DHS Child Welfare Partner Instructions

January 10, 2017

Contents

First-time Login Instructions 3
Updating your iLearnOregon Account 4
Password change 4
Update Name and Email Address 5
Turn on Messages 6
Update Work Information 7
Setting Password Questions 9
How to find a course 10
Learning Center course description link ..... **Error! Bookmark not defined.**
Direct link 10
Search the Learning Catalog 10
How to enroll in a course 12
Online course (eLearning) 12
Classroom/virtual course 14
Curriculum 15
Accessing your curriculum in the future 16
Cancelling course enrollment 17
Creating a new account 18

First-time Login Instructions

Website: https://ilearn.oregon.gov/

Use the table below to get started in iLearnOregon (iLearn).

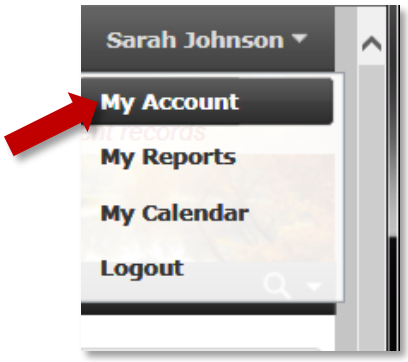
Date of use	iLearn Login	iLearn Password	What to do next
I've used iLearn before!	Use your iLearn login ID	Use your iLearnOregon password	Go to Page 4
I used the Learning Center (LC).	Use your LC login	temp1234 (all lowercase) *unless you've already logged into iLearn and reset it.	Go to Page 4 for next steps
I never used the Learning Center or iLearnOregon	Create a new account in iLearn.	Create a new account in iLearn.	Go to Page 18 to create an account.

NOTE:
Do you have more than one account? Email dhs.training@state.or.us to have them combined.

Update your iLearnOregon Account

Do you have a Learning Center (LC) account? Have you used iLearnOregon (iLearn) before? Please follow these instructions to update your iLearn account.

Open Your Account Page



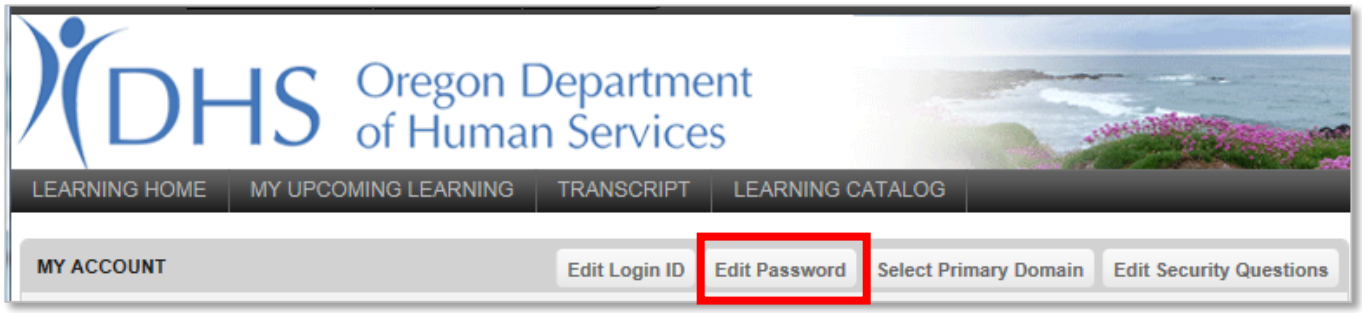
1. Follow this link to access iLearn https://ilearn.oregon.gov and log in.

