Adult Foster Home Provider Alert

Policy updates, rule clarifications and announcements

Date: August 15, 2016

Topic: **Instructions for Using iLearnOregon**

To: APD (Older Adults and Adults with Physical Disabilities)

DHS NetLink courses are now available through iLearnOregon at https://ilearn.oregon.gov/. The class titles and course numbers are:

- Six Rights of Safe Medication Administration (C02865)
- Right Time (C03411)
- Infection Control (C01532)
- Fatal Four (C01237)

Obtain an iLearnOregon account by following the Partner Instructions on the pages that follow. Your DHS Learning Center training records will be transferred to your new iLearnOregon account in November 2016.

Partner Instructions for:

- Adult Foster Homes
- Assisted Living and Residential Care Facilities
- Nursing Facilities

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First-time Login Instructions

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

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

Type of user	iLearn Login	iLearn Password	What to do next
If you used the Learning Center before June 24, 2016	Use your Learning Center login	temp1234 (all lowercase)	Go to Page 4 for next steps
If you created a Learning Center account after June 24, 2016	You will need to create a new account in iLearn.	You will need to create a new account in iLearn.	Go to Page 19
I do not have a Learning Center account.	You will need to create a new account in iLearn.	You will need to create a new account in iLearn.	Go to Page 19 to create an account.
I have used iLearn before!	Use your iLearn login ID	Use your iLearnOregon password	Go to Page 4

NOTE:

Learning Center training records will move to iLearn in November 2016.

Do you have more than one account? Email dhs.training@state.or.us to have them combined in November 2016.

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.

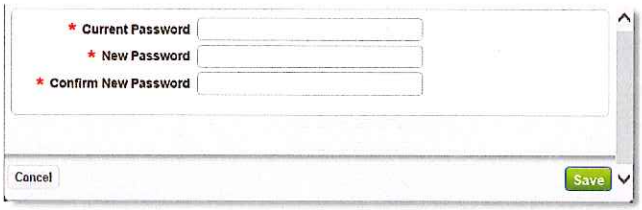
2. On your homepage, click on ***My Account***. It's under your name on the upper right of the screen.

Password change

3. Follow these steps to change your password.
   NOTE: It will ask you 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 your iLearnOregon Account

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 (Hotmail or Gmail are free email addresses.)
- 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.

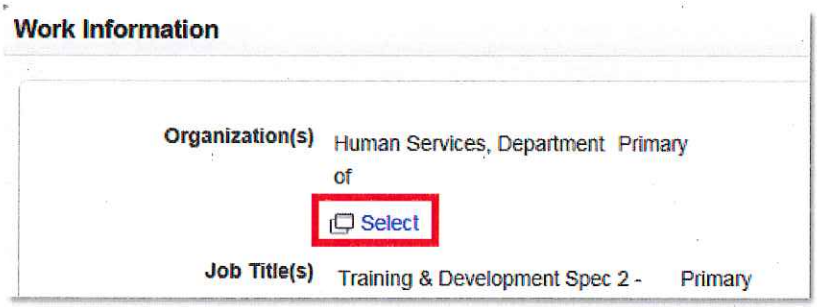
Update your iLearnOregon Account

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.

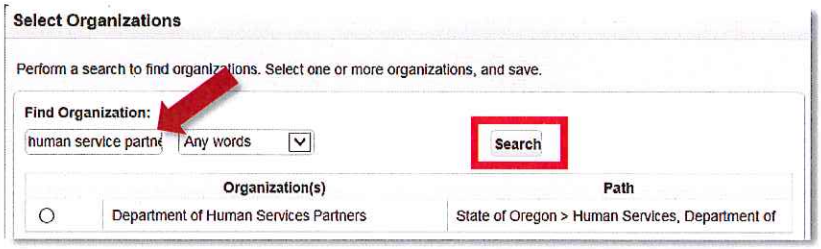
2. In the new screen, Click on ***Select*** under **Organization**.



