

# TRAVEL



# OREGON

## Oregon Hospitality & Tourism: Guest Service Gold®

To receive access to the Guest Service Gold® program, please follow the steps below:

Please note that we recommend using the following browser(s): Internet Explorer 11, Google Chrome or Mozilla Firefox

### New Customers

- Go to <https://www.ahlei.org/Oregon> and click on **Login/Register** (*upper right corner*).
- Complete Registration section on the left-side with the required information to set up your account.
- The email address you register with serves as your login ID.
- Create a password with at least five characters that includes one capital letter. Passwords are case sensitive.
- When your registration is complete, you will receive an email to activate your account. The email will come from [webmaster@ahlei.org](mailto:webmaster@ahlei.org).

### Returning Customer

- Go to <https://www.ahlei.org/Oregon> and Login at the upper right corner. Enter your Email / ID.
- Enter your password.
- Note: If you forgot your password enter your Email and click the **Reset Password Button**.



Click on the Guest Service Gold® product icon for the course version you want to use, add the quantity you wish to purchase, and then click on the **Add to Cart** button. Once completed, click the **View Cart** button to view and ensure it contains what you desire.

There are 5 steps to the checkout process: Billing, Shipping, Method, Review, and Payment. Billing and shipping should reflect the addresses that you entered in the My Account profile; click Next if ok.

The last sections are **Review** and **Payment**. Click the Submit **Order** button once all sections have been completed.

Your course access is available when AHLEI (orders@ahlei.org) sends confirmation to the email address you registered. Make sure to check your emails for order confirmations, access codes, or shipping confirmations for the purchased product. A key code will be sent to you via email to access online courses.

## Contact Us

### Technical Support Help Desk

Email: [helpdesk@ahlei.org](mailto:helpdesk@ahlei.org)

Phone: Toll free 1-877-767-1543 or 1-407-999-8114

Hours: Monday – Friday 9:00 AM to 5:00 PM Eastern

## Once you receive your key code, follow these instructions:

**\*\*\*\*Note, next you will need to create a training profile, which is different from the purchasing profile you already created.\*\*\*\***

Go to the training portal by entering [learn.ahlei.org](http://learn.ahlei.org) in the address bar of the browser.

## Returning to this web site?

Login here using your username and password  
(Cookies must be enabled in your browser) ?

Username   
Password    
 Remember username

[Forgotten your username or password?](#)

## Is this your first time here?

Hi! For full access to courses you'll need to take a minute to create a new account for yourself on this web site. Each of the individual courses may also have a one-time "enrollment key", which you won't need until later. Here are the steps:

1. Fill out the New Account form with your details.
2. An email will be immediately sent to your email address.
3. Read your email, and click on the web link it contains.
4. Your account will be confirmed and you will be logged in.
5. Now, select the course you want to participate in.
6. If you are prompted for an "enrollment key" - use the one that your teacher has given you. This will "enroll" you in the course. You can now access the full course. From now on you will only need to enter your personal username and password (in the form on this page) to log in and access any course you have enrolled in.

Please visit [here](#) for a complete guide for login and Keycode instructions.

### System Requirements for AHLEI Online Learning:

This site requires that cookies and javascript are enabled.  
The following browsers are supported:  
Firefox Version: 25+  
Internet Explorer 9+

### First Time Users:

- Select the button "**Create New Account**" button located just below the text on the right side of the page.
- Complete all required fields for your New Account. Required fields are marked in red.
- When you are finished, select the button "Create My Account".
- You will receive a message at the email account that you provided during registration.
  - Check your email and confirm the account.
  - If you don't receive an email, please contact the Helpdesk for assistance. The helpdesk contact information is provided on the last page of this guide.
- Once you verify the account, you can proceed to log in to "**Learn.**"

### Returning Users:

- At the left side of the page, type your Username and Password, and then click the “Login” button.
- Any course(s) that you have registered will show in the opening view – **Course Overview**
- **NOTE:** Use the link “*Forgot your username or password*” to receive a password reset email.

### To Register your Key Code:

- Click on the “**Enroll in a new course**” link located under **Key Code Enrollment** to the right of the landing page on the Home Page.

#### Key Code Enrollment

[Enroll in a new course.](#)

- Enter the key code in the space provided. Make sure to enter the key code exactly as it is shown. Key Codes are case sensitive containing letters, dashes and numbers.
- Finish the enrollment by selecting the “**Enroll Me**” button.

**You are now read to Open /Start a Course:** Each course title listed in the Course Overview is a direct link to that course.

- Click on the Course Title that you would like to view. This will open the Course Page which lists a Summary and Content.
- Click the “**Enter**” button located below the Content section of the page to start the course.
- When you are ready to close the course, select the “**Exit Activity**” link located at the top right of the screen, just below the Logout link.
  - **NOTE:** If you get a prompt to close/leave the page/tab, select **NO**. If you select YES, your browser and the session will close all together.
- To get back to your list of courses, select the “**My Home**” link at the top left of the page.

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