OREGON OFFICE OF STATE FIRE MARSHAL

Protecting citizens, their property, and the environment from fire and hazardous materials.

iLearnOregon Comprehensive User Guide

Office of State Fire Marshal
4760 Portland Road NE
Salem, Oregon 97305
503-373-1540

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SECTION 1: GETTING STARTED IN ILEARNOREGON

A. INTRODUCTION

iLearnOregon is a learning and knowledge management system that allows users to take courses, surveys, tests, manage personal information, collaborate with others and much more. Below is information about elements that display on every page in the system and explanations for key areas in the system.

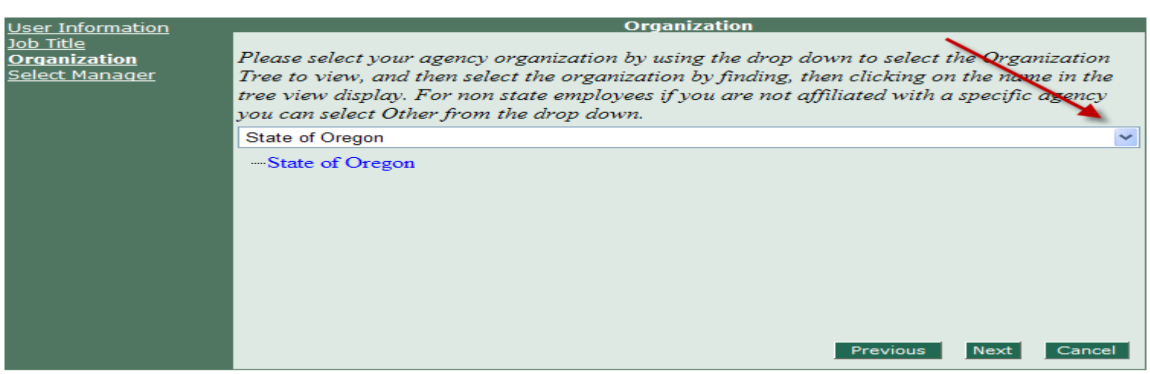
B. GETTING STARTED IN ILEARNOREGON

- Enable the pop ups for this system in your browser. Go to 'Tools' and choose 'Pop Up Blocker' from the menu. Enable pop ups.
- *The system is SLOW! Don't click more than once*
- *Don't use the* Back button on your browser while in the system.
- 'Site Help' and click 'System Overview' in the upper right hand corner.
- Click the in the upper right hand corner of each page.

