



Partner Instructions for:

- Adult Foster Homes (AFH)
- Assisted Living and Residential Care Facilities (ALF/RCF)
- Nursing Facilities (NF)

Licensees of AFH ALF/RCF and NFs cannot register and enroll their facility staff in training. Facility staff must register and enroll themselves.

NOTE: *iLearn records are private training records for non-state employees. Facility staff must register themselves using their own email address and creating a unique password. It is the responsibility of the facility staff to provide their employer with training certificates.*

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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.

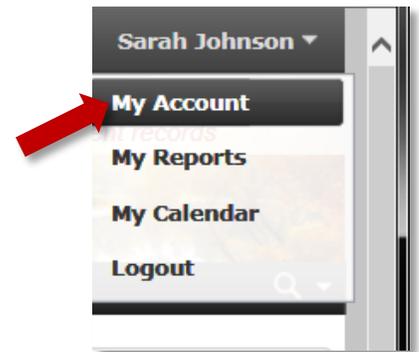
Do you have more than one account? Email dhs.training@state.or.us to have them combined in November 2016.

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.

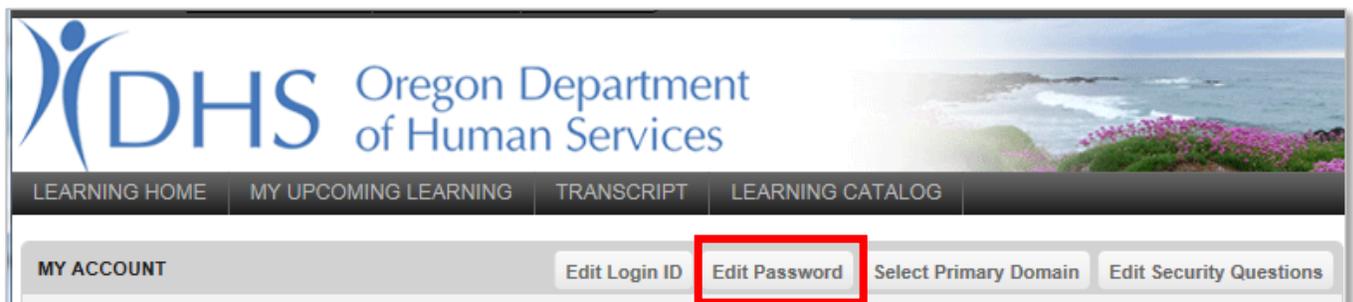
Open Your Account Page

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.

A screenshot of the password change form. It contains three input fields: 'Current Password', 'New Password', and 'Confirm New Password'. Each field has a red asterisk to its left. Below the input fields are 'Cancel' and 'Save' buttons.

6. Click the **Save** button.



Update your iLearnOregon Account

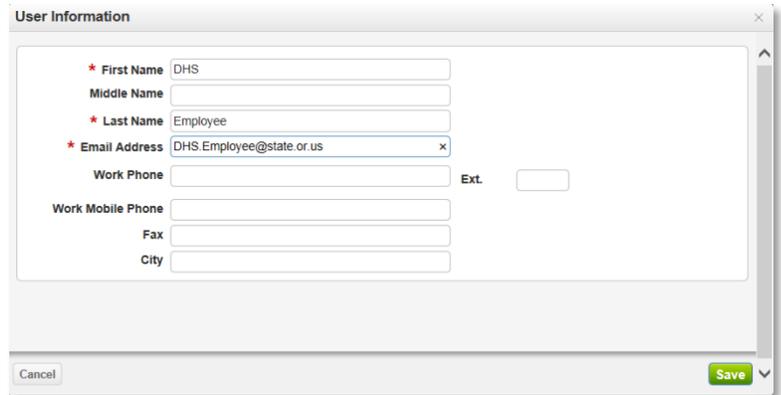
Update Name and Email Address

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.

A screenshot of a web form titled "User Information". The form contains several input fields: "First Name" (with "DHS" entered), "Middle Name", "Last Name" (with "Employee" entered), "Email Address" (with "DHS.Employee@state.or.us" entered), "Work Phone", "Ext." (with a small empty box), "Work Mobile Phone", "Fax", and "City". There are "Cancel" and "Save" buttons at the bottom of the form.

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.



