ODHS VIRTUAL TRAINING PROGRAM

ODHS TRAINING PROGRAM: IMPORTANT NOTICE

iLearn is no longer be available after June 14, 2021. Access courses through WorkDay Learning - https://www.oregon.gov/das/HR/Pages/Workday-Learning.aspx

WorkDay Learning

INFORMATION CONTAINED IN THIS DOCUMENT
- o Course information, schedule and policies
- o How to create a WorkDay Learner account
- o How to enroll into a class, access course homework and join the virtual class
- o Equipment Requirements

POLICIES

Once you have created your WorkDay Profile (instructions below) you can register for classes and access the homework. All classes have homework that includes short articles and/or videos to be completed. The Six Rights course also has a prerequisite - C02865H that must be completed before you'll be able to register for a course date (offering).

To be eligible for a certificate the virtual class and homework must be completed. It is recommended the homework is completed prior to class. Each virtual class has test questions that cover class materials and homework. A score of 85% must be obtained to be eligible for a certificate. You will need to correct any missed questions to be eligible for a certificate. A score less than 85% will require the student to repeat the class. Tests are open book which means you can use your notes. However, you cannot receive assistance from anyone or provide assistance to anyone.

No more than 15 minutes of class time may be missed regardless of the reason. If more than 15 minutes of class time is missed the student will need to repeat the class at a later date.

Class Calendar for 2021

Six Rights (C02865): Jul 7th, Aug 25th, Sep 1st, Oct 27th, Nov 3rd and Dec 22nd from 1PM – 3:30PM

Infection Control (C01532): Oct 27th from 9AM – 11:30AM

Fatal Four (C01237): Aug 25th from 9AM – 11:30AM

DHS | Oregon Department of Human Services

The Extended Enterprise Learner Account Job Aid Purpose

This job aid provides step-by-step instructions on how to create and update an Extended Enterprise account.

Intended Audience

Individuals with the following Workday Learning roles:

- Extended Enterprise Learners:
  This includes adult foster home owners, licensees, resident managers, shift workers, caregivers or any other staff that works in an adult foster home, assisted/residential care facility or nursing facility.

Questions and Assistance

For additional resources and information, visit the Workday Learning webpage: https://www.oregon.gov/das/HR/Pages/Workday-Learning.aspx

The Extended Enterprise Learner Account
Create an Extended Enterprise Account

Step 1: Access the Workday Learning External Portal

From the Workday Learning Support webpage: https://www.oregon.gov/das/HR/Pages/Workday-Learning.aspx

1. Select *Create Extended Enterprise Account*.
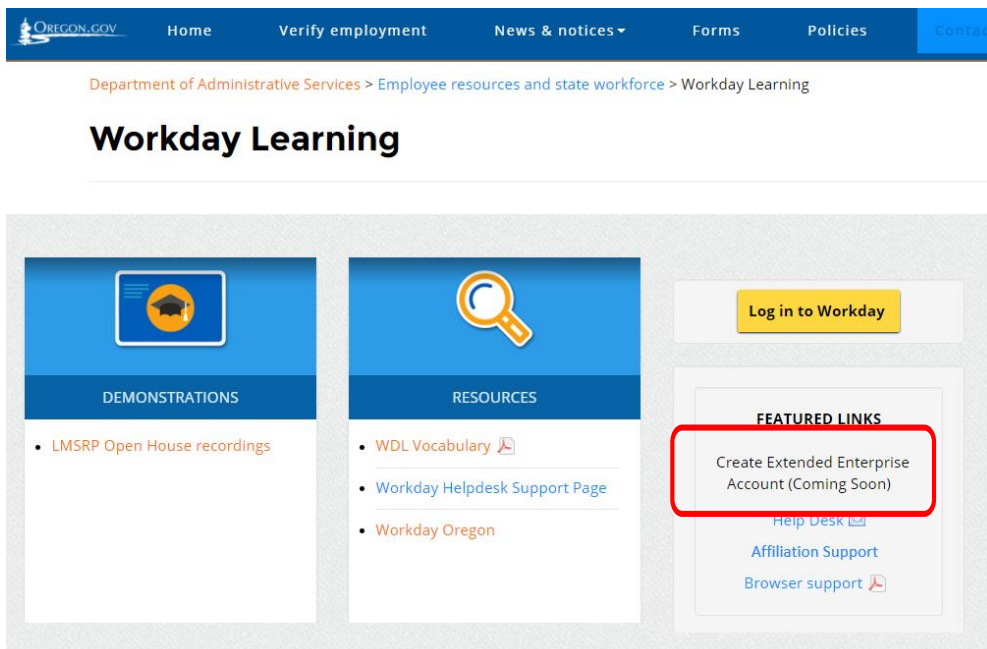
Step 2: Create Extended Enterprise Learner Account

