

Resource Guide for Course Managers

New Features

- **Enhanced Sign-on for Administrators**
iLearn administrators can access both the user and administrator functions from the same account. There is no need to navigate to a different Website and login again when switching between user and admin roles.
- **Easy Search Feature for Admin Functions**
You can quickly and conveniently search for admin functions that you want to perform.

Start typing the name of the function into the search field and selectable features display automatically.

- **Bookmark Your Own Custom-list of Shortcuts**
You can create your own list of custom bookmarks for Items and Scheduled Offerings that you frequently reference. As a Course Manager you can store your courses and offerings here.



The screenshot shows the iLearn administrative interface. At the top right, it says 'Welcome LEARN, JOE | Check System | Sign Out'. Below this is a navigation bar with 'Home' and 'Admin' tabs. A search bar is located below the navigation bar. The main content area is titled 'Bookmarks:' and contains a 'Welcome' message: 'Welcome to Plateau Administration. New to Plateau Administration? We have provided a brief tutorial to help you learn your way around. Watch the Tutorial'. Below the welcome message are two main sections: 'Record Learning' (with a play button icon) and 'Manage User Needs' (with a person icon). A 'Bookmarks' sidebar is on the left, showing 'My Bookmarks', 'Items', and 'Scheduled Of...'. Numbered callouts (1-6) point to: 1. Home/Admin tabs; 2. Navigation buttons (Home, Users, Learning, Content, System Admin, References, Reports); 3. Search bar; 4. Bookmarks sidebar; 5. Record Learning section; 6. Watch the Tutorial link.

1 One Account

Access both your User and Admin functions using the same account. Simply choose **Home** to access the User view and **Admin** to access the Admin view.

2 Navigation Buttons

Search for Users and Items and run reports using the buttons along the top navigation bar.

3 Easy Search

Search for administrative tasks by keyword. Just start typing and a dropdown list of suggested results appears.

4 Bookmarks

Bookmark items and scheduled offerings that you reference often. As a Course Manager, you can store your courses and offerings here.

5 Admin Task Menu

Quickly access key admin functions and tasks like **Record Learning** and **Manage User Needs** directly from the Home Page display.

6 Admin Tutorial

Short video tutorial introducing Plateau Administration features.

iLearn SharePoint Site

The iLearn SharePoint site is your central resource for job aids, iLearn service requests, and iLearn account requests. It can be found at: <http://portal.nrc.gov/edo/hr/training/iLearn/servicedesk>

The iLearn **Administrative Staff Resources** section contains information relevant to all iLearn admins such as job aids and a link to place a service request with the iLearn team. The **Course Managers** section at the bottom contains areas relevant specifically to course managers.

NRC SharePoint Site > Human Resources > Training & Devt. > iLearn > iLearn Service Desk

iLearn Service Desk

iLearn Service Desk

[iLearn Service Desk](#) | [iLearn Home](#) | [Required Training](#) | [iLearn Dashboard](#) | [iLearn Team Site](#)

View All Site Content

Documents

- Forms

Easy Links

- My Service Requests

Service Desk

- Request iLearn Admin Account
- Request iLearn Contractor Account
- Request iLearn Contractor Deactivation
- Request iLearn Service
- Request Online Course
- Request Instructor-Led Course

Lists

- Admin Account Requests
- Contractor Account Requests
- Account Deactivation Requests
- Service Requests
- Online Course Intake
- Instructor-Led Course Intake

Discussions

Service Dashboard

- Recycle Bin

iLearn Service Desk

The iLearn Service Desk is a resource for **training coordinators, course managers and other iLearn admins** for support. All other iLearn support requests should be directed to the iLearn Help Desk: 301-415-1245 Option #4.

iLearn Administrative Staff Resources

- Job Aids**
Link to Job Aids for Training Coordinators, Course Managers and iLearn Admin Staff
- Request iLearn Admin Access**
Request iLearn Admin Access for a Training Coordinator or Course Manager
- Request Service from iLearn Team (iLearn Admins Only)**
Create a Service Request for an issue with iLearn.
- Check the Status of a Service Request**

