Oregon WIC iLearn Troubleshooting

Table of Contents

What to do when the online course won't load

1. **Change your browser.**

   To get onto the internet you use a browser. Popular browsers include Google Chrome, Firefox, Safari (Apple), Internet Explorer and Edge. Some older online courses, like Anthropometrics and Hematology work best in Internet Explorer. Internet Explorer is the blue 'e' icon with the gold ring. Most courses work best in Edge, Firefox or Chrome. We do not recommend the use of Safari with iLearn. If you have tried a course and it won't load in one browser, try a different browser.

2. **Check your browser settings to allow pop-ups**

   Courses on iLearn show up as pop-up windows. Sometimes browsers block these windows. You can go into your settings for each browser and allow the pop-up window for ilearn.oregon.gov. Instructions for specific browsers are linked below.

   - Instructions on how to allow pop-ups in [Firefox](#)
   - Instructions on how to allow pop-ups in [Chrome](#)
   - Instructions on how to allow pop-ups in [Edge](#)
   - Instructions on how to allow pop-ups in [Internet Explorer](#)

3. **Change [compatibility view settings](#) if using Internet Explorer**

   1. Open Internet Explorer
   2. Log onto iLearn
   3. Select the **Tools** button ⚙ and then select **Compatibility View settings**. Under **Add this website**, type https://ilearn.oregon.gov, and then select **Add**.
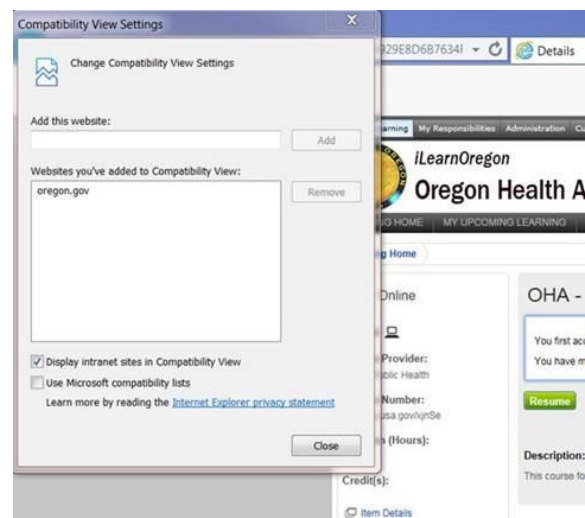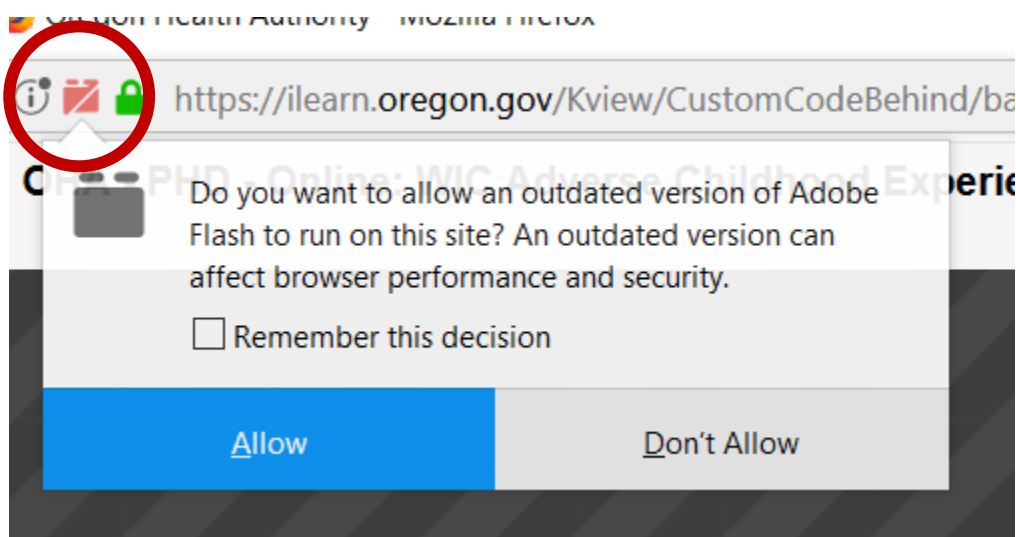
What to do if you see an Adobe Flash warning

Many of the modules use Adobe Flash, a software system that is outdated. You may see a pop-up like this. If you see this, click "Run Adobe Flash". It is written in white and might not be an obvious button to press.
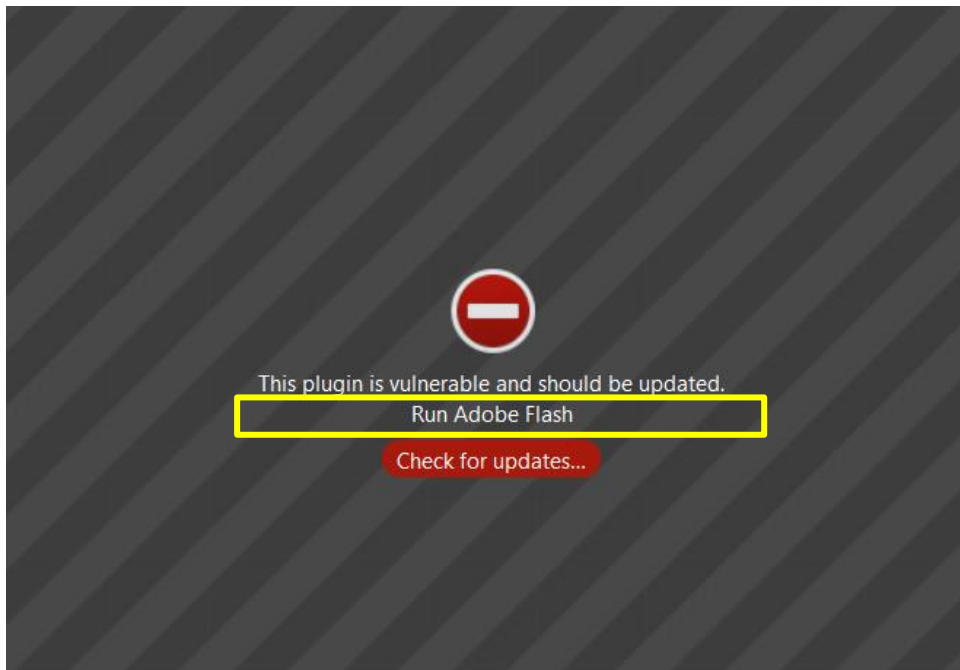
If the module doesn't play look at the pop-up window for a red icon. Click it. Next you might see this prompt. Hit the "Allow" button

