



Workday Oregon New User Guide for the: Residential Care Facility Administrator Oregon Laws and Rules Examination

The Health Licensing Office protects the health, safety, and rights of Oregon consumers.

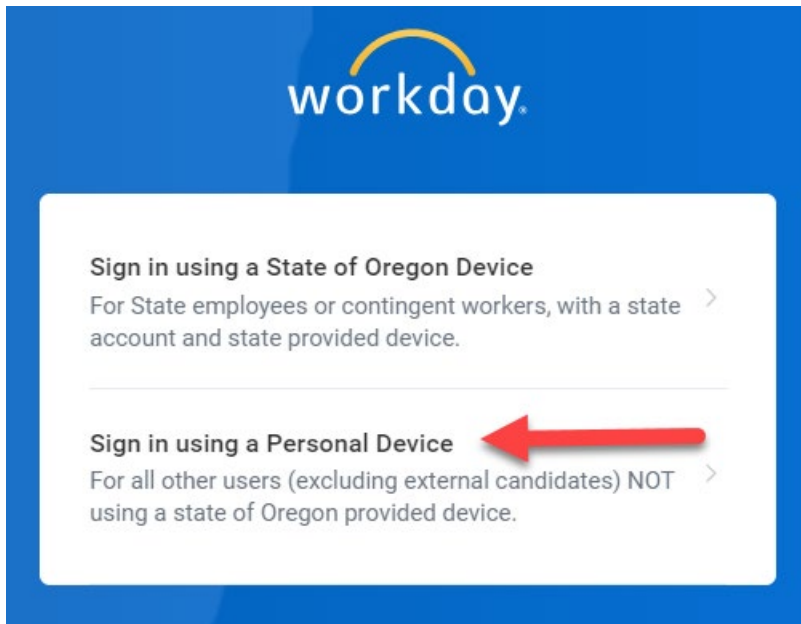
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Please Note: Failing to follow the step-by-step directions in each section, including the self-registration directions provided in Section 1 below, will result in failure to access the examination.

SECTION 1: SELF REGISTRATION

Please Note:

- Taking an examination in Workday Oregon requires that you request an account from the Oregon Health Authority (OHA). Once you request an account, it can take up to three days for the OHA to receive, review and approve your account. Reviews for accounts are conducted during business days, Monday through Friday. This means that until your account is approved, you will be unable to access or take your examination.
 - If you already have a Workday Oregon account, do not submit a new request. Sign in below using the existing account link. You must have your own unique email address (Your email address cannot be used by another account in Workday).
 - Do not sign up for multiple accounts using different email addresses. The OHA will only allow one account per person.
 - Workday Oregon is NOT compatible with certain Web browsers including Firefox.
 - Workday Oregon is NOT compatible with cellular devices.
1. **Accessing Workday Oregon with an existing Workday Oregon account** (go to step 2 on the next page if you do not have an existing account and need to request a new account)
- a. For those with an existing Workday Oregon account, login at:
<https://wd5.myworkday.com/oregon>.
 - b. Select the "Sign in using a Personal Device" option, unless you have a state email account and are using state equipment (then chose the first option).



- c. Enter your username.
- d. Enter your password. If you have forgotten your password, click on "Forgot Password" link to submit your username and email address to reset your password.

2. Accessing Workday Oregon by creating a new account

- a. For those needing to create a new Workday Oregon account, go to:
<https://wd5.myworkday.com/wday/vps/wday/calypso/bootstrap/eex/requestuserbootstrap/oregon/353dad6ccb3b1001c6fd2b723f7c0000>.

*****Please note:** As mentioned above, once you request a new account, you will need to allow time for your account request to be reviewed and emails sent to you with your username and temporary password. This could take one to three days if you are requesting an account outside of regular business hours. As an example, if you request an account after hours on a weekday (Monday through Thursday), you should hear back after the next business day, but if you request an account on a Friday evening, it could be Monday or Tuesday of the following week for you to receive your emails with your username and temporary password. If it is discovered you already have an existing Workday Oregon account you will be notified by way of email that an account already exists, and you will be provided your current username to sign in. Then use the link in step one above for accessing Workday Oregon with an existing account.

3. "Register to Learn" screen opens

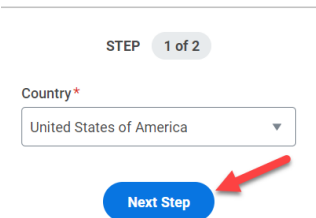
Register to Learn

STEP 1 of 2

Country *

United States of America

Next Step



- a. Select your Country and click on "Next Step" button.

Register to Learn

STEP 2 of 2

First Name *

Last Name *

Email *

Submit Registration



- b. Enter your first name.
- c. Enter your last name.
- d. Enter your email.
- e. Click on "Submit Registration" button.
- f. **Now you wait until you receive emails with your username and temporary password.** See the notes above regarding the potential wait for your account to be reviewed and approved before receiving email confirmations.

4. Registration Confirmation

- a. Once your account request has been approved, you will receive any combination of the following emails:
 - Two from Workday, one with your username and one with your temporary password.
 - One from the agency reviewer with your username and one from Workday with your temporary password.
 - One from the agency reviewer letting you know the email you tried registering with is already registered. If so, try logging in using the link above for existing Workday Oregon accounts.
- b. Follow the instructions in the emails to confirm your email address.

