DHS Child Welfare Partner Instructions

March 2, 2018

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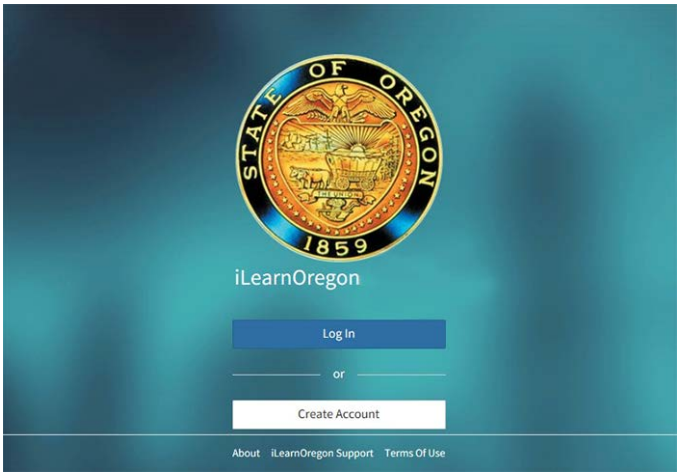
First-time Login Instructions



1. Go to the Website: https://ilearn.oregon.gov/

   Click **Log In** and add your login ID and password on the next page.

2. If you've never used iLearnOregon or the DHS|OHA Learning Center, see the next section, **How to Create a New Account.**

3. If you have an iLearn account but cannot remember your login ID or password, contact the **Service Desk** 503-945-5623.

4. If you had an account in the DHS|OHA Learning Center prior to June 24, 2016, follow these steps.
   - Use your Learning Center login ID and this password: temp1234
   - Follow the steps in the section, **Update Your iLearnOregon Account.**

How to create a new account

1. Access iLearn here: https://ilearn.oregon.gov

Are you coming to DHS or OHA from another organization that uses iLearnOregon? You do not need to create a new account. Please see the section, **Update Your iLearnOregon Account,** to update your account and change to your new organization.

Were you previously a state employee with an iLearnOregon account? You do not need to create a new account. Please see the section, **Update Your iLearnOregon Account,** to update your account to reflect your new organization.

For password resets or help retrieving your Login ID contact the **Service Desk** 503-945-5623

For all other assistance, email dhs.training@state.or.us

2. For all others: On the iLearn login page, click **Create New Account**. It will take you to this form:

Type: Not a State Employee

First Name: Your first name

Last Name: Your last name

Email: Your e-mail address (cannot be used by another account in the iLearn)

Login ID: Choose a Login ID. It must be a least 6 characters and cannot contain spaces or characters such as /, @, or &.

Job Title: *Leave blank*

Organization: Select **Human Services, Department of.** Another drop-down menu will appear for Partners. Select **Department of Human Services Partners.**

Manager: *Leave blank*

3. Click the **Submit** button.

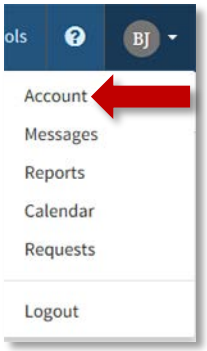
4. Congratulations! You have created a new account. You will receive an email with a temporary password.

NOTE: **The temporary password in this email is only valid for 24 hours. Please log in and update your password.**

Update your iLearnOregon Account

Have you changed jobs? Or have a new manager or contact information? Please follow these instructions to update your iLearn account.

Open Your Account Page



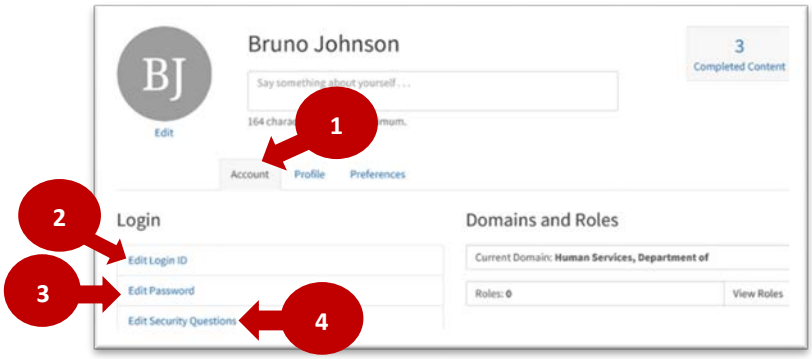
1. Follow this link to access iLearn https://ilearn.oregon.gov and log in.

