



# The HealthStream Learning Center

Student User Guide

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## Student Overview of the HealthStream Learning Center

The HealthStream Learning Center (HLC) is an electronic learning system designed to streamline your education experience. You'll be able to conveniently complete your assignments and elective learning. Since the HLC is securely delivered via the Internet, it offers flexibility in where you participate in your e-learning exercises and access your transcript.

After you log into the HealthStream Learning Center as a student you will be able to:

- Complete courses, equivalents, and curricula.
- View your transcript (document of your completed learning).
- Print a certificate for your completed learning.
- Review learning details.
- Browse and enroll in elective learning and register for classes.
- Maintain your licensure information (if applicable).
- Learn about selected medical devices (if available through your facility).

### Student (Employee) Responsibilities

As an HLC student, you will be responsible for logging into the system on a regular basis (once a month) and completing learning in compliance with your facility's education requirements. This online Help system will aid you in understanding how to use the HLC and its student features. You can read this guide online or print a hard copy for your reference.

In addition to the online help system, we offer **Show Me How** modules which present the HLC features in a multimedia format.

### Navigating the HLC

Throughout the HLC you will see special function buttons (**Save, Update, Pause, Next, Exit, Logout**). Whenever you make changes or choose to exit the system, *be sure* to use the special function buttons as opposed to clicking the **X** in the upper right-hand corner of the page. Using the special function buttons ensures that your work is saved to the system.

## Using the Browser Check

If you experience problems navigating the HLC or if the system is not running as expected, contact your HLC support service. Your support representative may ask that you perform a system check on the computer you are using to help determine the cause of the problem.

### To perform a system check

1. Click the following link: <http://www.healthstream.com/browsercheck>. The **HLC Browser Check** window appears.
2. Note features marked with a red **X**, as this indicates items for which the computer does not meet minimum requirements for the HLC to function properly.
3. Report all red X items to your HealthStream support service.

The browser check may also be accessed by clicking the **Check System Requirements** link (if available) on the page of the HLC student login.

## Using Online Help

The context-sensitive online Help system includes Help topics that provide step-by-step instructions and reference information. Help can be accessed by clicking the **Help** icon in the upper right-hand corner of any HLC page.

Depending on which page you are on when you access the Help, a topic relevant to where you are in the HLC will display. From any topic in the Help system, you may access any of the five main areas/features of the Help:

- Contents
- Index
- Search
- Glossary
- Print

### Contents

The **Contents** tab presents the online Help system grouped in a series of books in an outline format. Clicking a book opens it to reveal all topics it contains. Clicking a topic displays it in the right-hand panel of the Help system. Clicking a book again will close it in order to collapse all of the topics back into the book.

### Index

The **Index** tab contains a list of hyperlinked keywords. Clicking a keyword displays all topics that contain the selected keyword. You may also search for a keyword by typing it into the **Type in the keyword to find** box (or typing a portion of the keyword). As you type, the closest matching keyword is highlighted. Clicking a topic displays it in the right-hand panel of the Help system.

### Search

The **Search** tab enables entering search terms into the **Type in the word(s) to search for** box and pressing ENTER. A list of matching topics appears beneath the **Search** box. Clicking a topic displays it in the right-hand panel of the Help system.

### Glossary

The **Glossary** tab contains a list of words, each accompanied by the definition. Clicking a word displays its definition at the bottom of the glossary panel.

### Print

The **Print** tab enables printing the current topic that is displayed in the Help system. Click the **Print** tab to bring up the *Print* window, where you can specify your printer settings.

### ★ Tips

- To access the online Help, press ALT+H on your computer keyboard or click the **Help** link at the upper-right corner of the page.

## Logging In

The HealthStream Learning Center is a highly secure web site. You must have a User ID and Password to access the system. If you have student access to another institution within your organization, you will be prompted to select one institution to log into.

You can access the HLC in one of the following ways:

- Open Internet Explorer and type the web address (also called a URL) provided by your administrator (for example: [www.healthstream.com/hlc/FacilityName](http://www.healthstream.com/hlc/FacilityName)). The *Login* page appears.
- You may have an HLC icon on your PC desktop or your institution's intranet. If so, double-click on the HLC icon. The *Login* page appears.