3. In the new screen, search for ***Human Service*** or ***Health Authority.***

Search by ***Human Service***	• DHS APD providers • Adult Foster Homes • Assisted Living • Residential Care Facilities • Nursing Homes
Search by ***Health Authority***	• OHA Foster Homes

4. Click ***Search.***



Update your iLearnOregon Account

5. Select Organization

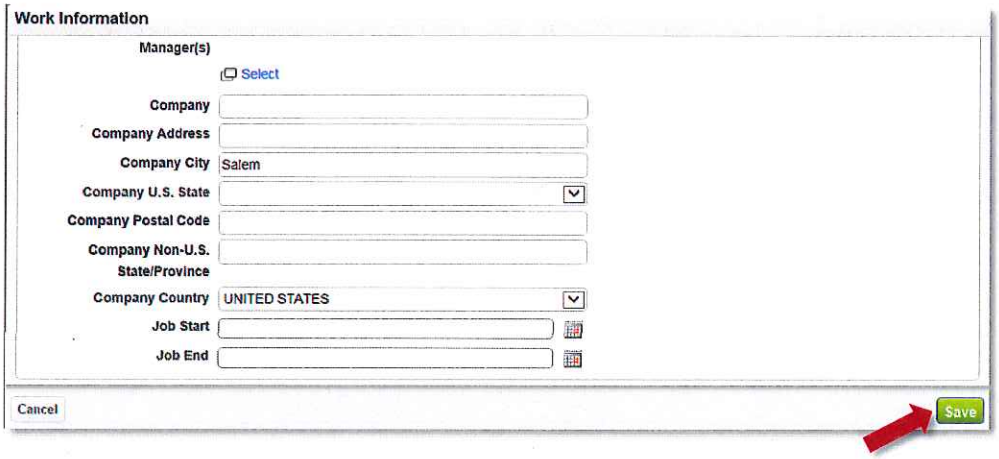
Click the button next to ***Department of Human Services Partners***	• DHS APD providers • Adult Foster Homes • Assisted Living • Residential Care Facilities • Nursing Homes
Click the button next to ***Oregon Health Authority Partners***	• OHA Foster Homes

6. Click ***Save***.

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

NOTE: You do not need to select fill this section out. If you fill out Company, Company Address etc., you must update it when you change jobs.

Do not enter your *Managers name and email address; this is for State employees only.*


Work Information
Manager(s)
Select
Company
Company Address
Company City
Salem
Company U.S. State
Company Postal Code
Company Non-U.S. State/Province
Company Country
UNITED STATES
Job Start
Job End
Cancel
Save

8. Click ***Save***.
Save

Set Password Questions

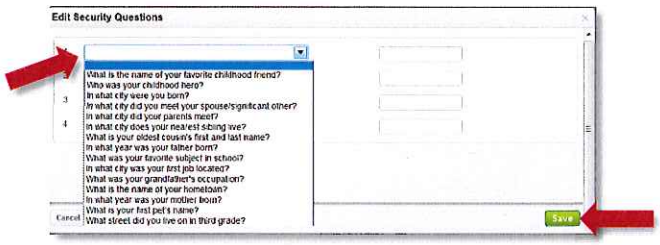
If you forget your iLearn password, you can reset it. iLearn will ask you to answer your security questions. This will save time if you forget your password. Be sure to answer the security questions the first time you log in.

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

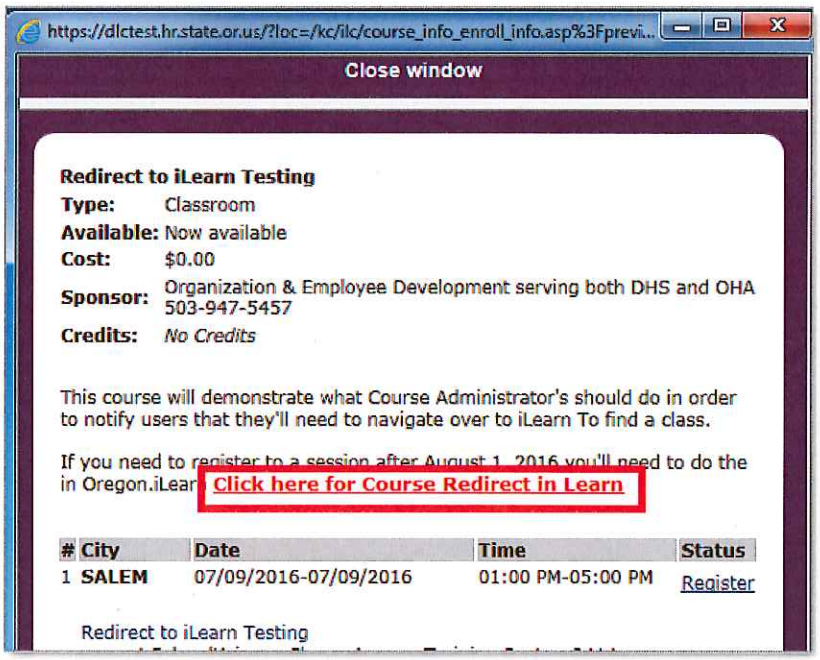
There are three ways to get to an iLearn course!

