

# ODHS VIRTUAL COURSES

## VIRTUAL COURSE INFORMATION

To register and access ODHS virtual courses, the individual must create a **Workday Learning (WDL)** account and profile. Once a WDL account is created the student can register for classes and access the additional lessons required for all virtual classes. All lessons must be completed before the start of class and can be found in WDL for each virtual class.

*The Six Rights course also has an online prerequisite – C02865H that must be completed before students can register for the Six Rights Virtual Course (offering).*

Read this notice carefully, it provides important information that applies to **Six Rights to Safe Medication Administration, Infection Control and Fatal Four & 9-1-1** classes.

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## WDL – RESOURCES

This document has been created for your convenience. It is recommended accessing the webpage directly to ensure the most up-to-date information, links and job aides is used:

[www.oregon.gov/dhs/BUSINESS-SERVICES/Pages/WDL-Partners.aspx](http://www.oregon.gov/dhs/BUSINESS-SERVICES/Pages/WDL-Partners.aspx)

### [Create a Workday Account](#)

The student is responsible for creating their own WDL account and registering for classes. ***No one including managers/supervisors are allowed to create a profile or register for virtual classes on behalf of another individual.***

WDL is the official human resource system and record for Oregon state government and Extended Enterprise Learners (EEL). WDL contains confidential and protected information. The use of WDL is limited to legitimate business purposes as determined by applicable policies, rules, and laws. Users of the system are prohibited from ***unauthorized use or disclosure of information*** contained in the system. Information in the system will not be disclosed unless required by law. Only use the student's personal email address when creating a WDL account. Do not use shared email addresses. There are many free email accounts including Gmail, Hotmail, and Yahoo. ***Never share your password with anyone.*** ODHS staff will not ask for your password.

**Create an Extended Enterprise Learner (EEL) Account:** [www.oregon.gov/dhs/BUSINESS-SERVICES/Documents/ja-ee-learner-account-creation-en.pdf](http://www.oregon.gov/dhs/BUSINESS-SERVICES/Documents/ja-ee-learner-account-creation-en.pdf)

**IMPORTANT:** It is critical you select ***Human Services Affiliation as your affiliation*** otherwise you may have trouble registering for classes. If you already created a profile and selected a different affiliation, contact [ODHS.Training@odhs.oregon.gov](mailto:ODHS.Training@odhs.oregon.gov) and request assistance with changing your affiliation.

### [Learn about WDL](#)

Overview of the commonly used features in WDL: <https://rise.articulate.com/share/-jW9W-oBSLnMn0CYE9DTHa5t7uRUMzLt#/>

### [Getting Around WDL](#)

Navigate WDL: <https://www.oregon.gov/dhs/BUSINESS-SERVICES/Documents/ja-workday-navigation.pdf>

### [Password Reset](#)

Self-service password reset: <https://www.oregon.gov/dhs/BUSINESS-SERVICES/Documents/ja-self-serve-password-reset.pdf>

### [Printing Student Transcript](#)

Certificates are no longer issued. Proof of successful completion is reflected in the student's transcript in WDL: <https://www.oregon.gov/dhs/BUSINESS-SERVICES/Documents/ja-view-print-save-transcript.pdf>

### [WDL Support](#)

If you need support in addition to the solutions above, contact [odhs.training@odhs.oregon.gov](mailto:odhs.training@odhs.oregon.gov) It can take up to 48 hours for a response.

## VIRTUAL CLASS POLICIES

**Only the individual** may create their WDL profile and register for online and virtual classes. **No one including managers/supervisors are allowed to create a profile or register for virtual classes on behalf of another individual.** WDL is a secure confidential Oregon State website.

The student must use their legal name when creating a WDL account and when logging into a virtual class. Nicknames are not allowed. Email address entered in WDL must belong to the student and not shared with other coworkers at a facility or setting. It is the student's responsibility to update changes to their contact information including email address **before** registering for a class. ODHS only uses the email address found in WDL.