2. On your homepage, click on ***My Account***. It's under your name on the upper right of the screen.

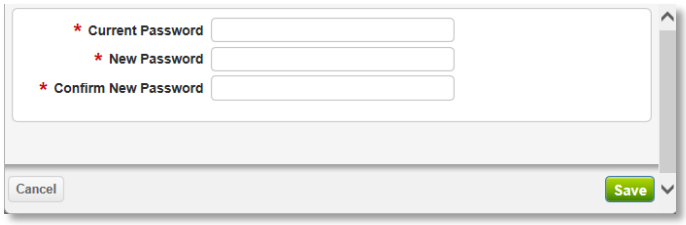
Password change

3. Follow these steps to change your password.
   NOTE: You'll be asked to change your password the first time you log in.

4. Click on **Edit Password**



5. In the new window, enter your current password. Then enter your new password.



   NOTE: Page 3 lists password information.

6. Click the ***Save*** button.

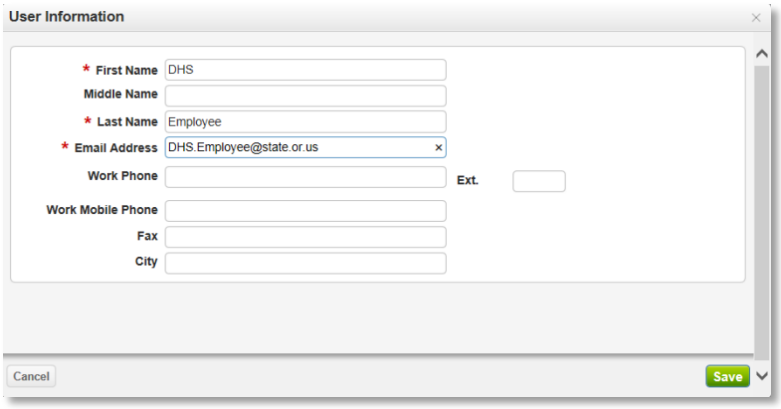
Update Name and Email Address

1. On the ***User Information*** box, click the ***Edit*** button.

2. In the new screen, update your ***First*** and ***Last*** name.

   NOTE: This is how your name appears on training records, sign-in sheets and certificates.

3. Update your ***Email Address.***



NOTE:

- Users cannot share an email address.
- Each account will need their own email address.

4. Click the ***Save*** button.

Turn on Messages

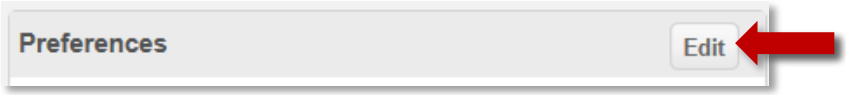
iLearn sends you training messages.

Examples:

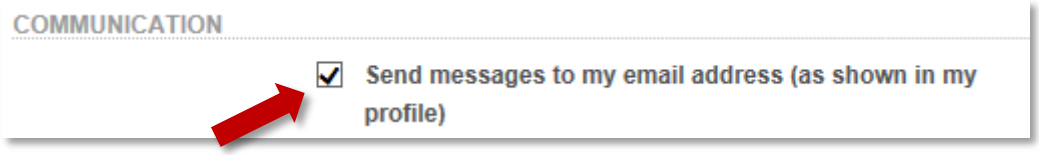
- When you've signed up for a training
- Training is cancelled
- An instructor needs to email you
- The training location changed
- You were on a waitlist and are now registered