1. Click the link in the Learning Center Course Description.
2. Your instructor may provide you a link.
3. Search the iLearn Learning Catalog.

Learning Center course description link

1. Open your course in the Learning Center.

2. Click on the link in the course description.



3. The window will now show the iLearn login page.

4. Please log in.

5. After logging in, you will go directly to the course.

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 will go directly to the course.

Search the Learning Catalog

When you do not have a direct link, you will 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 or course number* and change the search to ***All Words***. Click the green ***Search*** icon.

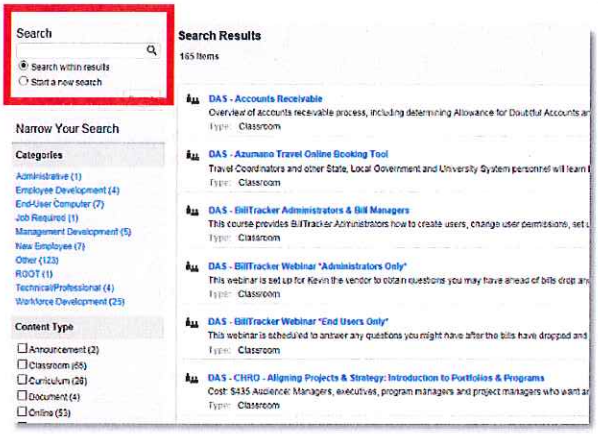
*Using the course number is the best way to search for a course. *Find the course number for the NetLink classes and Self-study on-line testing at www.oregon.gov/DHS/SENIORS-DISABILITIES/PROVIDERS-PARTNERS/Pages/afh-training.aspx. Under "Select Format" on this website select either DHS|OHA Self-Study or iLearn, the course number is in the Title of the course.*

   - 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.

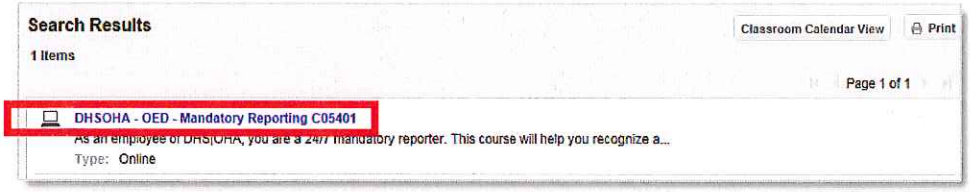


NOTE: Classes offered by the Department of Human Services all begin with ***DHS***. Classes offered by Oregon Health Authority begin with ***OHA***. Classes offered by both organizations begin with ***DHSOHA***. Trainings by other agencies will begin with their acronym (e.g. DAS, OED, BOLI).

How to enroll in a course

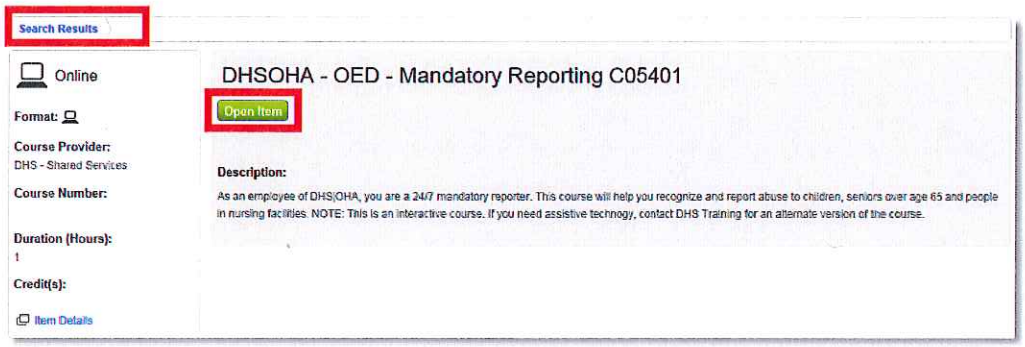
Online course (eLearning)

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 .

How to enroll in a course

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.