Update your iLearnOregon Account

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

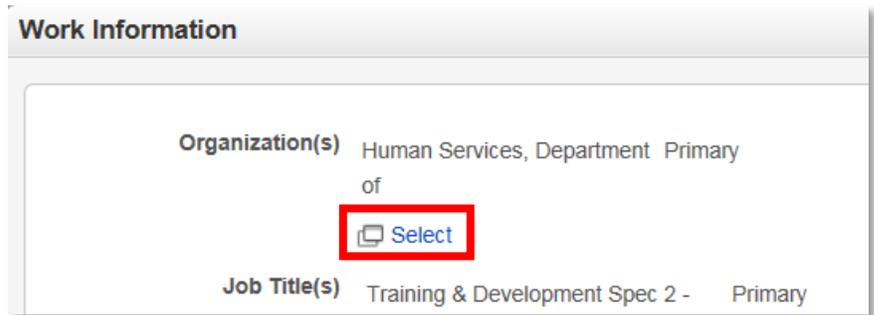
Make sure you have access to training offered by the Department of Human Services and Oregon Health Authority. Update your **Work Information**.

Update Work Information

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



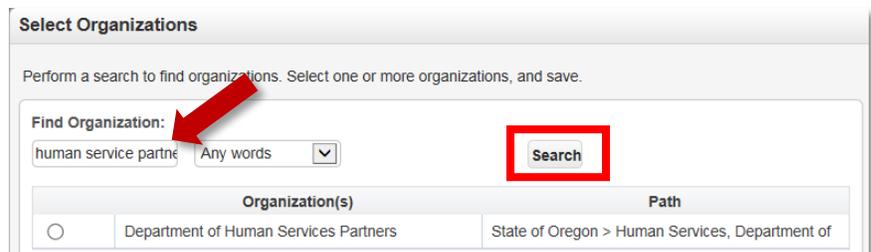
2. In the new screen, Click on **Select** under **Organization**.

A screenshot of the "Work Information" screen. It shows a form with the following text: "Organization(s) Human Services, Department Primary of". Below this, there is a button labeled "Select" with a small icon to its left, which is highlighted with a red rectangular box. At the bottom, it says "Job Title(s) Training & Development Spec 2 - Primary".

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

Search by Human Service	<ul style="list-style-type: none">• DHS APD providers• Adult Foster Homes• Assisted Living• Residential Care Facilities• Nursing Homes
Search by Health Authority	<ul style="list-style-type: none">• OHA Foster Homes

4. Click **Search**.

A screenshot of the "Select Organizations" screen. It has a search bar with the text "Find Organization:" and a dropdown menu set to "Any words". The search input field contains "human service partn". A red arrow points to the search input field. To the right of the search bar is a red rectangular box around the "Search" button. Below the search bar is a table with two columns: "Organization(s)" and "Path". The table contains one row with a radio button in the first column, "Department of Human Services Partners" in the second, and "State of Oregon > Human Services, Department of" in the third.

Update your iLearnOregon Account

5. Select Organization

Click the button next to Department of Human Services Partners	<ul style="list-style-type: none">• DHS APD providers• Adult Foster Homes• Assisted Living• Residential Care Facilities• Nursing Homes
Click the button next to Oregon Health Authority Partners	<ul style="list-style-type: none">• OHA Foster Homes

Save

6. Click **Save**.

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

Select Organizations

Perform a search to find organizations. Select one or more organizations, and save.

Find Organization:

	Organization(s)	Path
<input checked="" type="radio"/>	Oregon Health Authority Partners	State of Oregon > Oregon Health Authority

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

Company U.S. State

Company Postal Code

Company Non-U.S. State/Province

Company Country

Job Start

Job End



8. Click **Save**.

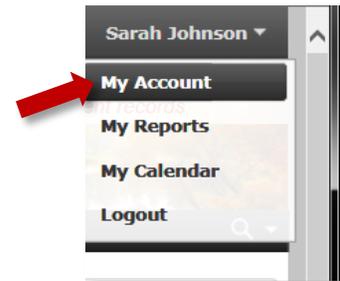


Set Password Questions

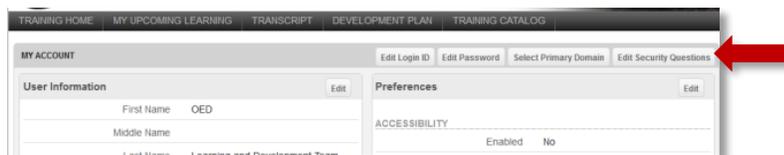
If you forget your iLearn password, you can reset it. iLearn will ask you to answer your security questions. This will save time if you forget your password. Be sure to answer the security questions the first time you log in.