From the Extended Enterprise Learner Registration screen,

1. Add profile details. Use your legal name, ***do not use nicknames***.

2. Fields with an asterisk are required.

3. Go to *Step 3: Select Your* Affiliation for information regarding this required field.

> ⚠️ Email addresses can only be connected to one Workday account.
> *That means an email address cannot be used or shared by multiple individuals.*

Workday Learning External Portal - ACCEPTANCE

Register

Create a Workday Learning account or Log In to Workday

First Name*

Middle Name / Initial

Last Name*

Email Address*

Confirm Email Address*

Phone Number*

Affiliation*

Please notice that if you already have Workday Oregon account then you do not need to register here.

* Required
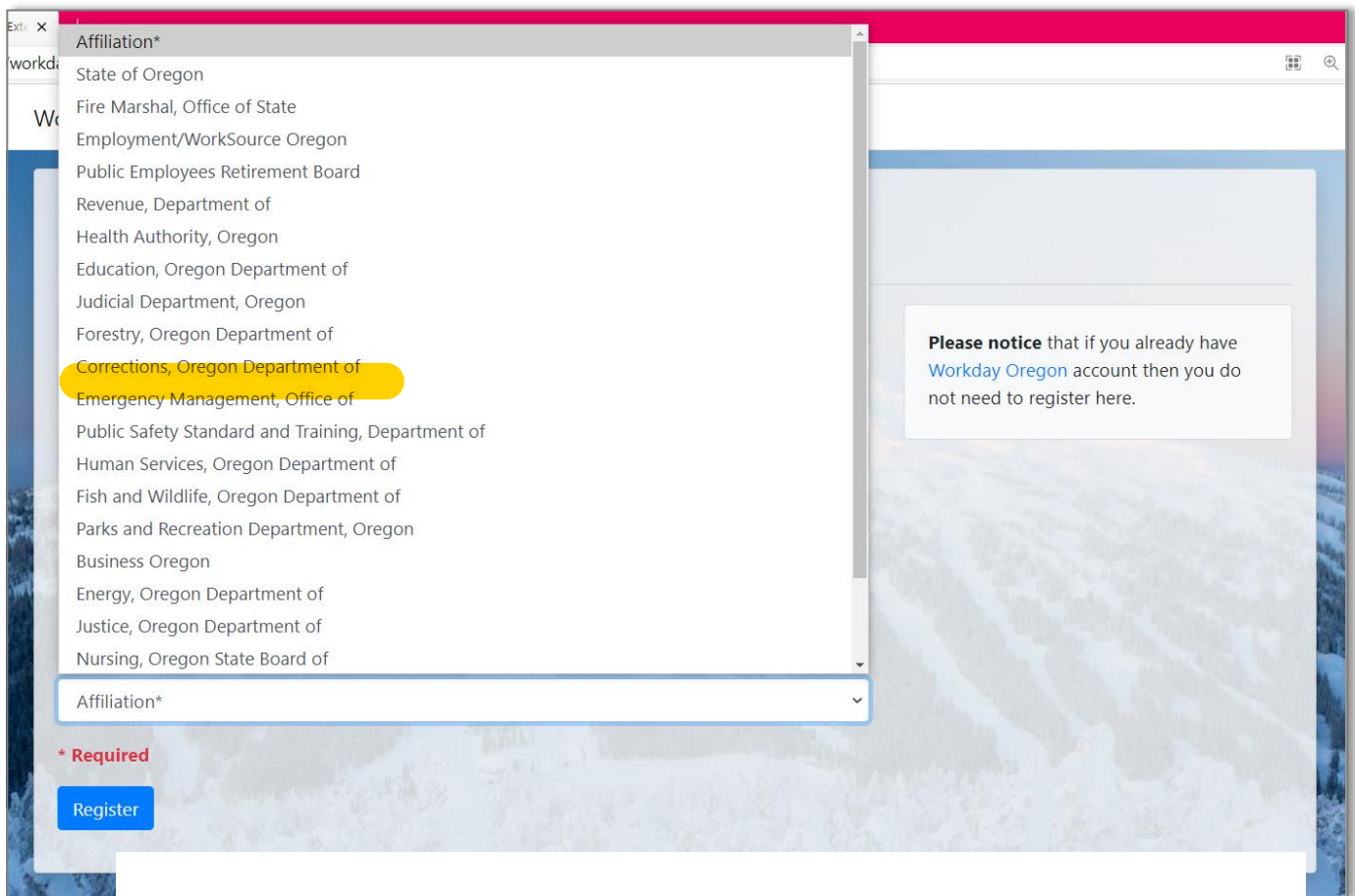
Register

The Extended Enterprise Learner Account

Step 3: Select Your Affiliation

From the Affiliation field,

1. Select your affiliation - <mark>Human Services, Oregon Department of</mark> *highlighted in yellow below*
2. Once finished, click *Register.*

The Extended Enterprise Learner Account

Step 4: Confirm Your Registration

After you submit your registration, you will receive a confirmation email to confirm the account creation request. Within this email,

