



VALU
VA LEARNING UNIVERSITY

MyCareer@VA

MyCareer@VA Super User FAQs

Q: Who are Super Users?

A: MyCareer@VA Super Users are people committed to career development and to helping others get the most out of the MyCareer@VA program. Super Users are usually VA supervisors, learning leaders, coaches and mentors who volunteer their time to share MyCareer@VA locally so that others can benefit from the program's robust tools and resources.

Q: What is the purpose of the Super User program?

A: The Super User Program was designed in response to numerous requests for help with sharing information about MyCareer@VA at VA field locations across the country. Therefore, the Super User Program is designed to give you access to unique tools and resources, such as MyCareer@VA demonstration materials, talking points for one-on-one conversations and an order form to request MyCareer@VA materials.

Q: Why should I become a Super User?

A: Super Users have exclusive access to special training opportunities, compelling program materials and an extensive support network of MyCareer@VA experts, making it easy for you to spread the word about MyCareer@VA with colleagues. Additionally, Super Users get insider access to all the latest news, including sneak peeks of future MyCareer@VA website changes.

Additionally, this is an opportunity to receive recognition at your facility by serving as a local resource for career development and MyCareer@VA. You can grow your professional network by speaking with new colleagues and building relationships with other Super Users across the country.

And last but not least, by helping your colleagues find career success you will play a vital role in supporting VA's mission by enabling the VA workforce to better serve our Veterans.

Q: How Can I Become a Super User?

A: Becoming a Super User is easy. You can either:

- Register for Super User Training in [TMS](#) by using course number **3835611**.
- Contact the MyCareer@VA team at vamycareer@va.gov

Q: What is the Super User Training?

A: The Super User Training is a 45-minute webinar that is designed to provide you with the knowledge you need to become a MyCareer@VA champion. In the training, you will receive an overview of the program, available resources to help support your efforts, and guidance on how to effectively use the resources at your disposal.





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Q: What is expected of me as a Super User?

A: Being a Super User is a volunteer role and can be as simple as informing your colleagues and the broader VA community about MyCareer@VA, or connecting MyCareer@VA with field employees and programs. Super Users can also serve as resident experts in their local offices and facilities, and can provide demonstrations of the website. The program is designed to be flexible to meet your needs and accommodate your availability. Becoming a Super User is not required or expected of any employee and Super User activities should not interfere with your day-to-day job responsibilities.

Q: Where can I find MyCareer@VA resources to support my role as a Super User?

A: During your Super User Training, you will receive a package of materials that includes everything you need to share MyCareer@VA with your facility. Other resources, such as the materials request order form, are also available on the [Super User Web page](#). Additionally, you will have priority access to staff that are dedicated to helping answer your questions, provide additional materials and lend other support as needed. All you have to do is contact the MyCareer@VA team at vamycareer@va.gov.

Q: How long do I remain a Super User?

A: Being a Super User is strictly a volunteer role, so there are no commitments required or expectations about the length of your involvement in the program. However, as long as you are a Super User, you will be among the first to know about updates and enhancements to MyCareer@VA, have insider access to news and events, and receive the latest MyCareer@VA tools and materials to continue sharing with employees if you wish to do so.