2. On your homepage, click the arrow by your initials. In the dropdown menu, click ***Account***.

Change Login ID, Password or Security Questions

> Fill out at least one Security Question. That way, if you forget your password, you'll still be able to access your account.

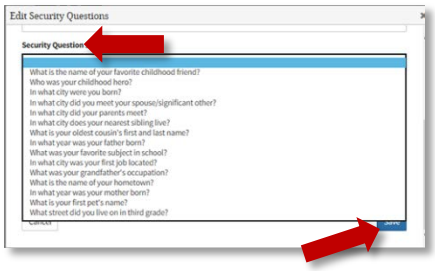
1. Click the ***Account*** tab.



2. To change your **Login ID** for the next time you log into your iLearn account, click ***Edit Login ID*.** When you're finished, click ***Save.***

3. To change your password, click on ***Edit Password*.** Enter your current password, then a new one. The password must be a minimum of six characters, but does **not** require numbers, symbols or a capital letter. **NOTE:** Your password is case sensitive.

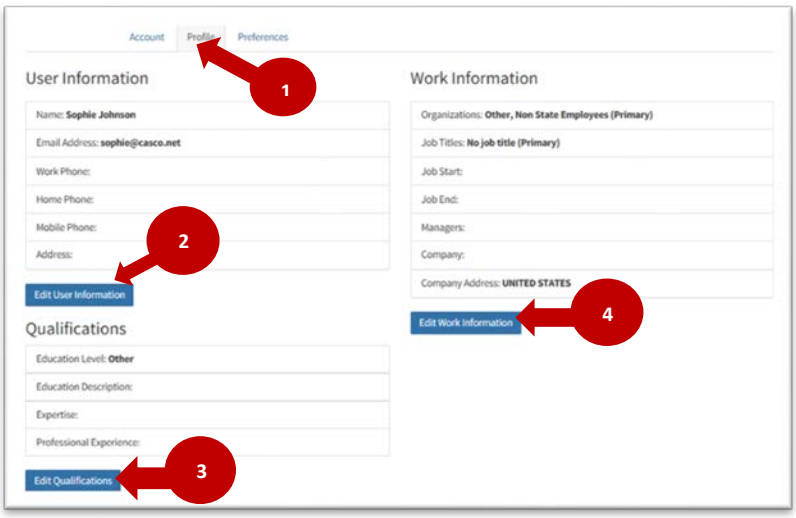
4. If you forget your iLearn password in the future, you can reset it yourself by **creating Security Questions**. Be sure to set up Security Questions the first time you login.
   - Click ***Edit Security Questions.***
   - For each of the drop downs, choose one **Question** to answer. Type the answer to each question in the matching answer box.
   - When you're finished, click ***Save***.



Update Profile Information

1. Click the ***Profile*** tab.

2. Click the ***Edit User Information*** button to change your email, phone number or address. When you're finished, click the ***Save*** button.



NOTE:

- Users cannot share an email address. Each account will need a unique email address.

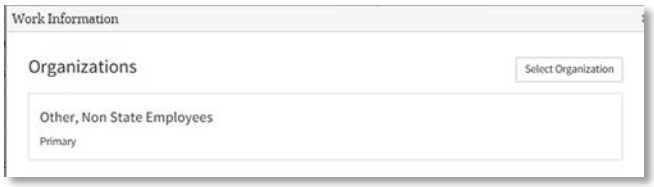
3. Add information about your education, areas of expertise or experience by clicking the ***Edit Qualifications*** button. When you're finished, click the ***Save*** button.

Update your **Work Information** to make sure you have access to training offered by the Department of Human Services and Oregon Health Authority.

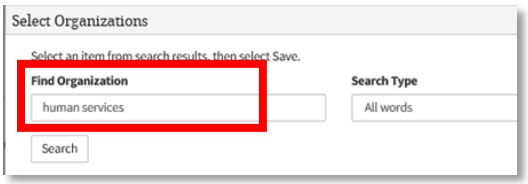
4. Change your organization, manager or job information by clicking ***Edit Work Information.***

To change your organization:

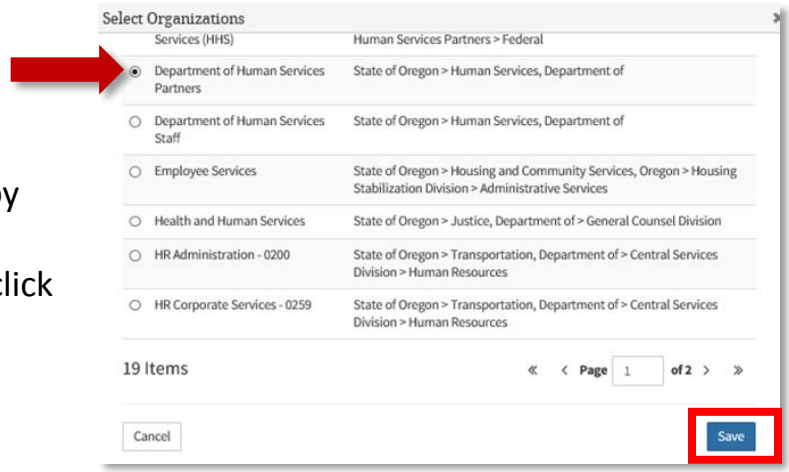
- On the new screen, click ***Select Organization***.



- Next, type **human services** in the search field and select **All words** in the dropdown menu. Click the **Search** button.



- A list of organizations will appear, as shown here. Select the circle by **Department of Human Services Partners** and click the ***Save*** button.



To change your manager:

- Click ***Select Manager.***

- Search for the manager's name. A list will appear. Select the circle by the name and click ***Save.***

Change your manager to make sure they can access information about your transcript and course enrollments.

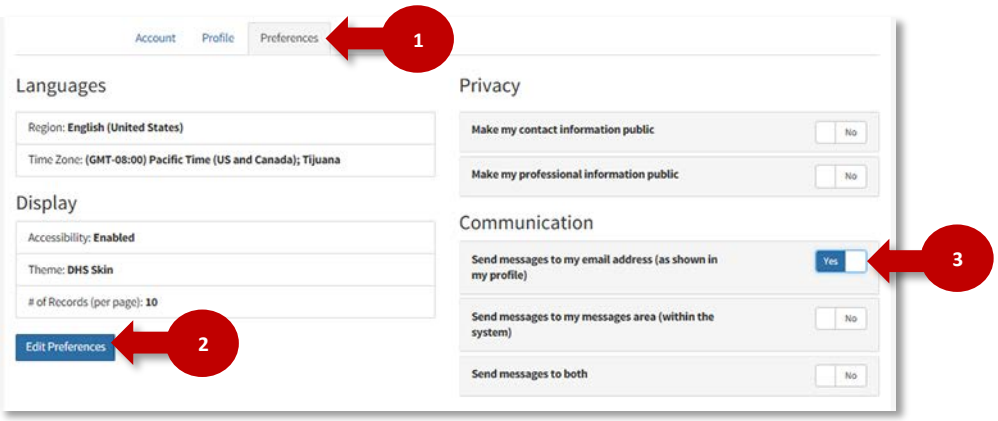
Turn on Messages

iLearn sends you training messages. For example:

- When you've signed up for a training
- Training is cancelled
- An instructor needs to email you
- The training location changed
- You were on a waitlist and are now registered

NOTE: This only works if you have email messages turned on. You also need an email address in your profile.

1. Click ***Account,*** then the ***Preferences*** tab.



2. Click the ***Edit Preferences*** button.

   In the new screen, change the setting next to ***Send messages to my email address (as shown in my profile)*** to **Yes.**

How to find a course

There are two ways to get to an iLearn course.

1. Your instructor may provide you a link.
2. Search the iLearn Learning Catalog.

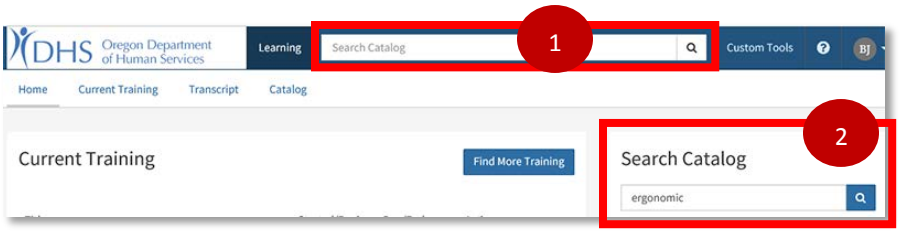
Direct link

If you receive a course announcement with a direct link to the course, click on the link.

1. A new window will open with the iLearn log in screen.
2. Please log in.
3. After logging in, you'll go directly to the course.