- Click the *hyperlink* to confirm your registration.

<table>
<tr><td>⚠️</td><td>A confirmation message will be sent to the email address provided with your registration.</td></tr>
</table>

Step 5: Receive Two Additional Emails

After you confirm your registration, you will receive two separate emails:

- Email #1 contains your username.
- Email #2 contains your temporary password.

<table>
<tr><td>⚠️</td><td>Both messages will be sent to the email address you provided with your registration.</td></tr>
</table>

Step 6: Login to Your Account

With your username and temporary password, login to your account.
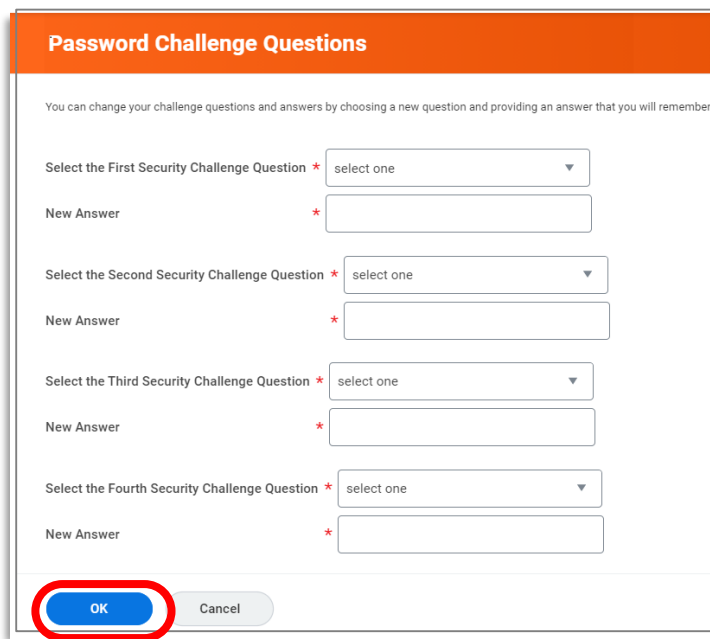
- Use the URL that was provided within Email #1 or Email #2 *(as referenced in Step 5: Received Two Additional Emails).*

Step 7: Identify and Answer Challenge Questions

From the Password Challenge Questions screen,

1. Click the *drop-down arrow* to select your four Challenge Questions.
2. Provide an answer for each Challenge Question.
3. Select *OK*.
   - You have successfully identified your Challenge Questions. The *Forgot Password Self-Serve* feature is now activated and available for your use.
4. Continue navigating your account.

You have successfully created your account.

