



## 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](mailto:dhs.training@state.or.us)

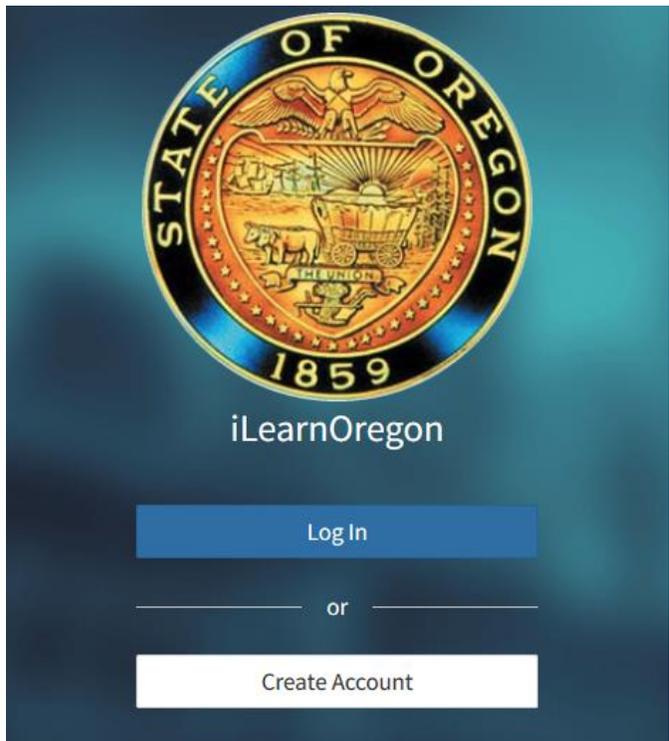
## First-time users

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.**

\* Type:  State Employee  
 State Employee using a non-State email  
 Not a State Employee

\* First Name: Jane

\* Last Name: Doe

Middle Name/Init:

\* Email: jane.doe@clark.co.us

\* Choose a login ID: jane.doe

Job Title: (None Selected)

Organization: - Oregon Health Authority

- Oregon Health Authority
- Oregon Health Authority Partners
- Adoptive or Foster Parents / Foster Provider
- Adoptive Parent without Foster Children

## 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**.

The screenshot shows the iLearn account page for Jameela Norton. At the top left is a circular profile picture with the initials 'JN' and an 'Edit' link below it. To the right of the profile picture is the name 'Jameela Norton' and a dropdown menu currently showing 'Oregon WIC iLearn Administrator'. A 'Completed Content' badge in the top right corner shows '44'. Below the name and dropdown are three tabs: 'Account' (selected), 'Profile', and 'Preferences'. Under the 'Account' tab, there is a 'Login' section with three links: 'Edit Login ID', 'Edit Password', and 'Edit Security Questions'. Below that is a 'Domains and Roles' section with a box showing 'Current Domain: Oregon Health Authority'.

## 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.

### Edit Security Questions

#### Security Question 1

Who was your childhood hero?

What is the name of your favorite childhood friend?

Who was your childhood hero?

In what city were you born?

In what city did you meet your spouse/significant other?

In what city did your parents meet?

In what city does your nearest sibling live?

What is your oldest cousin's first and last name?

In what year was your father born?

What was your favorite subject in school?

In what city was your first job located?

What was your grandfather's occupation?

What is the name of your hometown?

In what year was your mother born?

What is your first pet's name?

What street did you live on in third grade?

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

The screenshot shows a 'Select Organizations' dialog box. At the top, there is a search input field containing 'Oregon health authority' and a dropdown menu set to 'Any words'. Below the search field is a 'Search' button. The main area of the dialog is a table with two columns: 'Organizations' and 'Path'. There are four rows of results, each with a radio button to its left. The third row, 'Oregon Health Authority Partners', is selected with a filled radio button. At the bottom left is a 'Cancel' button and at the bottom right is a 'Save' button.

Organizations	Path
<input type="radio"/> OC&P Oregon Health Authority Team	State of Oregon > Human Services, Department of > Department of Human Services Staff
<input type="radio"/> Oregon Health Authority	State of Oregon
<input checked="" type="radio"/> Oregon Health Authority Partners	State of Oregon > Oregon Health Authority
<input type="radio"/> Oregon Health Authority Staff	State of Oregon > Oregon Health Authority

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](#)**

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# Training modules and online courses

## WIC Staff Training

On this page:

- Overview
- Level I training (all staff)
- Level II training (CPAs)

### Overview

#### Paper Modules

Paper training modules can be downloaded or viewed online (see links below). Hard copies can be ordered using the [Oregon WIC Publications Shopify store](#).