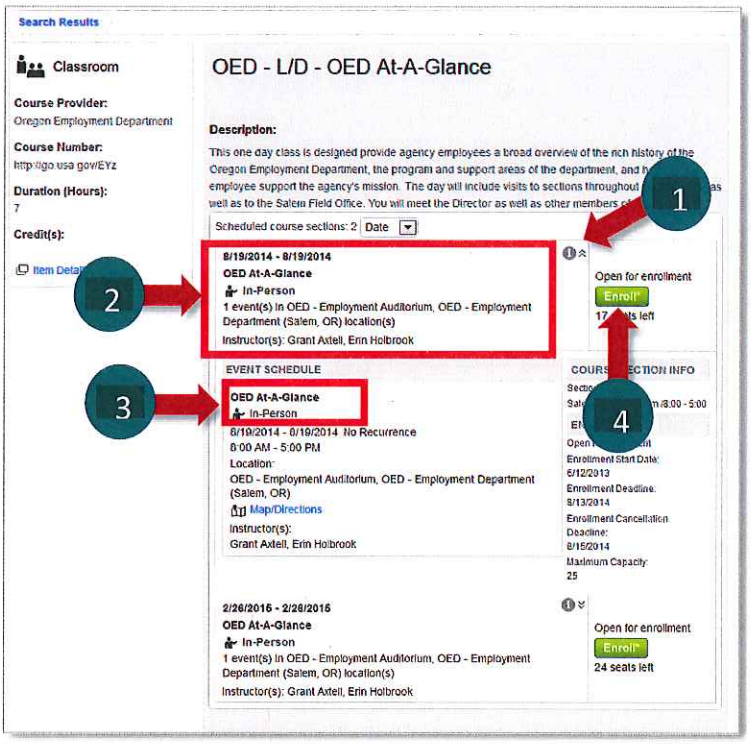
2. **Start New Attempt –** This adds a second line for the course on your transcript. You must complete the course for it show as complete.

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

How to enroll in a 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.

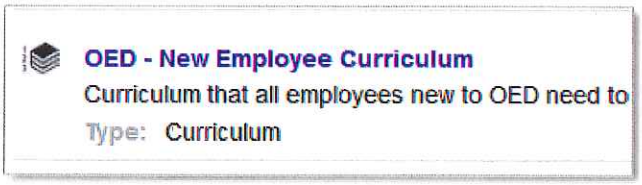
To enroll in the section, (4) click the ***Enroll*** button. Enroll

If the section is full, if there is a wait list available your name will be added to the wait list. If someone cancels their registration, people on the wait list are automatically moved (registered) for the class. You will receive an email if you are added from the wait list.

How to enroll in a course

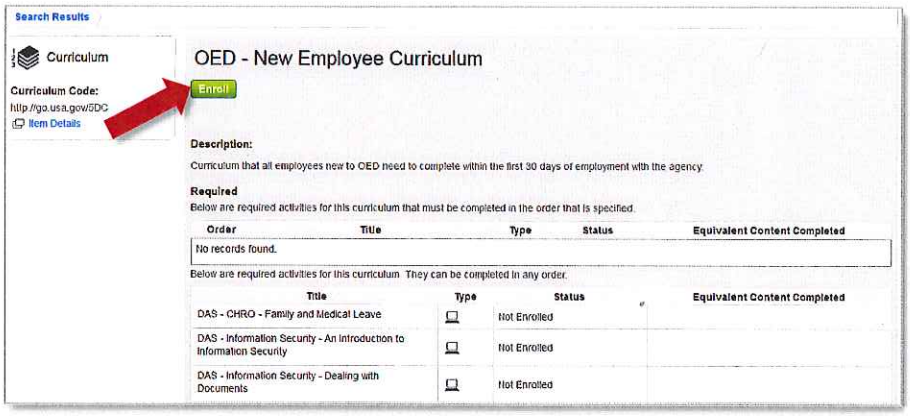
Curriculum

A curriculum is a group of classes and activities (online and classroom) that must 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.***



