Creating a Portal Account

This guide outlines the process for accepting an invitation to the LEARN Portal, creating a Portal Account, and setting up a Portal Profile. LEARN is an online information portal for the State of Oregon, Higher Education Coordinating Commission (HECC). The Office of Workforce Investments (OWI) is part of HECC.

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Accepting a Portal Invitation

Currently, the only way to get a portal account is to be invited by HECC staff. To receive that invite, you must first be approved by staff after submitting a request for a portal account.

When a staff member from the HECC invites you to create a Portal Account, you will receive an automated email including your Username, an Invitation Code, and a link to set up your account (example email pictured below).

Copy the Invitation Code and click the link in the email to navigate to the Portal. See the next section for information about expired Portal invitations.

Creating a Portal Account
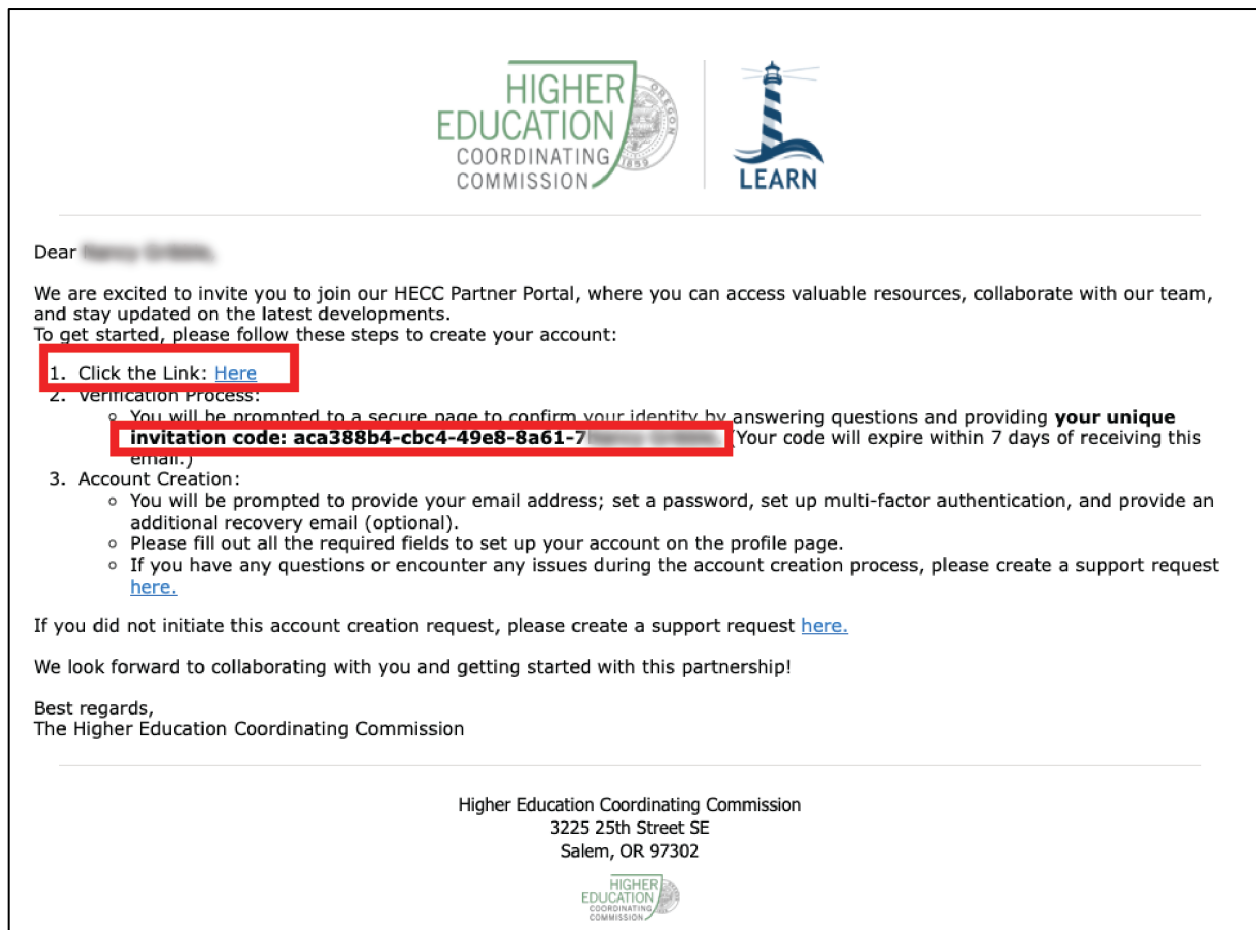
In the Portal, you will be asked to provide the Invite Code that was sent to your email, as well as the phone number HECC has on file for you (screenshot below). This is the phone number you previously provided HECC, like after submitting a When complete, click **Continue**.