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

1. On the ***Preferences*** box, click the ***Edit*** button.



2. In the new screen, **check** the box next to ***Send messages to my email address (as shown in my profile).***



3. Click the ***Save*** button.

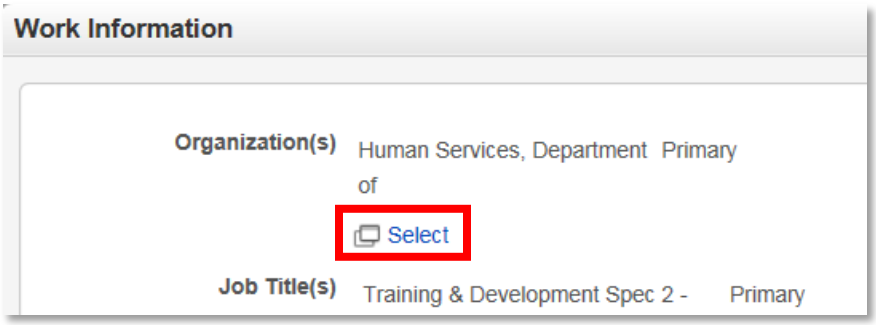
Update your iLearnOregon Account

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

Update Work Information

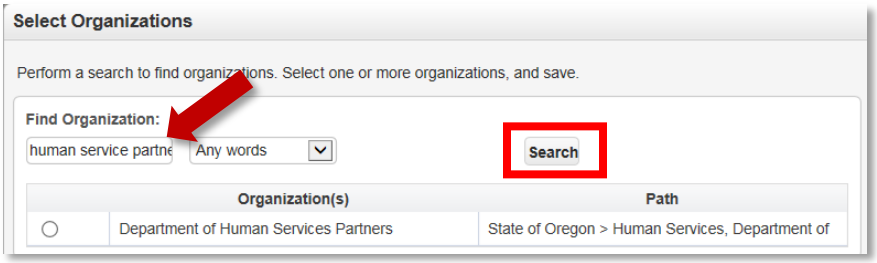
1. On the ***Work Information*** box, click the ***Edit*** button.

2. In the new screen, Click on ***Select*** under **Organization**.

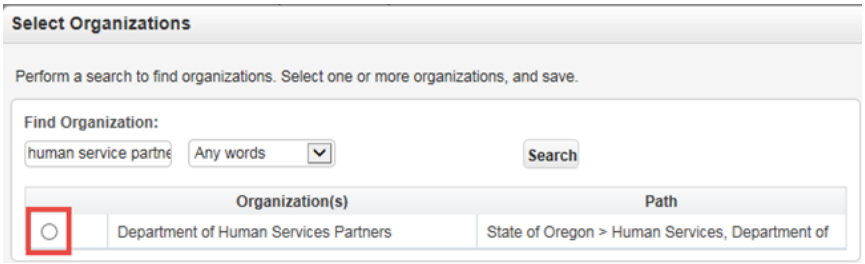


3. In the new, search for ***Human Service Partner***.

4. Click ***Search.***



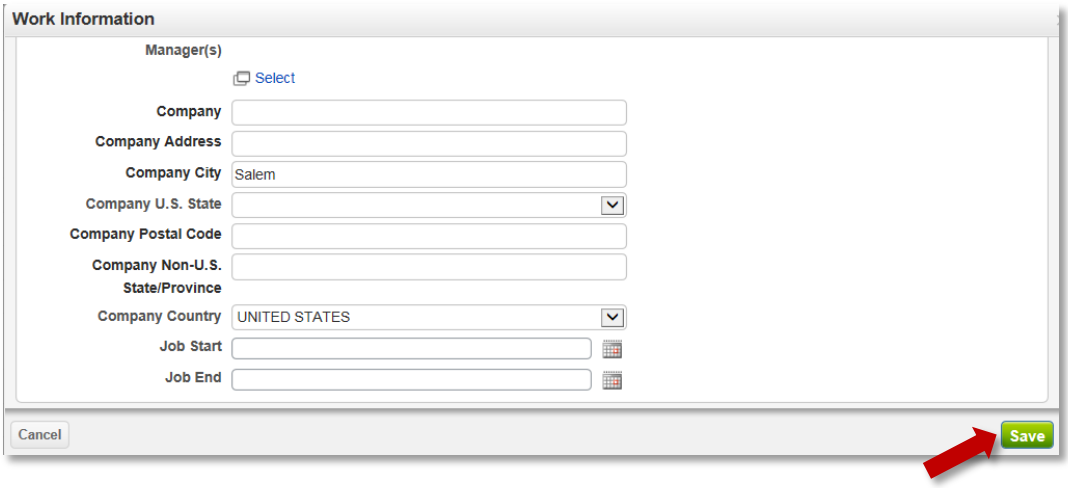
5. Click the button next to ***Department of Human Services Partners.***



6. Click ***Save***.

7. You will now be back on the ***Work Information*** box.

NOTE: You do not need to select a ***Job Title*** or ***Manager***.
You can choose to add your ***Company*** name and ***Work Address***.



