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iLearn  
**Getting Started**  
Guide



Government  
of South Australia

SA Health

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## Introduction

iLearn is a Learning Management System used across SA Health to manage, deliver, track and report on staff training, both via formalised training plans and ad hoc learning. iLearn supports a variety of learning and development activities including:



- > Online learning
- > Face to face training or scheduled events
- > Blended learning
- > Curriculum learning
- > Self-paced / self-study
- > External training

## About this Guide

The Getting Started Guide details roles and functions in iLearn, information on logging in, first time access and system navigation.

## Roles and Functions

All users will have one or more roles in iLearn and the menus and functions available are dictated by the role(s) you are assigned. By default, all users will have a Learner role. At a high level, each role has the following functions. For more information refer to the role specific User Guide.

Allows **learners** to:

- > Access and complete their Training Plan courses
- > Browse and search a catalogue of training courses
- > Review their progress and training history (transcript)
- > Print certificates of completion

Allows **managers** to:

- > Monitor training course completions and compliance for their team
- > Approve team member requests for course registrations
- > Register their team members for courses

Allows **facilitators** to:

- > Create event/classes
- > Manage registrations and mark attendance
- > Print attendance sheets for classes
- > View upcoming classes (their schedule)

Allows **course owners** to:

- > Manage course offering content

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- > Create event/classes
- > Register learners for a course
- > Approve course registrations
- > Manage Expressions of Interest and Waitlists

Allows **agency coordinators** to:

- > View user accounts
- > Register learners for a course or training plan
- > Provide RPL, exemption and enter prior completion of training
- > Manage self-registration requests
- > Monitor and report on compliance
- > Run selected reports

Allows **administrators (LMS and agency)** to:

- > Generate ad hoc and schedule reports
- > Monitor and report on compliance and development training plan completions
- > Manage user accounts
- > Manage course catalogue

Allows **reporting managers** to:

- > Run selected reports

Allows **providers** to:

- > Manage online packages
- > Manage file repository

## Logging in to iLearn

### From within the SA Health Network

For SA Health employees and external users with a HAD account, you will be authenticated via single sign on (SSO) and need to use the following URL to access if you are logged into the computer.

[www.ilearn.sahealth.gov.au](http://www.ilearn.sahealth.gov.au)

If you have a HAD account but are not logged into the computer and are instead using a generic computer, you will be presented with a log in screen and need to enter your SA Government email address and HAD account password to log in.

For SA Health employees and external users without a HAD account, you will be presented with a log in screen to access iLearn via the following non-SSO URL with the username and password included in your Welcome email.

[www.ilearnnext.sahealth.gov.au](http://www.ilearnnext.sahealth.gov.au)

You will also need to authenticate using Multi-Factor Authentication which you will need to configure the first time you access iLearn. If you do not already have the SA Health Microsoft Authenticator