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

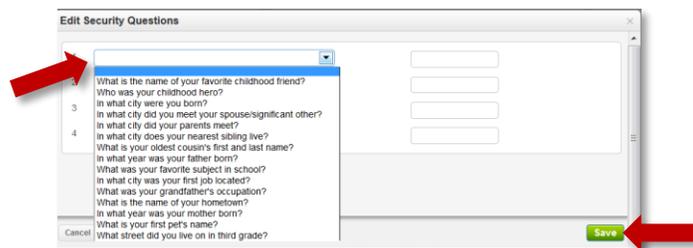
2. On your homepage, click on **My Account**. It's under your name on the upper right of the screen.



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

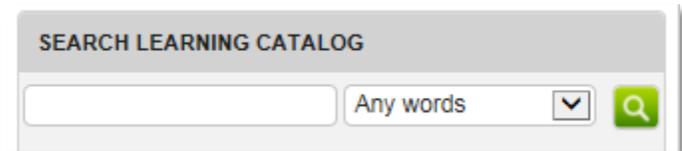
Search the Learning Catalog

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 iLearnOregon homepage.



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.

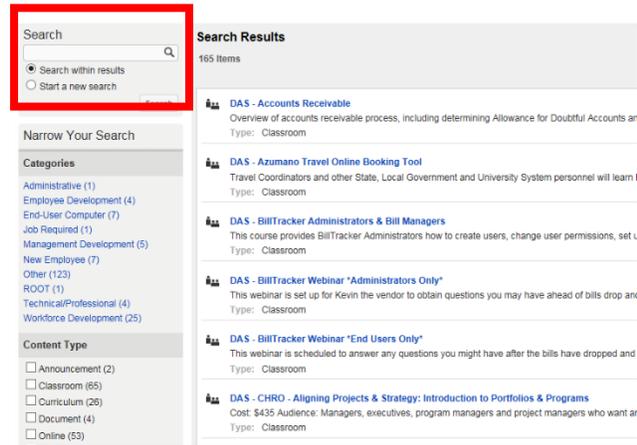


*Using the course number is the best way to search for a course. Find the course number for the NetLink classes and Self-study on-line testing at www.oregon.gov/DHS/SENIORS-DISABILITIES/PROVIDERS-PARTNERS/Pages/afh-training.aspx. Under "Select Format" on this website select either DHS/OHA Self-Study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

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

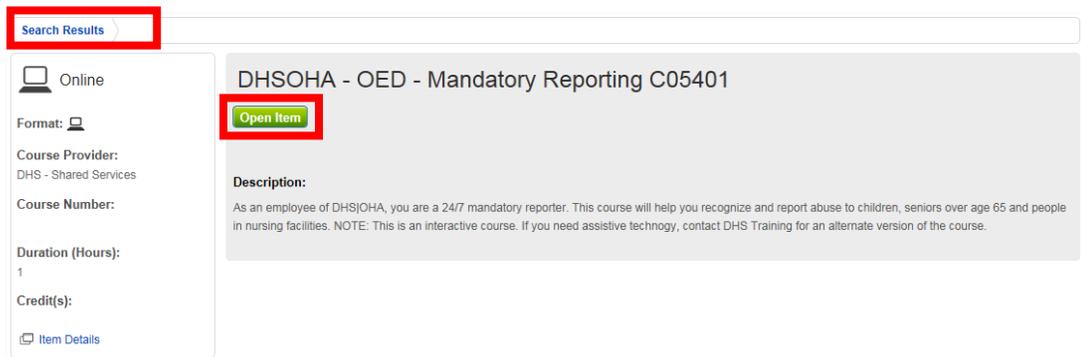
Online course (eLearning)

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



- 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** .

