

iLearn

Access iLearn or reset your password for RCO's

Access iLearn or reset your password for RCOs

For	RCOs – All users
Last Updated	May 2016 ((Version 1.2)
Menu	Login screen
Department	DCCSDS

This guide provides a general overview on how to access iLearn or reset your password if you are a Residential Care Officer (RCO).

***Note:** If you are a RCO with a departmental username and password and you want to access iLearn from outside the department's network, please refer to the 'Access iLearn from home' user guide.*

In this guide:

- **Access iLearn – step by step instructions for:**

1. RCOs with a departmental network username and password

Page 3

2. RCOs without a departmental network username and password

Page 4

- **Reset your password – step by step instructions for:**

- RCOs without a departmental network username and password

Page 5, 6, 7, 8

Access iLearn

1. RCOs with a departmental network username and password

When logged into the department's network, you will be able to access iLearn from the Intranet home page without entering your username or password (single sign on).

If you want to access iLearn from outside the department network, please refer to the 'Access iLearn from home' user guide.

1

From the department's Intranet home page, scroll down to the 'Information systems' section and click on the 'iLearn' link. This will take you to the iLearn home page.

TIPS

If you are unable to access iLearn from the department's network, you can access iLearn by clicking on the external link:

<https://dcsds.cls.janisoncloud.com>

When presented with the iLearn log on page, enter your departmental email address as your username and your departmental network password as the password.

If the link does not work, open your web browser and copy and paste the link into the browser's address bar.

For further information refer to the 'Access iLearn from home' user guide.

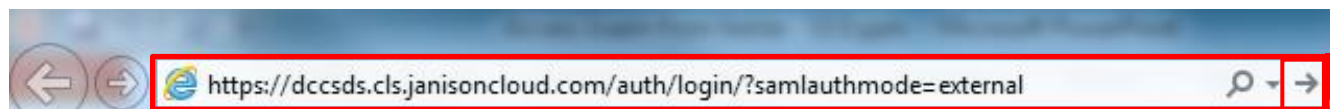
iLearn

Access iLearn or reset your password for RCO's

Access iLearn

2. RCOs without a departmental network username and password

<https://dccsds.cls.janisoncloud.com/auth/login/?samlauthmode=external>



1a

1b



iLearn

Welcome to iLearn

iLearn is the new Learning Management System (LMS) for the Department of Communities, Child Safety and Disability Services (DCCSDS) and Department of Aboriginal and Torres Strait Islander and Multicultural Affairs (DATSIMA).

- If you are accessing iLearn from within the DCCSDS's network e.g. your work computer, you will not require a username and password as you will be automatically logged in.
- If you are accessing iLearn from outside the DCCSDS network e.g. from home, you will need to log in using the same username as password as your DCCSDS network login (work computer login).
- If you are an RCO, student or from an NGO and do not have access to the DCCSDS network but need to access iLearn, please use the username and password provided to you by the iLearn Support Desk.
- If you receive an 'SSO Failed' message, please contact [iLearn Support](#)

To reset your password click [here](#). NOTE: This will not reset or affect your network password

Login

Username

user.RCO

2

Password

●●●●●●●●

3

[Reset password](#)

☐ Remember me

Login

4

1

1a) Click on the [external iLearn link](#) to access the iLearn 'Login' page,

OR

1b) 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

Enter your 'Username' – this is your registered iLearn username. (E.g. user.RCO)

TIPS

If you have forgotten your username, contact iLearn support and submit a request by clicking on this link:

<https://ilearnsupport.zendesk.com/hc/en-us/requests/new>

3

Enter your 'Password' – this is your iLearn password.

TIPS

If you do not have a password or have forgotten your password go to '[Reset your password](#)' on page 5 and follow Steps 2-10.

TIPS

If you are logging in from a shared computer, do not select 'Remember me'.

4

Click 'Login'.

