

Oregon WIC Staff Training

iLearn training module transition troubleshooting guide

December 1, 2020

On November 25, the following WIC online training modules were updated on iLearn. The links on the WIC Staff Training webpage and in the Training Supervisor Guide have been updated.

Updated to newer format, only small content changes:

- Anthropometrics with separate posttest link
- Basic nutrition with separate posttest link
- Prenatal nutrition with separate posttest link
- Postpartum nutrition with separate posttest link

Now in YouTube video-only format (no longer interactive due to discontinuation of Flash Media Player):

- All PCE modules
- PCS: Setting the stage

Minor update in format, no content change:

- Breastfeeding Level 1
- Responsive Parenting and WIC

Until January 1, both the old and new version will be available on iLearn. Only the new version will be linked from the Staff Training page. The old version can be found by searching a keyword in iLearn.

Problem: I was in the middle of a module and now when I click the link the module is different.

The modules have been updated. The new version is very similar to the old. You can skip through the new version to find your starting point in the new module. You can also complete the old version by searching in iLearn for the module with “old version” in the title.

Problem: I can't access a module.

Here are troubleshooting steps that are usually helpful.

- 1) Access the module directly from our staff training page on the WIC website
<https://www.oregon.gov/oha/PH/HEALTHYPEOPLESFAMILIES/WIC/Pages/modules.aspx>
- 2) Use the internet browser suggested for that specific module (usually NOT Internet Explorer).
- 3) Disable your pop-up blocker to use the module.
- 4) Updated your iLearn account settings to include “Oregon Health Authority Partners”
 1. Log on to iLearn.
 2. Click on your account icon (circle with your initials).
 3. Click **Account**.

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4. Click the **Profile** tab.
5. Click **Edit Work Information**.
6. Click **Select Organizations**.
7. In **Find Organization**, enter **Health Authority** and select the search type **All Words**. Click the **Search** button.
8. Select the circle **by Oregon Health Authority Partners** and click the **Save** button.

If these troubleshooting steps don't work:

- Contact Diane Arnold (diane.arnold@dhsoha.state.or.us 971-673-0081).
- If Diane is out, contact the OHA iLearn helpdesk at OHA.training@dhsoha.state.or.us

iLearn resources

OHA iLearn page: <https://www.oregon.gov/DHS/BUSINESS-SERVICES/Pages/DHSOHA-ilearn.aspx>

Getting started in iLearn

<https://www.oregon.gov/oha/PH/HEALTHYPEOPLEFAMILIES/WIC/Documents/modules/Getting-Started-iLearn.pdf>