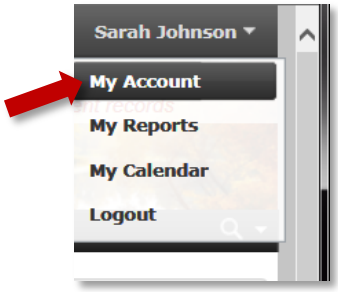
8. Click ***Save***.

Set Password Questions

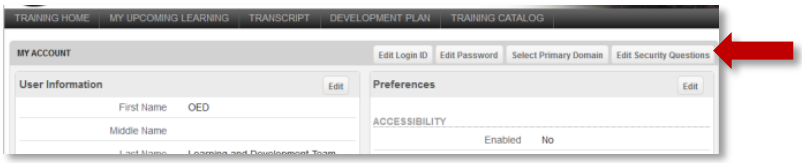
If you forget your iLearn password, you can reset it. iLearn will ask you to answer your security questions. This will save you time. Be sure to answer the security questions the first time you log in.

1. Log into iLearn. If you forgot your username or password, contact the Service Desk at 503-945-5623

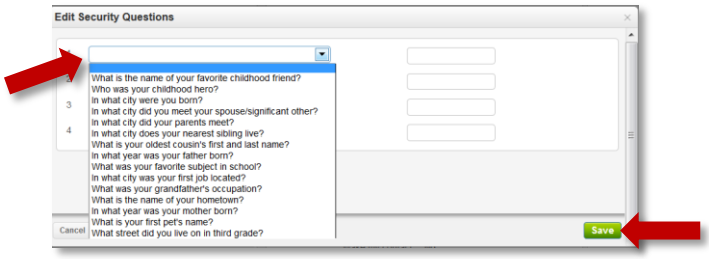
2. On your homepage, click on ***My Account.*** It's under your name on the upper right of the screen.



3. Click on ***Edit Security Questions***.



4. For each of the drop downs, choose one **Question** to answer. Type the answer to each question in the matching answer box.



5. When you're finished, click ***Save.***

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

Course announcements will have a direct link to the course. In this case, click on the link. If the Course Description in the Learning Center has a link, click it and follow these instructions:

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.

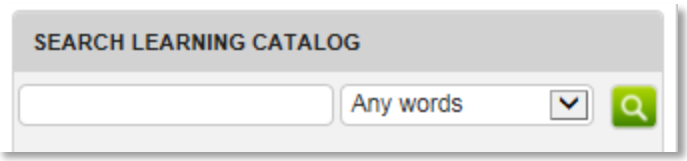
Search the Learning Catalog

When you don't have a direct link, you'll need to search the Learning Catalog. You can do this (1) from the Learning Catalog menu or (2) from the search box on your homepage.

How to find a course

1. From ***Learning Home*** (also known as your homepage).

2. Search the course catalog using the search box on the right.



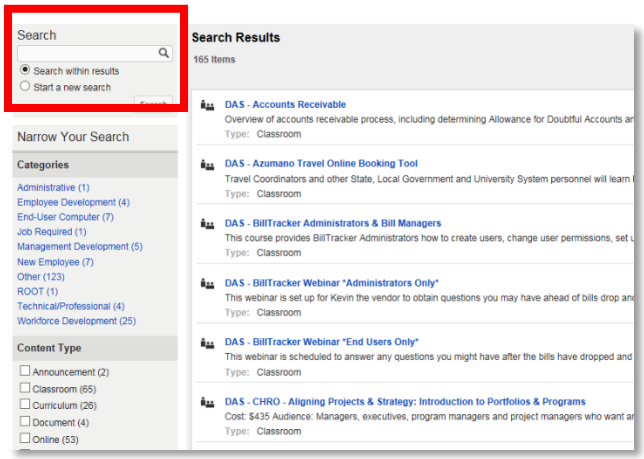
3. Enter the course name and change the search to ***All Words***. Click the green ***Search*** icon.