All virtual classes have additional lessons that must be completed before class. To access the additional lessons log into your WDL account and go to the course. Additionally, each class has a final test that must be successfully completed before the class will be marked as completed.

Students that enter the "lobby" for class 15 minutes or more after the start of class will not be admitted. AM classes start promptly at 9AM and afternoon classes start promptly at 1PM.

The student cannot provide resident care during class. It is the facilities responsibility to ensure there is adequate coverage for resident needs while the student is in class.

The student is responsible for providing proof of course completion to their employer. ODHS cannot release information regarding a student's course status with anyone other than the registered student and ODHS' licensing authority. Transcripts can be found in the student's WDL account. **No certificates are issued.**

### **Missed class and ODHS' "No Show" Policy**

It is the responsibility of the student to cancel their registration once they become aware they are unable to attend. Canceling class enrollment the day of class is not allowed. Send an email to [spd.hsu@odhsaha.oregon.gov](mailto:spd.hsu@odhsaha.oregon.gov)

Students that are "no shows" within 12 months from the date of the missed class may be removed from future class if:

- There is a waitlist for the class
- Will not be counted if there is low enrollment (minimum of 15 students is required)
- If removed once will not be removed again unless another no show occurs within a 12-month period.

## Virtual Class Calendar

Changes for class dates and time may change from the posting of this document. Go to WDL and search on the course code for the most up-to-date dates and times. Courses are offered every other month (even months).

- Registration for courses will be available 60 days from the date of class.
- Last day to register for a course is ten days prior to class by 5PM.
- Last day to cancel a registration is the day before class by Noon.
- If a class and the waitlist is full the course will not be visible. This is a limitation of WDL.
- Automatic reminders will be sent to the email address found in the student's WDL profile. It is the student's responsibility to keep track of when class is scheduled once they have registered.
- Class duration - 3 hours.

Class/Course Code	Course Date	Start Time	Registration Open @9AM	Registration Close @5PM	Last Day to Drop @Noon
Six Rights (C02865)	2/15/2023	1PM	12/18/2022	2/5/2023	2/14/2023
Fatal Four (C01237)	2/16/2023	9AM	12/18/2022	2/6/2023	2/15/2023
Six Rights (C02865)	2/16/2023	1PM	12/18/2022	2/6/2023	2/15/2023
Six Rights (C02865)	4/19/2023	1PM	2/18/2023	4/9/2023	4/18/2023
Infection Control (C01532)	4/20/2023	9AM	2/18/2023	4/10/2023	4/19/2023
Six Rights (C02865)	4/20/2023	1PM	2/18/2023	4/10/2023	4/19/2023
Six Rights (C02865)	6/7/2023	1PM	4/7/2023	5/28/2023	6/6/2023
Fatal Four (C01237)	6/8/2023	9AM	4/7/2023	5/29/2023	6/7/2023
Six Rights (C02865)	6/8/2023	1PM	4/7/2023	5/29/2023	6/7/2023
Six Rights (C02865)	8/9/2023	1PM	6/10/2023	7/31/2023	8/8/2023
Infection Control (C01532)	8/10/2023	9AM	6/11/2023	8/1/2023	8/9/2023
Six Rights (C02865)	8/10/2023	1PM	6/11/2023	8/1/2023	8/9/2023
Six Rights (C02865)	10/11/2023	1PM	8/12/2023	10/1/2023	10/10/2023
Infection Control (C01532)	10/12/2023	9AM	8/13/2023	10/2/2023	10/11/2023
Six Rights (C02865)	10/12/2023	1PM	8/13/2023	10/2/2023	10/11/2023
Six Rights (C02865)	12/5/2023	1PM	10/6/2023	11/26/2023	12/4/2023
Fatal Four (C01237)	12/6/2023	9AM	10/7/2023	11/27/2023	12/5/2023
Six Rights (C02865)	12/6/2023	1PM	10/7/2023	10/27/2023	12/5/2023

## GETTING READY FOR CLASS

### BEFORE CLASS

**One week** prior to class verify your email address in WDL. Update if it has changed and notify [spd.hsu@odhsoha.oregon.gov](mailto:spd.hsu@odhsoha.oregon.gov) (ODHS' Virtual Course mailbox) of your email address change.

