Instructions for Self-Registration and Training Access-iLearn

V4.0

Common to Patient Programs, Market Research and Digital Properties projects

Changes since last version : updated User Support contact details

Content

- Accessing iLearn when already registered
  - Account and credentials
- Accessing iLearn and Registering – first time user
  - Terms and Conditions
  - Mandatory Training to use iLearn
- Selecting and launching your training
- Viewing and printing your certificate
- Performing training at a later time
- Refresher Training
- Support Information

Logging in to iLearn - Already Registered

Once logged in, follow instructions **from STEP FOUR**

Login using this link: iLearn Login Page

Use the same login information with which you created your account

If you have any issue accessing your iLearn account, don't create a new account.

Check next slide for possible issues and solutions

Logging in to iLearn - Already Registered

once logged in, follow instructions **from STEP FOUR**

Account Deactivated

You have not logged in within 18 months → Your account may have been deactivated → **Contact** iLearn support to request reactivation of your account. Reactivation could take up to 2 to 3 business days so plan accordingly.

Forgot Password

Please ensure that you enter the correct username email address in order to receive the password reset email

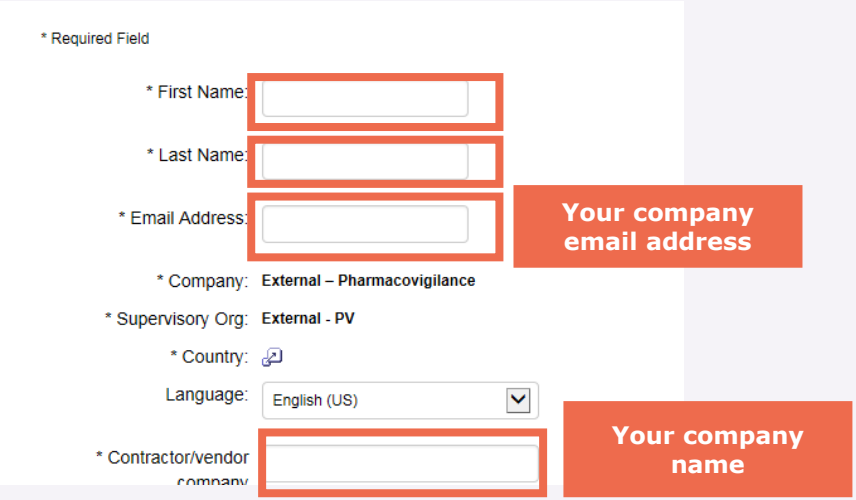
Should be your company email address

You used the correct username but have not received a password reset email → **Contact** iLearn Support → Please see last slide for contact details

Once you have submitted a request, please don't submit any additional request otherwise your tickets will overlap, and resolution will be delayed

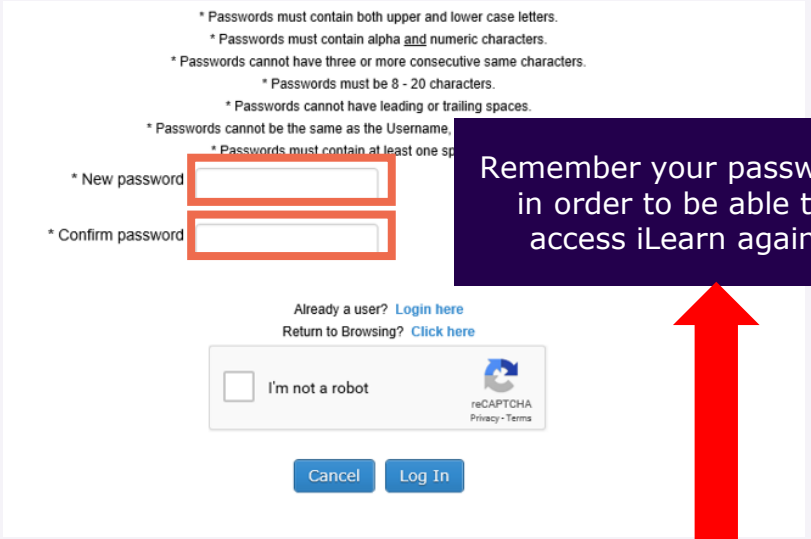
STEP ONE: Registering in iLearn - First Time User