### ➔ **Logging in to the HLC**

1. In the **User ID** box, enter your user ID (provided by your administrator).
2. In the **Password** box, enter your password (provided by your administrator). Passwords are case-sensitive. *Note:* If you have forgotten your Password, enter your **User ID** and click **Password Reminder** (if available). If you have forgotten your User ID or Password, contact your administrator.
3. Click **Login**. The *My Learning* page appears unless you have more than one role within the system that share the same User ID and Password. See *Login Options* below for more information.

Your administrator may create a *Highlights* page that will appear on login. The *Highlights* page is a messaging tool allowing administrators to communicate important information to you. To exit the *Highlights* page, click the **Continue** button in the lower right-hand corner or click the **My Learning** tab at the top of the page.

### **Login Options**

You may have more than one role in the HLC both of which use the same User ID and Password for access. When logging in, you will be presented with the *Select Affiliation* page and will choose which role you wish to log into. After completing HLC activities in one role, you may wish to switch to the other role.

To switch access between roles:

1. Click the **Role** name (Student or Administrator) to the right of your name and institution. The *Select Affiliation* page appears.
2. Click **Administrator** or **Student** beside the desired institution.
3. Select the **Make this my default selection on this computer** check box for your choice to be remembered on the computer you are on.
4. Click **Proceed with Login** to log in as either a student or administrator, depending on which selection you made in step 2.

## Resetting Passwords

If available, you may also reset your password. If the password reset feature as described below is not available to you, contact your administrator to reset your password.

1. Click the **Forgot Your Password?** link on the login screen. The *Password Reset* page appears. This link will only appear if the password reset feature is available to you via your administrator.
2. Enter either the user ID or e-mail address for your account.

3. Click **Submit**. The HLC e-mails a confirmation of the password reset request to the e-mail address on file for your account. This e-mail includes instructions and a link to complete the password reset process. You must have a unique e-mail address on file in order to receive the e-mail. If your account does not have an e-mail address on file, or if the submitted e-mail address is associated with more than one account, an error message will display. Contact your administrator for assistance.
4. Click the link provided in the e-mail. The *Reset Your Password* page appears.
5. In the **New Password** box, enter a new password.
6. In the **Confirm New Password** box, enter the new password again.
7. Click **Submit**. A success message will display if your new password meets the rules set for passwords at your organization.
8. Click **Login Now**. You are returned to the HLC log in page, where you can enter the user ID and new password.

## Logging Out

### ➔ Logging Out of the HLC

1. Click **LOG OUT** on the right-hand side of the menu bar when you wish to exit the system.

If you do not exit, the system will automatically log you out after a period of time, as determined by your administrator.

If you are a student at more than one institution and have the same user ID and password for each role, or you are a student and an administrator with a single user ID and password, you can return to the *Select Affiliation* page. Click the **Student** link that appears after your name and institution. The *Select Affiliation* page will appear and you may select another institution or role.

## Menu Bar

The menu bar of the HLC is divided into five main tabs:

- **My Learning** - Access current course assignments, enrollments, and electives as well as class information.
- **My Transcript** - View a complete history of all learning completions.
- **Catalog** - Find courses or curricula via title, keyword search, or categories.
- **HospitalDirect** - Review medical device and pharmaceutical product training (if activated at your facility).
- **My Profile** - Change your name, password, time zone, discipline and license information used for awarding credits.

In addition you will see a **Site Map** link, the **Help** icon, and a **LOG OUT** button in the menu bar. The **Site Map** provides quick access to each tab.



## Site Map

The *Site Map* for students describes each of the tabs and provides quick access to each tab. The Site Map is accessible by clicking the **Site Map** icon on the right side of the menu bar. The Site Map icon is available throughout the HLC.

### ★ Tips

- You may use ALT-8 to access the Site Map via your computer keyboard.

## Text Sizing

To resize the displayed text in the HLC, use the text size feature in your browser. The process of changing the text size depends on the browser and version you use.

## Keyboard Shortcuts

The HLC has been designed to support keyboard shortcuts. Use the following keyboard shortcuts to access different areas of the HLC.