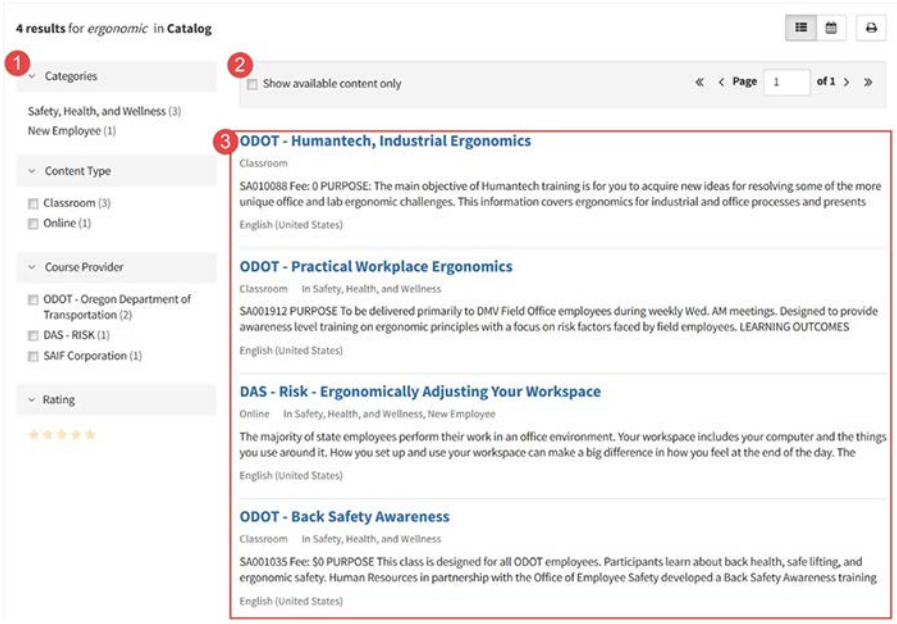
Search the Learning Catalog

When you don't have a direct link, you'll need to search the Learning Catalog. You can do this from the **Search Catalog** field (1) at the top of the page, or (2) on the side of your homepage.



1. Enter the course name, part of the name, or a keyword in the search field and click the ***Search*** icon.

2. Under Search Results, click any item to access the course.



(1) Narrow the search by selecting Categories, Content Type or Course Provider.
(2) If any courses are not currently available, check this box *(Show available content only)* to remove them from your search results.
(3) The search will show a list of all the content in iLearn. Content will be identified as classroom or online courses, documents, curriculums and more.

NOTE: Classes offered by the Department of Human Services all begin with ***DHS***. Classes offered by Oregon Health Authority begin with ***OHA***. Classes offered by both organizations begin with ***DHSOHA***. Trainings by other agencies will begin with their acronym (e.g. DAS, OED, BOLI).

How to enroll in a course

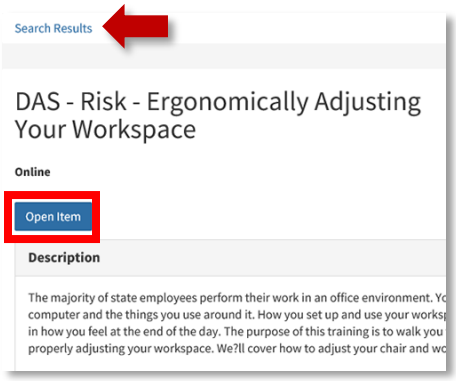
Online course (eLearning)

1. To enroll in an online course, click on the ***title*** of the course. Note that *Online* appears under the course title.

2. A new screen will appear. This screen provides you details about the course. Click ***Open Item*** to open the online course.

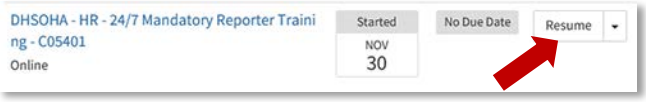
   If you do not want to enroll in the course, click ***Search results*** to return to the previous screen.

3. The course will open in a new window.



If you had to stop while taking the course earlier

iLearn will bookmark your course. That means you can start where you left off by clicking ***Resume*** next to the course title.

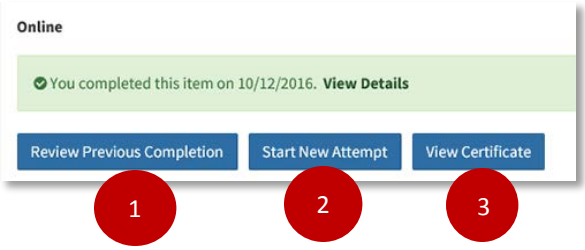


NOTE: After you complete an online course, you will have three options. Here are your choices the next time you open it.

