

iLearn help information

The content below has been developed from both general questions and student feedback. Note that throughout this help information, 'unit' refers to the training content you are enrolled in. For VET students these are your subjects, for other iLearn participants these are your training modules.

Please contact iLearn support (ilearnsupport@alc.edu.au) if you would like any additional areas of support.

Support topics

1.	Introduction to iLearn	2
2.	Logging in	2
	ALC VET students	2
	Other participants	2
3.	Software requirements	2
4.	Navigating iLearn	3
	Navigation block	3
	Docking blocks	4
5.	Emails from iLearn	4
6.	Editing your profile	5
7.	Dashboard	5
8.	Unit introduction	6
	Layout	6
	Icons	7
	Blocks	7
9.	Forums	8
	Using forums	8
	Subscribing/unsubscribing to a forum	8
	Email alerts	9
10.	Private messaging	9
11.	How do I...?	10
	11.1 Use the 'Your Progress' option	10
12.	Support and credits	10
	Further information	10
	Contact	10
	Credits	10

1. Introduction to iLearn

The information on the following pages will help you make the most of your iLearn experience. iLearn is a Learning Management System (LMS) which has been created using software called Moodle. You may hear students or lecturers referring to iLearn as 'Moodle'.

The following video explains what Moodle is:

<https://www.youtube.com/watch?v=WvCiv5KCbeE>

Each unit you enrol in will have a 'unit' home page within iLearn. Depending on how each unit or training module has been set up, you'll be able to:

- Interact—through forums, blogs, quizzes, etc.
- Access resources—audio, readings, lecture notes and presentations etc.

The information which follows provides guidance on accessing and navigating through your unit/training site, and other sites you have access to.

2. Logging in

Log in from the iLearn home page: ilearn.alc.edu.au

ALC VET students

Enter your ALC email address as your username which is in the form of your student number followed by @student.alc.edu.au

You can check this in the **Confirmation of Enrolment** email sent (to your personal email address) by the ALC Office of Student Records at the time of your enrolment. **This email also contains your password.**

Note: At this stage you cannot change your password.

Other participants

Enter your email address, which was used during registration, as your username. Your password may have been sent to you (from iLearn or the organisation asking you to do this training) or you chose it yourself when you created an account.

Note: If you are doing a VSC or CLT unit it is recommended not to use your ALC student email address for your account, so that your units will remain available to you after you have finished your studies at ALC (your ALC email address is only available for the duration of your study here).

3. Software requirements

iLearn is an online web program you view with a browser. Those who use Windows often use Internet Explorer (IE) as their browser. IE will work with the majority of content available in iLearn, however it is not the most optimal browser for iLearn. If you are using IE you may find that you are unable to access certain support files or to interact with some of the online activities. If you find this to be the case it is **highly recommended** that you download and install one of the following browsers for Windows users:

[Firefox](#)

[Chrome](#)

There are some additional software programs that can be helpful to have access to as some unit support material is made available in these formats.

- **Office documents**

If you don't have Microsoft Office installed:

- ALC students can install Microsoft Office from the Office 365 portal (see [Office 365 for ALC Students](#)).

- Other iLearn participants can access documents using services such as [Microsoft Office online](#), [Google Docs](#) or [Open office](#).
- **PDF Reader**
[Acrobat Reader](#)

4. Navigating iLearn

Navigation block

iLearn allows you to quickly and easily navigate your way around the site. The Navigation block (generally on the top left-hand side of the page with a navy blue 'Navigation' heading) allows you to

- view all the units you are currently enrolled in;
- navigate to your Dashboard, to access all the units you are currently enrolled in; or
- go to the iLearn home page.

The default Navigation block has all details collapsed.

