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**Long Term Care Administrators Board
Residential Care Facility Administrators Examination
Workday Oregon New User Guide**

The Health Licensing Office protects the health, safety, and rights of Oregon consumers.

TABLE OF CONTENTS	1
SECTION 1: SELF REGISTRATION	2
SECTION 2: ACCESSING THE COURSE/EXAMINATION	3
SECTION 3: COMPLETING THE COURSE/EXAMINATION	4
SECTION 4: FAILED EXAMINATION - RETAKE	5
SECTION 5: MY LEARNING CERTIFICATE - COMPLETION CERTIFICATE	5
SECTION 6: TROUBLE SHOOTING AND HELP	7

SECTION 1: SELF REGISTRATION

1. Accessing Workday Oregon

Please Note: Workday Oregon is NOT compatible with certain Web browsers including Firefox.

- a. **Logon** to: <https://www.oregon.gov/das/HR/Pages/Workday-Learning.aspx>.

2. Workday Learning

- a. **Select:** "Create Extended Enterprise Account".

3. Register

- a. **Enter** your first name.
- b. **Enter** your middle name / initial.
- c. **Enter** your last name.
- d. **Enter** your email.

Please Note: you *must have your own unique email* address (Your email address cannot be used by another account in Workday).

- e. **Enter** your phone number.
- f. Affiliation: **Select** the drop-down "▼" icon and **Select** "Health Authority".
- g. **Select** "Register". (This may take several seconds)

4. Registration Confirmation - You will receive three emails in total (please check your junk mail or spam folders).

Please Note: write down your username and password! Please ensure you identify which letters are upper and lower case, in addition to any symbols!

- a. #1 - the first email will ask that you confirm your email address.

Once you receive the first email to confirm your email address, you will receive two additional emails:

- b. #2 – the second email will contain your username.
- c. #3 – The third email will contain your temporary password.
 - i. You will need to **select** the URL link in this email <https://wd5.myworkday.com/oregon>, which will take you back to the Workday Login Page.

5. Login

- a. **Enter** the username provided in the second email.
- b. **Enter** the temporary password you were provided in the third email.

6. Change Your Password

- a. **Enter** the temporary password you were provided in the third email into the "Old Password" field.
- b. **Enter** a new password. The password must be at least 10 characters, including alpha upper and lower, a numeral 0-9 and a special character.
- c. **Re-enter** your new password.

Please note: Remember to write down your new password!

7. Select Security Questions

You will need to select four (4) security questions and provide answers.

- a. **Select** the drop-down "▼" icon next to each security question and select a question that you have a clear answer to.
- b. **Enter** answers to each of the security questions you choose.

Please note: Remember to write down the answers to your security questions!

- c. **Select** "Submit".

8. Remember Device

- a. **Select** "remember this device".
- b. **Select** "Submit".

SECTION 2: ACCESSING THE COURSE/EXAMINATION

1. Accessing the Course/Examination

- a. **Select** "Learning"
- b. **Select** "Browse Learning Content"
- c. **Enter** "Residential Care Facility Administrators Examination" in the browse learning content search bar.
- d. **Select** "Search".


- e. **Select** "Course" next to OHA - HLO - Residential Care Facility Administrators Examination (RCFAE).
- f. **Select** "Start Course"
- g. **Select** "Launch Content", which will then take you directly to the OHA - HLO - Residential Care Facility Administrators Examination (RCFAE).
- h. **Select** "Launch Course". (this selection will only appear if you receive a pop-up blocker notification)

SECTION 3: COMPLETING THE COURSE/EXAMINATION


The individual completing the course/examination must be same individual registered in Workday. Directly or indirectly giving, receiving, soliciting, and attempting to give, receive or solicit aid during the examination process is a violation of Oregon Administrative Rule and is subject to disciplinary action.

This examination contains 50 questions and will take approximately 60 minutes to complete.


1. Taking the Examination

- a. **Select** the expand " " icon at the top right of the window to enlarge the page.
- b. **Read** each question carefully to ensure what the question is asking.
- c. **Select** the correct answer to the question.
- d. **Select** "Submit" after reading each course slide

After you have completed the examination, the next slide will be a results notification slide, which will tell you if you passed or failed the examination. (Passing the examination requires a score of 75%)

- e. **Select** the close " " icon at the top right of the window to close the page.

After closing the page, you will be returned to the Workday login page.

~ If you ***failed*** the examination, proceed to Section 4. (If you choose to take the course/examination at a different time, you may **Select** the close " " icon at the top right of the window to close the page and proceed to Section 4 when you return.)

~ If you ***passed*** the examination, proceed to Section 5.

SECTION 4: FAILED EXAMINATION - RETAKE



If you did not obtain a passing score of 75% you must re-take the course/examination; there is no limit to the number of times you can retake the course/examination.

Retaking the Examination

- a. **Login to** <https://wd5.myworkday.com/oregon>
- b. **Enter** your password.
- c. **Enter** your security question answers.
- d. **Select** "Submit".
- e. **Return** to Section 2 to access the course/examination.

SECTION 5: MY LEARNING CERTIFICATE - COMPLETION CERTIFICATE

1. Accessing Your Completion Certificate

- a. **Login to** <https://wd5.myworkday.com/oregon>
- b. **Enter** your password.
- c. **Enter** your security question answers.
- d. **Select** "Submit".
- e. **Select** "Learning"
- f. **Select** "My Learning Certificate"
- i. **Enter** "OHA - HLO - Residential Care Administrators Facility Examination (RCFAE)" in box titled course located under My Learning Certificate.
- j. **Select** "enter" on your keyboard or **Select** the drop down "" icon. The course name OHA - HLO - Residential Care Administrators Facility Examination (RCFAE) will appear in the dropdown box.
- k. **Select** "Ok".
- l. **Select** the PDF "" icon.

2. Retaining Your Completion Certificate


You have two options to retain your Completion Certificate: Printing only or Saving and Printing. Options and directions for both are listed below.

- a. **Printing Only**, which will require you to send a hard copy of your Completion Certificate to the Health Licensing Office.

Please Note: print a copy for yourself to keep for your records!

- i. **Select** the download "" icon.

- ii. **Select** "".

- iii. **Select** the print "" icon.


- iv. **Select** "Print".

Send a copy of your Completion Certificate to: Health Licensing Office, 1430 Tandem Ave, Suite 180, Salem, Oregon 97301-2192.

- b. **Saving and Printing**, which will allow you to email your Completion Certificate to the Health Licensing Office and print a hard copy to retain for your records.


- i. **Select** the download "" icon.

- ii. **Select** "".

- iii. **Select** the print "" icon.

- iv. **Select** "Print".

- v. **Select** the settings and more "" icon.

- vi. **Select** the share "" icon.

- vii. **Enter** the hlo.info@dhsosha.state.or.us in the "to" box

- viii. **Select** "Send"

- ix. **Select** the save "" icon.

- x. **Save** the Completion Certificate to your preferred location.


1. Trouble Shooting


- a. **Workday Oregon is NOT compatible with certain Web browsers** including Firefox. If you are having trouble accessing the course logon with a different browser.

- b. **Be aware the system may be SLOW!** When maneuvering in the system only click **once** then wait; you should be able to see the scroll symbol at the top of the page.

- c. **Don't use the Back button** on your browser while in the system. To go back, **select** "previous" if available on the page, or use the "tab actions menu" at the top of the page.

2. Help

- a. **Select** the profile "" icon.

- b. **Select** the help "" icon.

This page will provide you with instructions and contact information for help with navigating Workday and accessing the course/examination you want to take.