



# Oregon

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## **HEALTH LICENSING OFFICE iLEARN OREGON NEW USER GUIDE**

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

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**Please Note: iLearn Oregon is NOT compatible with certain web browsers including Google Chrome and Firefox 10.**

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## SECTION 1: SELF REGISTRATION

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1. Go to <https://ilearn.oregon.gov> on the internet.
2. On the iLearn login page, click "**Create Account**" (this will take you to the User Information page) at the upper right corner of the login page.
3. Click "Close" on the pop up window.
4. **User Registration:**
  - Select: "Not a state Employee"
  - First Name: Your first name
  - Last Name: Your last name
  - Email: Your e-mail address Note: you **must have your own unique email** address (cannot be used by another account in iLearn)
  - Login ID: Choose a Login ID. (Something you will remember; write it down!) It must be a least 6 characters and cannot contain spaces or characters such as /, @, or &.
  - Job Title: Leave blank
  - Organization: Select **Oregon Health Authority**. Another drop-down menu will appear for Partners. Select **Health Licensing Office (HLO)**.
  - Manager: Leave blank
5. Click the green **Submit** button.
6. Congratulations! You have created a new account.
7. Two confirmation emails will be automatically sent to you, the first e-mail will be a welcome e-mail with your login. The second e-mail will contain your new temporary password.
8. Copy or write down your temporary password from the e-mail. If you copy your temporary password, make sure you do not copy spaces; the system will think they are characters and will not be able to read it.
9. Choose "Proceed to iLearnOregon".
10. Type in your Login ID.

11. Paste or type in your temporary password which is the current password. (If you type your temporary password, make sure you do NOT have Caps Lock on, but do include caps if there are some in your temporary password).
12. Type in your new password twice.
13. Click on "Save".

**NOTE: The temporary password in this email is only valid for 24 hours. Please log in and update your password.**

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## **SECTION 2: TAKING THE COURSE AND EXAMINATION**

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1. Click on Learning Catalog (in the top blue line).
2. Click on Course Catalog.
3. Type in "CCSSIC" in the search text box;
4. Click "search".
5. Click on the underlined course named **OHLA – Client Care and Safety Sanitation and Infection Control (CCSSIC)**.
6. Choose Open item!
7. Choose  to enlarge the page. This icon is in the upper right hand corner.
8. Choose  to enlarge the screen.
9. Choose  to start the education program.
10. Choose  to take the examination.
  - The person who is logged in should be the person taking the test. Do not share answers.
11. After your examination is completed, your results will automatically generate.
12. Choose "Finish".
13. Choose  in the upper right hand corner to exit.
14. Choose "OK" to exit the course.

15. You will return to the OHLA\_iLearn\_CCSSIC page.
16. Choose the "View Certificate".
17. Choose "Print" in the upper left hand of the screen. *This certificate must be presented at the time of application.*
18. After Printing, choose "Close window".
19. Log out of iLearnOregon.

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## SECTION 3: TROUBLE SHOOTING AND HELP

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**Be aware the system is SLOW!** When maneuvering in the system only click **once** then wait; you should be able to see the green scroll at the bottom of the page. If you click multiple times it will slow the system even further or you will get an error page.

**Don't use the Back button** on your browser while in the system. To go back a step use the "bread crumb" trail at the top of the page, (i.e.: Home>>My Workspace>>My Account>>) or the **Return** button at the bottom of some functions.

### **For Help:**

1. Brief descriptions of all areas and the items within them, go to: 'Site Help' and click 'System Overview' in the upper right hand corner.
2. For a detailed description of a particular page, click on the  in the upper right hand corner of each page.