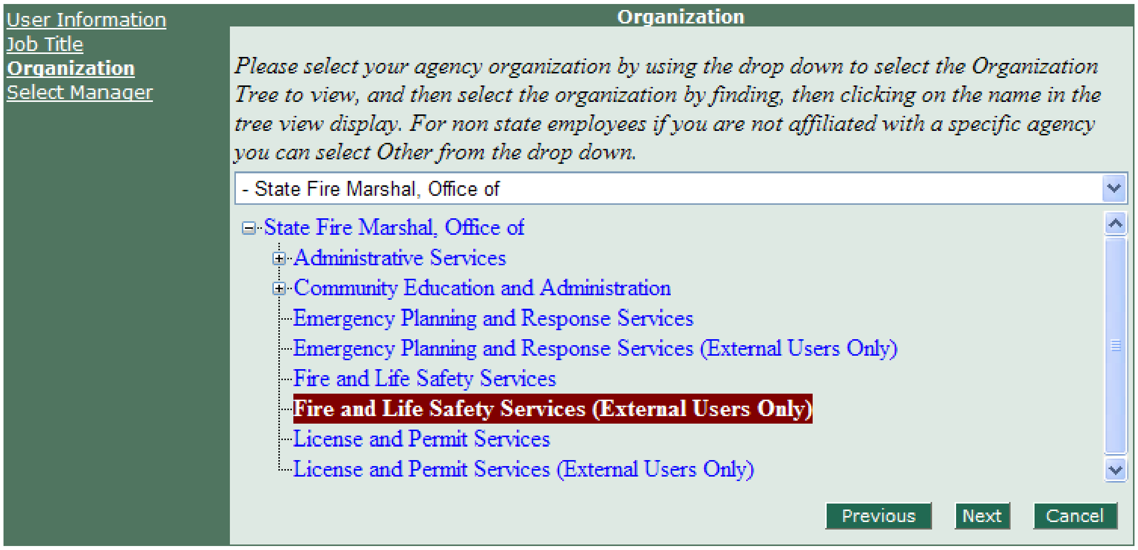
SECTION 2: SELF REGISTRATION

A. CREATE A NEW ACCOUNT

1. Go to **https://ilearn.oregon.gov** on the internet.
2. Click "Create New Account" at the bottom of the login page.
3. User Information Page:
   a. Select 'Not a State Employee'
   b. Type in your first and last name
   c. Type in your email address: Note: you **must have your own unique email** address (can not be a general department one with multiple users)
   d. Type a **login ID** (something you will remember; hint *write it down!)*, it must be at least 6 characters and cannot contain spaces or characters such as /,@, or &.. Click **'Next'**
4. Job Title page: Non State employees DO NOT need to fill in the page: **'Next'**
5. **Organization Page** (**critical to do this correctly).**
   a. State of Oregon, click on the blue drop down menu



b. Scroll all the way to the bottom of the page and locate **'State Fire Marshal, Office Of'** select it.



c. Select your unit (e.g.: if you are taking a course or test through fire and life safety; select **Fire and Life Safety, External User Only),** then click **'Next'**

6. Manager Page: Non State employees DO NOT need to fill in this section. Select '**Finish**'
7. A confirmation email will be automatically sent to you, it will contain a temporary password to log into iLearnOregon.
   - Copy your temporary password (make sure there are no spaces).
   - Go back to https://ilearn.oregon.gov
   - Type in your Login ID
   - Paste or type in our temporary password (If you type your temporary password, make sure you do NOT have Caps Lock on, but do include caps if there are some in your temporary password.). If you copy your temporary password, make sure you do not copy spaces, the system will think they are characters and will not be able to read it)
   - Create a new password (make sure you use something you can remember).
     - ➢ Paste or type in your temporary password
     - ➢ Type in your new password twice
     - ➢ **Congratulations: you are now logged in to your account.** You will automatically be taken to My Workspace

B. CHANGE YOUR PROFILE:

1. Go to **https://ilearn.oregon.gov** and log in with your login ID and password
2. On the left hand side under My Workspace click on the + sign next to My Account
3. Click on Edit Profile
4. **Under Contacts:** make sure all your current information is entered, Click **SAVE** at the bottom of the page

5. Under Manager: your manager will NOT be in the system, this is only for State employees
6. Under Organization **DO NOT CHANGE THIS**. You should be under State Fire Marshal, Office of, Fire and Life Safety, External Users only. If you are not in this domain, you will not be able to view any of the OSFM courses.
7. Under Job Title: If you don't find your job title, don't worry about it, this is mainly for State employees
8. **Under Professional**: enter your department's information, Click **SAVE** at the bottom of the page.

SECTION 3: MY WORKSPACE

A. My Workspace is where you quickly access your account, transcript, calendar, and other items. The following functions are available from My Workspace:

My Homepage	Quickly access content that is relevant to you, and recently added content.
My Learning Plan	View all current training activities in which you are participating or are required to complete.
My Transcript	This area contains your transcript which indicates courses you are enrolled in, currently taking, or have completed, in addition to other information.
My Access Requests	Search for access approval requests you have submitted and view information about them.
My Calendar	A calendar containing user-added events and information (e.g., meetings to attend, courses you are taking).
My Shortcuts	Provides access to user-selected content items and information about each content item such as editing status and rating.
My Contacts	Allows you to email user-selected contacts (individual people) and Distribution Lists (groups of people).
My Functions	A user-selected list of site functions (links that provide instant access to site functions).
My Account	Change the ID you use to log into the site, change the password you use to log into the site and make changes to the information in your profile.
My Domains	View domains of which you are a member, and select one domain to be your primary domain.
My Career	Access items related to your job.
My Dashboard	View a collection of small reports, specific to a user role (managers, administrators, report managers, and organization managers). You choose the reports that display on your dashboard.