Print the student slides *before start of class*. Student slides can be found at:

Six Rights: [https://www.oregon.gov/dhs/SENIORS-DISABILITIES/PROVIDERS-PARTNERS/Documents/studentslide\\_sixrights.pdf](https://www.oregon.gov/dhs/SENIORS-DISABILITIES/PROVIDERS-PARTNERS/Documents/studentslide_sixrights.pdf)

Infection Control: [https://www.oregon.gov/dhs/SENIORS-DISABILITIES/PROVIDERS-PARTNERS/Documents/studentslides\\_infectioncontrol.pdf](https://www.oregon.gov/dhs/SENIORS-DISABILITIES/PROVIDERS-PARTNERS/Documents/studentslides_infectioncontrol.pdf)

Fatal Four: [https://www.oregon.gov/dhs/SENIORS-DISABILITIES/PROVIDERS-PARTNERS/Documents/studenthandouts\\_fatalfour.pdf](https://www.oregon.gov/dhs/SENIORS-DISABILITIES/PROVIDERS-PARTNERS/Documents/studenthandouts_fatalfour.pdf)

All lessons must be completed before class. If the lessons are not completed before class, they ***must be completed before taking the test. The test contains questions from the additional lessons.***

***Equipment must be set up prior to joining the class. It is your responsibility to know how to use your equipment. ODHS has no control over your equipment or internet service.***

To join the class, you must log into your WDL account and join the class through WDL. ***DO NOT*** use the URL sent in the automatic email when you registered.

### EQUIPMENT REQUIREMENTS

***Landline Phones, Smart Phones, Tablets and Notebooks are not supported***

Must have a computer with Microsoft windows operating system, a monitor with a resolution above 1024x786 pixels and ***high-speed internet*** connection. No microphones are needed, headphones only. Questions, on the material, are asked using the meeting chat with the instructor.

*Household Internet services typically do not have enough bandwidth to accommodate more than 1 person accessing Virtual classes using Microsoft TEAMS. You cannot share a computer with multiple people.*

*ODHS does not have control over the setting or facility internet service. For best results it is recommended you use a direct connection to your internet. Wi-Fi connections can result in lost audio or a “black” screen.*

You must use a compatible browser. ***Do not use Internet Explorer (IE)***. IE is no longer supported by Microsoft. For best results download Microsoft Edge. Google Chrome for Microsoft 10 or Firefox.

**If using a MAC (Apple product) it is the user's responsibility to know how to disable security features and pop-blockers prior to the start of class.**

Participation in class requires the use of the 'chat' feature. It is your responsibility to ensure your equipment and browser allow you to use this feature. Failure to participate during class will make you ineligible to take the test and require that you repeat the class.

***Account Issues including password issues? Contact [odhsdhs.training@odhs.oregon.gov](mailto:odhsdhs.training@odhs.oregon.gov)***

***It may take up to 48 hours for assistance. Do not create a new account.***

## DAY OF CLASS

Log into the virtual class 15 minutes before start of class time. Class starts promptly at the top of the hour. Important instructions for class participation and other class information are covered at the beginning of the class and will not be repeated.

Additionally, ***if you login to the virtual class more than 15 minutes late you will not be admitted.*** If you miss more than 15 minutes of class, for any reason, you will not be eligible to take the test and will need to repeat the class. No exceptions.

When joining the class login through your WDL account. ***DO not use the URL link in the email sent to you.*** Once you login it will take you to your home page.

