Supervisor Program, Managerial Leadership Program, Executive Foundations, etc.)
- Prerequisite courses

How can I view courses completed in LMS that were not transferred to my HERO Learning transcript?

The Enterprise Data Warehouse (EDW) system will be available to all EAS employees to view historic training information from LMS. EDW reports will not include training records from HERO.

MANAGERS

How can I assign training to my employees?

Managers have access to assign training to direct and indirect subordinates by searching for a course, and clicking the **Assign** button. See the Manager User Guide for detailed instructions on how to search for and assign training.

How can I view my employees training progress and transcripts?

Standard reports are available for all supervisors and managers to view training activity status (e.g., past due training, pending requests, and training progress) for their direct reports. Managers also have the option to select Indirect Subordinates when running reports which will allow them to view information for employees within their reporting chain. See the Manager User Guide for detailed instructions on how to run manager reports.

Please note that your employees' transcript will include all training courses complete in HERO, in addition to the following LMS records:

- Last three years of training
- Courses with durations of 24 hours or more
- Critical training courses (e.g. OSHA, maintenance and legal-compliance training)
- National training programs (e.g., New Supervisor Program, Managerial Leadership Program, Executive Foundations, etc.)
- Prerequisite courses

Please use the Enterprise Data Warehouse (EDW) system to view historic training information from LMS. EDW reports will not include training records from HERO.

Content Owners

How do I get my course in HERO?

Prior to the LMS retirement over 600 USPS courses were migrated over to HERO from SAP LMS. If your course is not available in the HERO Learning Portal contact the Training and Development and complete the Learning and Development Training Request Form.

ADMINISTRATORS

How do I know if I have been assigned an Administrator role?

Administrator roles are automatically assigned based on occupation code for the position titles listed below.

Admin Role	Position Title
Learning Administrator	Learning Technology Team Lead Learning Technology Strategist Learning Technology Support Specialist
HQ Liaison Administrator	TBD
Local Cost Center Administrator	TBD
LDDS Administrator (Area)	Learning Development & Diversity Specialist
MLDD Administrator (District)	Manager, Learning Development & Diversity Human Resources Specialist Training Technician Driving Safety Instructor
Maintenance Learning Administrator	Manager Maintenance Operations (HQ) Supervisor Maintenance (HQ) Area Maintenance Specialist Manager Field Maintenance Operations (Lead) Manager Maintenance Planning & Support Manager Vehicle Maintenance Facility Supervisor Maintenance Operations Supervisor Vehicle Maintenance Supervisor Maintenance Operations Support Supervisor MDC Maintenance Maintenance Engineering Specialist Maintenance Support Planning Specialist Maintenance Management Specialist Maintenance Specialist Maintenance Field Support Specialist
National Maintenance Learning Administrator	Manager Maintenance (Lead) Manager Maintenance Operations Manager Maintenance Manager Maintenance Engineering Support Maintenance Engineering Specialist Maintenance Support Planning Specialist Maintenance Management Specialist Maintenance Specialist Maintenance Field Support Specialist Maintenance Software Specialist
NCED Administrator	Registrar
Reporting Admin - Area	TBD
Reporting Admin - District	TBD
Reporting Admin – National (HQ)	TBD

If you are a person on detail, you can request access to your specific role via eAccess. Enter into **eAccess** > Select **Request Access** > Enter **HERO** > Select the appropriate role based on your detail position.

*Assignments for certain Administrator roles are currently in progress and will be communicated to the appropriate user groups as roles are defined.

What types of courses can Administrators access to "Create an Event"?

Field Administrators have permissions to "Create an Event" for courses, such as career conferences, seminars, and locally sanctioned courses. Field Administrators do not have permissions to "Create an Event" for national program courses.

How can I enter After the Fact (ATF) Training in the Learning Portal?

AFT entries can be recorded via Express Class in the HERO Learning portal. From the Welcome Page hover over the **My Learning** menu and select **Express Class**.

Who has access to dashboard reports?

Dashboards have to be shared with you in order to view.

How often is the dashboard report information updated?

Reports will refresh automatically each day, but you can also manually refresh your reports in the dashboard. From the Welcome page, hover over the **Reports** tab and click **Dashboards**.

The Dashboard page will display. In the top-right corner of the page, click **Refresh** from the **Options** drop-down menu. This will refresh all reports simultaneously.

Will "Not Started" be added to the Dashboard Reports?

The dashboard report will include Registered, In Progress, and Completed. When someone is listed only as Registered in a report, this denotes that the employee has not started the training.

How will anomalies be managed through the Learning Portal?

An anomaly list does not reside in the HERO Learning Portal. However, an employee can be exempted for an individual course by their Manager or Administrator. The employee will display on the compliance report as an exemption. Note: Once an exemption is entered it cannot be removed. If the employee returns to work a new learning assignment will need to be created.

How should I escalate questions from my Area/District that I am unable to answer?

Utilize the HERO Learning Support Request Form to escalate questions from the Area / District. Click here to access the form. Once you access the form, click on **Learning Support Request Form > Respond to Survey**.

MORE INFORMATION

How can I get more information on the Learning Portal?

Visit the HERO Information and Support Blue page for the latest information on the Learning Portal release dates, events and training, and support materials including job aids, videos, and quick reference guides.