B. MY HOMEPAGE

My Homepage is the first page you see after you log into the system using the Login page. My Homepage is divided into panes. Each pane is related to a larger function within the site, and the heading for each pane is a link to directly access the function. Within each pane there are up to five records displayed that are associated with that function (***Note:*** "No records found" is displayed when nothing has been assigned to you and/or you have not added any content for yourself). The first time you log in, this page may not contain much information in the tables. To access the items available you can either click on the title of the item or click the "More" link.

You may change the layout of the panes on the "My Homepage" page using the "Edit Homepage" link. By default, all panes are displayed in two columns, but you may choose to remove panes, have 1-4 columns of panes, and decide the order of the panes for each column.

Below are explanations for each of the panes that are available on this page.

Announcements	Displays the five most recently added announcements for which you have View permission.
Blogs	Displays the five blogs you have accessed most recently.
Collaboration Spaces	Displays the five collaboration spaces you have most recently accessed. If you have not joined any spaces, a message displays indicating this. If the title is not a link, then you may need an authorized user to give you the appropriate permission to access the collaboration space.
Curriculums	Displays the five curriculums in which you have most recently enrolled that are not completed.
Distribution Lists	Displays the five distribution lists most recently added by you.
Documents	Displays the five documents you have most recently accessed.
Contacts	Displays the five contacts most recently added by you. Click the name of the contact to view information about them. If a user you recently added becomes inactive, they will no longer display in this area.
Functions	Displays the first five functions listed on your "My Functions" page.
Shortcuts	Displays the five shortcuts most recently added by you.
Online Courses	Displays the five online courses in which you have most recently enrolled that are not completed. The date is the last time you accessed the online course.

Required Training	Displays the five most recently assigned content items that you have not completed. Also displayed are your status for the content and the type of content. Click the title of the item to open it (if the title is a link). Note: Once given a required training assignment, you interact with the content item as you would from any search in the system. You are not automatically enrolled in courses or automatically made a member of a collaboration space.
Scheduled Training	Displays the five current classroom course sections in which you are enrolled. The dates and times indicate when the course section meets.

SECTION 4: SIGNING UP FOR A COURSE OR TEST

A. REGISTER FOR A COURSE OR TEST

1. Click on Learning Center (bottom left)
2. Click on Course catalog or Test (depending on what you want to take)
3. In the Search Text type in 'osfm' click Search
    - ***Note:*** *if you leave the Search Text blank and click Search, it will generate all the courses and tests from other domains*.
    - Click on the blue for more information about the course/tesst
    - If there is a red the course/test is being worked on and is not accessible at that time. Contact your unit administrator.
    - If there is a + sign next the course name, click on it to see more details.
4. If the course or test is underlined you can click on it and take it.
5. If the course or test is NOT underlined, look in the Action toolbar, it may say View Sections or Enroll, click on GO to the right.
    - If it states View Sections, click GO
    - It will take you to another screen to Request Access to the course. Click GO. Type in the reason for your request, click Request Access. An automatic email that states you have requested access will be sent to you.
    - When the system administrator approves access, you will receive another email stating you have been approved or denied access with a reason.
    - If you are approved you may log back into the system and repeat steps 1 - 4
6. When your transaction has been completed LOGOUT (upper right of screen).

B. TAKING A TEST

- The person logged onto iLearn should be the person taking the test
- Do not share answers.
- The score from the first attempt will be the final score
- Do not take the test multiple times; sharing answers or taking the test multiple times will invalidate the test.
- The administrator runs reports on a weekly basis and will mail certificates.

- ***Note:*** *Your contact information must be up to date (see Section 1 – C)*

1. Click on the underlined OSFM – Section – Title
   - ***Note:*** *If the course or test is not underlined, it is not available, you may request access to the course/test by clicking on GO or contact your unit administrator.*
2. Another screen is generated, click on the underlined title of the online course or test (upper left)
3. To make the screen bigger, click on the top right hand corner
4. After the test is completed, click Submit, the score will automatically generate.
5. To exit out of the test click on the door with the arrow in the upper right hand corner

SECTION 5: FILLING OUT A SURVEY AND VIEW CERTIFICATE

A. Instructions for taking the Online Survey on ilearnOregon

After you complete an OSFM course, please complete an evaluation survey. You can find the survey in the iLearnOregon system. Sign in using your login ID and password.

