

iLearn

iLearn Support

iLearn Support

This guide provides a general overview on how to access and navigate iLearn Support.

For	All users
Last Updated	May 2016 (Version 1.2)
Menu	Main menu - iLearn Support
Department	DCCSDS, DATSIP, DPC, NPSR, EHP

Note: iLearn is customised for your department and therefore the menu and layout of your site may be slightly different to the images in this guide.

In this guide:

- **Access and navigate iLearn Support – step by step instructions** **Pages 3, 4, 5**
- **Submit Support Ticket – step by step instructions** **Pages 6, 7, 8, 9**

Access and navigate iLearn Support

The iLearn Support page is where a Learner, Manager, Event Facilitator or Content Administrator can:

- access user guides that provide step by step instructions on how to use iLearn,
- find useful articles and access the community forum, and
- submit an enquiry (support ticket) to the iLearn Support team.



1
From the iLearn home page, hover over the menu button '≡' and select 'iLearn Support'.

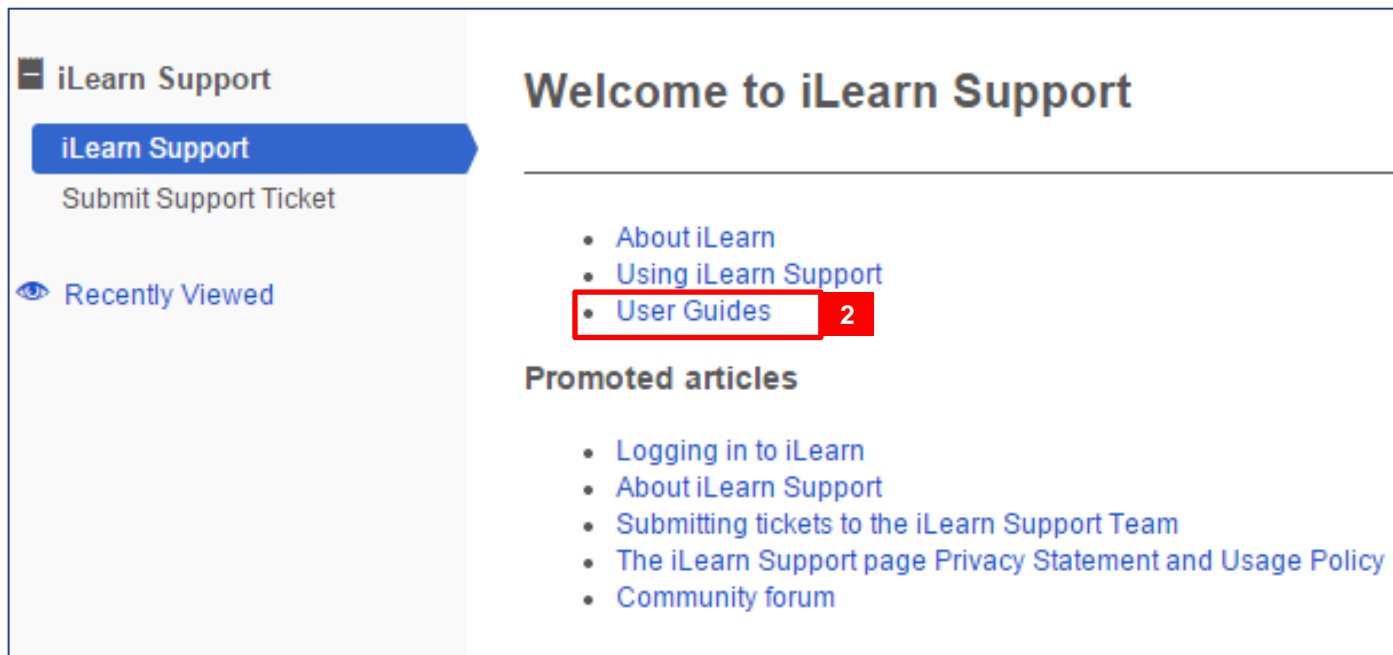
TIPS

You can also access iLearn Support by clicking on this external link:

<https://ilearnsupport.zendesk.com>

If the link does not work, open your web browser (e.g. Internet Explorer,

Google Chrome, etc.), copy and paste the link into the browser's address bar and click the 'Go' arrow.