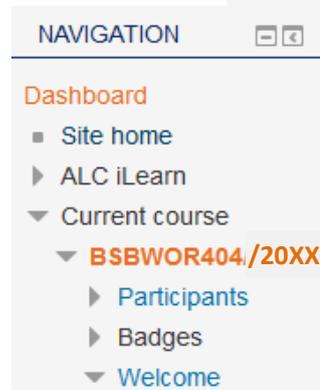
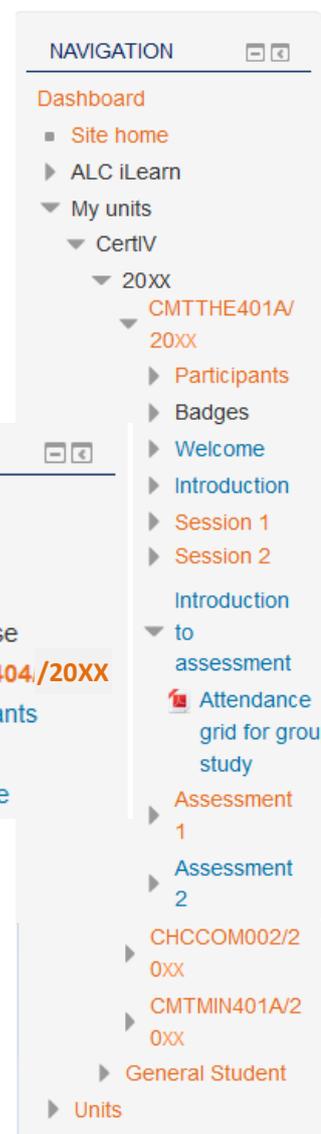
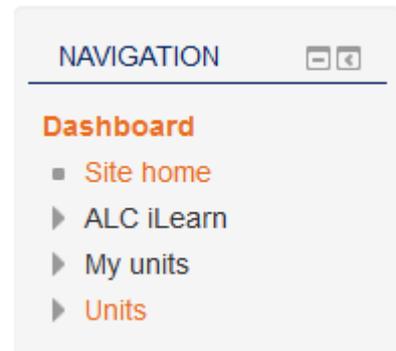
Of note, the Navigation block has the following options:

- **Dashboard**—takes you to your personal 'home' page which lists the units you are associated with. (See below)
- **Site home**—links to the front page of iLearn.
- **My units**—lists the units you are enrolled in. Click the unit's name to view the front page of the unit or use the little arrows to expand, and navigate quickly to a specific section, resource or activity in that unit.
- **Current course**—appears when you are within a unit and contains quick link to sections of the unit.
- **Units**—contains links to all the units on iLearn, however you will only be able to access the units you are enrolled in or units that allow guess access (like 'iLearn help information').

Note: It is recommended that you do not use the Back and Forward buttons on your web browser when in iLearn. Using the Navigation links provided will ensure you always see the latest version of a page (e.g. a forum with all posts). Be careful to update, save or post any changes you make before moving on to another page to avoid losing your work.

Select the '▶' icon to the left of a menu item to expand the content within the menu item. To the right is an example of what the 'My units' menu item looks like when expanded.

The 'My units' menu item lists the unit/s and other sites to which you've been given access. Selecting the unit name will take you to the unit home page, or selecting the '▶' icon will load all the participants, topics and resources within the unit as indicated in the screenshot to the right.



Docking blocks

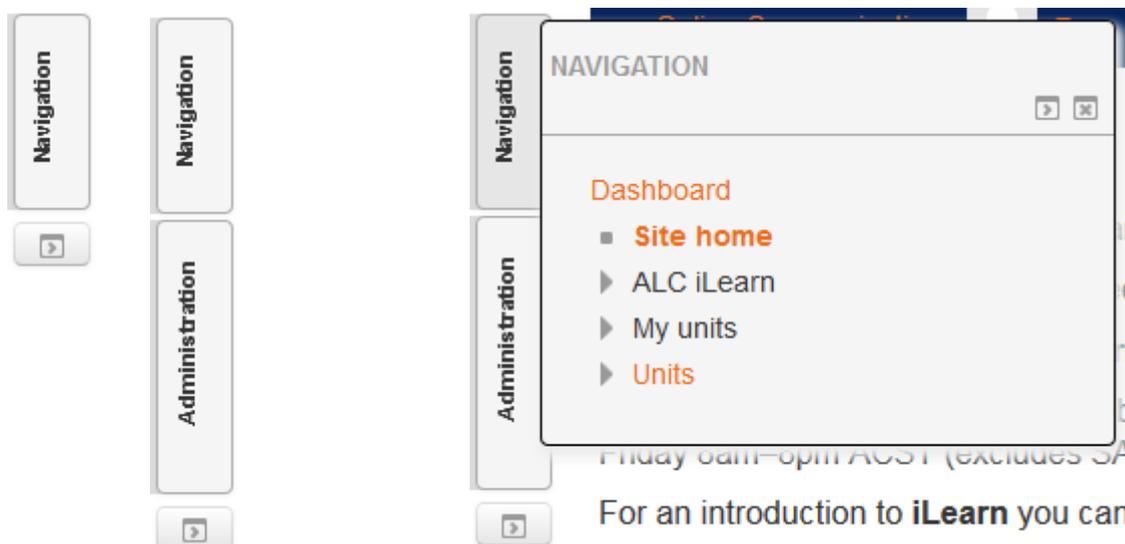
All 'blocks' (within the columns on the left and right of the page with ALL CAPS headings, such as the Navigation block in the images above) can be 'docked'. Docking a block means that the block will be condensed and largely removed from view. The block can be expanded easily once docked, or returned to its original position. Docking blocks can be useful when you want more space on your screen for unit content or, if you rarely use a block, it can be docked and removed from having a prominent place on screen.

