DHS Partner or Service Provider Instructions

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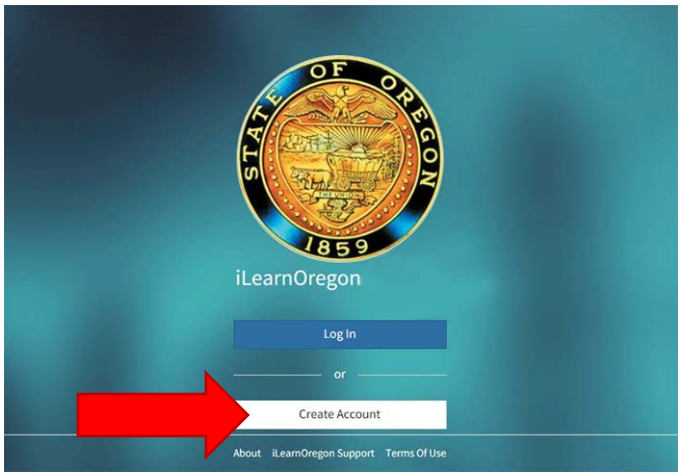
How to create a new account

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

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



2. Click **Create New Account**.

3. It will take you to this form. Fill it out as follows.

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*

4. Click the **Submit** button.

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

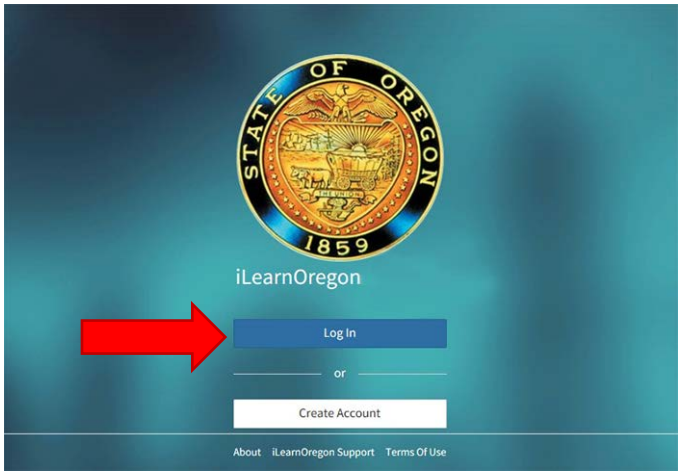
NOTE: The temporary password in this email is only valid for 24 hours. Please log in and update your password.

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 screen.

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



2. If you've never used iLearnOregon, see the previous section, **How to Create a New Account.**

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

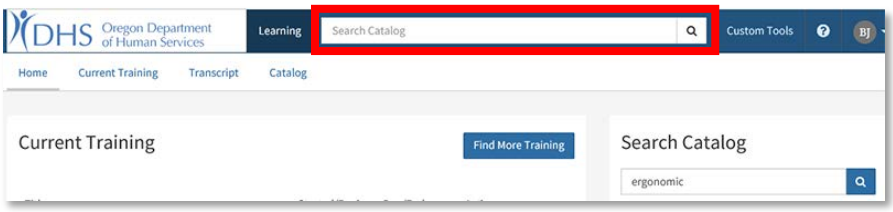
If you receive a direct link to the course, click on the link. A new window will open with the iLearn log in screen.

1. Please log in.

2. 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. Click the **Search Catalog** field at the top of the screen.



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.

How to enroll in a course

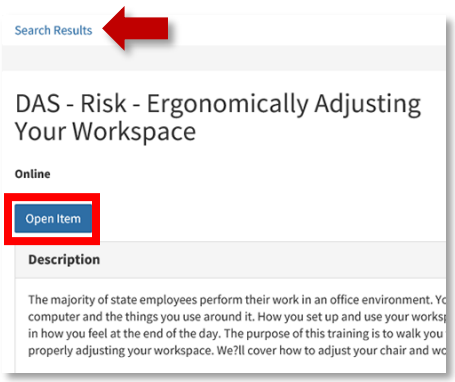
Online course (eLearning)

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.