Complete the registration page using this link: iLearn Self-Registration page



Your company email address

Your company name



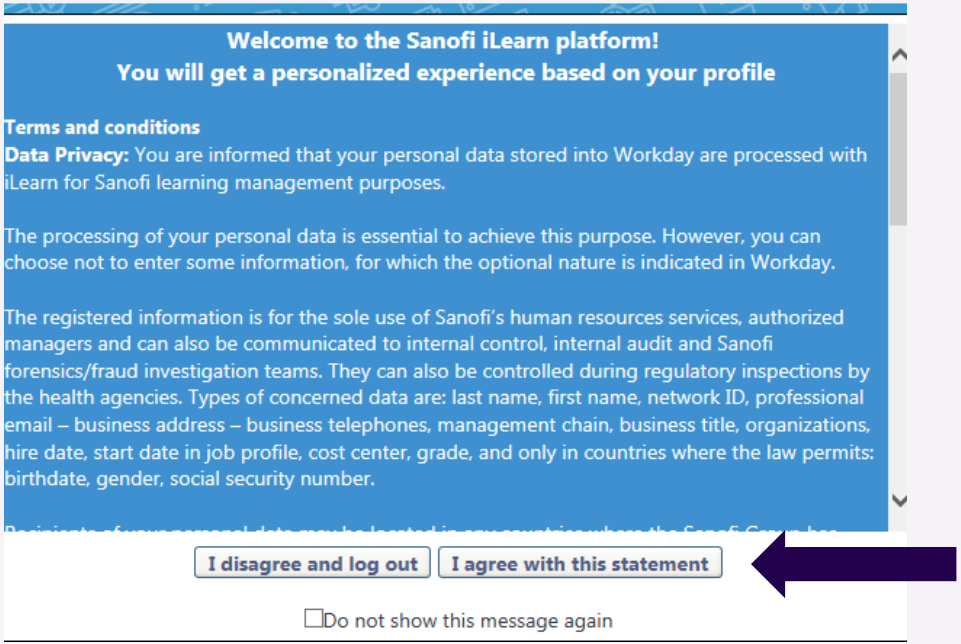
Remember your password in order to be able to access iLearn again

Very important

It is VERY important to complete these fields carefully and to remember what you entered. You will need the same information whenever you access iLearn again

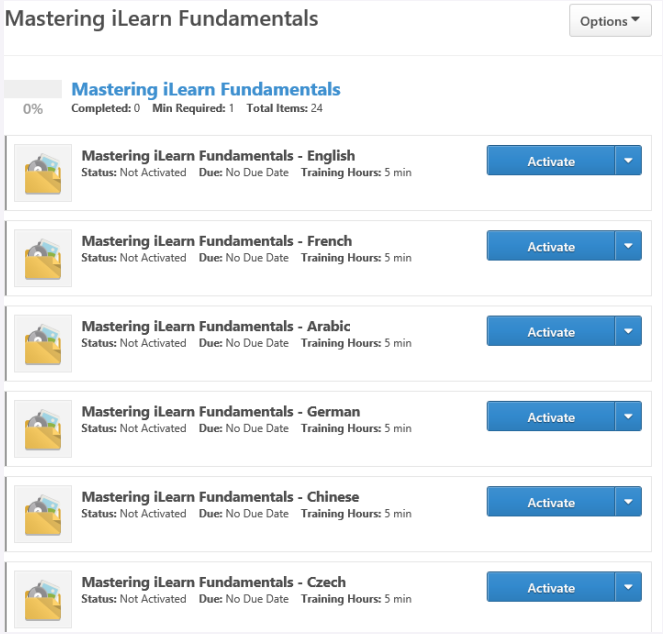
STEP TWO: Terms and Conditions

Select ‘I agree with this statement’



STEP THREE: Mandatory Training to use iLearn

A. Select ‘View Details’
B. Select the most appropriate language
C. Select ‘Activate’
D. Select ‘Launch’
E. Complete the training
F. Mark complete
G. Check that the status is marked ‘Completed’