Area of the HLC	Shortcut	Description
My Learning	ALT+A	Access your My Learning tab.
My Transcript	ALT+T	View completed learning.
Catalog	ALT+C	Go to the catalog to search for elective learning.
HospitalDirect	ALT+D	Access HospitalDirect for courses on devices and other medical technology.
My Profile	ALT+I	Manage profile information and preferences.
Services	ALT+V	Accesses additional HealthStream products and services.
Highlight	ALT+G	Show Highlight greeting for both students and administrators.
Site Map	ALT+8	Site map containing links to all HLC features. (The 8 is the same as *, which is used as the Site Map icon.)
Help	ALT+H	Access the online Help system.

## The My Connections Tab

If your organization has enabled the optional My Connections feature, you will have access to the **My Connections** tab, which displays useful links in three sections: **What's New**, **Learning Links**, and **Resources**.

## The My Learning Page

The *My Learning* page contains a list of assigned and elective learning opportunities. The *My Learning page* provides you with information about the education you are required to complete or have elected to take.

The *My Learning* page is divided into the following sections:

- **Assigned Learning**
- **Elective Learning**
- **Upcoming Classes**
- **Choose a Class**
- **Institution-specific Assigned Learning**

Each section is described below.

### Assigned Learning

This section contains learning that your administrator requires you to complete within a certain time frame. The **Assigned Learning** section displays the following information.

- **Learning icon and name:** These are hyperlinked so that you can review details and begin the learning opportunity.
- **Due Date:** The date on which all elements of the learning are to be completed. All assigned learning is due on the designated due date (11:59 PM Eastern) regardless of your location's time zone.
- **Status:** The following indicate the status of the learning:
  - **Assigned:** You have been assigned the learning but have not yet clicked the name link.
  - **Not Yet Started:** You have clicked the name link but have not begun any of the learning elements.
  - **In Progress:** You have begun one of the elements within the learning opportunity.

### Elective Learning

This section contains learning for which you have self-registered or have been enrolled in by an administrator through class registration. The **Elective Learning** section displays:

- **Learning icon and name:** These are hyperlinked so that you can review details and begin the learning opportunity.
- **Enrolled By:** This indicates how you were enrolled in the learning opportunity: either Self, if you selected the learning from the Catalog tab, or Administrator, if an administrator enrolled you in the learning through class registration.
- **Status:** The following indicate the status of the learning:
  - **Not Yet Started:** You have clicked the name link but have not begun any of the learning elements.
  - **In Progress:** You have begun one of the elements within the learning opportunity.

### Upcoming Classes

This section shows all existing class sessions on or after today's date for which you are registered. The **Upcoming Classes** section displays:

- **Start Date & Time:** The start date and time of the class.

- **Class Name:** The name of the class.
- **Session:** The number of sessions included in the class.
- **Status:** Indicates if you are Registered or Waitlisted.
- **Options:** Includes links to **Class Details**. Also includes the **Add to My Calendar** link, which allows you to download a calendar event file to save the class details to your personal calendar software. See [Downloading an iCal File with Class Details](#) for more information.

### Choose a Class

This section provides a list of classes within courses that you are currently enrolled in, but have not yet registered for. The **Choose a Class** section displays the course and learning activity name.

### Institution-Specific Assigned Learning

This section appears only if you work at more than one institution. You may be required to complete one or more learning opportunities for a specific institution. If so, they will appear here. Simply click the name of the institution under the **Institution** column to switch to the other location and complete the learning.

The same learning opportunity name may appear under **Assigned Learning** and **Institution-Specific Assigned Learning**. Completing the learning under the institution-specific assignment may satisfy both learning assignments (depending on how the assignments were created).

### ★ Tips

- You may use ALT+A to access the *My Learning* page via your computer keyboard.

## Completing a Course

Courses within The HLC include one or more learning activities, in any combination. Learning activities include:

- Online content
- Tests
- Evaluations
- Classroom activities
- Document attachments
- Web site links
- Virtual classes (if applicable)

Learning activities within a course may require sequential completion (in a pre-determined order) or be completed in the sequence you choose, depending on how the course was designed. If sequential order is required, you will be able to access learning activities only in the prescribed order as you complete each.