(1) Review Previous Completion – Access your completed course. It may update your score. It will not change your complete status.

(2) Start New Attempt – This adds a second line for the course on your transcript. You must complete the course again so it will show as complete.

(3) View Certificate – View and print your certificate associated with the course.



Classroom/virtual course

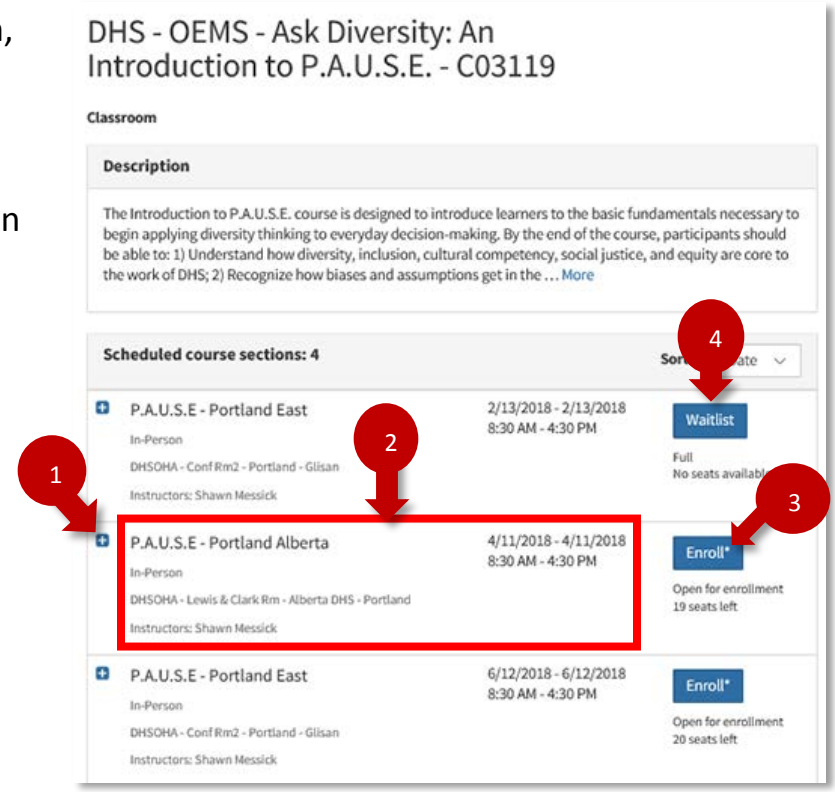
The course information screen will come up with the course description. It also lists all available sections.

To see all the details about a section, (1) click on the **Plus "+" sign**.

This box (2) provides you information about each section, including the days, times and instructors.

Under the section title, you'll see if the class is in-person or virtual. In-person classes show the location. Virtual classes have a link and login information.

To enroll in the section, (3) click the ***Enroll*** button.

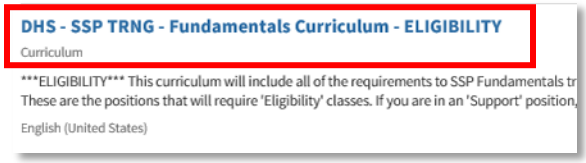


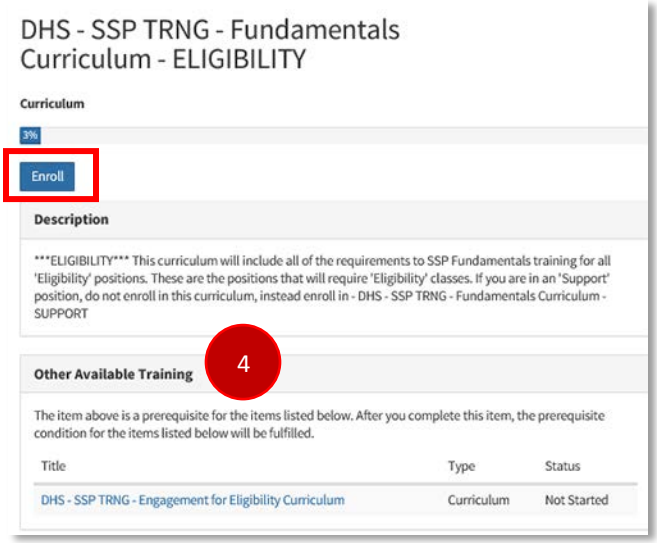
If a section is full, you can be put on a (4) waitlist. If someone cancels their registration, people on the wait list are added to the class automatically. You will receive an email if you are added from the wait list.