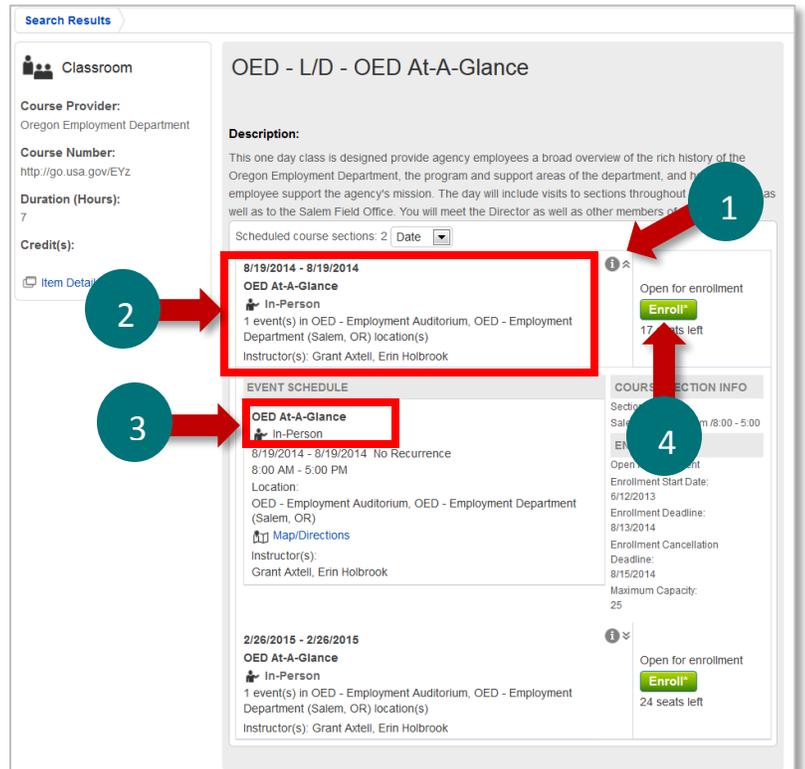
This box (2) provides you information about the section you are interested in attending. It includes the times, instructors, and additional information such as pre-enrollment comments.

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.



If the section is full, if there is a wait list available your name is 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.

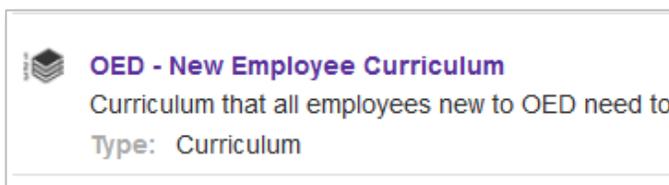


The screenshot shows a web interface for course enrollment. On the left, a sidebar lists course details: "Classroom", "Course Provider: Oregon Employment Department", "Course Number: http://go.usa.gov/EYz", "Duration (Hours): 7", and "Credit(s):". The main content area is titled "OED - L/D - OED At-A-Glance" and includes a "Description:" section. Below the description, there are two sections: "EVENT SCHEDULE" and "COURSE SECTION INFO". The "EVENT SCHEDULE" section lists two dates: "8/19/2014 - 8/19/2014" and "2/26/2015 - 2/26/2015". The "COURSE SECTION INFO" section shows "Open for enrollment" and "Enroll*" buttons. Red callouts with numbers 1 through 4 point to specific elements: (1) points to the information icon in the top right of the main content area; (2) points to the "8/19/2014 - 8/19/2014" section in the event schedule; (3) points to the "OED At-A-Glance" section in the event schedule; and (4) points to the "Enroll*" button in the course section info.

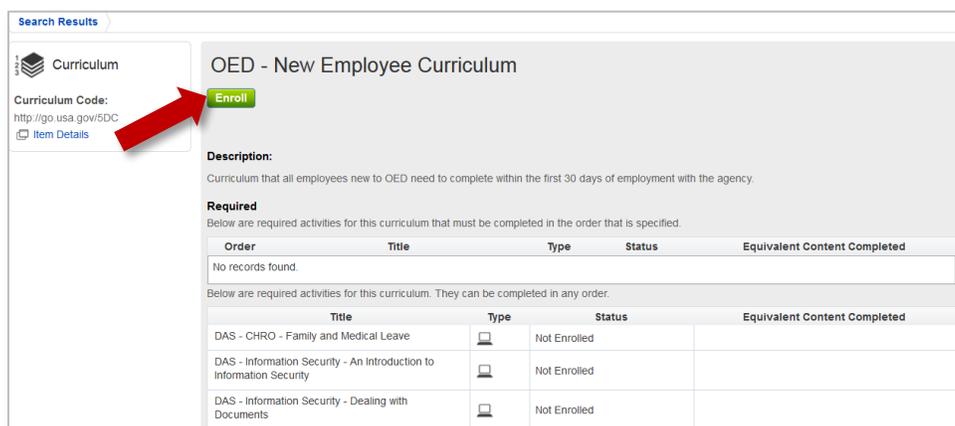
How to enroll in a course

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**.

How to enroll in a course

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**.

