

Getting Started with LEARN

Team Member Guide



Logging into LEARN

1. LEARN can be accessed within TriHealth on LinkNet under Quick Links, or directly by using the following URL: www.healthstream.com/hlc/learn
2. Type your User ID and Password.
 - Your User ID is in this format: Employee ID number prefixed by the organization to which you belong. Example: TRI80147
3. Your initial password is Welcome3. You will change your password after initial login.

To Change your Password:

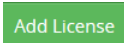
- Click your name at the top right-hand side of the page to open the options panel.
- Click the **Change Password** link to open the **Change Password** page.
- Type your new password in the **New Password** box.
- Retype the password in the **Confirm New Password** box. It must *exactly* match what you typed in the New Password box.
- Passwords are case sensitive. New password criteria: minimum of 6 characters with at least one number and one upper case letter.
- You can type a password reminder in the **Password Reminder** box.

*If you need assistance resetting your password, please call TriHealth Help Desk at 569-5100.

Managing your Discipline/License Information

(If you do not have a professional license, skip this section)

Keeping your professional license information up-to-date is necessary to receive any continuing education credit for which you might be eligible.

1. From the home page, select the **Profile** tab.
2. On the My License page, click on  **Add License**
3. Enter in your license information and click on **Save**. You should see “the discipline/license was saved successfully.”

You will now receive Continuing Education (CE) credit for any courses that offer this credit for your entered licenses.

Connections

1. Click **Connections** to access useful links in 3 sections: **What's New, Learning Links, and Resources**.
 - The information may open in a separate window or a new window.

To Do (Assignments)

1. Your **My To Do List** page displays all of the learning items that you need to complete.
2. Assignments are arranged in chronological order according to due date.
3. Items that need your immediate attention, such as past due assignments or classes for which you are registered are always on the top of the list and displayed in **orange**.
4. **NOTE:** All assignments have a due date which is displayed on your My To Do List page. You have until 11:59 ET on the due date to complete.
5. Elective learning (course that you have selected from the catalog, as opposed to course assigned to you) appears at the bottom of the page. These classes do not have a due date. Elective learning items are sorted alphabetically.

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6. Click on the names of the learning items or the button to the left of the learning item to begin or resume the education. You can click the **Quick Start** button to go immediately to the first item on the list that requires action.
7. To filter which items are visible on your To Do List page, click the filter buttons at the top. For example, clicking the **Assignment** button will remove all elective courses from the My To Do List page.

Show: All Tasks 10 Assignments 2 Live Classes 4 Electives 4

Completed (Transcript)


1. Your transcript is a record of all items that you have completed, both assigned and elective.
2. From the **My Transcript** page you can view your completed learning, print a customized copy of your transcript and view and print certificates of completion that you have earned.
3. To change the transcript date range and sort order:
 - Click the Completed tab to open the My Transcript page.
 - Click on the **Options** button to view the available options.
 - Select the **Change Date Range** option to open the Date Range screen.
 - Click the **Chose a Range** button to display the date range options. You can select a predefined date range or define your own custom date range by entering the start and end dates.
 - Click the **Update Transcript** to save your changes.
 - Click on the  button to print your transcript.
4. You earn a certificate for each course or class you complete.
 - Click on the **Certificate** button next to the course or class to view/print the certificate.
 - Course that earn continued education (CE) credit also have a **CE Certificate** button which you can click on to view/print the CE credit certificate.
5. If you completed the CE course *prior to entering your license information* you will need to refresh the course completion to view the CE Certificate.
 - Click the course name on the Transcript to open the Learning page
 - Click the **On Completion** link to open the Completion page
 - Click the Refresh Credits button to update your transcript with the CE credit that you earned by completing the course.
 - **NOTE:** CE Center courses may offer multiple CE certificates; you will need to select the **one** that is applicable to your state of licensure.

* Please note: courses migrated into the LEARN system prior to 2008 may not accurately list CE credits and course duration.

Catalog (Elective Learning)

Elective learnings are courses or classes in which you enroll in yourself. You can search for elective learning from the **Catalog** page.