Each block contains two icons in the top right corner of the block. The Hide button  hides all content below the heading. To unhide a block, select the Show button . The Dock button  will dock the block to the left-hand side of the screen.



The following images show how a single docked block or multiple docked blocks will appear on your screen. If desired, all visible blocks can be docked to provide maximum screen space for a unit.

When a block is docked, all the content of the block is accessible by selecting the title of the block. The following image shows the content of the Navigation block after the Navigation title was selected.



To undock blocks, you can either select the Undock All button at the bottom of all the docked blocks, or open each block individually and select the Undock button for only the blocks you wish to have undocked. The blocks will return to their original position.

If you see the help icon  anywhere on the screen you can click on it to display more information.

5. Emails from iLearn

All communication from iLearn, such as forum posts, private messages and other notifications, is sent to the email address used for your iLearn account. It is important that you can access this email account and check it regularly as you interact with content on iLearn.

ALC student email is provided by Microsoft through Office 365. See <http://www.alc.edu.au/education/current-students/student-email> for more information.

Please note: It is the policy of ALC that all official communication will be sent to your ALC student email address only so please check this email account regularly.

6. Editing your profile

Your iLearn profile contains a number of options that can be customised to suit your needs. To edit your iLearn profile, complete the following steps:

1. In the top left, under the iLearn logo click on your name to expand the drop down menu.
2. Click on the 'Profile' menu item link.
3. In the User Details section, select the Edit Profile link.
4. Your unique profile page is displayed.
5. Edit your profile settings as required (note that not all fields will be available for you to change depending on the type of iLearn account you have).
6. Once you have finished editing your profile, select the 'Update profile' button to save changes.

Note:

- You *must* be logged into iLearn to edit your profile. Refer to [Logging in](#).

ALC VET students need to note that:

- You are unable to edit your email address.
- While you are able to add your residential address in iLearn this is not reflected on your student record. To update your address, email the details to enrolments@alc.edu.au.

Some of the fields are explained in more detail below:

- **Email format:** You can choose to have emails sent from iLearn in 'Plain text format' or 'Pretty HTML format'. HTML format will include images and the iLearn colour scheme in emails, but will be a slightly larger file size.
- **Email digest type:** You may choose to receive all emails from iLearn in one daily message. There is also the option to receive either the complete message or just the Subjects from forums you subscribe to. If you chose 'No digest', each time a reply is made in a forum you are subscribed to, you will receive an email.
- **Forum auto-subscribe:** If you select 'yes' for this it will mean that when you post a message to a forum, you will be subscribed to that forum and receive email copies of all messages for that forum. You may unsubscribe from forums if you wish as well.
- **Forum tracking:** All unread forum messages will be highlighted beside the forum on each unit home page. This enables you to easy track which forums you are not up-to-date with.