The screenshot displays a learning management system interface. At the top, there are 'RECENT ANNOUNCEMENTS' including 'OED Testing' and 'Skill Development Resources Sponsored by the Oregon State Library'. Below this is the 'My Upcoming Learning (4)' section, which contains a table with columns for Title, Type, Date, Status, and Action. The table lists four items: 'OED - L/D - OED At-A-Glance (22)', 'OED - L/D - Agency History v2', 'OED - B&ES - Credible Employer Profiles: iMachSkills Employer Records Management', and 'OED - New Employee Curriculum'. The first item is 'Enrolled', while the others are 'Started' and have a 'Resume' button. A red box highlights the 'Title' column, and a callout '1' points to it. To the right is the 'My Curriculums' section, which shows 'Completed: 0' and 'Status: Started'. A red box highlights the 'View Details' link, and a callout '2' points to it. Below this is a search bar and a 'BROWSE CATEGORIES' section with various course categories like 'Employee Development (7)', 'End-User Computer (767)', etc.

You can now access each component of the curriculum.

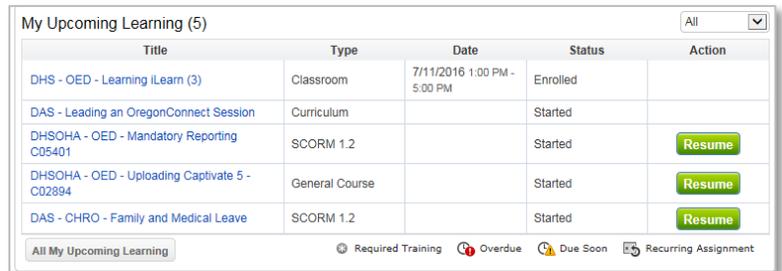
NOTE: When there is a classroom course, you must enroll in a section to complete the curriculum! Some curriculums require you complete courses in a specific order. Others let you choose the order you want to complete them.

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**.

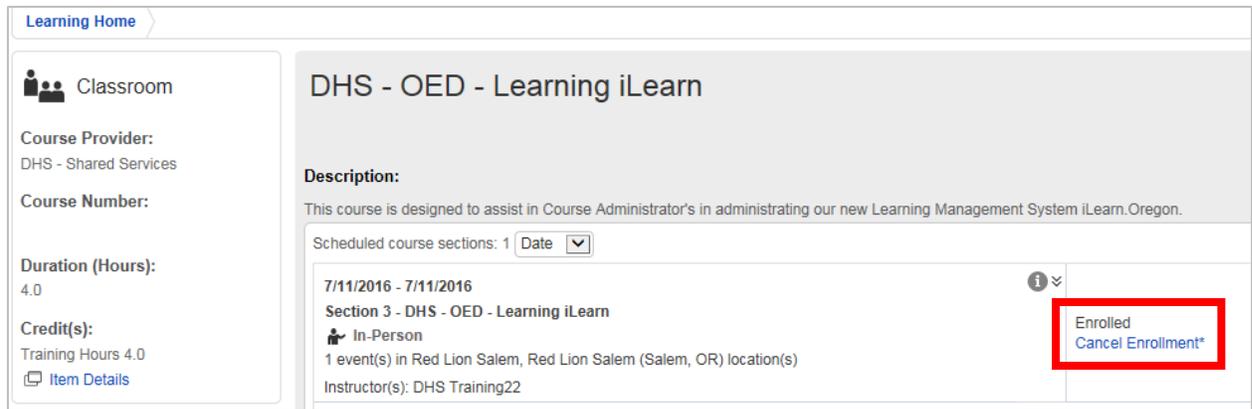
1. Under **My Upcoming Learning** on your homepage, click on the **title** of the course you want to cancel your enrollment.



Title	Type	Date	Status	Action
DHS - OED - Learning iLearn (3)	Classroom	7/11/2016 1:00 PM - 5:00 PM	Enrolled	
DAS - Leading an OregonConnect Session	Curriculum		Started	
DHSOHA - OED - Mandatory Reporting C05401	SCORM 1.2		Started	Resume
DHSOHA - OED - Uploading Captivate 5 - C02894	General Course		Started	Resume
DAS - CHRO - Family and Medical Leave	SCORM 1.2		Started	Resume

All My Upcoming Learning Required Training Overdue Due Soon Recurring Assignment

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



Learning Home >

Classroom

Course Provider:
DHS - Shared Services

Course Number:

Duration (Hours):
4.0

Credit(s):
Training Hours 4.0
[Item Details](#)

DHS - OED - Learning iLearn

Description:
This course is designed to assist in Course Administrator's in administrating our new Learning Management System iLearn.Oregon.