To complete the survey, follow these steps:

1. On the left-side menu, click on "My Transcript."
2. From your Transcript page find the course you want to complete the survey for and on the Action toolbar, select the blue drop down button and select "Take Survey" and then select "GO." The "Take Survey" page will display.
3. Click on the title of the survey to launch it.
4. Enter your answer for each question.
5. Click "Submit" to submit your answers. You may only complete a survey once, and all the questions must be answered before the survey can be submitted. Or, you may click on the "Complete Later" button if you want to complete the survey at a later time. You will be taken back to the "Take Survey" page, but under "Status" it will show "Completed."
6. Click "Return" to go back to the Transcript page.

B. To view a certificate of completion, follow these steps:

1. On the left-side menu (top), click on "My Transcript."
2. From your Transcript page find the course you want to view
3. On the Action Menu there is a blue drop down button, click on that and you will see 'certificate' select "Certificate" then click "Go."
4. Your certificate will display in a separate pop-up window. From there you will be able to print a hard copy.

NOTE: The manner in which a certificate is printed is controlled by your browser's print feature. You will need to change the page orientation from "Portrait" to "Landscape" or change the page margins using the Page Setup window (usually accessible from the File menu of your browser)

SECTION 6: OTHER FEATURES

A. MY TRANSCRIPT

Transcript is a list of all the content items that you have started or completed. It also lists your training assignments. The Page menu allows you to add personal learning events, which are educational activities such as a college course, seminar or conference that occurred outside the site that you want added to your transcript.

You may view information about the courses in which you are enrolled, view your progress and performance for a course, take a survey, view your certificates and personal learning events, and perform other actions. You may also start a course by clicking the title of the course.

- ***Certifications***: Is a list of your certifications. You may be able to add, edit and delete certifications. Authorized users may also manage the certifications of a user.
- ***Training Assignments***: Is a list of your required training assignments.

The Transcript page only includes the most recent attempt on a content item. Once you begin a new attempt on a content item, the record of all previous attempts is available from the All Attempts page (accessible from the Action menu). If you complete a curriculum and then access a training activity from the completed curriculum again, you will be starting a new, separate attempt at completing the curriculum. In order to complete the new attempt, you must complete all of the appropriate training activities again. Note: For classroom courses, each course section is listed separately on the transcript as opposed to listing only the classroom course and having its course sections listed on an All Attempts page.

B. MY ACCESS REQUESTS

My Access Requests is where you search for access approval requests you have submitted (past, current, cancelled, etc.). After performing a search, you can:

- View the status of a request.
- Make another request (if you see that the current status of a request is denied).
- Cancel a request
- View the history of a request

C. MY CALENDAR

My Calendar is where you may add, edit, and delete your appointments, meetings, and other events you want to keep track of. Each item you add is considered an event. When you enroll in course a section, this information is automatically added to your calendar (this type of information cannot be edited). By default, the monthly view of the calendar is displayed. Click a date to see the daily view. Click the plus sign in the monthly view to add events for specific days.

For each day, all day events are displayed first, then the events for the rest of the day are displayed in chronological order. If there are events that start at the same time, then the one that ends first is displayed first. If there are events that both start and end at the same time, then the events are listed in alphabetical order according to the event title.

Use the arrows at the top of the tab to navigate between the previous year, previous month, next month and next year.

D. MY SHORTCUTS

Shortcuts contain a list of links to content and information about content such as the Editing Status and Rating. The content is displayed in alphabetical order according to title. The Action menus for content are specific to each piece of content, according to your permissions and attributes of the content.

Shortcuts are added to or removed from this list when you choose "Save Shortcut" or "Remove Shortcut" from the Action menu in search results anywhere in the system. For example, after performing a search in Documents and you find the document you want, you would choose "Save Shortcut" from the Action menu to the right of the Title of the desired document and click Go. This saves a direct link (and related information) to the document on your Shortcuts page.

Content on your Shortcuts page is the same as content when it is displayed in search results anywhere in the system. If content is deleted from the system, it is automatically deleted from your Shortcuts page. Inactive content does not display on your Shortcuts page. If your permission for a piece of content changes so that you no longer have access to it, then the content no longer displays on your Shortcuts page.

