



Set Up and Frequently Asked Questions

This document provides instructions to set up student accounts in Oracle iLearning. Also included are general systems guidelines and frequently asked questions (at the end of the document).

The document is categorized as follows:

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[1. Technical Setup and Troubleshooting](#)

Use Oracle iLearning on a T1 line. Slower access upstream or downstream may cause performance issues with the curriculum and quizzes/exams.

What is needed to access Oracle iLearning:

- a. Internet Explorer 6 or higher (IE6) with Java enabled – Javascript must be enabled (the default setting for IE)
- b. Latest version of Adobe Flash Player
- c. Latest version of Adobe Acrobat Reader
- d. Browser settings
 - i. Caching Option turned off (for Microsoft users only)
 - ii. Cookies must be enabled
 - iii. Pop-ups must be allowed - not blocked

a. Internet Explorer 6 or higher (IE6) with Java enabled

Your browser must be Java enabled – Javascript must be enabled.

Go to <http://www-306.ibm.com/software/awdtools/netrexx/samples/scribble.html>

If you can scribble with your mouse after clicking on the grey area that is provided on the site, then your browser can support Java. If you don't see the grey area, then you will need to download version 5 of Java Runtime Environment (JRE) from Sun at <http://www.java.com/en/download/manual.jsp>. You can also verify if Java is installed on your machine from this link.

b. Latest version of Adobe Flash Player

The course content requires the free Adobe Flash Player.

To download the most recent version of Adobe Flash Player, go to <http://www.adobe.com/>

Important directions for installing Flash Player can be found at http://www.adobe.com/go/tn_19166

c. Latest version of Adobe Acrobat Reader

The course content requires the free Adobe Reader.

To download the most recent version of the free Adobe Acrobat Reader, go to <http://www.adobe.com/>

d. Browser settings

Caching Option – If your school network is running on Microsoft, then ask your network admin to turn off the caching option. Having this caching option on can cause problems with student logins. Additionally, turn off pop-up blocking, delete cookies, and clear the browser's cache.

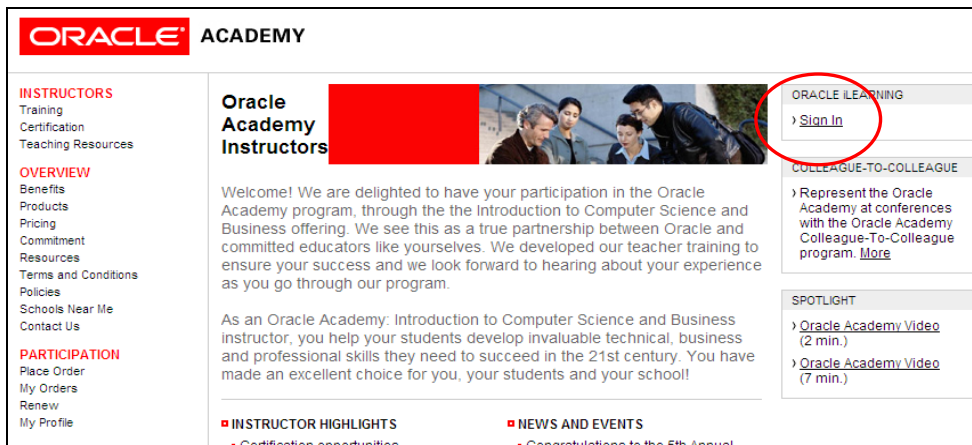
You may also go to http://www.oracle.com/education/oukc/support/newcustomer_faqs.html#content for reference. Go to sub-heading "Content Related Issues" click on "System Requirements."

2. Creating Student Accounts in Oracle iLearning

As an Academy Instructor, you will create your own student accounts in Oracle iLearning.

(a) To Create New Student Accounts

1. Log into Oracle iLearning through your Oracle Academy webpage instructor account.



2. Once in Oracle iLearning, click on Admin button (top right) to access your Admin privileges.
3. The content tab is the initial page that displays. You will not see anything listed. At the top right, you will see four tabs: Content (default), Users, eCommerce, and Reports.
4. Click on the Users tab.
5. After clicking on the Users tab, your school organization name will appear on the left of the screen. Click on the school organization name to display the property links for the object.