If a course includes a classroom activity, you may be registered for a specific class by an administrator, or you may be able to choose the class you wish to attend. If you are registered for a specific class, you will automatically be enrolled in the course and must complete all learning activities within that course. The course will appear under **Elective Learning** on your *My Learning* page. *Note: Classes may include more than one session. To meet class requirements, you must attend all class sessions.*

Some courses may be created to include a test-out opportunity. A test-out can occur with a test or classroom activity in which you meet a minimum passing score. Reaching the minimum passing score for this type of learning activity will immediately pass the course and you will not be required to complete additional learning activities.

Once you have successfully completed all of the learning activities within an HLC course, the course is completed and will be removed from your *My Learning* page. The course completion will immediately appear on your *My Transcript* page.

If an assigned course includes a Pass Required learning activity and you fail to meet the passing requirements, you will be un-enrolled and re-enrolled in the course and will have to repeat all course learning activities. If you elected to take the course or were registered for a class by an administrator, the course will be removed from the **Elective Learning** area of your *My Learning* page.

To begin a course, click a course name from the **My Learning** tab to display the *Course Details* page, including the list of learning activities.

## Completing an Equivalent

An equivalent is a group of courses that are equal to each other for purposes of establishing completion of an assignment. When an equivalent is assigned, you can choose the course you wish to complete to fulfill the assignment. Equivalents can also appear as part of a curriculum (see [Completing a Curriculum](#)).

### To complete an equivalent

1. On your *My Learning* page, click the equivalent name. The *Equivalent Details* page appears, including a list of equivalent courses. *Note: If you have qualifying completions for any course in the equivalent, one of those will be automatically applied to the equivalent and appear as Completed on the Equivalent Details page.*
2. To preview the contents of a course, expand the course by clicking the **+** symbol that appears to the left of the course icon and name. The list of learning activities appears.
3. For detailed information about a course, including a description, learning objectives, available CE credit and more, click **Course Information**. A window appears within the course's information.
4. Click the **X** in the upper right-hand corner of the window to close it. The *Equivalent Details* page appears.
5. Complete the course (see [Completing a Course](#)). Once you have completed the course, the equivalent will be removed from your *My Learning* page and the completed course will appear on your *My Transcript* page.

### Returning to the course if you do not complete it

To return to the course if you do not complete it

1. On your *My Learning* page, click the equivalent name. The *Equivalent Details* page appears.
2. Click the course name to resume the course.

## Un-enrolling from the course and enrolling in another equivalent course option

To un-enroll from the course and enroll in another equivalent course option

1. On your *My Learning* page, click the equivalent name. The *Equivalent Details* page appears.
2. Click **Un-enroll** to the right of the course name. A confirmation prompt appears. If you are registered for a class in the course from which you are un-enrolling, you will be dropped from the class.
3. Click **OK**. The **Enroll** button is now available for all course options.
4. Click **Course Information** for each course to determine which course you wish to take.
5. Click **Enroll** for the course you wish to complete.

### ★ Tips

- If you have an assignment of a course on your *My Learning* page that also appears separately within an equivalent, completing the course in the equivalent first may fulfill the assignment of the other course automatically.

## Viewing the Equivalent Details Page from Your My Learning Page

Click the equivalent name from your *My Learning* page to access the *Equivalent Details* page. From within a curriculum, click the **Enroll** button for an equivalent with a status of Not Yet Started, or click the equivalent name if the status is *In Progress*.

The *Equivalent Details* page includes the following sections:

- **Equivalent description**
- **List of courses within the equivalent**, including the **Enroll** button and a link to the *Course Information* window. For a course with a status of In Progress, the **Un-enroll** button appears.

Clicking the **Enroll** button on a classroom course does not register you in a specific class. Click the class learning activity to view the schedule and, if available, register for an upcoming class.

There are also links in the upper right-hand corner to:

- View the *Equivalent Overview* page
- Exit the equivalent (return to your *My Learning* page or the curriculum)

### Previewing the Contents of a Course

1. Click the **+** symbol that appears before the course icon and name to preview the contents of a course. The list of learning activities will be displayed.

