iLearnOregon
Manual for
Password Reset

Oregon Department of Transportation

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# Contents

## Getting Started

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Navigation</td>
<td>1</td>
</tr>
<tr>
<td>The Learning Home Page</td>
<td>1</td>
</tr>
<tr>
<td>User Profile</td>
<td>2</td>
</tr>
<tr>
<td>Account Settings</td>
<td>2</td>
</tr>
<tr>
<td>Profile Settings</td>
<td>3</td>
</tr>
<tr>
<td>Preferences Settings</td>
<td>3</td>
</tr>
<tr>
<td>Setting Password Questions</td>
<td>3</td>
</tr>
<tr>
<td>Transcripts</td>
<td>4</td>
</tr>
<tr>
<td>Adding Self-Reported Learning</td>
<td>4</td>
</tr>
</tbody>
</table>

## Resetting Passwords

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>5</td>
</tr>
</tbody>
</table>
Getting Started

Navigation

iLearnOregon navigation is at the top of the page.

1. The main navigation will show for all users and appear at the top of every iLearn webpage except the pages within Custom Tools.

2. The Responsibilities tab will show only for Course Administrators and Instructors.

3. The Custom Tools tab will display different functions for users and elevated roles.

The Learning Home Page

Learning > Home is your iLearnOregon homepage. This screen displays iLearn announcements, as well as a summary of completed, current, and upcoming courses.

1. Transcript: this screen displays all content you’ve enrolled in, started, and completed.

2. Search Catalog: the search bar at the top allows for a quick search from every page while the Catalog screen allows for a more detailed search.

3. Help: clicking the circle icon takes you to a detailed help section that populates help information specific to the iLearn page you are on.
4. **Domains**: users who have access to more than one state agency domain (e.g. on rotation, work for two agencies, etc.) can use this widget to choose which domain to work in.

**User Profile**
Click on the dropdown arrow next to the user profile icon in the navigation bar to access items related to your user profile.

- **Messages**: if you identify a profile preference for system messages over email, you can access your messages here. Email communication is the ODOT standard.
- **Reports**: you can pull personal training-related reports here.
- **Calendar**: you can view scheduled upcoming trainings here.
- **Requests**: you can view system requests for training access here.

**Account Settings**

1. **Edit Login ID**: change your account login ID here.
2. **Edit Password**: change your account password here.
3. **Edit Security Questions**: setting up at least one security question allows you to reset your forgotten password without assistance.
4. **Domains and Roles**: shows primary domain (organization) and system roles you have been assigned. If you have access to more than one domain, can choose which one to work in here.
5. **Edit**: change your initials to a chosen image. Image must be work-appropriate.
Profile Settings

User Information and Work Information are automatically updated from the employee database. You can fill in the Qualifications section.

Preferences Settings

You can change the display option for # of records per page. 100 records per page is the ODOT standard.

Setting Password Questions

You can set-up security questions so that you can immediately reset your iLearn password instead of requesting a temporary one from Computer Support or DMV TRC.

1. Click on the account dropdown menu next to your account icon in the upper right of the screen and click on Account.


3. For each of the question dropdowns, choose one question to answer. Type the answer to each question in the corresponding answer box. NOTE: these fields are case-sensitive, which means if you use a capital letter, you will have to type it that same way when answering the question in order to reset your password.

4. When finished, click Save.
Transcripts

Learning > Transcript includes the following types of reports. All of these reports can be printed and/or saved as a PDF file from each page of this area.

- **All My Learning**: complete list of all started and completed content with the ability to search based on different filters.
- **Curriculums**: list of all curriculums you have started and completed.
- **Self-Reported Learning**: list of training events that occur outside of iLearn. You can add new learning events on this page, including courses, seminars, conferences, job rotations, job shadowing, on-the-job training, etc.
- **My Transcript Report**: generates a PDF file report of all completed training events. This version of the transcript also includes instructor hours and courses taught.
- **Required Training**: list of all assigned trainings.
- **Certifications**: list of all iLearn system certification courses including expiration dates.

Adding Self-Reported Learning

1. Click Learning > Transcript.
2. Click on Self-Reported Learning.
3. Complete these required fields: **Title**, **Type**, **Start & Completed Dates**.
4. **Progress Status**: must select **Completed** or will result in an error message.
5. Fill out other relevant fields.
6. Click **Save** then **Close**.
Resetting Passwords

1. Click on the **Custom Tools** tab in the top navigation of iLearn.

2. Click on **Admin Tools > Manage Users > Password Set / Unlock Account.**

3. Click on **Search Users. This will open a new browser tab for searching.**

4. Search for the user using the name fields. This search will occur in the **ODOT Domain** of iLearn. Note: user **first names** in iLearn may not match their given name. Starting with just the last name can often produce better results.

   To search for the account of a non-ODOT employee, click in the **Search in all Domains** box.

5. Click on the green plus sign next to the user name to select it. It will now appear on the previous browser tab under **Selected User.**

6. Type in a temporary password in both the **Password** and **Confirm Password** fields and click the **Change Password** button. There should then be a confirmation at the top of the page of the change.

   The password should be a minimum of six characters and easy for the user to remember.

7. Give the password to the user and have them login. **They will not be prompted by the system to create a new password.**
8. Explain the process for resetting their password after login to a new and private password and/or give them a copy of the **Staff Instructions** document found on the [iLearn FAQ webpage](#).

Also explain to them the process for setting up **Security Questions** so that they can reset their password on their own in the future. Steps for this process are also in the **Staff Instructions** document.

9. When finished, close the extra open browser tab(s).