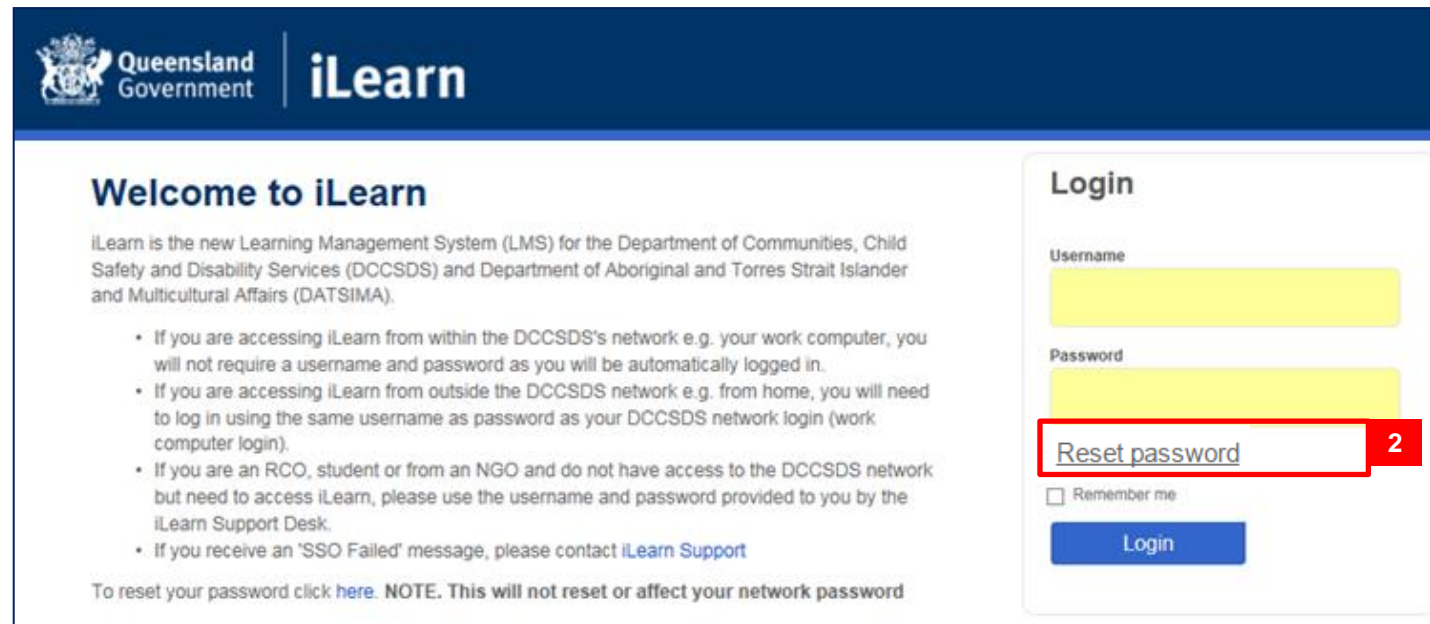
iLearn

Access iLearn or reset your password for RCO's

Reset your password

RCOs without a departmental network username and password

If you are logging in to iLearn for the first time, you must set your password by following these steps, or if you do not know your password you can reset your password by following these steps.



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- If you receive an 'SSO Failed' message, please contact [iLearn Support](#)

To reset your password click [here](#). **NOTE. This will not reset or affect your network password**

Login

Username

Password

[Reset password](#)

