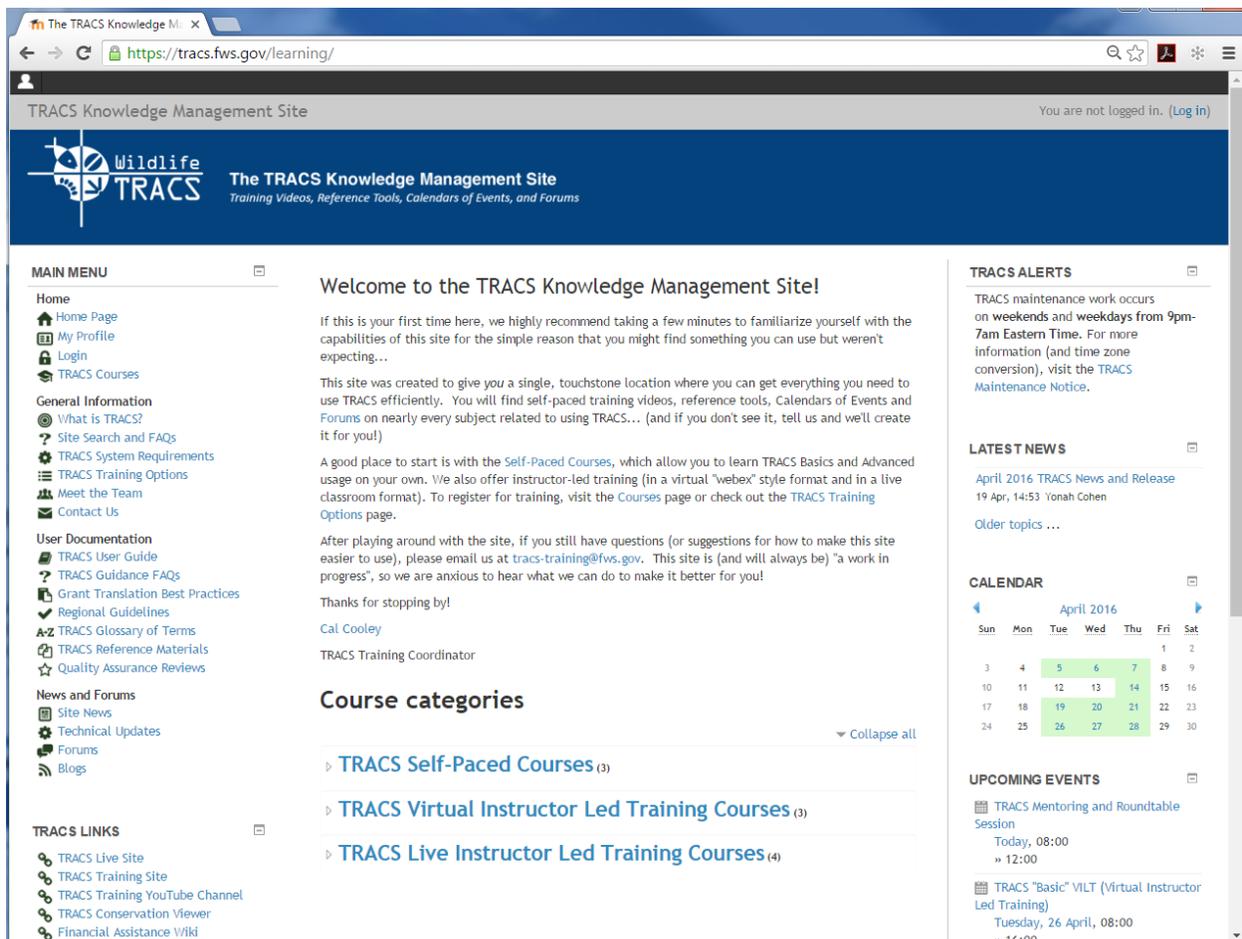


TRACS Resources and Links

The TRACS Knowledge Management Site (KMS):

The TRACS KMS website is the **centralized hub for all TRACS information**. It can be accessed at: <https://tracs.fws.gov/learning>

As you can see in the image below, the main menu on the left side contains links to informational resources such as training videos, documentation and forums, the center of the page has general site information and training courses, and the right side of the page has time-sensitive information such as alerts, news, calendars and upcoming events. We encourage you to explore!



Most of the content on the KMS can be accessed as a **guest**, including courses, videos and reference materials. For full access to the site, register for your own login account by clicking "Create New Account" on the login page. Registering is to your advantage because it gives you access to all kinds of extra functionality, such as tracking progress towards completing an online self-paced course, participating in forums, setting up notifications and customizing your profile.

TRACS Sites:

The TRACS site is where you enter project data. TRACS has separate “live” and a “training” environments. You will need to register separately for each site. To request access, click the **Register** link on the login page of the site. Requests are sent to your agency’s user administrator(s) for approval. You will receive an email once the request has been approved. (In some cases, this process can take up to 2 weeks, so plan accordingly).

- **Production (Live) Environment:**
 - TRACS Public Viewer site: <http://tracs.fws.gov/public/viewer/>
 - TRACS Production site login: https://tracs.fws.gov/data_tracs/dt/dashboard
- **Training Environment:**
 - TRACS Training Public Viewer site: <http://tracs.fws.gov/training/public>
 - TRACS Training site login: https://tracs.fws.gov/training/data_tracs/dt/dashboard

General Tips:

- **New to TRACS?** Go the TRACS KMS Site (<https://tracs.fws.gov/learning>) and take the TRACS Basic Course in the Self-Paced Courses by watching the videos and reviewing the materials on your own.
- **Need additional training?** We offer a TRACS basic and advanced course in a variety of formats including Live and Virtual Instructor-Led sessions, Mentoring sessions, and Ad-Hoc sessions. Visit the [Training Options](#) page on the KMS for more information or contact the training team.
- **Have a suggestion?** The TRACS system is continually evolving to meet state and federal requirements and incorporate technological advancements. The TRACS team welcomes your feedback on ways to improve and enhance the system. Suggestions can be submitted to the Help Desk and will be reviewed by the development team and the TRACS Working Group.
- **Need Technical Support?**
 - Contact the TRACS Training Team at tracs-training@fws.gov
 - Contact the TRACS Help Desk by email or phone (or create a ticket within TRACS):
 - tracs-helpdesk@fws.gov
 - 1-844-408-7227 (1-844-40-TRACS)

(TIP: When submitting a help desk ticket, enter as much information as possible, including detailed information on the issue, the project name/number, state/location, your name and agency. This will help shorten the response time from the help desk and reduce follow-up emails or calls.)