Scheduled course sections: 1 [Date](#)

7/11/2016 - 7/11/2016 ⓘ

Section 3 - DHS - OED - Learning iLearn

In-Person

1 event(s) in Red Lion Salem, Red Lion Salem (Salem, OR) location(s)

Instructor(s): DHS Training22

Enrolled
[Cancel Enrollment*](#)

How to create a new account

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



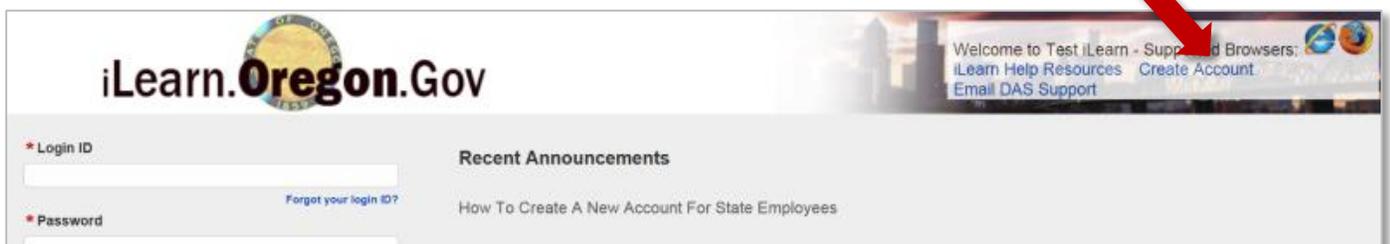
Are you coming to DHS or OHA from another organization that uses iLearnOregon? You do not need to create a new account. Please follow the instructions on page 4 to update your account and change to your new organization.

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:

The screenshot shows the iLearn.Oregon.Gov account creation form. At the top, there is the iLearn.Oregon.Gov logo and a "Show Help" link. The form contains the following fields and options:

- Type:** Three radio button options: "State Employee", "State Employee using a non-State email", and "Not a State Employee". A red arrow points to the "Not a State Employee" option.
- * First Name:** Text input field.
- * Last Name:** Text input field.
- Middle Name/Init:** Text input field.
- * Email:** Text input field.
- * Choose a login ID:** Text input field.
- Job Title:** Dropdown menu with "(None Selected)" selected.
- Organization:** Dropdown menu with "(None Selected)" selected.
- Manager:** Dropdown menu.

A green "Submit" button is located at the bottom right of the form.

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*

How to create a new account

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

Search by Human Service	<ul style="list-style-type: none">• DHS APD providers• Adult Foster Homes• Assisted Living• Residential Care Facilities• Nursing Homes
Search by Health Authority	<ul style="list-style-type: none">• 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	<ul style="list-style-type: none">• DHS APD providers• Adult Foster Homes• Assisted Living• Residential Care Facilities• Nursing Homes
Click the button next to Oregon Health Authority Partners	<ul style="list-style-type: none">• 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.

Before you take a NetLink course

About NetLink

DHS|OHA presents virtual classroom training using the NetLink system. NetLink webinars are live over the internet so you can attend without leaving your office or home. Classes do not require a microphone, but you can ask questions and participate in discussions via a live chat.

What you will need

- Computer with a Microsoft Windows operating system. Supports Windows XP - Windows 10.
 - NetLink will also work on Macs. If you receive an error message when trying to join the course, go to: http://www.dhs.state.or.us/training-dhsoha/macs_error.pdf

NOTE: NetLink *will not work* on tablets or phones.

- Monitor with a resolution above 1024 x 786 pixels.
- High-speed internet connection and preferably using Internet Explorer web browser.
- Pop-up window blocker turned off in browser.
- Audio headphones or speakers (no microphone needed).

Before your class: Visit the NetLink Audio Test site

- Check your audio at least 30 minutes before the class (preferably sooner). Go to this site: <https://dhsnetlink.hr.state.or.us/iLinc/join/hkhcf>
- You will need to run or install a program, which is necessary to see your NetLink course. If you have problems, call NetLink tech support: 503-378-5885.
- On the Audio Test site, make sure your speakers or headsets are working.

To join your NetLink class

1. On the day of the class, 15 minutes before the class starts, login to iLearnOregon using Internet Explorer.
2. Click the course title on your home page.
3. Click the **Access Webinar** button under the course description.



Need help? If your audio is not functioning or you cannot view your course, call NetLink Tech Support at 503-378-5885.