☐ Remember me

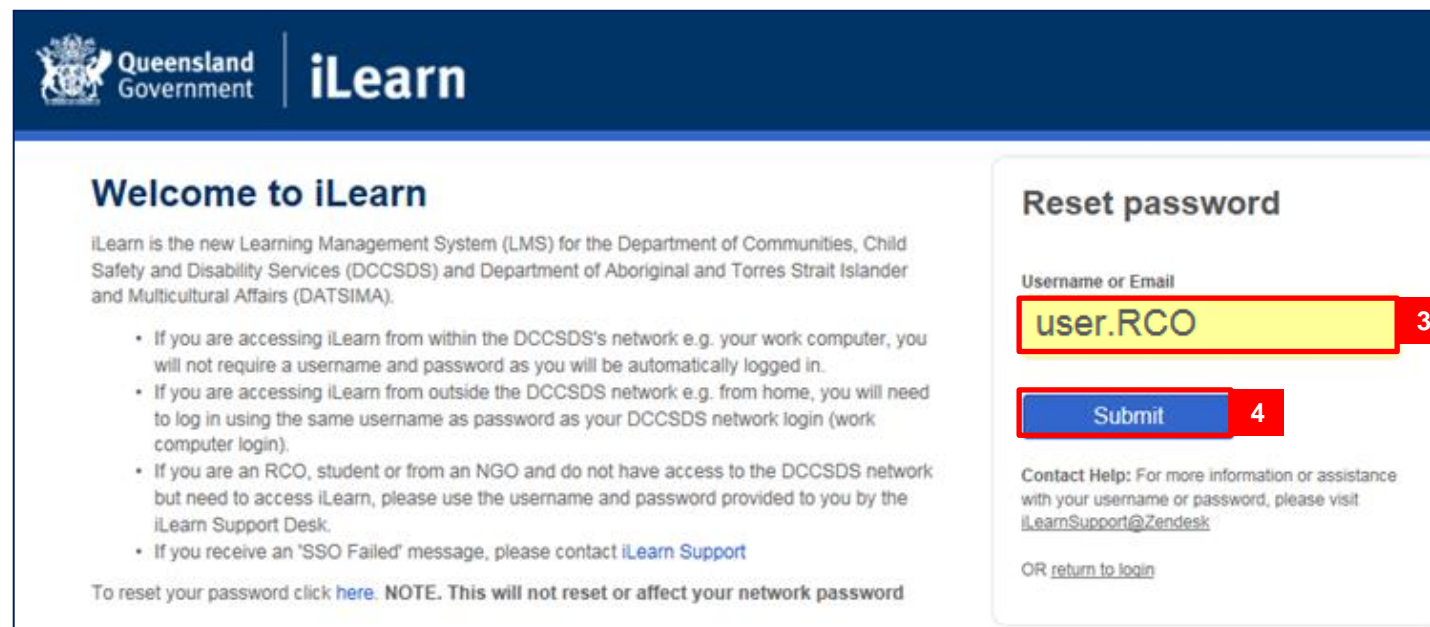
Login

1

Access the iLearn 'Login' page as per Step 1 on page 4.

2

Click the 'Reset password' link.



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- If you receive an 'SSO Failed' message, please contact [iLearn Support](#)

To reset your password click [here](#). **NOTE. This will not reset or affect your network password**

Reset password

Username or Email

user.RCO

Submit

Contact Help: For more information or assistance with your username or password, please visit iLearnSupport@Zendesk

OR [return to login](#)

3

Enter your 'Username' – this is your registered iLearn username. (E.g. user.RCO)

TIPS

If you have forgotten your username, contact iLearn support and submit a request by clicking on this link: <https://ilearnsupport.zendesk.com/hc/en-us/requests/new>

4

Click 'Submit'.

Welcome to iLearn

iLearn is the new Learning Management System (LMS) for the Department of Communities, Child Safety and Disability Services (DCCSDS) and Department of Aboriginal and Torres Strait Islander and Multicultural Affairs (DATSIMA).

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- If you receive an 'SSO Failed' message, please contact [iLearn Support](#)

To reset your password click [here](#). **NOTE. This will not reset or affect your network password**

Reset password

An email to reset your password has been sent to you. Please check your email.

A new page will appear advising you that an email has been sent to you.



Gmail ▾

COMPOSE



Primary

Inbox (1)