### Viewing Detailed Course Information

1. For detailed information about a course including description, learning objectives, available CE credit and more, click the **Course Information** link. When you click this link, a window appears with the course's information.
2. Click the **X** in the upper right of the window to close it.

### Enrolling in a Course

1. To choose a course, click the **Enroll** button. The **Course Details** page appears, allowing you to select the first learning activity.

## Resuming a Course

1. Click the course name to resume an equivalent course with a status of ***In Progress***. The *Course Details* page appears, allowing you to resume.

You will not be able to review the details page for courses or equivalents that have a status of **Exempt** since you did not complete those items.

When you are on the *Course Details* page, a **Maintain Discipline and License Information** link appears. Clicking this link takes you to your *My Profile* page where you can update your licensure information if needed. See *Managing Discipline and License Information*.

## Viewing the Course Overview Page

Access the *Course Overview* page in one of the following ways:

- Click a course name from a catalog search.
- Click **Course Overview** from the *Course Details* page of a course in which you are already assigned or enrolled.

If the *Course Overview* page was accessed from a catalog course, an **Enroll in this Course** button will be available. Click this button to place the course on the *My Learning* page under **Elective Learning**.

The following sections appear on the *Course Overview* page:

- **Course Learning Activities**
- **Description**
- **Learning Objectives**
- **Course Outline** (optional)
- **About the Author** (optional)
- **Technical Requirements** (optional)
- **Course Continuing Education Credit** (optional)
- **Course Categories** (optional)

Each section is described below.

### Course Learning Activities

This section contains all of the learning activities associated with the course.

If the first activity of the course is a classroom activity, and the course is designed for learning activities to be completed sequentially, click the **Show Class Schedule** link to view class schedules and register for the class. Registering for a class automatically enrolls you in the course (if you were not previously enrolled). If the classroom activity is not the first activity within a course requiring sequential activity completion, you can view the scheduled classes by clicking the **Preview Class Schedules** link. You cannot, however, register for the class. If the course allows non-sequential learning activity completion, you can register for all classes at any time.

### Description

This section contains the course description.

### Learning Objectives

This section contains a description of the learning objectives of the course.

### Course Outline

This section contains an outline of the course.

### About the Author

This section contains information about the author of the course.

### Technical Requirements

This section contains information about the technical requirements needs to take the online course.

### Course Continuing Education Credit

The **Continuing Education (CE Credit)** information section displays the following for each available credit type: Accrediting/Approving Body name, Credit Units awarded for course completion, Credit Expiration (the date after which no further credit will be awarded), Accreditation/Approval Statement, Disciplines receiving credit, States of licensure approved for credit.

If you are a licensed healthcare professional, the discipline/license information stored in the HLC (specifically the discipline and state) must match the discipline(s) and state(s) noted in the **Continuing Education Credit** information above for credit to be issued for course completion. To ensure that you receive all appropriate earned credit, click **Maintain Discipline and License** to update your professional licensure information within the system.

### Course Categories

This section may contain a list of the categories to which this course belongs.

## Viewing the Course Details Page

1. Click the course name from your *My Learning* page to access the *Course Details* page.

The *Course Details* page includes the following sections:

- Course Learning Activities
- Continuing Education Credit Information

There are also links in the upper right-hand corner to:

- View the Course Overview
- Un-enroll from the Course
- Exit the Course

## Viewing Course Learning Activities

The **Course Learning Activities** section of the *Course Details* page contains five columns: **Learning Activity**, **Additional Information**, **Status**, **Score**, and **Last Accessed**.

### To view course learning activities

1. Click the course name from your *My Learning* page to access the *Course Details* page.

### Learning Activity

This column lists all activities associated with the course. Learning activities marked with an asterisk (\*) are required for course completion. If the course has been developed for sequential



learning activity completion, learning activities will only become linked as you move through activity completion.

When clicked, online activities, tests and evaluations will open within your web browser. When a class activity is clicked it will show the class schedule (if it has been made available to students for viewing or self-registration). From the *Class Schedule* view you can click on the class name to view details, such as instructor(s), maximum class size, number of students registered, and class notes. From there, clicking on the instructor name link will display the instructor name and e-mail, and if stored in the system, a mailing address, phone and fax numbers, biography, and credentials.