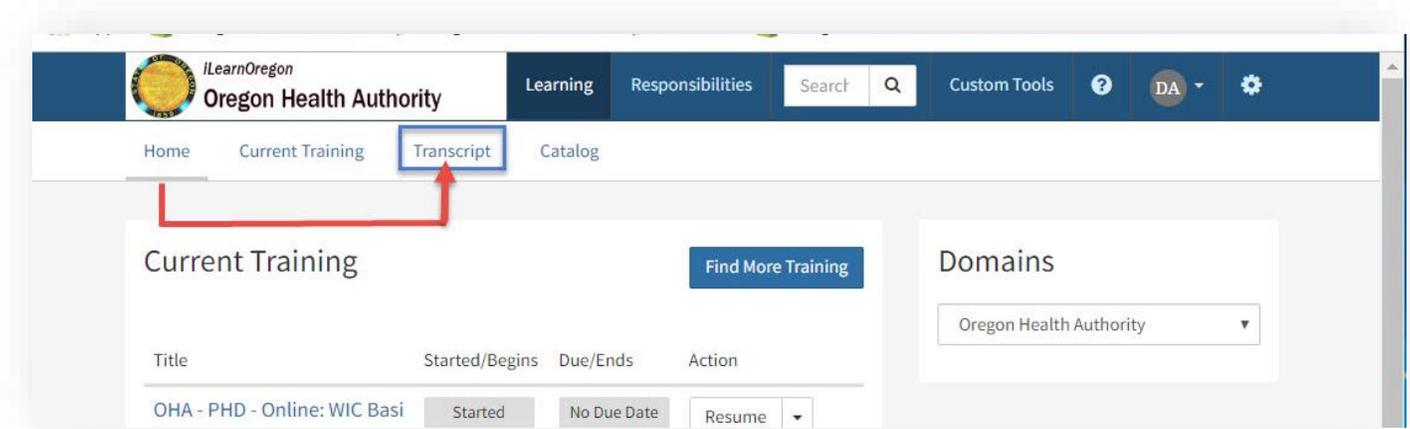
#### Online Courses

Before you begin, you will need to:

1. Set-up your computer using our [Technical Requirements and Troubleshooting](#) document (PDF).
2. Follow the instructions in the [Getting Started in iLearn for Local Agency Staff & Partners](#) document (PDF).