7. Dashboard

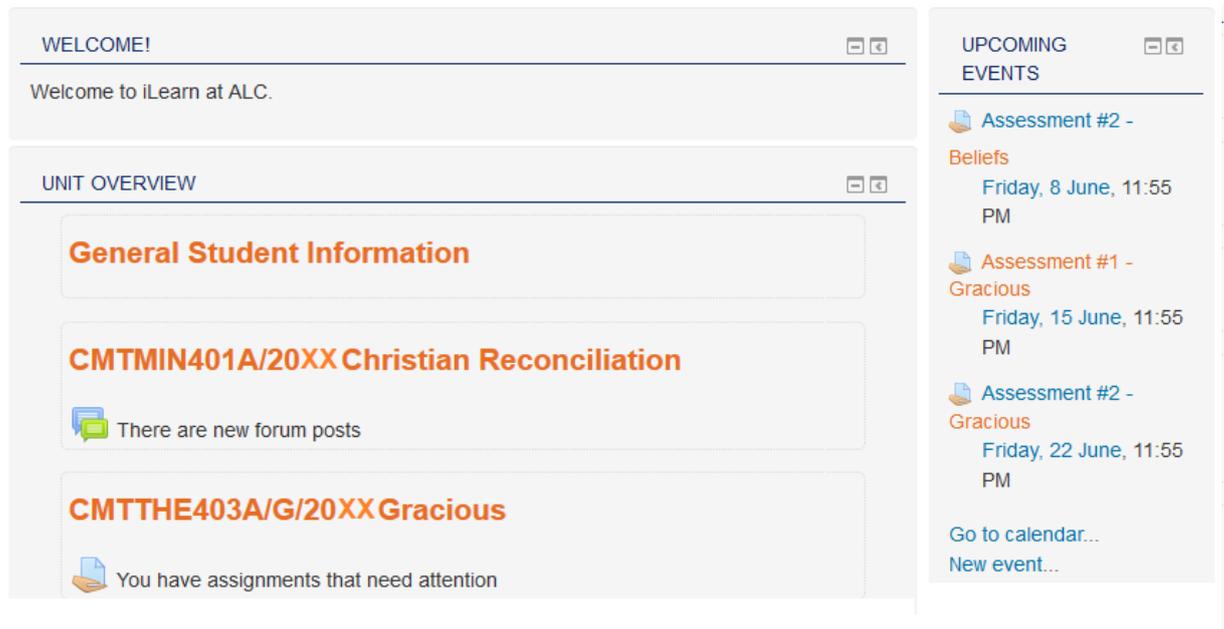
'Dashboard' is a home page which features a list of your current enrolled units, as well as a variety of blocks along the sides that contain commonly used information.

The central section shows all your unit sites and other sites you have access to:

- **Unit overview:** a list of links to all of the units you are currently enrolled in and any activities that are due for that unit (e.g. quiz, lesson or assignment due dates.) Click on the unit name to access that site, or on any activity icon below the unit name to go straight to that activity.
- **iLearn support:** This block is in the main section and contains information on where to get support if you are having difficulties.

- **Upcoming events:** This block is located to the right of the central section, and will show upcoming assessment activities by date. Clicking on the activity icons will take you straight to that activity.

Below is an example of the unit overview and the upcoming events block to the right that will appear on your Dashboard page:

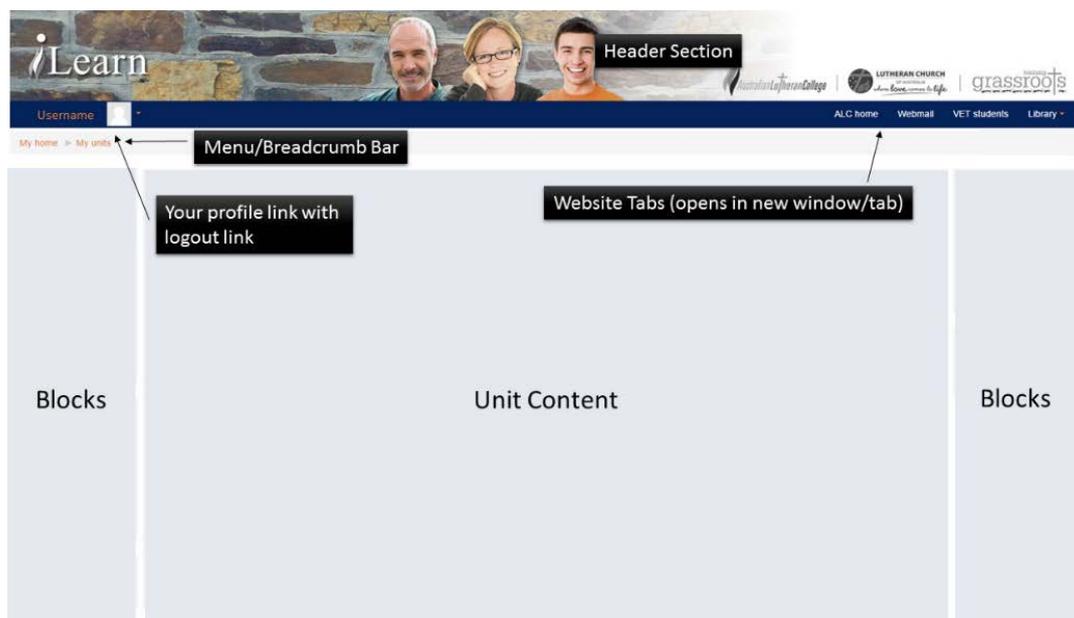


8. Unit introduction

Each unit site on iLearn will have a basic recognisable structure and common features. Depending on the resources and activities being used, and how your lecturer chooses to structure the site, units will appear differently. This section will help you navigate and overcome the difference in formatting.