Training Coordinators

- Request iLearn Contractor Access**
Request iLearn Access for a Contractor (including Agreement State, International Student or other Federal Employee)
- Request iLearn Account Deactivation**
Request Deactivation of an iLearn Contractor Account

Course Managers

- Add a New Online Course**
Use this form to add a new online course to iLearn
- Add an Instructor-led Course**
Use this form to add a new Instructor-led course to iLearn

Job Aids

Select the **Job Aids** link to view a list of administrator job aids. The job aids are categorized into the following subject areas: Managing Items, Managing Scheduled Offerings, Recording Completions, Reports, and more. They also indicate which specific audience for which they are primarily intended: General, PDC/TTC, Training Coordinators, and Course Managers.

The left screenshot shows the iLearn Service Desk homepage. A red box highlights the 'Job Aids' link under the 'iLearn Administrative Staff Resources' section. The right screenshot shows the 'iLearn Admin Job Aids' page, which displays a table of job aids categorized by subject and audience.

Subject	Type	Name	Audience	Subject
Subject: (4)	Document	First Time Login for Administrators	General	
	Document	Searching for a User	General	
	Document	Searching for an Item	General	
	Document	Setting Internet Explorer to Print All Report Formats	General	
Subject: Managing Items (2)	Document	Creating an ILT Item	PDC/TTC	Managing Items
	Document	Revising Existing Course Descriptions in Learn	PDC/TTC	Managing Items
Subject: Managing Scheduled Offerings (8)	Document	Canceling a Scheduled Offering	PDC/TTC	Managing Scheduled Offerings
	Document	Changing a Student's Attendance Status	PDC/TTC	Managing Scheduled Offerings
	Document	Creating a New Scheduled Offering	PDC/TTC	Managing Scheduled Offerings
	Document	Final Roster Quality Check	PDC/TTC	Managing Scheduled Offerings
	Document	Finding a Scheduled Offering ID	PDC/TTC	Managing Scheduled Offerings
	Document	Printing a Class Roster	PDC/TTC	Managing Scheduled Offerings
	Document	Recording Completion of a Class Roster and Closing Out a Scheduled Offering	PDC/TTC	Managing Scheduled Offerings
	Document	Recording Completion of a Class Roster and Closing Out a Scheduled Offering	PDC/TTC	Managing Scheduled Offerings

Service Requests

To request service from the iLearn team or to check on the status of an existing service request, click the options shown below.

The left screenshot shows the iLearn Service Desk homepage. A red box highlights the 'Request Service from iLearn Team (iLearn Admins Only)' link under the 'iLearn Administrative Staff Resources' section. The right screenshot shows the 'Service Requests: New Item' form, which includes fields for Title, Customer, and Description, along with an 'Attach File' button and a 'Spelling...' option.

Course Manager Roles

The following is a list of roles and functions performed by course managers and the corresponding available job aids. The job aids are accessed from the iLearn SharePoint site at the following link:

<http://portal.nrc.gov/edo/hr/training/iLearn/iLearn%20Job%20Aids/Forms/AllItems.aspx>

Task	Job Aid
Enroll/Withdraw users from Scheduled Offerings	Register Users for a Scheduled Offering Withdraw Users from a Scheduled Offering
Manage Item Requests/ Report on Requests	View and Manage Item Requests Run Report on Item Requests Register Users From a Request List
Assign/Unassign Items and Curricula	Assign Items to User Remove Item from To Do List Assign Curricula to a User Remove Curricula from To Do List
Edit Items	Edit Instructor-Led Items Revise Existing Item
Manage Scheduled Offering Slots	Reserve Slots in a Scheduled Offering
Create/Edit Scheduled Offerings	Create a New Scheduled Offering
Cancel Scheduled Offering	Cancel a Scheduled Offering
Run Reports	Run Reports in iLearn Run Course Completion Report Run a Site Access Report Run a User Non-completion Report Run Report – Course Evaluations Run Report – Course Registration Run Report – Exam Status Run Report - Student Cancellation
Create and Edit Exams	Create Exam Questions (PQE) Create Online Exam (PQE)