What to do if the online course does not show as "Completed"

Sometimes you can take and pass a posttest but iLearn won't show it as completed. All your training supervisor needs is proof that you completed and passed the posttest. However, if you'd like to fix this error on your record you can follow these steps.

1. Open the course. Use the Table of Contents to go to the **last question in the test** and click **Next** to resubmit your answers.

2. A new window should open with your test results. **Do not close this window.**

3. **Scroll** to the bottom of the window (past white space) until you see two buttons. Click the **OK** button.

4. A new screen should appear that says "Congratulations, you have successfully completed the <course name> course." Close the course window.

5. Your iLearn Transcript should now show "Completed."

What to do if you can't see online courses or get "Access Restricted"

If you're not able to see any online courses, it is likely your designation in iLearn is incorrect. You should be listed as an "OHA- Partner". See page 5 on this document for instructions

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

What to do if you are not seeing the ACEs screening quiz

If you can't see the ACEs questionnaire (below) click the red icon in the address bar and allow Adobe Flash to run on the page.
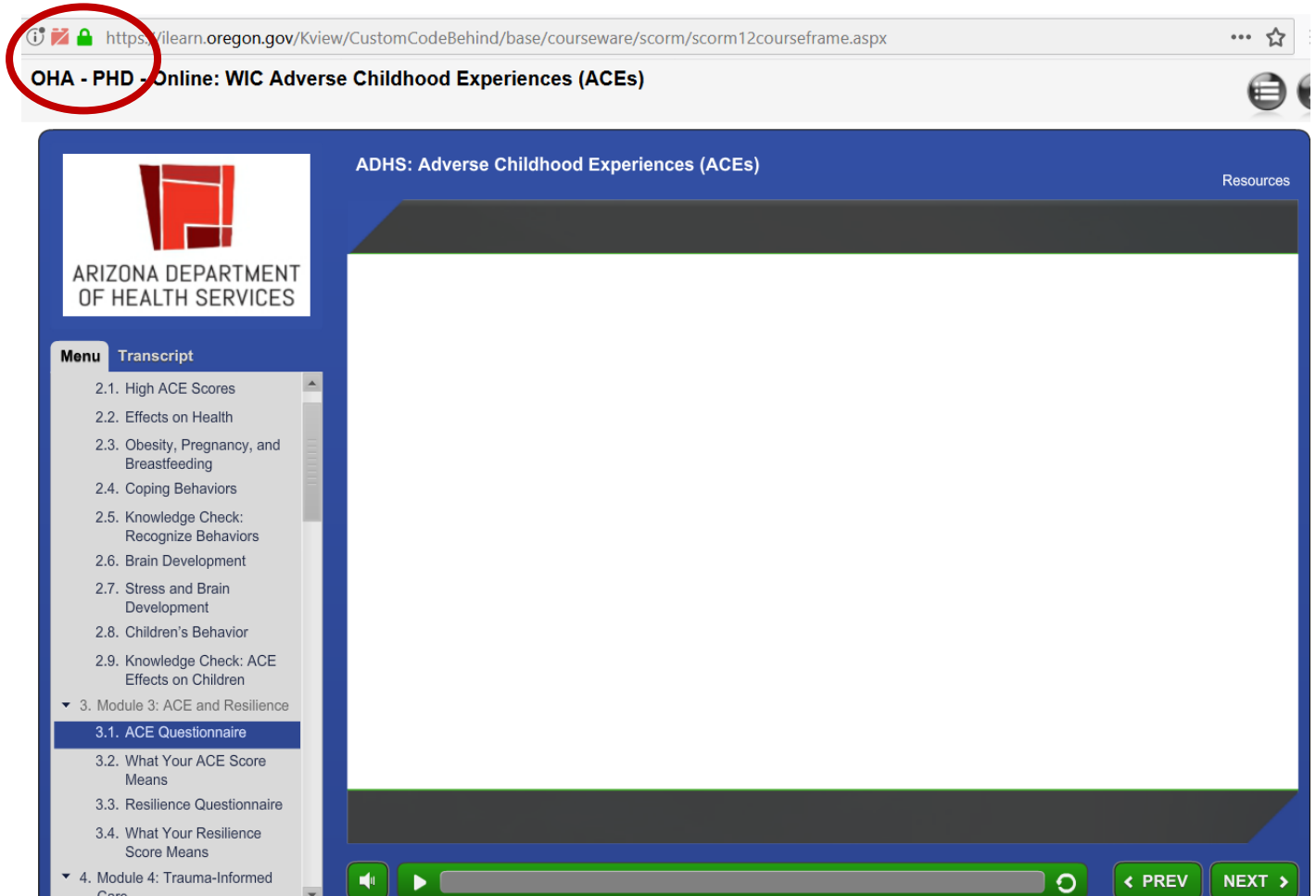
Once you have clicked this, you'll be able to take the embedded quiz.