Verify Your Identity

First, enter the invitation code provided in the invitation email you received from HECC. Then, enter the phone number we currently have on file for you to verify your identity.

Invitation Code *

> Invitation Code

Phone Number *

> Phone Number

Continue

Setting up a Portal Account

You will be taken to a screen to create and confirm your **Password**. Click **Continue.**

Create a Password

Your password must be a minimum password length of fifteen (15) characters and contain at least:

· One (1) numeric character (e.g., zero - 9)

· One (1) non-alphanumeric character (e.g., @, #, $, %, ^, &, etc.)

· One (1) English uppercase letter (e.g., A - Z)

· One (1) English lowercase letter (e.g., a - z)

New Password *

> New Password

Confirm New Password *

> Confirm New Password

Continue

Creating a Portal Account

You can also provide an optional **Recover Email** address which can be used to log in if you cannot access your primary email. Click **Continue**.

Enter your Recovery Email Address (optional)

This email can be used to sign in if you become locked out of your account or cannot access your primary email.

Recovery Email Address

> Recovery Email Address

Confirm Recovery Email Address

> Confirm Recovery Email Address

Continue   **Cancel**

Then, select your preferred **Authentication Method** from the drop-down menu (either "Authenticator App" or "Phone Call or Text"). Click **Continue**.

Set Up Multi-Factor Authentication

Multi-factor authentication adds an additional layer of security to your account by requiring more than just a password to sign in. Choose the method by which you would like to receive your secure access codes each time you log in to the portal.

If you select 'Authenticator App', you will be redirected to download the Microsoft Authenticator app, or any other authenticator app of your choice.

If you select 'Phone call or text (SMS)', it is recommended that you use either your work or personal cell phone.

Authentication Method *

> ✓ Authenticator App
> Phone Call or Text (SMS)

Continue   **Cancel**

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Authenticator App

If you selected **Authenticator App** in the previous step, you will be asked to use an authenticator app of your choice or download a Microsoft Authenticator using one of the provided links (screenshot below). Scan the provided QR code and complete the steps as instructed on your mobile device.

Phone Call or Text

If you selected **Phone Call or Text** in the previous step, you will be asked to:

- Select the **Country Code** associated with your phone number.
- Enter your **Phone Number. NOTE**: Enter a 10-digit phone number, starting with area code, without dashes (example: 1234445555).
- Click **Send Code** to receive a text message <u>or</u> **Call Me** to receive a phone call.

This does not need to be the same phone number you entered previously during the verification step. It's recommended you use a work or personal cell phone number.

Multi-factor authentication

Country Code *

United States (+1)

Phone Number *

3606009590

Send Code   **Call Me**   **Cancel**

You will be asked to enter an MFA code regardless of the method you select.

Enter Multi-Factor Authentication Code

Enter the code from your Authenticator App.

Authentication Code *

Code

Submit Code

After setting up your account, you'll be taken to the LEARN home page. You can now use your credentials to sign in.
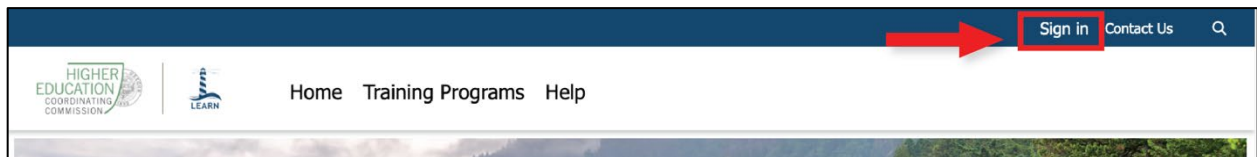
Expired Portal Invitation

