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**Long Term Care Administrators Board
2022 Residential Care Facility Administrators Examination
Workday Oregon Administration - New User Guide**

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, will result in failure to access the 2022 Residential Care Facility Administrators Examination.

SECTION 1: SELF REGISTRATION

1. Accessing Workday Oregon

Please Note:

- Workday Oregon is NOT compatible with certain Web browsers including Firefox;
- Workday Oregon is NOT compatible with cellular devices;
- Logging in through someone else's email to create an account will not work, you must log in through your own email account; and
- You must have your own unique email address (Your email address cannot be used by another account in Workday).

- a. **Logon** to: <https://www.oregon.gov/das/HR/Pages/Workday-Learning.aspx>.

2. Workday Learning

- a. **Select:** "Create Extended Enterprise Account".

3. Register

- a. **Enter** your first name.
- b. **Enter** your middle name / initial.
- c. **Enter** your last name.
- d. **Enter** your email.
- e. **Enter** your phone number.
- f. Affiliation: **Select** the drop-down "▼" icon and **Select** one of the following options (please refer to the "Please Note" section below the options prior to making your selection):
 - "Oregon Health Authority" **OR**
 - "Oregon Department of Human Services"

Please Note: If you take courses offered by the Oregon Department of Human Services (ODHS) through Workday, you will need to choose the ODHS affiliation option. Failure to choose the ODHS option may prohibit access to courses offered by ODHS in the future.

- g. **Select** "Register". (This may take several seconds)

4. Registration Confirmation - You will receive three emails in total (please check your junk mail or spam folders).

Please Note: write down your username and password! Please ensure you identify which letters are upper and lower case, in addition to any symbols!

- a. #1 - the first email will ask that you confirm your email address.

Once you receive the first email to confirm your email address, you will receive two additional emails:

- b. #2 – the second email will contain your username.
- c. #3 – The third email will contain your temporary password.
 - i. You will need to **select** the URL link in this email <https://wd5.myworkday.com/oregon>, which will take you back to the Workday Login Page.

5. Login

- a. **Enter** the username provided in the second email.
- b. **Enter** the temporary password you were provided in the third email.

6. Change Your Password

- a. **Enter** the temporary password you were provided in the third email into the “Old Password” field.
- b. **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.
- c. **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 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. **Select** “View All Apps”.


- b. **Select** "Learning"
- c. **Select** "Browse Learning Content"
- d. **Enter** "2022 Residential Care Facility Administrators Examination" in the browse learning content search bar.
- e. **Select** "Search".
- f. **Select** "Course" next to OHA - HLO – 2022 Residential Care Facility Administrators Examination.
- g. **Select** "Start Course"
- h. **Select** "Launch Content", which will then take you directly to the OHA - HLO – 2022 Residential Care Facility Administrators Examination (RCFAE).
- i. **Select** "Launch Course". (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 and will take approximately 90 minutes to complete.


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 course/examination; there is no limit to the number of times you can retake the course/examination.

Retaking the Examination

- a. **Login** to <https://wd5.myworkday.com/oregon>
- b. **Enter** your password.
- c. **Enter** your security question answers.
- 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 password.
- c. **Enter** your security question answers.
- d. **Select** “Submit”.
- e. **Select** “View all Apps”.
- f. **Select** “Learning”
- g. **Select** “My Learning Certificate
- j. **Enter** “2022 Residential Care Facility Administrators Examination” in box titled course located under My Learning Certificate.
- k. **Select** “enter” on your keyboard or **Select** the drop down “” icon. The course name OHA - HLO – 2022 Residential Care Facility Administrators Examination will appear in the dropdown box.
- l. **Select** “Ok”.

m. **Select** the PDF  icon.

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 download  icon.

- ii. **Select**  " ".

- iii. **Select** the print  icon.


- iv. **Select** "Print".

Send a copy of your Completion Certificate to: Health Licensing Office, 1430 Tandem Ave, 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**  " ".

- iii. **Select** the print  icon.

- iv. **Select** "Print".

- v. **Select** the settings and more  icon.

- vi. **Select** the share  icon.

- vii. **Enter** the hlo.info@dhsosha.state.or.us in the "to" box

- viii. **Select** "Send"

- ix. **Select** the save  icon.



- x. **Save** the Completion Certificate to your preferred location.

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

- a. **Select** the profile " " icon.
- b. **Select** the help " " icon.

This page will provide you with instructions and contact information for help with navigating Workday and accessing the course/examination you want to take.