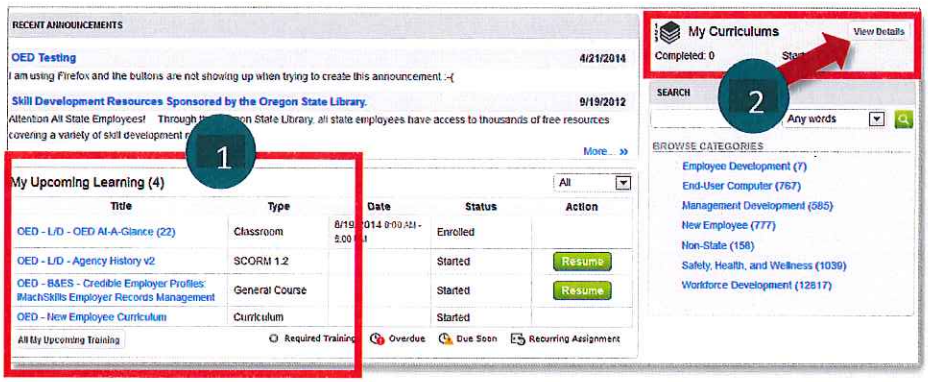
3. To start taking the courses in the curriculum, click ***Access.*** (This is now where the enroll button was.)

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.

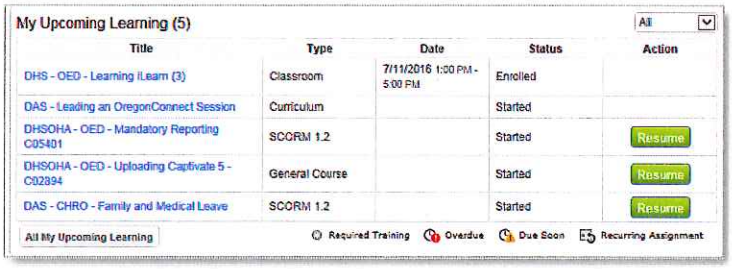
NOTE: When there is a classroom course, you must enroll in a section to complete the curriculum! Some curriculums require you complete courses in a specific order. Others let you choose the order you want to complete them.

How to cancel course registration

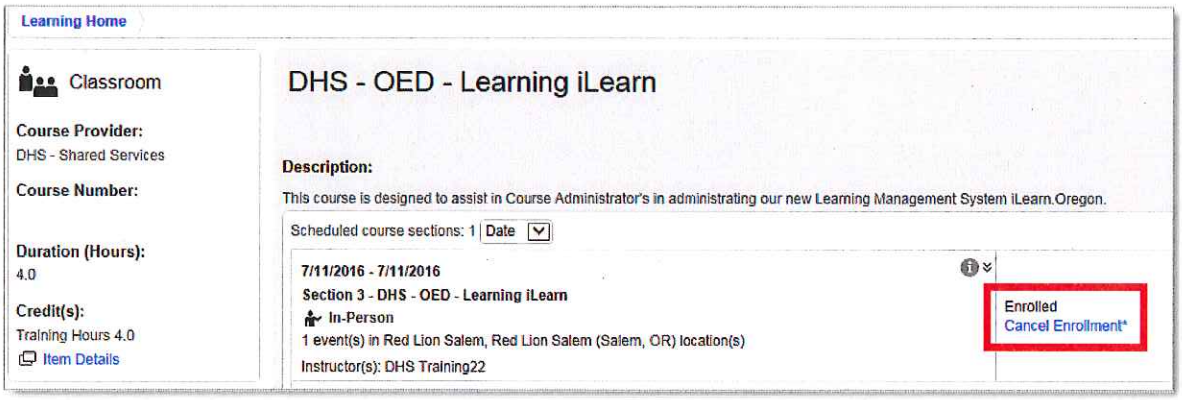
You may cancel your registration at any time up until the enrollment cancellation deadline (found under the course information).

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.

How to create a new account

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 (you cannot use an email address that you share with someone else in iLearn)

Login ID: Choose a Login ID… it must be a least six (6) characters and cannot contain spaces or characters such as /, @, or &.

Job Title: *Leave blank*

Organization: Select **Human Services, Department of** or **Oregon Health Authority**

Search by ***Human Service***	• DHS APD providers • Adult Foster Homes • Assisted Living • Residential Care Facilities • Nursing Homes
Search by ***Health Authority***	• OHA Foster Homes

Another drop-down menu will appear for Partners. Select your partner organization; choose **Department of Human Services Partners or Oregon Health Authority Partners.**

Click the button next to ***Department of Human Services Partners***	• DHS APD providers • Adult Foster Homes • Assisted Living • Residential Care Facilities • Nursing Homes
Click the button next to ***Oregon Health Authority Partners***	• OHA Foster Homes

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.