Layout

The following image depicts the default three column layout in iLearn. Docking all visible blocks can turn a unit into a one column layout.



Generally units have been established using the Topic format. To access the topic content you need to click on the topic/date heading. If the heading is not able to be clicked then all the content is shown on the unit home page.

Icons

Below is a table of icons that you may encounter in a unit on iLearn and a description of what the icon represents.

	Assignment submission—this could be a field to enter text, a place to upload one or more documents, or a 'Mahara' portfolio of work
	An audio file
	Book resource
	A chat facility—used for simultaneous 'chatting' with other students and lecturers of a unit
	A database resource—this would require you to add an entry to a database. Instructions will be provided with each database
	Grades—this icon appears in the settings block. Here you can find grades for marked assignments, quizzes etc.
	Forum
	A glossary of terms
	An image
	A page resource—this resource type contains text, images, videos etc.
	PDF document—download a PDF document resource (note: Adobe Acrobat Reader or similar software is required to open this type of document)
	PowerPoint document—download a Microsoft PowerPoint presentation resource
	Quiz
	URL—this is generally a URL to a site outside of ilearn.alc.edu.au (e.g. google.com)
	Word document—download a Microsoft Word document resource

Blocks

The following blocks may be visible within a unit:

- **Navigation:** allows you to see what resources and activities are within each session of the unit.
- **Administration:** allows you to perform actions depending on your current location (eg 'Print book' appears when you are viewing a Book resource).
- **Upcoming events:** upcoming items on the calendar, including any dates applicable for the current unit.

Using the navigation block, you can easily navigate back to the home page or any other activity or resource within the units you are enrolled in.

9. Forums

Using forums

Forums are used extensively throughout some units in iLearn e.g. a social or get-to-know-you forum, a unit news forum, or one that requires your participation. It is important that you know how to navigate and use a forum within iLearn.

There are six different types of forums that you may encounter on iLearn. They are as follows:

1. **News forum:** a special forum for announcements (students are not able to contribute any posting to these.)
2. **Standard forum for general use:** each student can make one or more original posts, and one or more replies to other posts. This is the most commonly used forum.
3. **Single simple discussion:** just one single topic, all on one page.
4. **Each person posts one discussion:** only one original post can be made; students can reply to more than one post.
5. **Question and answer forum:** each student will need to make their original post, i.e. answer the question or instruction posed by the lecturer, before being able to see other students' posts/answers.
6. **Standard forum:** displayed in a blog-like format.

To make an original post:

- Click on the forum link on your unit page.
- Select the 'Add a new discussion topic' button to begin a new discussion.
- Enter a subject relating to the discussion in the Subject field.
- Enter your post relating to the discussion in the Message field
- Select the 'Post to forum' button.

Your discussion will have been published to the forum however you have 30 minutes to edit your post before it is emailed to those users who are subscribed to that forum. So it is good practice to check your post and edit if necessary. Go to the forum link again, click on the subject/name of your post under Discussion, read through your post, and click on Edit if you wish to make changes or additions, or correct errors. Save changes.

Note: the forum instructions should clearly state what the purpose of the forum is, and what students are required to do. If it is not clear, or you are unsure of the requirements, contact your lecturer.

To see another student's post:

- Click on the name of their post, under the Discussion column.

To reply to a student:

- Click on Reply button, underneath their post. Type your response in the message text box, and click 'Post to forum'.

Any forum in which you can post messages also allows you to attach images and files (if required) to the message. File attachments do have a limit on the file size which varies up to a maximum of 20mb. As there is no limit to the number of forums which can be in a unit, you may come across a few different forum types within the one unit.

Subscribing/unsubscribing to a forum

When subscribed to a forum an email notification is sent to your iLearn account email address for every forum post made in units that you are doing or other sites you have access to.

These are sent regularly throughout the day or within the daily digest (one email containing all forum posts for that day). You can change to receive one per forum post or one per subject if

you want, but this will result in more emails being sent, especially the one per forum post, and you may find your email inbox becomes very cluttered. To change your default, do this via your profile—see [Editing your profile](#).

