

# Requesting an Account

If you've confirmed you don't have an existing account, you can request a login by submitting an account request form. These requests are reviewed and approved by CIS prior account activation — usually within one business day.

## Submit a Request

1. Go to [learn.cisoregon.org](https://learn.cisoregon.org).
2. Click on the Sign Up button.
3. Complete each required field.
  - **First Name** – enter the name as you would like it to appear on training certificates
  - **Last Name** – do not include a suffix
  - **Email\*** – must be a valid, unique email address. A work email address is required if one has been issued to you.
  - **Password** – hover over field to see requirements
  - **Confirm Password** – must match the password entered above
  - **Business Card Title** – your job title. This info is helpful, but not required.
  - **Time Zone** – set to Pacific Time or Mountain Time, as appropriate
  - **Organization** – the name of your employer (city/county/affiliate). Start typing the first 5 - 10 letters of the organization name (do not include "City of") and then click on the search icon  and choose your organization name from the drop-down list
4. Check the box indicating you are not a robot and follow the prompts.
5. Click the blue Sign Up button to submit.

**Note:** If you receive an error that states the username is already in use, this means either that you already have an account (which may be inactive) or that someone else has used that email address in the past. Contact us at [learn@cisoregon.org](mailto:learn@cisoregon.org) for assistance.

An email with the subject "Approval request sent" will be sent to you confirming that your account request was submitted.

You will receive two more emails, one that says, "Welcome to the CIS Learning Center" and another that says, "Your account request has been approved." **You must wait for both emails to arrive before you can sign in.**

If your request is denied, it may be because we could not confirm you as a CIS member-employee, you have an existing account in our system, or there was insufficient information to process your request. If you have an existing account, we will send you a new temporary password and your username.

Questions? Try the [Help Desk](#), call us at 503-763-3800 ext. 8, or email us at [learn@cisoregon.org](mailto:learn@cisoregon.org).