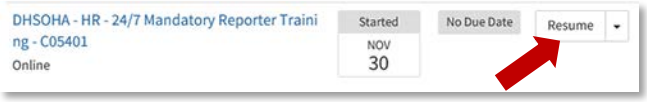
   If you do not want to enroll in the course, click ***Search results*** to return to the previous screen.

3. The course will open in a new window.

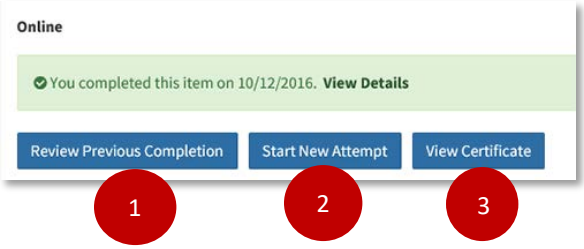


If you had to stop while taking the course earlier

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 – Lets you print your certificate associated with the course.

Classroom/virtual course

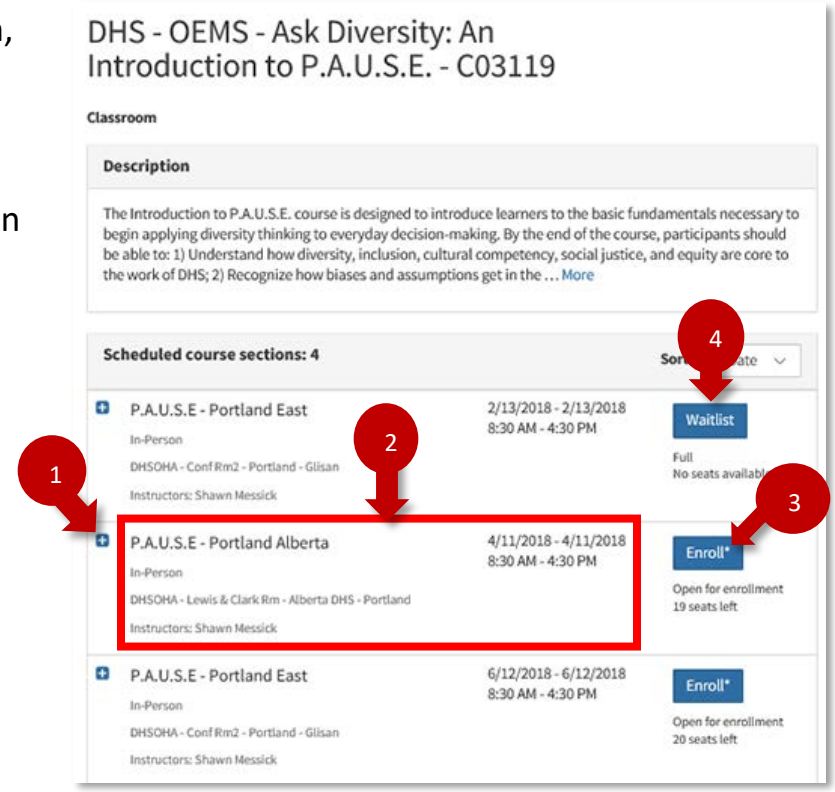
The course information screen will come up with the course description. It also lists all available sections.

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.

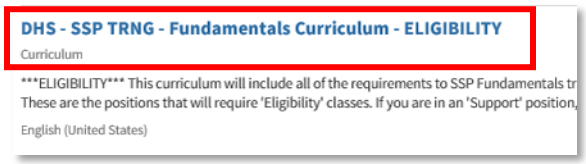


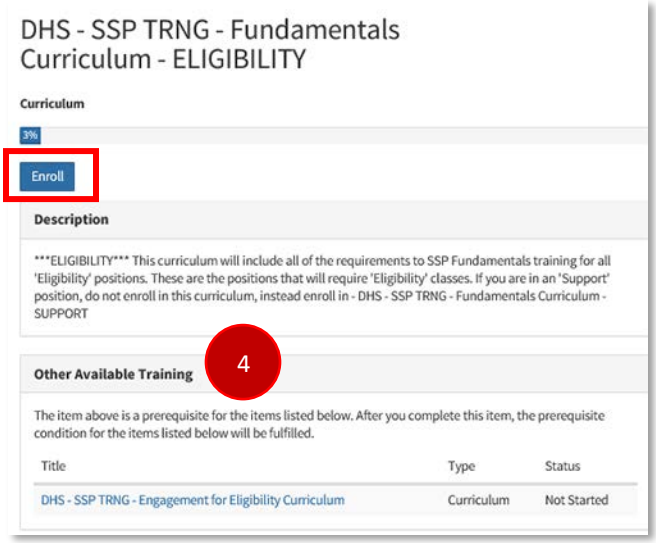
If a section is full, you can be put on a (4) waitlist. If someone cancels their registration, people on the wait list are added to the class automatically. You will receive an email if you are added from the wait list.

