Taking online courses in iLearnOregon

If you’re using Windows 10

- Use Microsoft Edge as your browser.

- To access Edge:
  1. In Windows 10 only, click the Start button.
  2. Scroll down the list of programs to Microsoft Edge and click it to open the Edge browser.
  3. Copy and paste the course link or type ilearn.oregon.gov directly into the new browser window.

If you’re using Windows 7

- Use Firefox as your browser.

- To access Firefox:
  1. Click the Start button.
  2. From the list of all programs, open the Microsoft System Center folder and click Software Center.
  3. This opens the Applications window. Click Firefox, then click Install. Follow the instructions for installation.

- After installation, check the popup blocker in Firefox:
  1. In the upper-right corner, click the 3 horizontal bars.
  2. From the dropdown menu, select Options.
  3. Depending on your version of Firefox:
     a. Click the Content tab. Under Pop-ups, uncheck Block pop-up windows.
        or
     b. Click Privacy & Security. Uncheck Block pop-up windows.
     c. Close and re-open Firefox before logging into your iLearn account.

- In Firefox, copy and paste the course link or type ilearn.oregon.gov directly into the new browser window.
• After you log into iLearn and start to take an online course, you may see one of these two screens.
  
  1. If you see this screen, click the **Minus** button.

     ![Minus button](image1)

   Check **Remember this decision** and click **Allow**.

  2. If you see this screen, click the **Run Adobe Flash** screen.

     ![Run Adobe Flash](image2)

   On the next screen, click **Allow**.

**NOTE:** If this doesn’t work or requires an administrator password, try using a different browser. If another browser doesn’t work, contact OIS Service Desk at 503-945-5623 or OIS.ServiceDesk@dhsoha.state.or.us.

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**Other information**

• Note that some courses (especially older courses) will only work in IE, while other courses will only work in Firefox or Edge.

• If the browser won’t work, **try a different browser**.

• In some courses, you’ll click a link that opens a new browser window. The browser may **hide the course**. To return to the course, minimize all other browser windows.

• When you **finish all the courses**, check your iLearn transcript to make sure they show as *Completed*. If any courses are still marked as *Started*, contact DHS Training: dhs.training@state.or.us.