

*ILEARNOREGON
END USER FREQUENTLY ASKED QUESTIONS (FAQs)*

END-USER FAQs	
FAQ	ANSWER
What are the requirements to create/modify a login ID?	Your login ID should reflect the following: <ul style="list-style-type: none"> • At least 6 characters (any order of letters or numbers) • Just one word (no spaces)
I am trying to register but the system says my email address is already in use. What does that mean?	Your user account has already been added to iLearnOregon. If this is your first time use, your log-in ID and password are both set as your Employee ID #, listed on your pay-stub.
Why isn't the "Find it" button working in the self-registration page?	You must type in your full first and last name (and possibly your middle initial) as stated on your pay stub for the "Find it" button to work.
Why isn't the "Find it" button working to find my manager?	You must type in your manager's full first and last name (and possibly middle initial) as stated on the managers pay stub for the "Find it" button to work.
Can I search the catalog without logging into the system?	A course catalog for HRSD statewide courses only is found at: http://www.oregon.gov/DAS/HR/training.shtml under publications. For a list of courses in your agency, please contact your training department.
What is my login ID?	If, after your first use (see above), you do not remember your login ID, click on the Login Help link at the bottom of the iLearnOregon login page. Your login ID will be emailed to you.
How do I find courses?	Go to the Learning Center and search for courses in the Course Catalog.
How do I enroll in courses?	Access the Course Catalog in the Learning Center and search for courses then click go next to view sections. Courses in which you may enroll will have "Enroll" in the Action menu. Select this option and click Go to enroll in a course.
How do I access a course? Something seems to be blocking the course from displaying.	Turn off pop-up blockers. Other items such as Google and Yahoo toolbars and antivirus software may also cause the course not to display. Follow these instructions to turn off pop-up blockers. <ol style="list-style-type: none"> 1. Open Internet Explorer. 2. On the Tools menu in Internet Explorer, click Internet Options, and then click the General tab. 3. Click the Privacy tab. 4. In the Pop-Up Blocker section, click to clear the Block pop-ups check box. 5. Click Apply. 6. Click OK.
I performed a search and some results do not appear to contain the text for which I searched.	When performing a simple search, the system searches all information – the title, keywords, description, etc. If the term you search for is contained in any of this information, the item displays as a search result. To refine your search, try using the Search Type drop-down menu. This will allow you to only search for content which pertains to the type you select. If you are looking for

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	Project Management, selecting Start With will only search for content names starting with Project Management.
If a user does not select manager, what happens?	No manager is notified of training actions. Must have manager email.
Can you change what is shown on your homepage?	Yes. From your homepage, select Edit Homepage.
I clicked the Back button in the browser window and it did not work the way I expected.	Use the breadcrumb trail instead of the Back button. This is a common problem with many web-based applications. Sometimes the Back button will work if you click the Refresh button in the browser window and then click "Retry" if a message displays; however, if the page displays search results, the page may not display correctly.
I need to properly print a certificate. When I print it, the orientation is incorrect or it does not print on one page.	The manner in which a certificate is printed is controlled by your browser's print feature. You will need to change the page orientation from Portrait to Landscape and/or change the page margins using the Page Setup window (usually accessible from the File menu of your browser).
The Go buttons on a Search tab is disabled (grayed out). When I click it, nothing happens.	If buttons are disabled, then the content item is currently being edited. When the user checks in the content item, the buttons will be enabled.
Is Windows Vista operating system compatible with Global?	Yes.
Why can't I do many (or any) of the functions in the LMS?	Make sure you are using the appropriate web browser. The LMS supports: ~ Internet Explorer versions 6.0 and above ~ Netscape versions 7.2 and above ~ Firefox 2.0 and above ~ Mozilla ~ Opera
How do I enroll in a course?	You can do this by going to the Learning Center, select Course Catalog, search for a course, and select the desired course offering.
After I complete the registration process for the LMS, what do I do next?	After registering, you are ready to enroll yourself into any of the courses offered. You can do so by going to the Learning Center, selecting Course Catalog, search for a course, and select the desired course offering.
How can I save my certificate electronically so that I can print and read it at a later time without having to access the LMS?	While you're on the certificate screen, click your mouse one time on the certificate, then use CTRL-A to highlight the frame, then CTRL-C to copy the frame. Open up a new Word document and use CTRL-V to paste. While you're in Word, you can save the document you created wherever you need to.
How do I print my certificate?	Once you have completed a course, you can print your certificate by going to My Transcript on the Action Menu for the course that

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	you have completed select Certificate and click Go. Your certificate will open up in a new window. Use your browser's "Print" function to print the selected certificate.
How do classroom and online courses work?	<p>Classroom courses are scheduled classes at physical locations. The classes are divided into multiple sections by date/time.</p> <p>Online courses are self-paced courses. Users may take them at any time and complete at their own pace.</p> <p>To enroll in a course go to the Learning Center, select Course Catalog, search for a course, and select the desired course offering.</p>
I am having trouble viewing courses using the Firefox browser.	You may have trouble viewing courses using the Firefox browser. Please use Internet Explorer.
What happens if I can't remember my password or my login id?	There is no need to re-register if you forgot this information. Please use the FORGOT LOGIN ID and/or FORGOT PASSWORD links on the LMS login page to retrieve your password and/or login id.
Should my internet browser be setup to accept cookies?	Cookies are used by the LMS to track your progress and document your accomplishments. If your system sends you a cookies message, you must accept the cookies to obtain this functionality.
If I need to exit in the middle of an online course, how do I do it? Will the system know what I have done so far?	You can exit anytime from any location. The system records tests, enrollments, and completions. You can return to the exact location you left off with just a few keystrokes. On the course menu page, there is a link to the last page you accessed.