In most forums you are subscribed once your first post is made. You can often change the Subscription default setting (though this is dependent on how the forum has been setup)—see below. **We don't recommend this for your normal units though, as you may miss posts. Although you can still access all posts in the forum, you may forget to check, if you don't receive alerts in your email account.** However, it can be helpful to unsubscribe from forums in other sites that you are not particularly interested in. Complete the following steps to subscribe/unsubscribe to a forum:

1. Click on the link for the forum that you wish to un/subscribe to.
2. Go to the Settings block on the right hand side of the page.
3. Expand the Forum Administration option if not already expanded.
4. Click on 'Subscribe/Unsubscribe from this forum'. You will be immediately subscribed or unsubscribed. This simply means you will start to receive or will not receive iLearn email alerts for posts to this forum; you will still be able to access the forum in your unit.

Email alerts

When you receive a forum post via email (known as an alert) all the links in the 'pretty' html version will direct you back to the iLearn site. You can't reply to forum posts using the reply button in your email software as this will send your reply to the email address of the person who posted the message, which means that your reply will not appear in the forum.

10. Private messaging

Private messaging is available to all students. A private message is correspondence between you and the message recipient only. A message can be sent to any user in iLearn. If a message is sent to a user who is logged into iLearn, they'll be notified via iLearn (see image below). If the user is not logged into iLearn at the time the message is sent, a copy of the message will be sent to the recipient's email address with a link to reply to the message. If you have a message a notification will also appear on iLearn the next time you login. You can change these options when you edit your profile under the settings block by selecting >My profile settings >Messaging

To send a private message, complete the following steps:

Note: To send a private message, you must be logged into iLearn.

- Click the drop down arrow next to your name in the top left corner of iLearn.
- Select 'Message'.
- Your message history and contacts are displayed.
- To send a message to a specific user, type the user's name into the input box then click on the 'Search people and messages' button.

Note: Only email addresses that have **Email display** set to 'Allow anyone to see my email address' or 'Allow only other unit members to see my email address' in a user's profile will be displayed.

- A list of users will be displayed.
- Find the user you wish to send a message to from the list and click on their name
- Type your message in the 'Message' field
- Click the 'Send message' button.

The user will be notified that they have received a message.

11. How do I...?

In this section we will add some helpful 'How to' tutorials that will guide you in achieving some of the activities or functions of iLearn. If something isn't here then please let us know via ilearnsupport@alc.edu.au

11.1 Use the 'Your Progress' option

Some units have activated the progress feature that enables you to tick the box when resources or activities have been completed. This is a manual feature and is optional. Some activities or resources have been set up to automatically tick the box when you have accessed this resource or activity. This 'condition' can also allow the next activity or resource to become available. Below is an explanation of this and how to identify the difference.

Completion tick boxes

A tick next to an activity name may be used to indicate when the activity is complete. If a dotted tick is shown, you can click it to tick the box when you think you have completed the activity. (Clicking it again removes the tick if you change your mind.) The tick is optional and is simply a way of tracking your progress through the unit. If a blank tick box is shown, a tick will appear automatically when you have completed the activity according to conditions set by the lecturer.

12. Support and credits

Further information



If you are a **VET student** – find out more about using iLearn at <http://www.alc.edu.au/education/current-students/vet-student-information/about-ilearn/> on the ALC website.



If you are a **Congregational Leadership Training (CLT)** participant – find out more about using iLearn at <http://www.grassroots.edu.au/clt/> on the Grassroots website. See the [CLT-How-to-Guide](#) for online training information.



If you are a user of the **LCA Human Resources System (HRS)** – contact ithelpdesk@lca.org.au for help desk support. For other HRS enquiries contact human.resources@alc.edu.au.



If you are a **Valuing Safe Communities (VSC)** training participant – see [iLearn enrolment help notes: for access to online training modules](#) for enrolment assistance. Information on VSC can be found on the Lutheran Education Australia website at <http://www.lutheran.edu.au/school-professionals/valuing-safe-communities/>

Contact

iLearn support provides online support for VET students, CLT participants and VSC training – contact ilearnsupport@alc.edu.au.

LCA Human Resources System (HRS) – contact ithelpdesk@lca.org.au for help desk support in regard to HRS training.

Credits



This work is licensed under a [Creative Commons Attribution-NonCommercial-ShareAlike 4.0 International License](#).

Content within this book has been adapted with permission from the Tabor Online Helpdesk book.