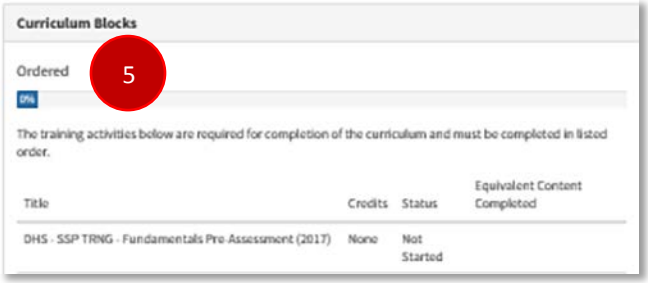
How to enroll in a curriculum

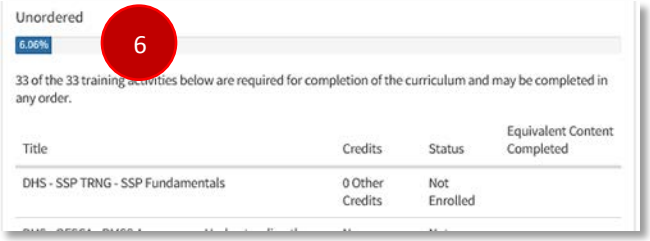
A curriculum is a group of classes (online and classroom) and activities. They all need to be completed to get credit on your transcript. To find a curriculum, see the instructions under **How to find a course**.

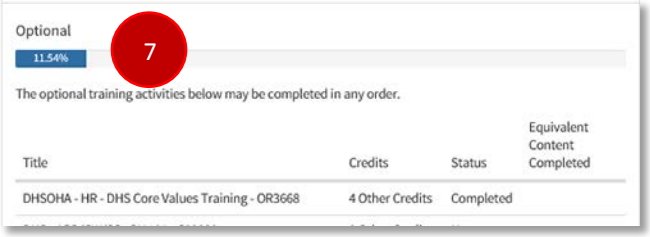
1. In the search results, find the curriculum. It will be labelled *Curriculum* under the title.











Click on the **title**.

2. On the curriculum information screen, you'll see the description and a list of courses. They all must be completed to receive credit for the curriculum.

3. To enroll, click ***Enroll.***

4. Other related courses and curriculums are listed under **Other Available Training.**

5. Under the **Curriculum Blocks** section, you'll find **Ordered** content, which must be taken in chronological order.

6. You'll also find **Unordered** content, which can be taken in any order.

7. Finally, the **Optional** content can be taken only if you need it.

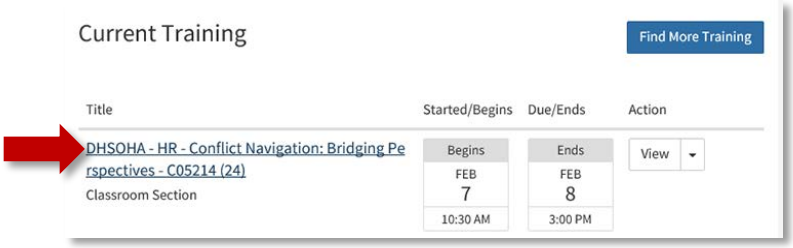
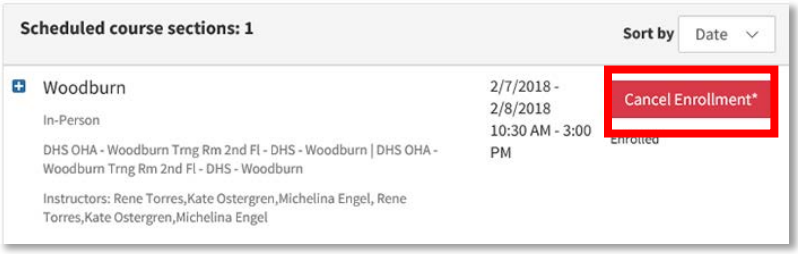
NOTE: Once you enroll in and access the curriculum, you **cannot cancel your enrollment.**

How to cancel course registration

You may cancel your registration at any time up until the enrollment cancellation deadline (found under the course information).

NOTE: Once you access a curriculum, you **cannot cancel your enrollment.**

1. Under **Current Training** on your homepage, click on the **title** of the course you want to cancel. If the course doesn't appear on the list, click ***Find More Training.***



2. Click on **Cancel Enrollment** on the course section information screen.