   - Using ***All Words*** makes it easier to find what you need.
   - Use the keyword provided.

4. The search will bring up a list of all content in iLearn. This will include courses, documents, curriculums and more.

5. Click any item to find out more information.

Narrow the search by using the tools on the left side of the screen.

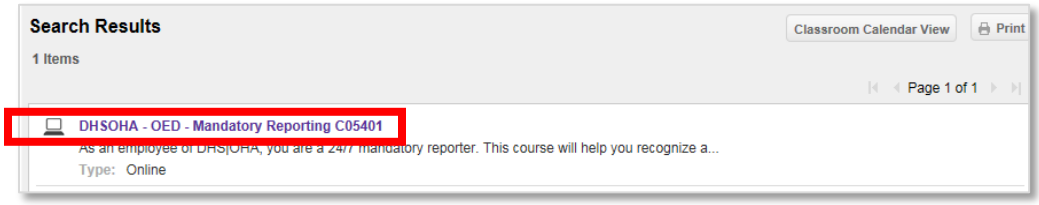


NOTE: Classes offered by the Department of Human Services all begin with ***DHS***. Classes offered by Oregon Health Authority begin with ***OHA***. Classes offered by both organizations begin with ***DHSOHA***. Trainings by other agencies will begin with their acronym (e.g. DAS, OED, BOLI).

How to enroll in a course

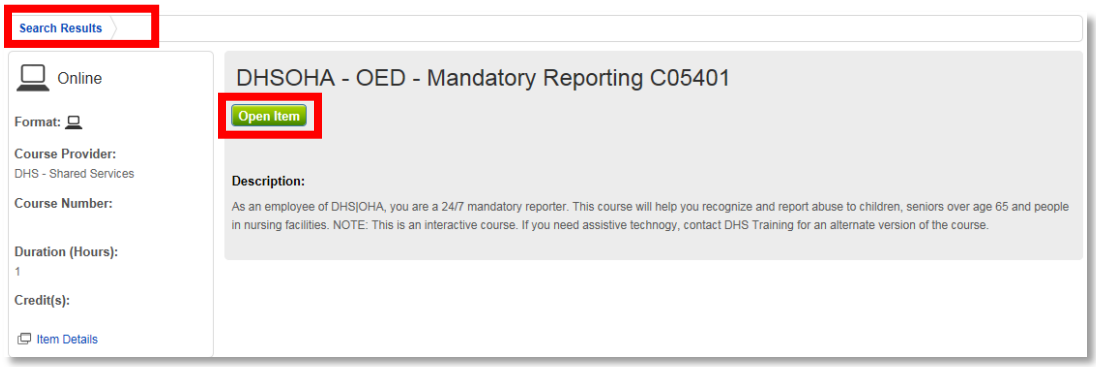
Online course (eLearning)

1. To enroll in an *online course*, click on the ***title*** of the course.



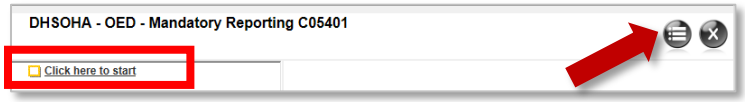
2. A new screen will appear. This screen provides you details about the course. Click on ***Open Item*** to open the online course.

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



3. A new window will open.

4. To begin the course, click on the link in the new.



- To maximize the viewing space, click in the right corner.
- To exit, click the .