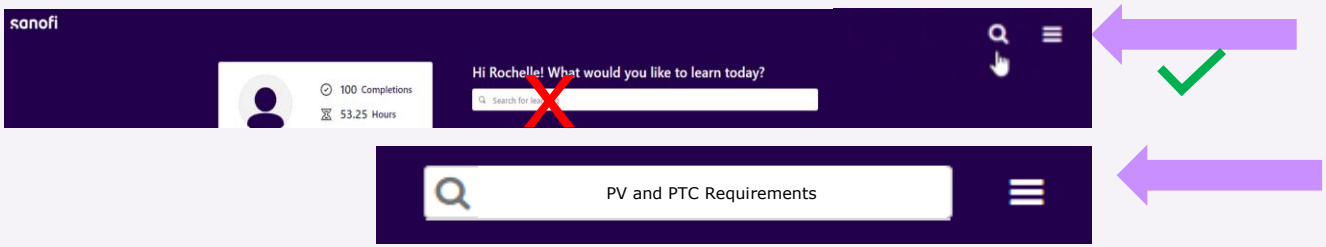


You need to close iLearn and re-open it before you take the PV training

STEP FOUR: Selecting and Launching A Training

Log in using this link: **iLearn Login Page**

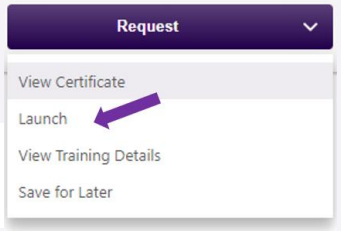
For best results, use the search field at **the top right** of your screen, click on the magnifying glass, and type in the title as shown:



Make sure you select the training course corresponding to your activity:

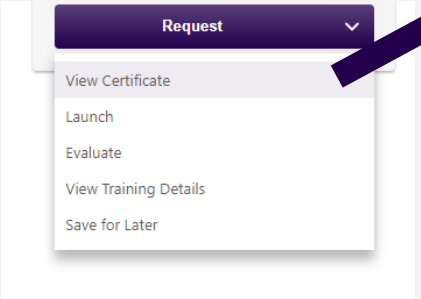
PV and PTC Requirements for **Patient Programs**
(the title will show version and language)
Or
PV and PTC Requirements for **Market Research**
(the title will show version and language)
Or
PV and PTC Requirements for **Digital Properties**
(the title will show version and language)

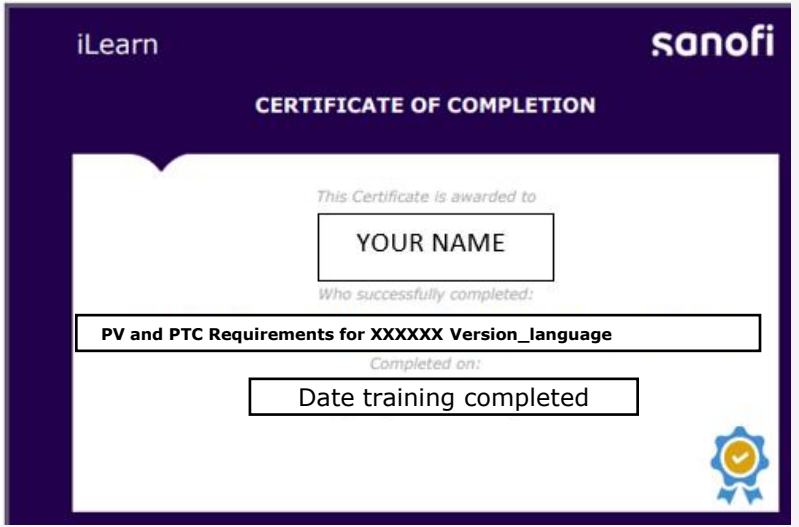
If your computer is set to your local language by default, the course may display with the translated title



Click on the training to select it, then on 'Request', then 'Launch' to complete your training

STEP FIVE: Viewing and printing your certificate





Certificates of training completion need to be downloaded and maintained by the Services Providers

Performing training at a later time if already registered

Log in using this link and perform steps above
iLearn Login Page
Search for the training using the search field as described in **STEP FOUR**

Refresher Training

Important information

Search for the training using the search field as described in **STEP FOUR**

Do not launch the training from the list of training courses in the completed tab or your certificate will not update to the new date of training!

Ilearn Support Contact Information

Ilearn User Support:

send an email to : SBS_GLOB_GLS@sanofi.com

Please allow a minimum of two business days for requests to be addressed.