Getting started in iLearn for Oregon WIC Staff and Partners

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NOTE: **WIC online modules** currently work best when using Internet Explorer. Please refer to the [Technical support and Troubleshooting document](#) on our Training Modules page for full technical requirements before you begin.
• Are you coming to DHS or OHA from another organization that uses iLearnOregon? You do not need to create a new account. Please see the section, Update Your iLearnOregon Account, 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 see the section, Update Your iLearnOregon Account, 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

First-time users
You will need to create a new account and update your account information.

Using Internet Explorer go to iLearn: https://iLearn.oregon.gov/
Click Create Account

1. If you’ve never used iLearnOregon or the DHS|OHA Learning Center, see the next section, How to Create a New Account.

2. If you have an iLearn account but cannot remember your login ID or password, contact the Service Desk at 503-945-5623.
How to create a new account

1. Access iLearn here:
   [https://iLearn.oregon.gov](https://iLearn.oregon.gov)

2. On the iLearn login page, click **Create New Account**. It will take you to this form

   **Type:** Not a State Employee

   **First Name:** Your first name

   **Last Name:** Your last name

   **Email:** Your work e-mail address

   **Choose a Login ID:** Create a login ID that will be easy to remember. Options include using your P number as your ID, or your first and last name. For example: jane.doe or doe.john

   **Job Title:** Leave blank

   **Organization:** Select **Oregon Health Authority**.

     Another drop-down menu will appear for Partners. Select **Oregon Health Authority Partners**. In order to access all trainings, you are eligible for, you must select Oregon Health Authority Partner.

   **Manager:** Leave blank

3. Click the **Submit** button.

4. Congratulations! You have created a new account. You will receive an email with a temporary password. Return to iLearn, enter your *temporary* password, and follow the instructions for creating your password.

   **NOTE:** The temporary password in this email is only valid for 24 hours. Please log in and update your password and security questions immediately. Instructions are on page 4.
Account Page

Have you changed jobs? Or would you like to change your password or security question? Please follow these instructions to update your iLearn account.

1. Follow this link to access iLearn https://iLearn.oregon.gov and log in.

2. On your homepage, click the arrow by your initials. In the dropdown menu, click Account.

Change Password, Login ID or Security Questions

3. Click the Account tab.

4. To change your Login ID for the next time you log into your iLearn account, click Edit Login ID. When you’re finished, click Save.

5. To change your password, click on Edit Password. Enter your current password, then a new one. The password must be a minimum of six characters, but does not require numbers, symbols or a capital letter.

   NOTE: Your password is case sensitive.

6. If you forget your iLearn password in the future, you can reset it yourself by creating Security Questions. Be sure to set up Security Questions the first time you login.

7. Fill out at least one Security Question with an answer you will remember. That way, if you forget your password, you’ll still be able to access your account.
8. Click **Edit Security Questions**.

9. For each of the drop downs, choose one question to answer. Type the answer to each question in the matching answer box.

10. When you’re finished, click **Save**.

**Changed Work: Update Profile Information**

**Do this:** If you’ve changed jobs or previously had an iLearn account employed by a different State Agency.

1. Click the **Profile** tab.

2. Click the **Edit User Information** button to change your email, phone number or address. When you’re finished, click the **Save** button.
   - Users cannot share an email address. Each account will need a unique email address.

3. Add information about your education, areas of expertise or experience by clicking the **Edit Qualifications** button. When you’re finished, click the **Save** button.

4. Update your **Work Information** to make sure you have access to training offered by the Oregon Health Authority.

5. Change your organization, manager or job information by clicking **Edit Work Information**.

**To change your organization or work information:**

Some partners have accessed iLearnOregon previously through another organization. To access WIC courses, you need to select **Oregon Health Authority**, then **Oregon Health Authority Partners** in the **Organization** field.

1. Click the **Profile** tab
2. Click “Edit Work Information”
3. Next, type **health authority** in the search field and select **All words** in the dropdown menu. Click the **Search** button
4. A list of organizations will appear, as shown here. Select the circle by **Oregon Health Authority Partners** and click the **Save** button.

**How to find a WIC course**

There are two ways to get to an iLearn course:

1. Follow direct links from the Oregon WIC Program [WIC Staff Training Page](#)
2. Enter “WIC” in the Search Catalog box in the iLearnOregon Learning Catalog.

**Direct link**

[Oregon WIC Staff Training Page](#) has links to every iLearn training you are required to complete based on your job role.

1. A new window will open with the iLearn login screen.
2. Please log in.
3. After logging in, you’ll go directly to the course.

**Search the Learning Catalog**

When you don’t have a direct link, you’ll need to search the Learning Catalog. You can do this from the **Search Catalog** field (1) at the top of the page, or (2) on the side of your homepage.

1. Enter the course name, part of the name, or a keyword in the search field and click the **Search** icon
   - **WIC Learners** may search for the term “WIC” to quickly find available online courses.
   - **WIC Learners** may find a list of required courses and names in [Policy 440](#)
How to Print a Transcript

1. Follow this link to access iLearn https://iLearn.oregon.gov and log in.

2. On your homepage, select the Transcript tab

3. Select My Transcript Report to print a PDF list of all completed courses with the latest date listed first.
4. A new window or tab will open. You might get a message that a PDF is about to open. Select OK if that is an option.

5. You may choose to print or save this document as a pdf.