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

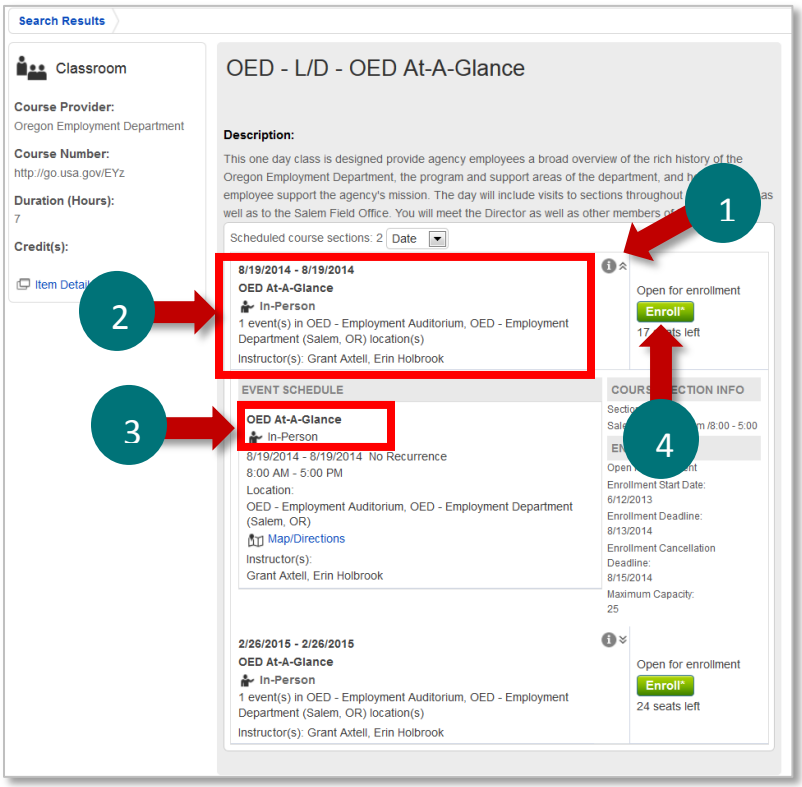
1. **Review Previous Completion** – Access your completed course. It may update your score. It will not change your complete status.

2. **Start New Attempt –** This adds a second line for the course on your transcript. You must complete the course for it 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 **Information icon** .

This box (2) provides you information about the section you are interested in attending. It includes the times, instructors, and additional information such as pre-enrollment comments.

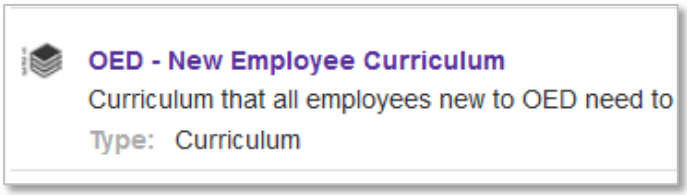
This box (3) shows if the class is in person or virtual. In-person classes show the location. Virtual classes have a link and login information.

To enroll in the section, (4) click the ***Enroll*** button. Enroll*

If the section is full, you can be put on a wait list. 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.