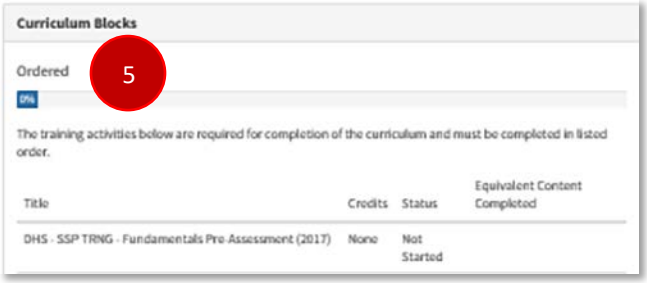
How to enroll in a curriculum

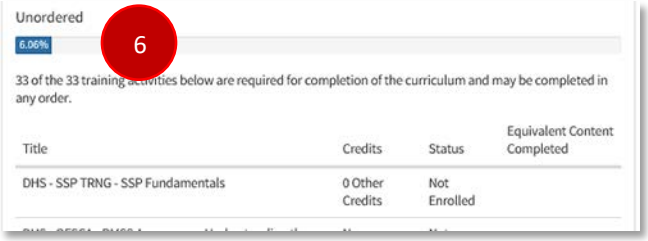
A curriculum is a group of classes (online and classroom) and activities. They all need to be completed to get credit on your transcript. To find a curriculum, see the instructions under **How to find a course**.

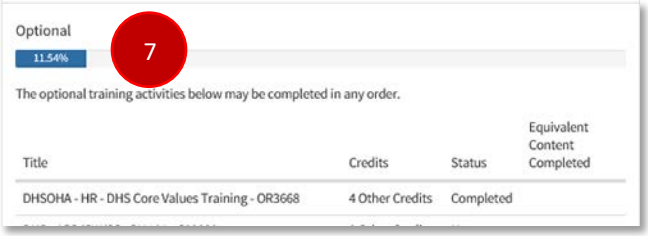
1. In the search results, find the curriculum. It will be labelled *Curriculum* under the title.











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.

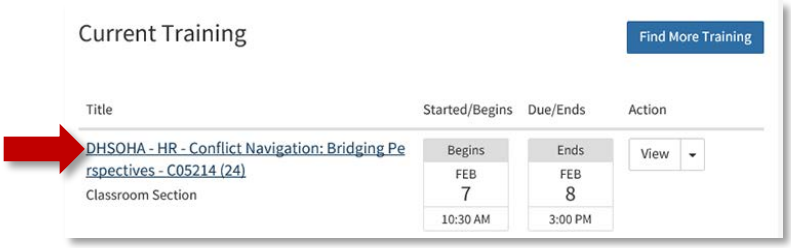
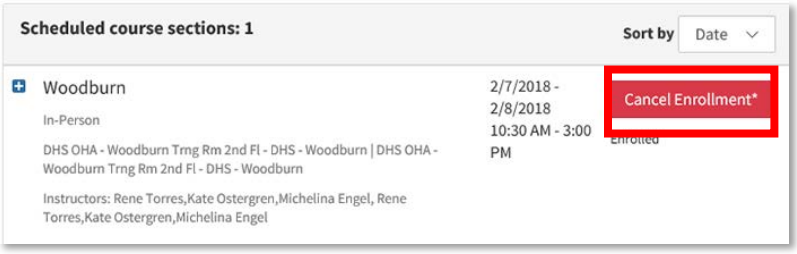
NOTE: Once you enroll in and access the curriculum, you **cannot cancel your enrollment.**

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.