

Frequently Asked Questions

GA@WORK Training

Introduction

This Frequently Asked Questions (FAQ) document is designed to answer questions about training for GA@WORK.

Best Practice

The use of this FAQ is interactive by using the “Ctrl+F” function on your keyboard and using the search box for a key-word search.

Question 1: When will training for my agency begin?

Answer: Employees will be automatically enrolled to their assigned Learning Programs (Paths) on a rolling basis starting in Fall 2025. Enrollment in these Learning Programs (Paths) is based on the employee’s role in GA@WORK.

All employees and managers that will interact with GA@WORK will be assigned to the Employee Foundational Learning Program (Path) and/or the Manager Foundational Learning Program (Path).

For some employees, their assigned Learning Program (Path) will include instructor-led training courses. If an employee’s Learning Program (Path) includes instructor-led courses, they will need to log in to Team Georgia Learning and register for the date/time that works best for them. Instructor-led courses will be held January – March 2026.

Question 2: Who in my department needs to take the Basic Navigation training?

Answer: All employees who will engage with GA@WORK will be required to complete the GA@WORK Basic Navigation course as part of the Employee Foundational Learning Program (Path).

Question 3: How do employees sign up for GA@WORK Basic Navigation training?

Answer: All employees who will access GA@WORK will be automatically enrolled in the Employee Foundational Learning Program (Path) which contains the GA@WORK Basic Navigation course. The course is available in Team Georgia Learning and the course completion due date is Feb. 27, 2026.

Employees will receive an email notification from Team Georgia Learning (notify@doas.exceedlms.com) when they have been enrolled in a Learning Program (Path).

Question 4: How do employees register for Instructor-Led training?

Answer: After employees have been enrolled in their assigned Learning Program (Paths), they will be able to register for any assigned instructor-led courses by logging into Team Georgia Learning and selecting the date/time of the course that works best for them.

Question 5: Where can an employee reset their username or password for Team Georgia Learning?

Answer: To reset a username or password, access the following link and use the employee identification number to begin the process: <https://doas.exceedlms.com/>.

Question 6: If an employee has a specific issue or concern with a course in Team Georgia Learning, what should they do?

Answer: If a course is not loading or there is a concern about course content, employees should submit a request for assistance using the [Learning Help form](#).

Question 7: Will learners be able to view and self-enroll in courses in Team Georgia Learning?

Answer: Training will be assigned to employees based on their role in GA@WORK. Each employee will be assigned Learning Programs (Paths) to complete.

Auto-enrollment in GA@WORK Learning Programs begins in Fall of 2025 with eLearning courses immediately available. Employees will self-register for Instructor-Led Training sessions, as applicable, after they are automatically enrolled in the Role-Based Learning Program (Path).

Question 8: What if an employee cannot access the Team Georgia Learning Management System (LMS)?

Answer: The employee should complete the [Learning Help form](#) to request help with accessing Team Georgia Learning.

Question 9: Will training be held at the 2025 Georgia Fiscal Management Council (FMC) Conference or the 2025 Georgia Council for Human Resources (GCHR) Conference?

Answer: There will be a series of GA@WORK workshops at these two fall conferences, each focusing on a designated topic within the new system.

These workshops are not prepared as training classes and attendees will not receive training credit for attending. The sessions present a unique chance for attendees to get an early look at GA@WORK's capabilities and enhancements. Participants can expect interactive demonstrations, opportunities to engage with subject matter experts, and a forum to discuss initial impressions and questions.

These workshops are a valuable step in building awareness and excitement ahead of formal training.

Additional Questions

- Please visit our additional FAQ pages on the NextGen Project homepage for answers to frequently asked questions:
 - [Project FAQs](#)
 - [GA@WORK System FAQs](#)
 - [Human Capital Management FAQs](#)
 - [Finance/Procurement FAQs](#)
- If you have any additional questions about GA@WORK implementation training that were not covered within this FAQ, submit your question to the [Learning Help form](#).