2
Click on the title you wish to view.
In this example we clicked 'User Guides'.



Welcome to iLearn Support

USER GUIDES

User Guides for All users, Content Administrators, and Managers (please select your department)

Department of Communities, Child Safety and Disability Services (DCCSDS)

- All users
- Managers
- Event Facilitator
- Content Administrator
- Role Specific

3 Department of the Premier and Cabinet (DPC)

- All users
- Managers
- Event Facilitator
- Content Administrator

Department of Aboriginal and Torres Strait Islander Partnerships (DATSIP)

- All users
- Managers
- Event Facilitator
- Content Administrator

Department of Environment and Heritage Protection (EHP) and Department of National Parks, Sport and Racing (NPSR)

- All Users
- Managers
- Event Facilitator
- Content Administrator

Community Recovery Ready Reserve (CRRR)

- All users

This page displays the relevant user guides available under each department. The user guides are categorised by role.

3

Click on your department to refine your search.

In this example we clicked '**Department of Communities, Child Safety and Disability Services (DCCSDS)**'.



Welcome to iLearn Support > User Guides

Department Of Communities, Child Safety And Disability Services (DCCSDS)

Please select one of the sections below.

- All users
- Managers
- Event Facilitator
- Content Administrator
- Role Specific

This page displays only the User Guides for your department.

4

Click on the User Guide category you wish to view.

In this example we clicked 'All Users'.



Welcome to iLearn Support > User Guides > Department of Communities, Child Safety and Disability Services (DCCSDS)

All Users

List of user guides for all users

- Find Courses & Learning Events in iLearn
- How to access iLearn from home using your departmental network login
- How to access the menus on mobile devices

ACP Online

- Viewing and recording your development plan

Was this article helpful?



0 out of 0 found this helpful

Have more questions? [Submit a request](#)

RECENTLY VIEWED ARTICLES

All Users

RELATED ARTICLES

Managers

Logging in to iLearn

Role Specific

Submitting tickets to the iLearn Support Team

Content Administrator

This page displays the 'List of user guides for all users'.


You may also view [related articles](#), advise the support staff if the [article was helpful](#) and 'Submit a request' if you require further assistance.

5

Click on the guide you wish to view.

TIPS

When opening a document one of two boxes may appear depending on your web browser.

- 1 Click on the  [pdf icon](#) in the bottom left section of the screen; or
- 2 Click on [Open](#) or [Save](#) button at the bottom of the screen.



Find Courses & Learning Events in iLearn V1_0.pdf

Do you want to open or save Find Courses & Learning Events in iLearn V1_0.pdf (419 KB) from ilearnsupport.zendesk.com?