5. Login

- a. Once your account is established, you will need to go to:
<https://wd5.myworkday.com/oregon>, which will take you back to the Workday Login Page.
- b. Enter the username provided to you.
- c. Enter the temporary password you were provided.

6. Change Your Password

- a. Once prompted, enter a new password. The password must be at least 10 characters, including alpha upper and lower, a numeral 0-9 and a special character.
- b. Re-enter your new password.

Please note: *Remember to write down your new password!*

7. Select Security Questions

You will need to select four (4) security questions and provide answers.

- a. Select the drop-down "▼" icon next to each security question and select a question that you have a clear answer to.
- b. Enter answers to each of the security questions you choose.

Please note: *Remember to write down your security questions and the answers to your security questions!*

- c. Select "Submit".

8. Remember Device

- a. Select "remember this device".
- b. Select "Submit".

SECTION 2: ACCESSING THE COURSE/EXAMINATION

1. Accessing the Course/Examination


- a. Go to: [OHA – HLO – Residential Care Facility Administrator – Oregon Laws and Rules Examination](#).
- b. Select “Start Course”.
- c. Select “Launch Content”, which will then take you directly examination. You will need to increase your screen size to see the full screen.
- d. Select “Launch Course” again (this selection will only appear if you receive a pop-up blocker notification).

SECTION 3: COMPLETING THE COURSE/EXAMINATION

The individual completing the course/examination must be same individual registered in Workday. Directly or indirectly giving, receiving, soliciting, and attempting to give, receive or solicit aid during the examination process is a violation of Oregon Administrative Rule and is subject to disciplinary action.

This examination contains 75 questions. There is a 90-minute time limit.

1. Taking the Examination


- a. Select the expand “” icon at the top right of the window to enlarge the page.
- b. Read each question carefully to ensure what the question is asking.
- c. Select the correct answer to the question.
- d. Select “Submit” after reading each course slide.

After you have completed the examination, the next slide will be a results notification slide, which will tell you if you passed or failed the examination.

(Passing the examination requires a score of 75%)

- e. Select the close “” icon at the top right of the window to close the page.

After closing the page, you will be returned to the Workday login page.

~ If you failed the examination, proceed to Section 4. (If you choose to take the course/examination at a different time, you may select the close “” icon at the top right of the window to close the page and proceed to Section 4 when you return.)

~ If you passed the examination, proceed to Section 5.

SECTION 4: FAILED EXAMINATION - RETAKE

If you did not obtain a passing score of 75% you must re-take the examination; there is no limit to the number of times you can retake the course/examination.

1. Retaking the Examination

- a. Login to <https://wd5.myworkday.com/oregon>.
- b. Enter your username.
- c. Enter your password.
- d. Select "Submit".
- e. Return to Section 2 to access the course/examination.

SECTION 5: MY LEARNING CERTIFICATE - COMPLETION CERTIFICATE

1. Accessing Your Completion Certificate



- a. Login to <https://wd5.myworkday.com/oregon>.
- b. Enter your username.
- c. Enter your password.
- d. Select "Submit".
- e. From your home page, click on the "Menu" in the upper left-hand corner.
- f. Select the "Learning" app from the drop-down menu.
- g. From the left-hand menu under "Links", select "LRN | Learning Certificates for Export".
- h. In the "Learning Content" field, enter "OHA HLO Residential Care Facility Administrator".
- i. Select "enter" on your keyboard. The course name will appear in the dropdown box. Make sure the course is selected with a ✓.
- j. Select "Ok".
- k. Select the "Print" button at the bottom of the page.
- l. After a few moments, all your certificate will open.

2. Retaining Your Completion Certificate





You have two options to retain your Completion Certificate: Printing only or saving and printing. Options and directions for both are listed below.

- a. **Printing Only**, which will require you to send a hard copy of your Completion Certificate to the Health Licensing Office.

Please Note: print a copy for yourself to keep for your records!

- i. Select the print " " icon.
- ii. Select the print " " icon again, if needed, and print your certificate.
- iii. Send a copy of your Completion Certificate to: Health Licensing Office, 1430 Tandem Ave NE, Suite 180, Salem, Oregon 97301-2192.

- b. **Saving and Printing**, which will allow you to email your Completion Certificate to the Health Licensing Office and print a hard copy to retain for your records.

- i. Select the download " " icon.
- ii. Select the print " " icon.
- iii. Select the print " " icon again, if needed, and print your certificate.
- iv. Select the "Save As " " icon and save a pdf of the certificate to a location on your computer.
- v. Email the Health Licensing Office at: hlo.info@odhsoha.oregon.gov and attached the pdf.
- vi. Provide your contact information (name, address, phone number) in the body of the email.

SECTION 6: TROUBLE SHOOTING AND HELP

1. Trouble Shooting

- a. **Workday Oregon is NOT compatible with certain Web browsers** including Firefox. If you are having trouble accessing the course logon with a different browser.
- b. **Be aware the system may be SLOW!** When maneuvering in the system only click **once** then wait; you should be able to see the scroll symbol at the top of the page.
- c. **Don't use the Back button** on your browser while in the system. To go back, **select** "previous" if available on the page, or use the "tab actions menu" at the top of the page.

2. Help

For Workday Oregon technical help or questions related to your Workday Learning account, email: oha.training@odhsoha.oregon.gov.

For licensing related questions specific to your profession, contact the Health Licensing Office at: (503) 378-8667, or email: hlo.info@odhsoha.oregon.gov.