Starred

Important

Sent Mail

☐ ☆ no-reply

Reset your iLearn password

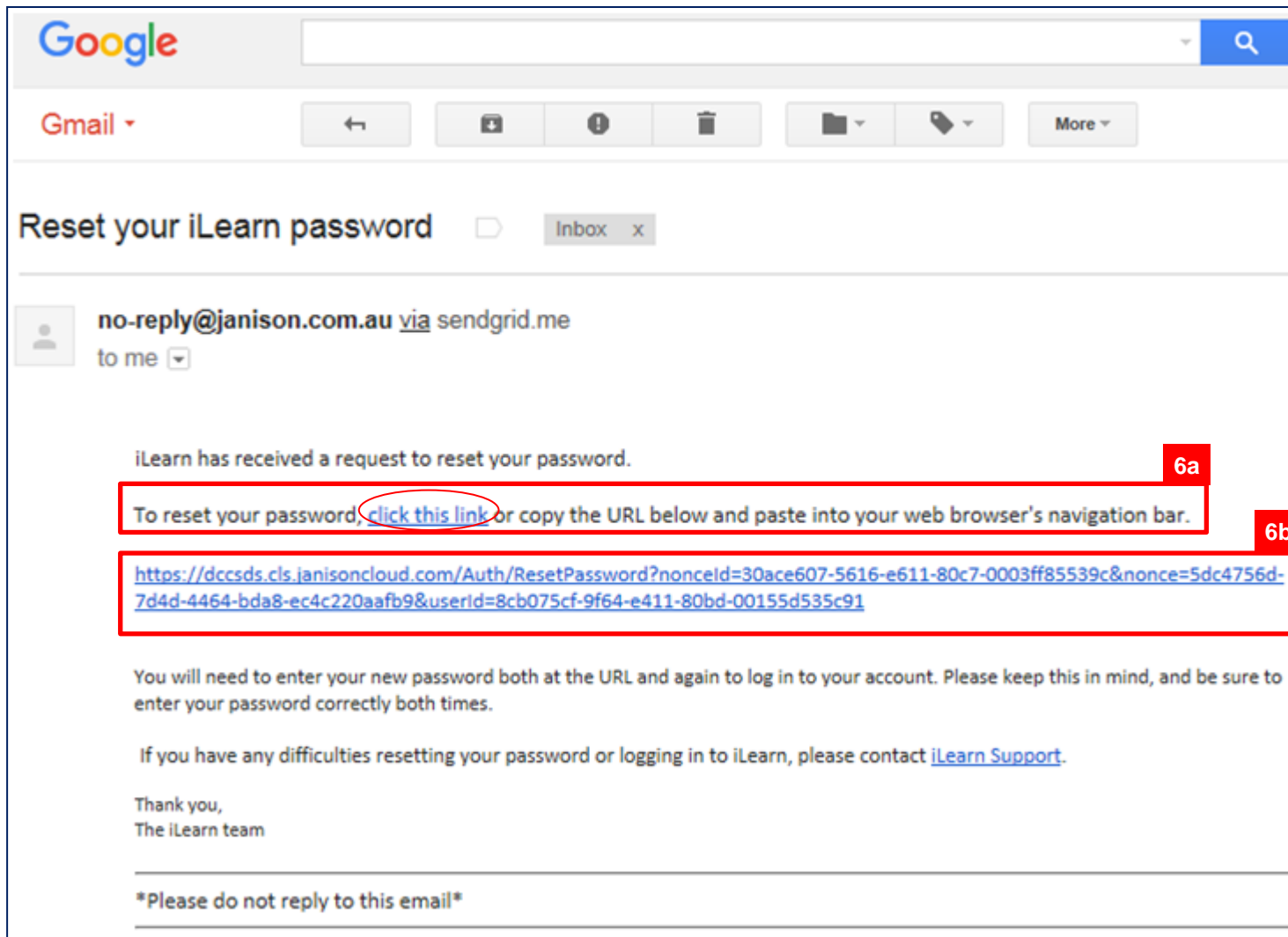
5

5

Login to your email account and open the 'Reset your iLearn password' email message.

TIPS

Depending on your email provider, your email account portal may look different from the image on this page.



6

6a) Click 'click this link',

OR

6b) 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.

TIPS

When you click on the link, it will take you to iLearn where you will be presented with the 'Set my password' page.

Please follow steps 7 to 9 on the next page to set your new password.

Set my password

Password requires at least 5 characters, one uppercase letter, one number, one special character (e.g. !@#%\$%)

New Password*

.....

7

Confirm Password*

.....

8

Set Password

9

7

Enter your 'New Password'.

TIPS

Your new password must be at least 5 characters long and contain at least one upper case letter and one special character (e.g. !@#%\$%)

8

Retype your new password.

TIPS

When confirming your password, ensure that it matches your new password. If it doesn't, iLearn will notify you that they do not match.

9

Click 'Set Password'.

Reset my password

You have changed your password successfully.

Please [click here](#) to return to the login page and check that it's working.

10

10

The password has now been reset. Click on the 'click here' link to return to the login page and sign in as per steps 2 to 4 on page 4.