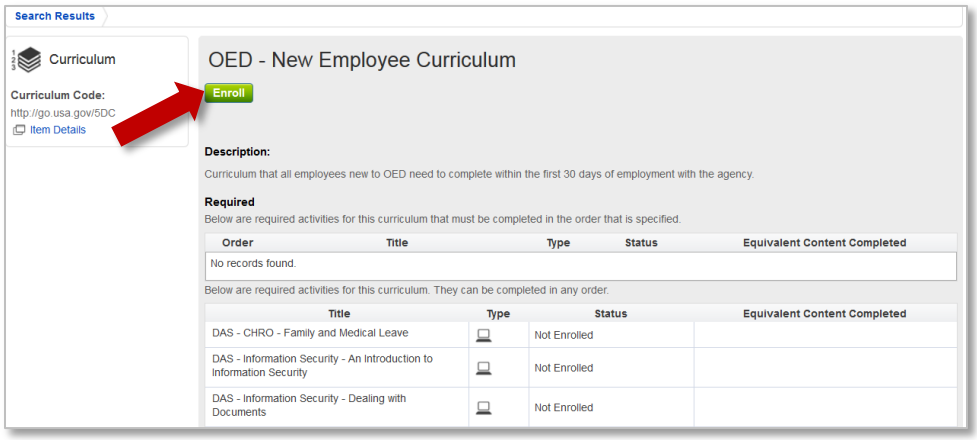
Curriculum

A curriculum is a group of classes and activities (online and classroom.) They all need to be completed to get credit on your transcript. See the description by clicking on the **Title**.



1. From the curriculum information screen, you will see the description. There is a list of courses . They all must be completed to receive credit for the curriculum.

2. To enroll click ***Enroll.***



3. To start taking the courses in the curriculum, click ***Access.*** (This is now where the enroll button was.)

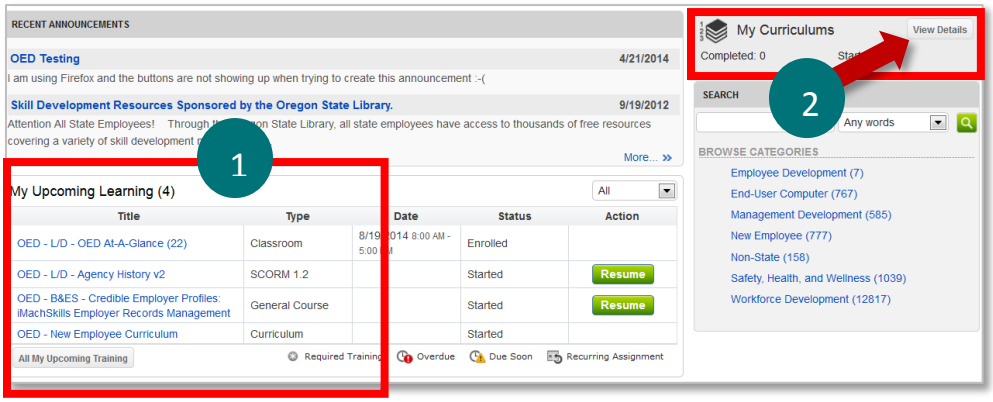
NOTE: Once you access the curriculum, you **cannot cancel your enrollment.**

Accessing your curriculum in the future

You have two options:

1. From your homepage, click on the **Title** under ***My Upcoming Learning.***

2. Click **View Details** next to ***My Curriculums***.



You can now access each component of the curriculum.

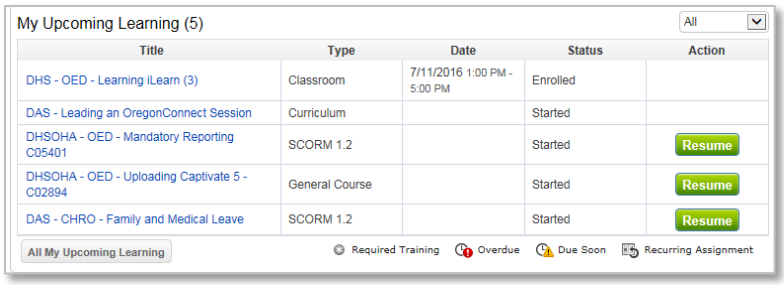
NOTE: When there is a classroom course, you must enroll in a section to complete the curriculum! Some curriculums require you complete courses in a specific order. Others let you choose the order you want to complete them.