Open

Save

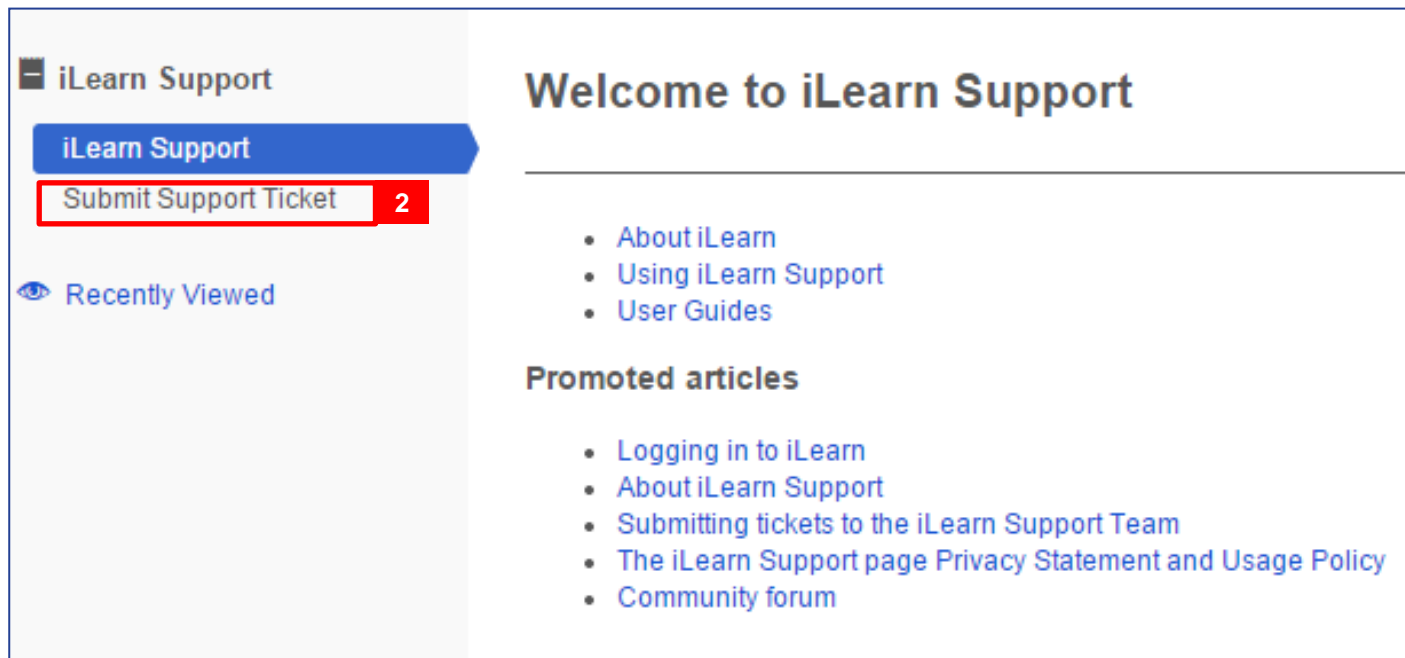
Cancel

5

Submitting an enquiry

Submitting an enquiry to the iLearn Support team can be done through the Submit a Request form.

Submit a Support Ticket



The screenshot shows the iLearn Support homepage. On the left sidebar, under the 'iLearn Support' header, there is a blue button labeled 'iLearn Support' and a red-outlined button labeled 'Submit Support Ticket' with a red '2' next to it. Below this is a 'Recently Viewed' section. The main content area has a heading 'Welcome to iLearn Support' followed by a list of links: 'About iLearn', 'Using iLearn Support', and 'User Guides'. Below this is a section titled 'Promoted articles' with a list of links: 'Logging in to iLearn', 'About iLearn Support', 'Submitting tickets to the iLearn Support Team', 'The iLearn Support page Privacy Statement and Usage Policy', and 'Community forum'.

1

Access the '[iLearn Support Welcome](#)' page as per Step 1 on Page 3.

2

Click '[Submit Support Ticket](#)'. The form will open in a new 'Tab'.

TIPS

You can also email your enquiry to

support@ilearnsupport.zendesk.com

Please ensure to include the following information:

- Your iLearn query
- Your department
- Your phone number (if you wish to be contacted by phone).



Welcome to iLearn Support > Submit a request

SUBMIT A REQUEST

Your email address *

3

basic.user@government.qld.gov.au

Full Name *

4

Lola Citizen

Subject *

5

iLearn Support Request

Suggested articles

[Submitting tickets to the iLearn Support Team](#)

[The iLearn Support page Privacy Statement and Usage Policy](#)

[About iLearn Support](#)

[Creating a new account for the iLearn Knowledge Hub](#)

TIPS

The red * denotes a required field. Ensure that you complete all the required fields.

3

Enter your email address.

4

Enter your full name.

5

Enter your subject.

TIPS

When you enter in a subject in the 'Subject' field a list of 'Suggested articles' will appear that might offer some assistance with your query.

Enquiry Type *

6

-

Account Management

ACP/PDP (DCCSDS and NPSR/EHP only)

Course, Session and Trainer Related

Reporting

Staff Training Approvals

Department *

7

DCCSDS

Please indicate your department.

Description *

8

Enter the description of your enquiry.

Please enter the details of your request. A member of our support staff will respond as soon as possible.

Work Contact Number

Optional - enter a contact number.

If you would like us to contact you over the phone for any urgent requests, please provide your work contact number here.

Attachments

 Add file or drop files here

9

Submit

6

Select an **'Entry Type'** that best suits your issue from the dropdown list.

7

Select your **'Department'** from the dropdown list.

8

Enter the details of your request.

