Government Travel Charge Card (GTCC) Training Guide

GTCC training is required for all new card applications, semiannual recertification, reinstatements and for travel managers and approving officials.

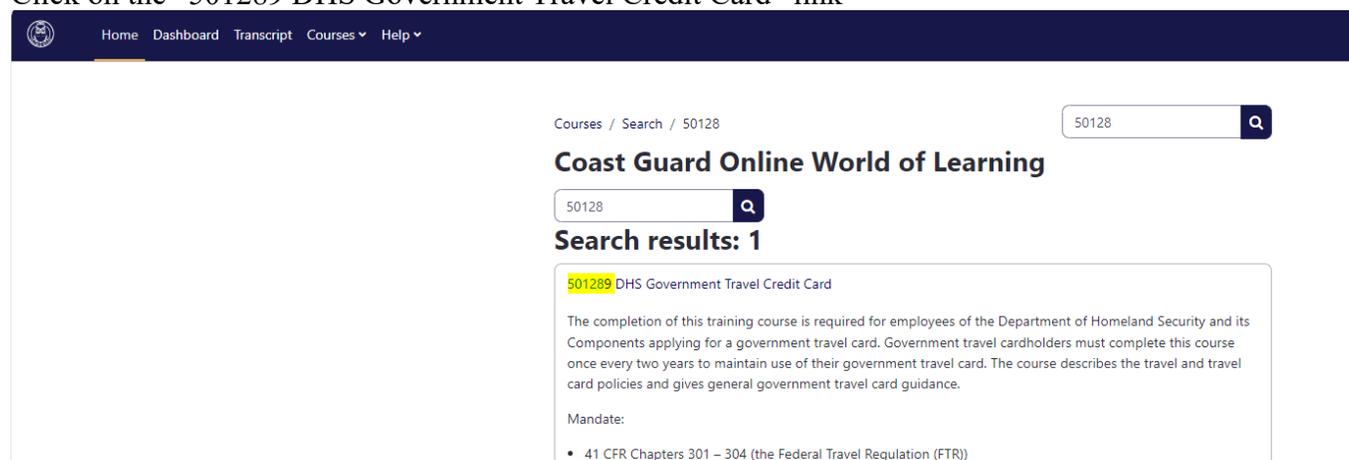This training guide provides instructions on:

Completing the DHS Mandated Travel Card Training course via the Coast Guard Online World Learning Portal (OWL): After selecting this link below, select COURSE CATALOG, and then enter 'Travel' into the search field to locate the course.

CG OWL Portal at [Coast Guard Online World of Learning: Log in to the site (uscg.mil)](#)

Once logged in (CAC suggested)

Click on Courses in the top banner and Course Catalog then in the search courses enter 50128.

Click on the "501289 DHS Government Travel Credit Card" link

Once course is complete, either Snip (screen shot or print to PDF) the transcript (below) and add to the Application Package.

Transcript

Definitions for Transcript Columns

Learner Name: Your name

Course Code: Numeric identifier for Courses

Course Name: Title of the course

Completed On: Date and time the course was completed

Transcript

⊤ Filters

Learner Name	Course Code	Course Name	Completed On
MATTHEW FALOR	501289	501289 DHS Government Travel Credit Card	Wednesday, June 12, 2024, 7:48 AM

Go to full report

Dealing with problems launching the required training from within the Coast Guard Online World Training:

If the course does not load after a certain amount of time (5 min), it is recommended to submit a CGFIXIT requests online at http://cgfixit.osc.uscg.mil/arsys/shared/default.jsp or by calling the Central Support Desk at 1-855-243-4948 (855-CGFIXIT)

NOTE: It can take 2-3 days after course completion before the CGBI system may be updated.

Verifying training is reflected in the Coast Guard Business Intelligence (CGBI) system:

How to create a GTCC training report to determine cardholders training status.

- In CGBI (http://cgbi.osc.uscg.mil/2.0/search.cfm) using the search function and enter 'Government Travel Card Training'. Select SEARCH.
- The GTCC training report should be at the top of the search results. You can create a bookmark for this report if you will be using it often.
- Select Launch This Report.
- Select your specific organizational level and then run the report.

If you are a current travel cardholder and your training is reflected in your CGPortal/Learning Management Transcript but not reflected in CGBI reporting (after waiting 2-3 days), please take the following action:
- Verify that the EMPLID is correctly entered in the Active Directory System (aka Global Address List/email system). Without a valid EMPLID in the email system, your training (or any other mandated training) will not be properly reported in the CGBI system even when completed. To check the EMPLID entry, go to https://edms.uscg.mil/SelfService/ and verify that it is entered correctly in the Directory Management Tool. If your EMPLID is not correctly entered, then submit a CGFIXIT request.
- If your EMPLID is entered correctly, then submit a CGFIXIT request stating that the training is reflected in your transcript and that you have verified your EMPLID in the directory management tool, but it is not reflected in the CGBI DHS Travel Card Training report.

  CGFIXIT requests can be submitted online at http://cgfixit.osc.uscg.mil/arsys/shared/default.jsp or by calling the Central Support Desk at 1-855-243-4948 (855-CGFIXIT).