A Portal invitation link is valid for up to seven days. Clicking an invitation link after the seven-day window will open a webpage with a notification that the invitation has expired, and a new invitation has been sent to the same email address. Follow the same steps outlined above for "Accepting a Portal Invitation."
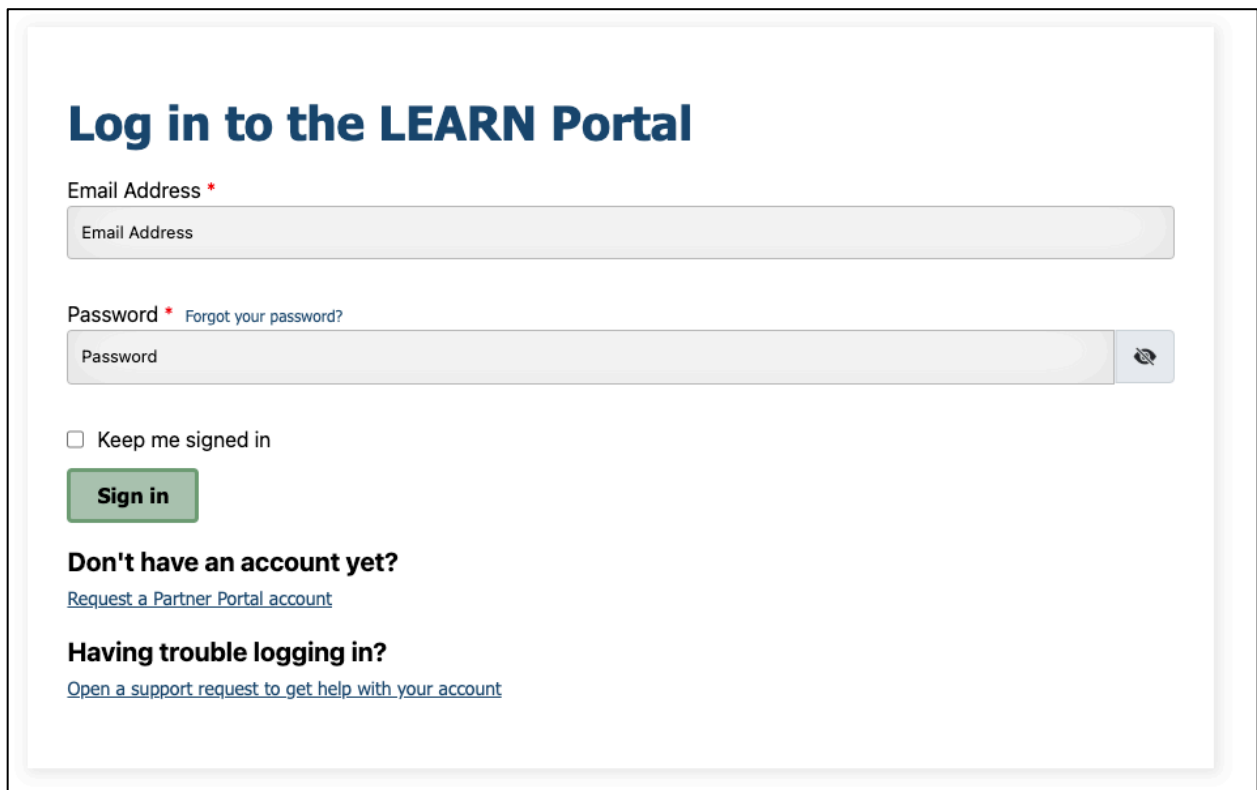
If you have reached the maximum number of automatic resends (3), an expired Portal invitation link will open a webpage with a notification that a Support Request has been created to help you get a new invitation, including the associated case number. Staff from the Higher Education Coordinating Commission (HECC) will work to resolve your Support Request and follow up with the next steps.

Signing Into Your Portal Account

Click **Sign in**, located in the top right corner of the LEARN Portal Homepage, next to the Contact Us button.

Enter your Email Address (matching the email your Portal invitation was sent to) and the Password you created while setting up your account. Click **Sign** in, which will automatically bring you to your Portal Profile. See the next section for setting up your Profile.

Setting Up Your Portal Profile

Fill out all the information you're able to provide and click **Update**.

NOTE: Required fields, such as First Name and Last Name are indicated with a red asterisk. Assistive technologies, like screenreaders, will indicate which fields are required.

Home / Profile

Profile

Jane Doe

- Profile
- Change Password
- Change Multi Factor Authentication Options

Basic Information

Legal First Name *

Jane

Legal Last Name *

Doe

Legal Middle Name

Preferred First Name

Account Information

Primary Phone Number *

5555555555

Address 1

123 Main Street

Address 2

City

Arlen

State

OR

Zip Code

97037