Select the “Learning” button



Learning

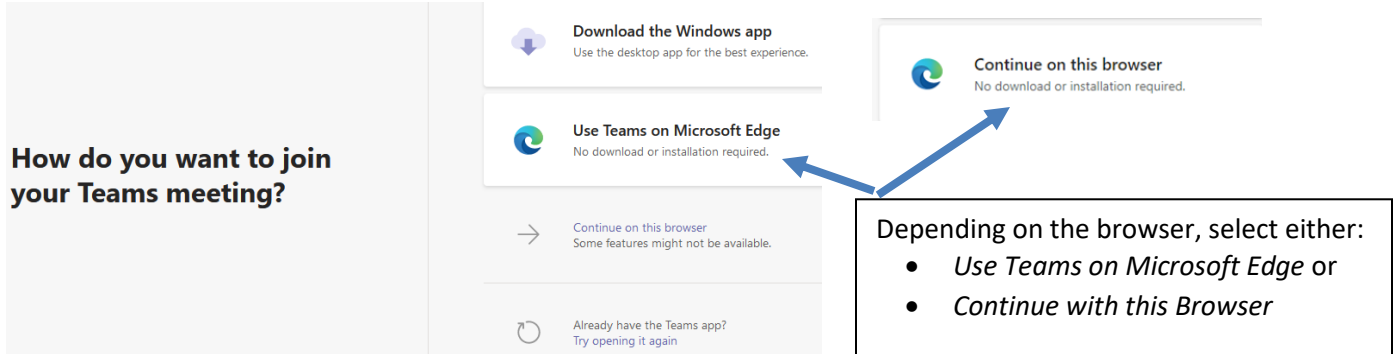
Scroll down until you see the course

Then select the “Launch” button.

DHSOHA - SOQ - NetConnect - Six Rights of  
Safe Medication Administration - C02865  
Virtual

Launch

Another screen will appear.



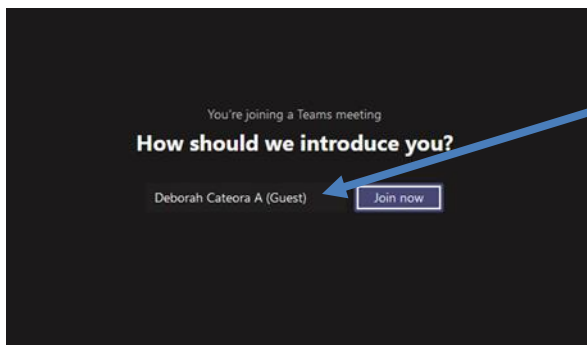
How do you want to join your Teams meeting?

- Download the Windows app  
Use the desktop app for the best experience.
- Use Teams on Microsoft Edge  
No download or installation required.
- Continue on this browser  
Some features might not be available.
- Already have the Teams app?  
Try opening it again.

Continue on this browser  
No download or installation required.

Depending on the browser, select either:

- Use Teams on Microsoft Edge or
- Continue with this Browser



You're joining a Teams meeting

How should we introduce you?

Deborah Cateora A (Guest)

Join now

List your first and last name. ***If it auto fills with a partial name, nickname or someone else's name be sure to clear the information and enter your first and last name.*** Then select “Join Now”.

If your name in the webinar does not match your name exactly as it appears in WDL, you will not get credit for attending class.

You may be given an option to join via phone. ***DO NOT SELECT there is no phone option for this class.***

After selecting the join button, you will be waiting in the Lobby until students are admitted to class approximately 5 minutes before class begins.

**When the meeting starts, we'll let people know you're waiting.**

If you're the organizer or the invite came from your work or school, please sign in.

The Host will start letting people into the training 5 minutes before the start of class. Log in for:

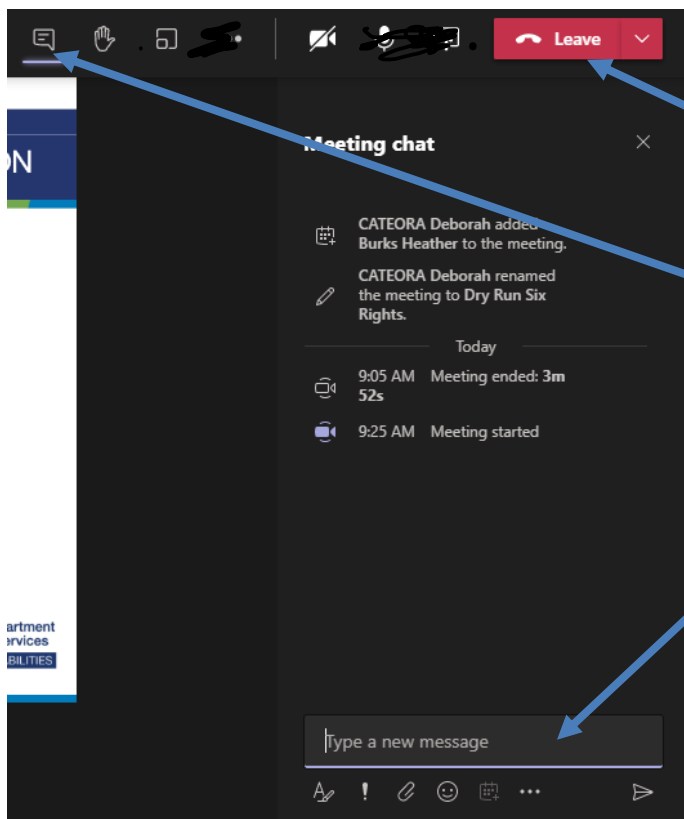
- 9AM classes begin at 8:45AM and
- 1PM classes begin at 12:45PM.

***It may take a few minutes to admit everyone into class.***

When admitted to class, microphones will be muted. Videos will not be used. You cannot call into the training using your phone. Only the instructor and host will use microphones.

If using headphones or external speakers, you may have to check the computer sound settings **and** the headphone/external speaker settings to verify the sound volume. Make sure any external equipment being used is “recognized” by your computer. It is your responsibility to have your equipment set up prior to joining the meeting.

**ODHS** cannot provide technical assistance for your computer system or internet system. Once you are admitted to class you will not have your microphone or video on.



When class is dismissed, select the red tab labeled “Leave” at the top right side of the screen.

Open the meeting chat, select the message icon

Enter questions here

There is a 15-minute break approximately halfway through class. **Do not log out**, just step away from the computer and return at the time announced by the instructor.

If you lose audio leave the meeting and come back in. Do not type “you’re back” unless directed.

Participation during class is required. During class you will be directed to type in information into the chat box or respond to a poll. If you fail to type in the information requested or respond to polls during class, you may not be eligible to take the test.

### TESTING

Complete the additional lessons immediately if not completed before class. Do not attempt to take the test before completing the additional lessons.

To complete the virtual course each student must take a final test. Testing for each course is done through WDL. A link to the test will be emailed to eligible students no later than 12 PM the day after class. Students that did not attend the entire class and/or didn't participate in the polls during class are not eligible to take the test.

Students have 7 calendar days after the class to complete the test. The due date will show when you log into WDL. If the test is not completed by the deadline, the student will need to retake the class.

Students are encouraged to use their class notes and the class slides during the test. Have materials ready before starting the test. Once the test is started you cannot stop and return to complete. Plan for approximately 30 minutes to complete the test. The student **may not** seek assistance from others or assist others when taking the test.

The student must score a minimum of 90% on the test. If unable to score 90% the student will need to repeat the class.

The equipment and internet requirements are the same for taking the test. ***Refer to the Equipment Requirements section of this document.*** If you are unable to open the test, make sure your computer is directly connected to the internet. Use of Wi-Fi has been associated with difficulties opening the test.

The instructor will review all tests and enter the student's score 7 calendar days after the test due date in WDL. If the student does not pass the test, they will need to repeat the class and will be removed from the class roster to allow registering for a future class.

**ODHS' Virtual Course mailbox address is: [spd.hsu@odhsoha.oregon.gov](mailto:spd.hsu@odhsoha.oregon.gov)**  
***Account Issues including password issues? Contact [ODHS.Training@ODHS.oregon.gov](mailto:ODHS.Training@ODHS.oregon.gov)***  
**It may take up to 48 hours for assistance**