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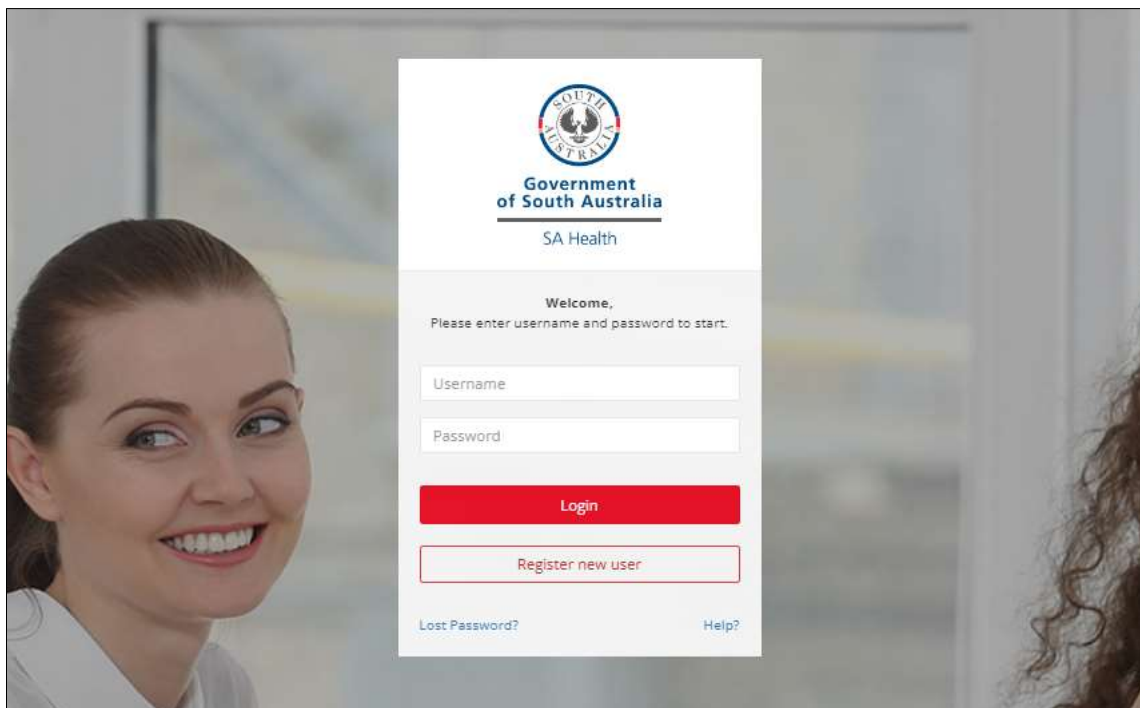
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Application on your phone you will need to download it, then follow the on-screen instructions from iLearn.

If you forget your password, it can be reset using Lost Password? link.

If you need additional assistance with accessing the system, information can be found using Help?



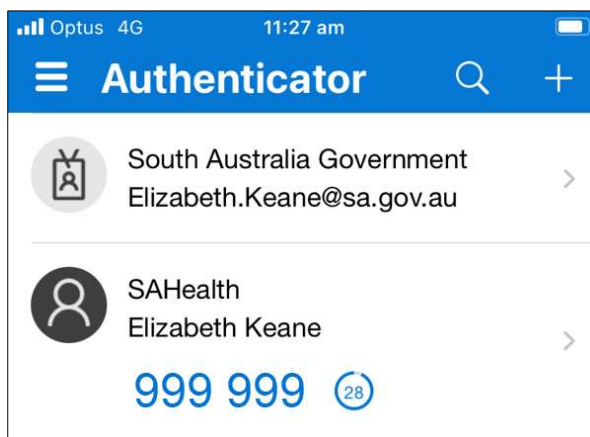
If you are an external user and do not have an iLearn account, but meet the criteria to have one, you can self-register for an account via 'Register new user' and following the self-registration process. If your request is approved, you will receive a welcome email with you access details.

### From outside the SA Health Network

For any user accessing iLearn from outside the SA Health network, you will need to perform additional authentication using multi-factor authentication.

If you have a HAD account, your multi-factor authentication method will be as per you account configuration here: [My Sign-Ins | Security Info | Microsoft.com](#)


If your method is the Authentication app, once set up, when you access iLearn, the account within the Authenticator will be the SAHealth account, not the South Australia Government account.



## First time access

If you do not have a HAD account, when first accessing iLearn, you will be asked to change your password.

Password must contain a minimum 10 characters with at least one capital and one special character (! / \$ % etc). For example, cHangePassword!

 **Change Password**  
 You can help keep your account more secure by changing your password regularly, and by using a strong password. Changing your password is very easy. Use the following form to type your new password, type your new password again to confirm it.

Your new password must be between 10 to 15 characters and must contain at least one special character (! / \$ % etc.)

User Name:

New Password: \*

Confirm Password: \*

Once your password is changed, you will be taken to the home screen and directed to take a System Tour. This can be dismissed but is recommended and can be taken at a later date if needed.

## Multiple profiles

Multiple profiles occur when you have more than one position within an LHN / Service or have a position in more than one LHN / Service that has implemented iLearn.

*Example: Joe Bloggs works as a nurse in WCHN and NALHN. Initially Joe will only have a single iLearn account, but when NALHN implement iLearn, Joe will then have an account with multiple profiles.*

The top left menu displays the name of the profile you are in. If you have multiple profiles, you will have an information icon next to your profile name and an arrow below it that when clicked, displays details of all your profiles and clicking on them will initiate switching to that profile.