Update an Extended Enterprise Account

Step 1: Access Helpful Links *From your Workday Learning Home screen,*

1. Select the *Helpful Links* application
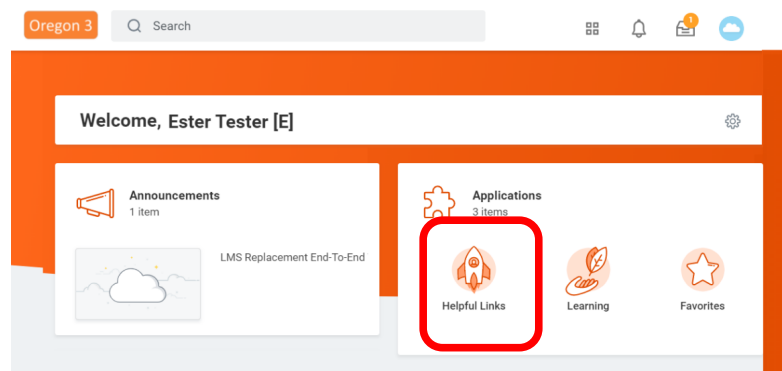
Step 2: Access Update Screen

From the Helpful Links screen,

1. Select *Update Workday Learning Profile*.
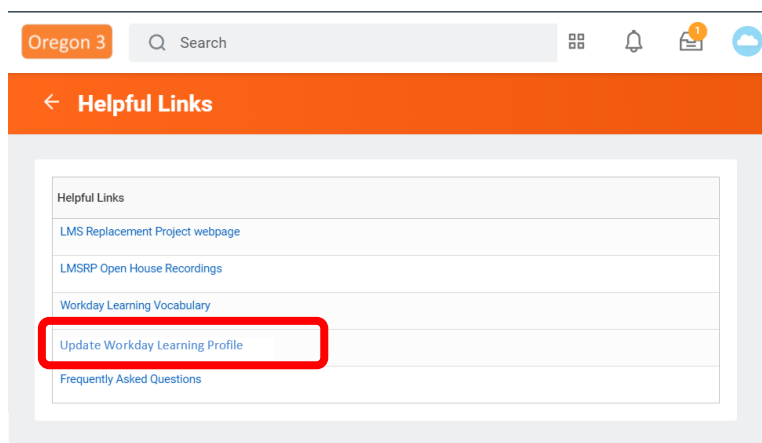
Step 3: Update Profile

From the Update Workday Learning Profile screen,

1. Modify the data fields as appropriate.
2. Select *Submit.*

You have successfully updated your profile.

Registering for a Course, Completing Homework and Joining the Virtual Class

STEP 1: Log into your Workday Learning Account.

STEP 2: Click on the Learning application.
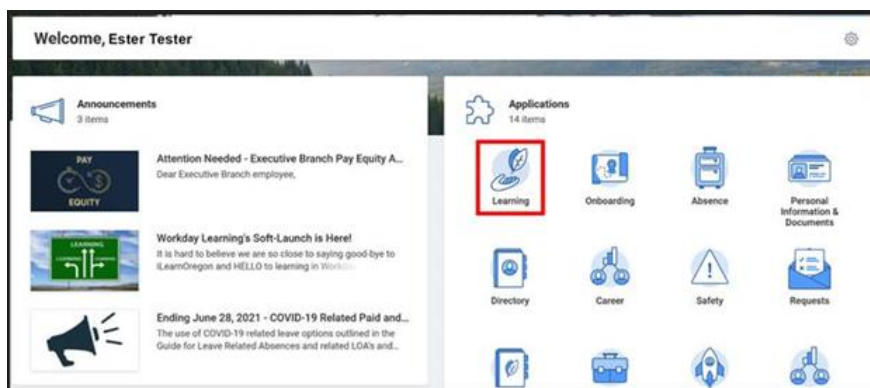
STEP 3: Click on browse learning.
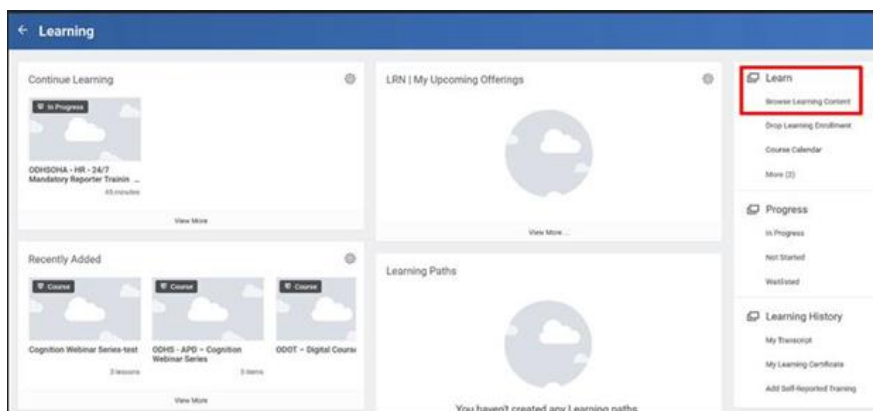
STEP 4: Search on the course code (blue) to locate the course you want and select:

- Six Rights Homework – **C02865H**
- Six Rights – **C02865**
- Infection Control – **C01532**
- Fatal Four – **C01237**

STEP 5: Select the offering (course date) you want to register.

STEP 6: Select the course. If multiple offerings select the date desired, then select "ok" and then submit. To complete the process, select "Done".

STEP 7: Complete homework – select "View Lesson" to view and complete all articles and videos for this course.

All articles and videos assigned to this course are on the right side of the screen. Complete all requirements. Course certificate will not be issued until all homework is completed. The total number of "lessons is at the bottom and includes the virtual session.
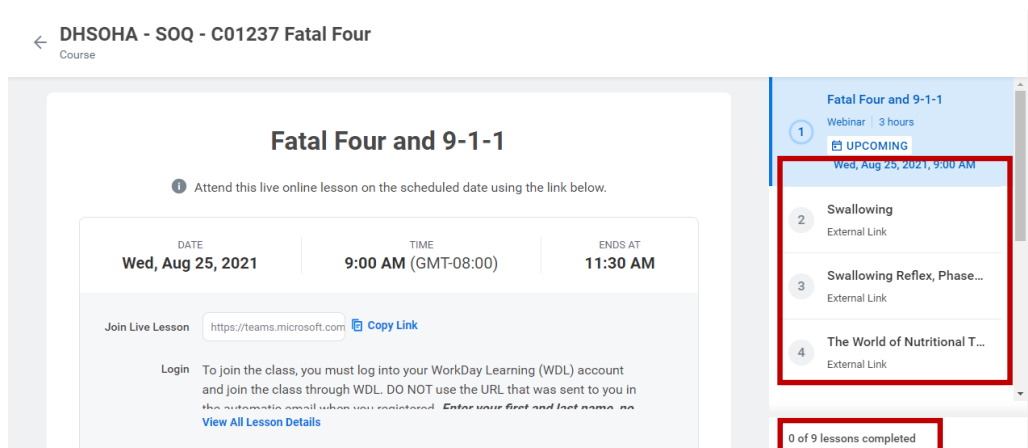
STEP 8: Day of class. Log into your WDL profile and go to your course activity and select "Join Live Session". Students will be in the lobby before being admitted to class. Log into class no later than 15 minutes before start time. Class starts promptly. Make sure you first and last name is entered in the field labeled "guest". Do not use nicknames.

EQUIPMENT REQUIREMENTS

Equipment must be set up prior to joining the class. It is your responsibility to know how to use your equipment. ODHS has no control over your equipment or internet service.

To join the class, you must log into your WorkDay Learning (WDL) account and join the class through WDL. DO NOT use the URL that was sent to you in the automatic email when you registered.

Phones, Tablets and Notebooks are not supported

Must have a computer with Microsoft windows operating system, a monitor with a resolution above 1024x786 pixels and high-speed Internet connection. No microphones are needed, headphones only. Questions, on the material, are asked using the chat feature .

Household Internet services typically do not have enough bandwidth to accommodate more than 1 person accessing Virtual classes using Microsoft TEAMS. You cannot share a computer with multiple people. ODHS does not have control over the setting or facility Internet service. For best results it is recommended you use a direct connection to your Internet. WiFi connections can result in lost audio or a "black" screen.

You must use a compatible browser. Do not use Internet Explorer (IE). IE has known issues and is no longer supported by Microsoft. For best results download Microsoft Edge. Google Chrome for Microsoft 10 or above or Firefox can also be used.

It is the user's responsibility to know how to disable security features and pop-blockers prior to the start of class.

State/AAA Employees: Do not log into your WDL account through Citrix. There are known issues with MS TEAMS and Citrix.