Each activity is marked by an icon. See the **Activity Legend** for icon meanings.

### Additional Information

Information about registered and waitlisted classes can be found here, including the start date and time of the first session, the end date and time of the last session, and the total number of sessions. A window will display each class session date, time and location in its own row.

### Status

Displays your progress toward completion of each activity in the course. Statuses for classroom activities include:

- Not Registered
- Registered
- Waitlisted
- Not Yet Graded (if the last class session end date and time has passed and your grade has not yet been entered by the administrator).

Statuses for non-classroom activities include:

- Not Yet Started (if you have not yet clicked on the activity name link)
- In Progress (if you have clicked the activity name link)

### Score

Displays the grade for each completed activity (if the activity is graded).

### Last Accessed

Indicates your most recent access to the course learning activities.

## Viewing Continuing Education Credit Information

The **Continuing Education Credit Information** section shows what credits, if any, you can earn upon the completion of the course. This information is based on the professional license/discipline information entered in the system. If you have not entered your license information, you may do so by clicking the **Maintain Disciplines and Licenses** link. If you are not able to access this, contact your administrator to have the information updated for you.

You may also wish to view the *Course Overview* page prior to beginning an HLC course.

### To view continuing education credit information

1. Click the course name from your *My Learning page* to access the *Course Details* page.

## Viewing a Class Schedule

### ➔ To view a class schedule

1. From the **Choose a Class** section of your *My Learning* page, click the name of the course and learning activity. The *Course Details* page appears.
2. Click the name of the class to view the schedule. The *Class Schedule* page appears. For instructor-led classes, the class schedule shows the following information:
  - **Class Name:** The specific name for that class, linked to the *Class Details* page.
  - **Session Date Range:** A class may have one or more sessions. The first session's start date and time are shown, followed by the last session's end date and time. You can view each individual session and their corresponding dates and times by clicking **Class Details**.
  - **Location:** The room (and building) where the class is scheduled to meet.
  - **Status:** Indicates whether you are registered, not registered, or waitlisted.
  - **Options:** Contains **Class Details**, **Register**, **Waitlist**, and **Drop** links.

## Viewing a Virtual Class Schedule

Virtual classes can offer upcoming classes for live participation or a recorded class for on-demand viewing. To allow participation in a virtual class in real time, an **Attend** link appears on your *My Learning* page (under **Upcoming Classes**) when a class's start date and time arrive. After the end date and time, the class and **Attend** link are removed.

### Virtual Class Options: How to Register for, Attend, and Drop a Class

The **Options** column allows you to register for a class, as well as add yourself to the waitlist for a class (if available) and view the details about a class. Once registered, the option to drop a class appears.

- **Class Details:** This page shows the instructor(s), maximum class size, current number of students registered, class notes, and the list of sessions.
- **Register:** When you click this link, you are added to the class roster unless the class is full. If the class is full, contact your HealthStream Administrator. Recorded classes do not have a waitlist.
- **Drop:** When this link is active, it indicates you are registered for the class shown. When you click this link, you are removed from that class's roster. You remain enrolled in the course and you will need to select another class in which to register.

When viewing a recorded class, the video cannot be bookmarked. If you have to close the window that is showing the recording, make a note of the time lapsed. When you return to view the presentation, you can move the video's timeline pointer back to the time where you left off.

Once you are registered for a class, you may have the option to drop the class if the class is set up to allow students to drop. If so, a **Drop this Class** button appears to the right of your selected class's information at the top of the page.

### Upcoming Virtual Classes

For virtual classes the class schedule shows the following information:

- **Class Name:** The specific name for that class, linked to the *Class Details* page.

- **Session Date Range:** A class may have one or more sessions. The first session's start date and time are shown, followed by the last session's end date and time. You can view each individual session and their corresponding dates and times by clicking **Class Details**.
- **Location:** Generally, this is blank for virtual classes though the instructor may enter information here.
- **Status:** Indicates whether you are registered, not registered, or waitlisted.
- **Options:** Contains **Class Details**, **Register**, **Waitlist**, and **Drop** links.