Users with multiple profiles will also have a Notice which includes a button to Switch Profile.

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The screenshot shows the iLearn user interface. On the left is a dark sidebar menu with options: Test McTester (with a dropdown arrow and a red box around it), 10 Dept Health & Wellbng (with a red box around it), Dashboards, Catalogue Search, My Learning, My Plans, Resources, My Account, Change Password, and Help. The main content area features a large banner with a group of diverse people and the text "Welcome to iLearn Your learning and development portal". Below the banner is a "NOTICE" box with a red border. The notice text reads: "You have multiple profiles associated with your iLearn account. This occurs when you have more than one position within SA Health, for more information about multiple profiles see the user guides. You can switch between profiles from any screen by clicking on the drop down arrow underneath your name, or by clicking on the 'Switch Profiles' button to the right." A green "Switch Profile" button is located to the right of the notice text.

## Navigating iLearn

Once logged in to iLearn you will be taken to the home page. On the left-hand side are the menus, on the right your training plan (mandatory training) and notifications. Central to the homepage is news and notifications.

The screenshot shows the iLearn home page for user Lill Keane. The top navigation bar includes the iLearn logo, a menu icon, the Government of South Australia logo, and a "Sign Out" button. The left sidebar menu includes: Lill Keane, Dashboards, Catalogue Search, My Learning, My Plans, Resources, My People, Administration, My Account, Help, and Sign Out. The main content area features a "Welcome to iLearn" banner with a group photo and the text "Your learning and development portal". Below the banner is a "SYSTEM TOUR" section with a "Start Tour" button. To the right is a "TRAINING PLAN IN PROGRESS" section with a donut chart showing "0% COMPLETED" and a "View All" button. Below that is an "Overdue" section with a calendar icon and "0 Overdue" items. At the bottom right is a "Courses expire in next 30 days" section with a bell icon and "0" items. The footer contains "worldlearn.com.au" and "2011-2023 © WorldLearn. All rights reserved."

## Notifications

There are 5 areas of notifications on the home page:

- To Do List
- Training Plan in Progress
- Overdue courses
- Courses due to expire in next 30 days
- Bell icon in top right corner

### To Do List

If you are a manager, course owner or facilitator and have actions assigned to you, they will appear in your To Do List. The items in the To Do list work as a hyperlink to complete the required action.

### Training Plan In Progress

The Training Plan In Progress dashboard is a quick way to view your compliance with mandatory training, and access that training.

Clicking on the dashboard opens your Training Plan.

### Overdue courses

If you have any training plan courses that are overdue for completion, this will tell you how many. Clicking this box will take you to the list for quick access to the course.

### Courses to expire in next 30 days

If you have any training plan courses for which your compliance expires in next 30 days, this will tell you how many. Clicking this box will take you to the list for quick access to the course.

### Bell icon

Similar to the to do list, but visible regardless of which screen you are in, the bell icon advises the number of actions you have and hovering over it provides details of the notification as a hyperlink to complete the action.



## Menus

iLearn is navigated through via the menus on the left-hand side.

The menu structure will change based on the roles you have in iLearn. For general users who are learners or learner / managers the following menus will be seen when logged in.

### Catalogue Search

Enables users to browse the course catalogue and enrol into courses. Filters can be used to narrow your course search and help assist you in finding your desired course with ease.



## **My Learning**

Provides learners to view the courses that are in progress, completed or in which they have expressed an interest. From here learners can also download their completion certificates and view their training transcript.

## **My Plan**

Enables users to view their Training plan and the access the courses that have been allocated for completion.

## **Resources**

Is a resource repository where learners can refer to and/or use to prepare for an upcoming course. Examples might be a policy or procedure.

## **My People**

Will only appear for those learners who have learners reporting to them in iLearn. This can be as a formal manager or a delegated temporary manager. From here, managers can view their team, approve course registrations, view their training requirements, and enrol their team members into courses.

## **My Account**

An overview of your iLearn account information, including manager and management group.

## **Help**

Where you can access Frequently Asked Questions, Glossary of Terms and Help Guides for various roles.

## **Change Password**

If you do not have a HAD account, you will have a Change Password menu which allows you to change your iLearn password.



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