TIPS

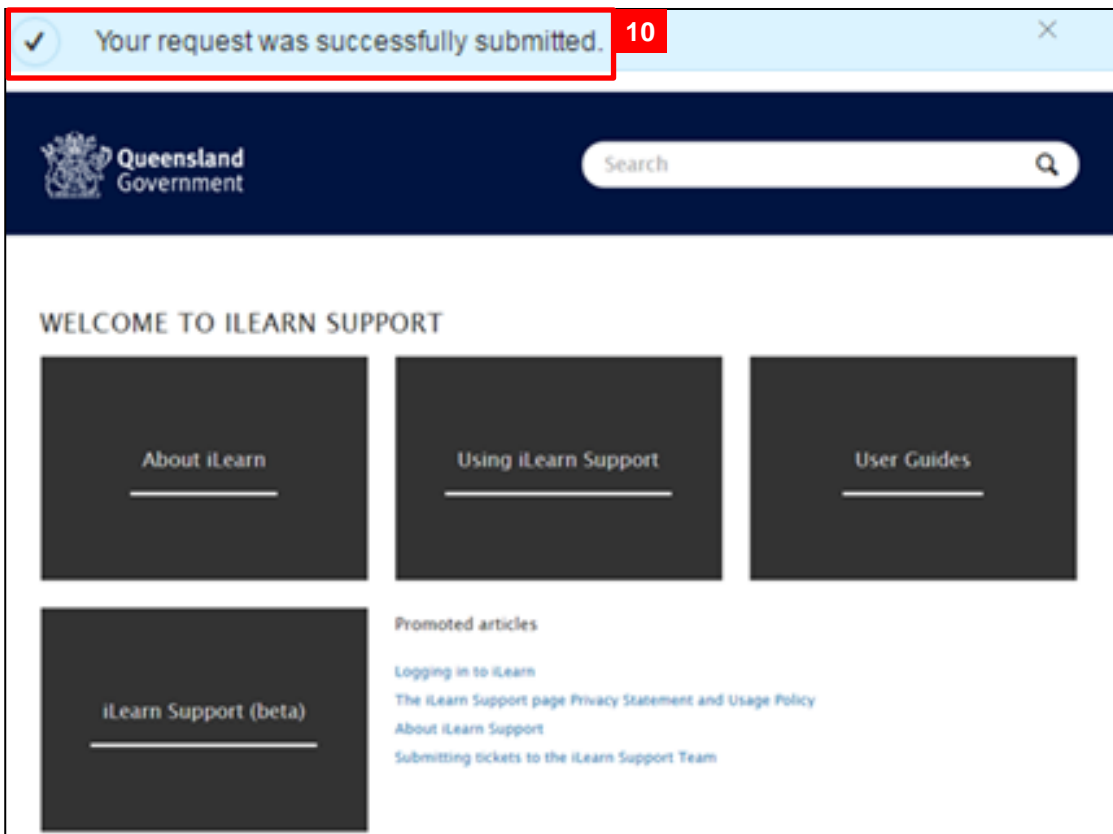
If you would like to be contacted over the phone for any urgent requests, please provide your contact number.

TIPS

You can attach a file or screen capture .

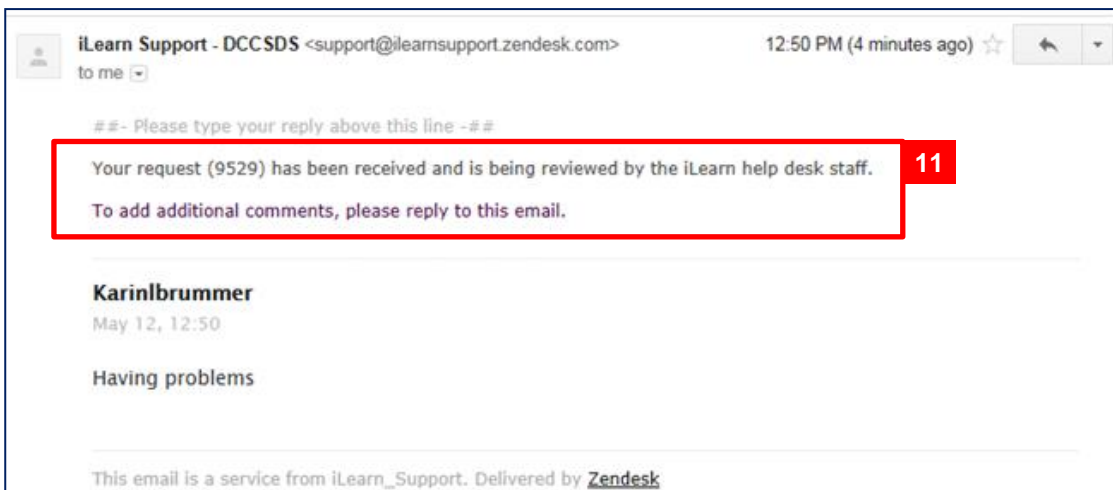
9

Click **'Submit'**. A member of the support staff will respond to you as soon as possible.



10

You will be returned to the iLearn Support home page and a confirmation note will appear at the top of the page.



11

You will also receive an email notification that an iLearn Support request with a ticket number has been created.

If you want to add additional comments to your original request, you can reply to this email.

TIPS

All new and unrelated queries must be submitted on a separate request form. Do not use a previous email to submit a new query.