How to cancel course registration

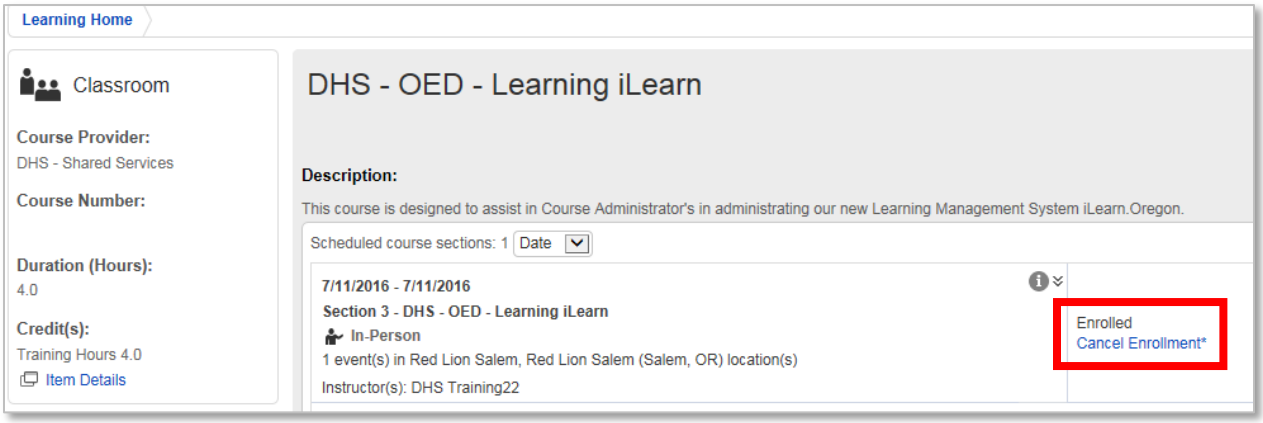
You may cancel your registration at any time up until the enrollment cancellation deadline (found under the course information).

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

1. Under **My Upcoming Learning** on your homepage, click on the **title** of the course you want to cancel your enrollment.



2. Click on **Cancel enrollment** on the section information screen



How to create a new account

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

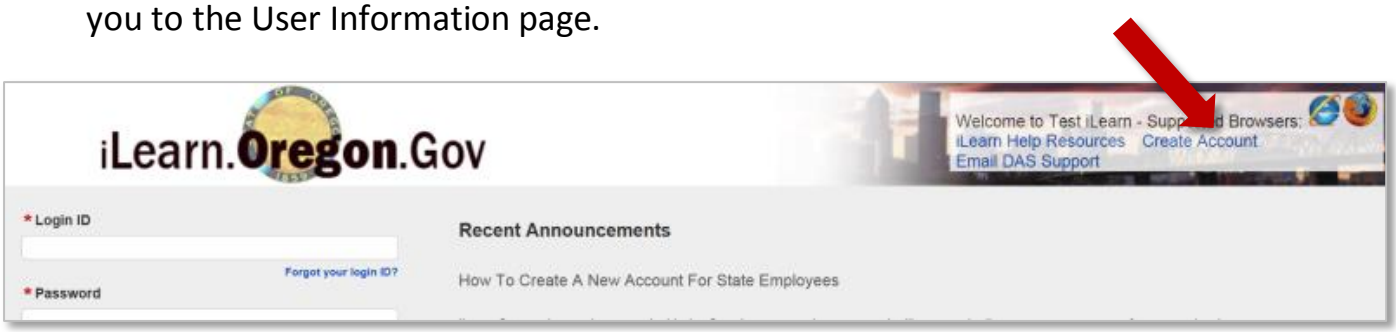
Are you coming to DHS or OHA from another organization that uses iLearnOregon? You do not need to create a new account. Please follow the instructions on page 4 to update your account and change to your new organization.

Were you previously a state employee with an iLearnOregon account? You do not need to create a new account. Please follow the instructions on page 4 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**. This will take you to the User Information page.



3. The form will appear:

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 your partner organization. If you're not sure what to select, choose **Department of Human Services Partners.**

Manager: *Leave blank*

4. Click the green **Submit** button

5. 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.