

Frequently Asked Questions (FAQs)

I can't log in to Oracle; what should I do?

If you cannot log in to Oracle and receive a login error, please confirm that you are using your Cerner ID login, this will need to have @iuhealth.org added to the end of the username. Cerner ID login information is separate from an IU Health email address, although they will look the same. A common error is attempting to use your IU account not an IU Health account.

If this does not work, please call the Help Desk to determine whether or not your account is active. After 3 months, your account will deactivate if it is not used.

Do training modules need to be completed on an IU Health computer?

You do not need to have an IU Health device to access or complete these trainings. However, to complete the one-time registration of Microsoft Authenticator, you will need to use either an IU Health device or Virtual Desktop (VM Ware/Works Web).

I only have badge access; what should I do?

For people with Badge Only Access (primarily Biobank team members), you have been assigned training, but those modules will eventually be removed by the Oracle Learn team. *You do not need to complete the training modules.*

What should I do if I do not have all the training modules assigned to me?

Some research coordinators have not been assigned all the trainings. There is an issue with some of the auto provisioning in Oracle. Please complete the trainings that you find in the "My Learning" section. Do not attempt to add the other trainings at this time. We will provide more updates when available.

How often are these trainings due?

The training modules will be required annually, the same as they currently are. If there are updates to this requirement, Team Members will be notified.

How will I know if I have outstanding modules?

IU Health Oracle Line Managers will receive an email weekly for each research non-worker or monitor under their supervision who has outstanding training modules. Research non-workers may also receive emails about which modules are incomplete. *If you have not received any emails, you should proactively access your Oracle Learning page and complete any training assigned to you.*