To enroll in elective learning course:

1. Click the **Catalog** tab to open the Catalog page.
2. To search by keyword, type a keyword in the catalog box and click the search  button.
3. **To search for a TriHealth course or class from the Categories listing on the left side of the page select CHI categories.**
4. If there are too many results to fit on a single page, you can use the previous and next buttons to browse the results. You can click the back button to return to the previous page.
5. From the **Results** page you will select your course or class. Click the item's **Info** button to view information about the item.
6. To enroll in the course or class select the **Enroll** button

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To enroll in elective learning instructor-led class:

1. In the **Catalog**, search for a class like you would for a course.
2. Click on the class title to review the class description and pre-requisites.
3. Select **Choose Class** to check view class dates
4. Click the **Register** button, to the right of the class listing, to register for the class you want to attend.
5. **Note: When you click Register, you are officially registering for this class. If you decide you no longer want to take this course, you must drop the course in LEARN or call Corporate Education at 569-6595 to cancel out of the course.**

Elective courses/classes will appear on your My To Do List page at the bottom of the page or you can select the Electives filter to view all programs you have self-enrolled.

To Un-enroll from an elective learning course:

1. Click the **To Do tab** to open the My To Do List page.
2. Click an items name to open its details page.
3. Click the **Un-Enroll From Course** button (or Un-enroll From Curriculum if the course is a curriculum).
4. When you are prompted to confirm the un-enrollment, click the **Yes un-enroll from this course** (or curriculum) button.

To Un-enroll from or reschedule an elective learning class:

1. To reschedule/select a new class date/time for live classes. Locate the class that you wish to reschedule from the **Live Classes** filter. Select the **View Class** icon next to the class title. On the right, from the class details screen, under Options, select **Drop Class**.
2. You must drop the confirmed class before you will be able to select a new date/time for the desired class.
3. Once you confirm that you wish to drop the class, the registration icon will appear next to the upcoming class dates available for registration. Select the new class desired and click Register. **If the registration icon indicates "Locked" you have not dropped the original class.**

Web Browsers




- Students want to take courses when it's most convenient, whether on the go with their mobile devices or from any up-to-date computer.
- Students are now able to use Chrome, Firefox, Internet Explorer, and Safari on their computer or mobile devices.
- For desktops and laptops, students can use the current and prior major release of Chrome and Firefox for Windows and Safari on a Mac, as well as Internet Explorer 8, 9, 10, and 11 on Windows.

On the next page are the details of the browsers and operating systems students can use to complete their work.

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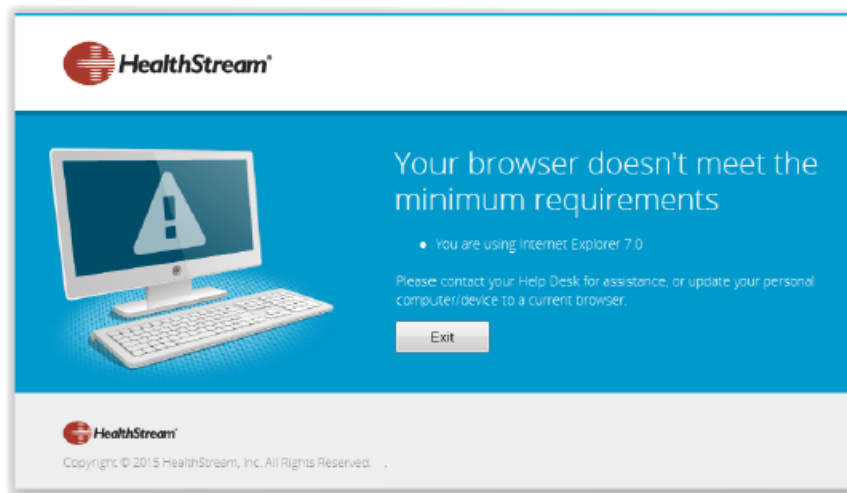
Student App System Requirements

 IE 8+ Windows PCs only <i>IE9 or higher recommended</i>	 Safari 7+ Mac Computers (OS X.9+) iPads & iPhones
 Chrome PC & Mac Computers Nexus Phones & Tablets	 Firefox PC & Mac Computers

Adobe Flash: Mobile devices do not support Flash content.
Internet Explorer: Must be used in standard Document and Browser modes (press F12 in IE to check).
Chrome & Firefox: Use the most current browser version.

What Happens If I Am Not Using a Supported Browser?

If a student attempts to access LEARN using an unsupported browser, they will receive the following error message. The student will need to contact TriHealth Customer Support Help Desk at (513) 569-5100 for assistance in upgrading their machine to a supported browser.



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