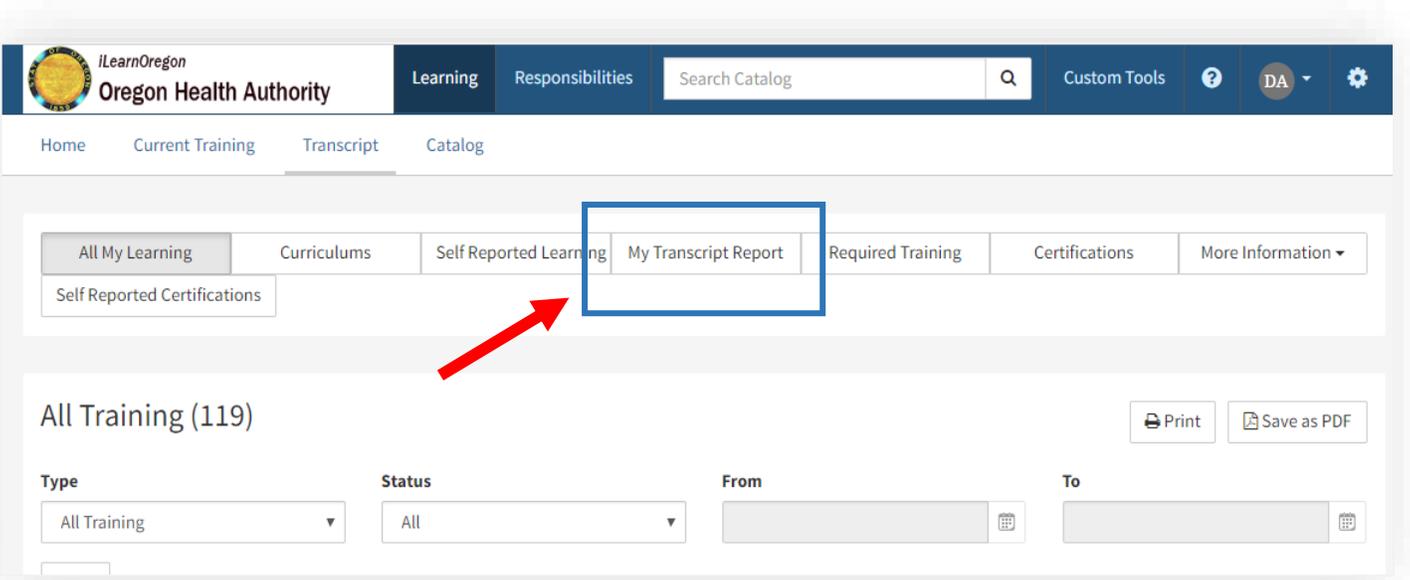
# How to Print a Transcript

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

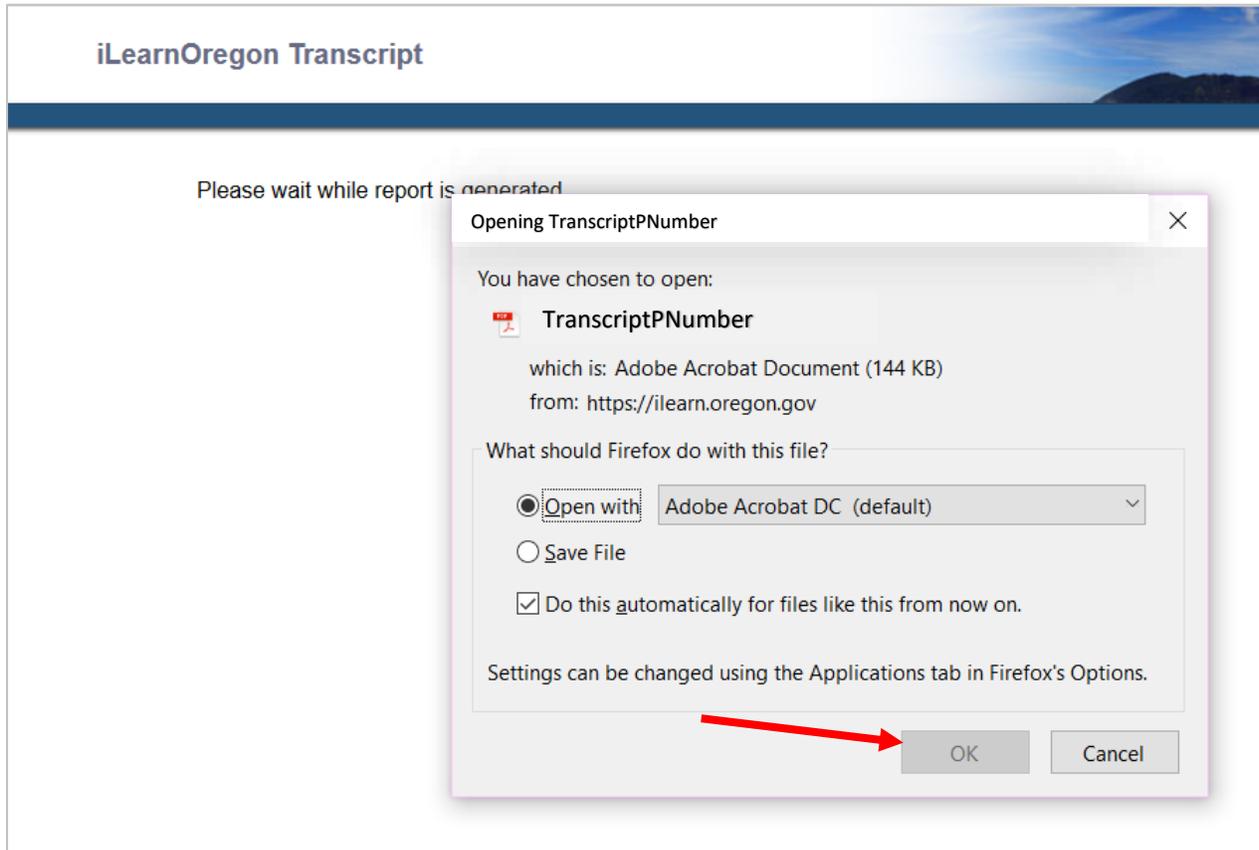


2. On your homepage, select the **Transcript** tab

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.