E. MY CONTACTS

My Contacts is where you may quickly access users or groups of users. My Contacts contains two areas: Contacts and Distribution Lists. Contacts is a list of individual users and Distribution Lists are groups of users.

Contacts that you add are displayed in alphabetical order by last name. Only active users are displayed, which means that if a user becomes inactive, they are automatically not going to display in your Contacts list.

You create distribution lists using the Create Distribution List option in the Page menu. The distribution lists are displayed in alphanumeric order by title. If a user becomes inactive, they are automatically not going to display as a member of your distribution list.

F. MY FUNCTIONS

My Functions provides instant access to site functions. If you have not selected any functions yet, this tab is blank. After you select functions, links to them are displayed on this tab. You may also use the Order column to change the order in which the links to the functions are displayed on this tab. When you click a link from this tab, you are immediately taken to the function without having to use menus or links in other locations.

G. MY ACCOUNT

To update your account information you have the following options available under My Account:

- ***Edit Login ID***: Your login ID is a code you use to identify yourself when you log into the system. Combined with your password, it is used by the system to uniquely identify you.
- ***Edit Password***: Your Password is a secret word or code that is associated with your login ID. Together, these items uniquely identify you and let the system know who you are.
- ***Edit Profile***: When you want to edit your profile you will have 6 tabs that you can edit – contact, manager, organization, job title, professional, and preferences. The following provides information on how to edit all of those tabs. You can change the information in your profile at any time.

To change your Login ID:

1. From My Workspace go to My Account and expand the tree view.
2. Select Edit Login ID and you will be taken to the Login ID page.
3. Type the login ID you currently use in the "Current Login ID" field.
4. Type the new login ID you want to use in the "New Login ID" field. The following special characters can be used: @, #, [, ^, $, ., |, ?, *, +, (,),], {, }, and \.
5. Click Save.

The next time you log into the system, remember to use your new login ID.

To change your password:

1. From My Workspace go to My Account and expand the tree view.
2. Select Edit Password and you will be taken to the Edit Password page.
3. Type the password you currently use in the "Current Password" field.
4. Type the new password you want to use in the "New Password" field. The following special characters can be used: @, #, [, ^, $, ., |, ?, *, +, (,),], {, }, and \.
5. Type the new password again in the "Confirm New Password" field, exactly as you typed it in the "New Password" field.
6. Click Save.

The next time you log into the system, remember to use your new password.

SECTION 6: TROUBLE SHOOTING AND HELP

The system will automatically generate e-mails to you regarding your training assignments, class enrolment and cancellations. There is no need to respond to these e-mails. They are informational only.

Be aware the system is SLOW! When maneuvering in the system only click **once** then wait; you should be able to see the green scroll at the bottom of the page. If you click multiple times it will slow the system even further or you will get an error page.

Don't use the Back button on your browser while in the system. To go back a step use the "bread crumb" trail at the top of the page, (i.e.: Home >>My Workspace>>My Account>>) or the Return button at the bottom of some functions.

A. TIER 1: SELF HELP

1. Brief descriptions of all areas and the items within them, go to: 'Site Help' and click 'System Overview' in the upper right hand corner.
2. For a detailed description of a particular page, click on the in the upper right hand corner of each page.
3. If you can not figure out the issue, please contact your unit help desk.

B. TIER 2: UNIT HELP DESK

TYPE OF CONTACT	NAME	DIVISION	CONTACT INFO
Domain Administrator	Anita Horsley	Fire & Life Safety	541-934-8249 anita.horsley@state.or.us
Help Desk	Sandi McClaughry	Fire & Life Safety	541-934-8256 sandi.mcclaughry@state.or.us
Course Manager	Sally Cravinho	License & Permits	541-934-8274 sally.cravinho@state.or.us
Help Desk	Sharon Kraw	License & Permits	541-934-8285 sharon.kraw@state.or.us
Course Manager	Krista Fischer	Emergency Planning & Response	541-934-8261 krista.fischer@state.or.us
Help Desk	Claire McGrew	Emergency Planning & Response	541-934-8236 claire.mcgrew@state.or.us