

iLearn@QHealth

Quick Reference Guide

Patient Safety and Quality
Improvement Service

Access iLearn@QHealth

Creating an iLearn account

This process is for **EXTERNAL** learners only, those **NOT EMPLOYED** by Queensland Health.

1. Access the URL
<https://ilearn.health.qld.gov.au/>
2. Click the hyperlink to create an iLearn account.

Don't have an iLearn account? [Register here to create an iLearn account](#)

3. Select the option: **I do not have an iLearn username and password**

Registration Form

Select one of the following options:

I have an existing iLearn username and password

I do not have an iLearn username and password

Back Submit

4. Click **Submit**.
5. Click the **EXTERNAL** registration option.

Course Offering Code	Course Offering Name	Course Offering Cost
CP_Self Reg External	I am EXTERNAL to Queensland Health i.e. do not have a personal Queensland Health email address.	
CP_Self Reg Internal	I have a Queensland Health PERSONAL email (eg xxx.xx@health.qld.gov.au)	

6. Please read carefully the Description screen information.
7. To register for an account, click **Register**.
8. Fill in the form details and click **Submit**.
9. A confirmation message will display and an email will be sent to you as an acknowledgement.

Note: Your registration request will be processed and the account may take up to two business days to activate. You will receive an email confirming when your account has been activated.

Logging in

Use the below steps **ONLY** if you have received confirmation that your account is **ACTIVE**.

1. Access the URL
<https://ilearn.health.qld.gov.au/>
2. Enter your **Username** and **Password** log in credentials.
3. Click **Log In**.

Forgot my password

The **only method of accessing your account if you've forgotten your password is by using the [Forgot your password?](#) hyperlink.**

1. Access the URL
<https://ilearn.health.qld.gov.au/>
2. If you have forgotten your password, click the [Forgot your password?](#) hyperlink.
3. Enter your username in the **Username*** field.
4. Click **Submit**.
5. The **Password Reset Email Sent** confirmation screen displays and you will receive an email within a few minutes to proceed with resetting your password.



Note: If you do not receive the email in a few minutes, this could be because:

- You mistyped your username
- Your account's external email address is not set or is incorrect
- This request is too soon (within 72 hours) after your last request
- The email was delayed or routed to your junk email folder.

Help

If you require further assistance please email us at iLearn.externalhelp@health.qld.gov.au