### Recorded Virtual Classes

If one or more of a repeated virtual class has been recorded, the most recent, completed virtual class will be available as the recorded class. You can click either the **Session 1 Recording** link or **Register and View** link to register for the virtual class and immediately begin viewing it. If there are no additional sessions, then you will complete this class after viewing the first session. If there are two or more sessions, then you will complete this class only after each session has been viewed.

For the recorded virtual class, the class schedule shows the following information:

- **Class Name:** The specific name for that class, linked to the *Class Details* page.
- **Session:** A class may have one or more sessions; therefore, each session will be recorded for viewing.
- **Estimated Length:** The approximate length of the recording. The actual length is visible only when you are viewing the recording.
- **Recorded On:** The first session's start date and time are shown, followed by the last session's end date and time. You can view each individual session and their corresponding dates and times by clicking *Class Details*.
- **Status:** Indicates whether or not you are registered.
- **Options:** Contains **Class Details**, **Register**, and **Drop** links.

### ★ Tips

- Once you are registered for a class you can click the *Class Schedule* link on your *My Learning* page (in the **Upcoming Classes** section) to view the class schedule page. This is also a quick way to access the **Drop this Class** button.

## Completing a Curriculum

A curriculum is a group of two or more courses and/or equivalents that must be completed as a unit. Curricula can be assigned, and will appear under **Assigned Learning** on your *My Learning* page, or can be elected from the *Catalog* tab.

Courses and equivalents within a curriculum may require completion in a specified order.

### ➡ To complete a curriculum

1. On your *My Learning* page, click the desired curriculum name. The *Curriculum Details* page appears, including the list of courses and equivalents within the curriculum. If you have qualifying completions on your transcript for any courses in the curriculum, they will be automatically applied to the curriculum and appear as **Completed** on the *Curriculum Details* page. Also, some courses may appear as **In Progress**. This is because the HLC-

will match existing course assignments and enrollments with the same course when it appears within a non-sequential curriculum.

2. Click **Enroll** to the right of a course or equivalent. The *Course Details* or *Equivalent Details* page appears.
  - If the curriculum is set up for sequential completion, only one course or equivalent at a time will be available for enrollment.
  - Your administrator may choose to exempt you from one or more courses or equivalents within a curriculum. An exemption means that you do not have to complete the exempted course(s) but must complete all other learning items within the curriculum. If you have been exempted, a green message bar will appear when you click the **Enroll** button and you will not have to complete the course.
3. Complete each course and equivalent in the curriculum (see *Completing a Course* and *Completing an Equivalent*). Once all courses and equivalents in the curriculum have been completed, the curriculum will be removed from your *My Learning* page and moved to your *My Transcript* page as a completion.

### Resuming a Course or Equivalent

To resume a course with a status of **In Progress**, click the course name. This will take you to the *Course Details* page where you can start or restart any learning activities associated with the course.

For an equivalent with a status of **In Progress**, you can click the equivalent name to view the *Equivalent Details* page or you can click the course name shown below the equivalent name to view the *Course Details* page.

### ★ Tips

- If you have an assignment of a course on your *My Learning* page that also appears separately within a curriculum, completing the course in the curriculum first will fulfill the assignment of the other course automatically (as long as it's completed before the due date).
- When you complete a curriculum, you can access and print a certificate of completion for the curriculum.

## Viewing the Curriculum Overview Page

1. Access the *Curriculum Overview* page in one of the following ways:
  - Click **Curriculum Overview** from the *Curriculum Details* page.
  - Click the curriculum name from the **Catalog** tab.

### About the Curriculum Overview Page

The *Curriculum Overview* page includes the following sections:

- **Curriculum elements** (courses)
- **Curriculum description**
- **Curriculum categories**

### Navigating to the Course Details Page

Click the name link of each course to view the *Course Details* page.

### Leaving the Curriculum Overview Page

- When you access the *Curriculum Overview* page from the *Curriculum Details* page, click **Return** to return to the *Curriculum Details* page.
- When you access the *Curriculum Overview* page from the **Catalog** tab, click **Return** to return to your *My Learning* page.

## Viewing the Curriculum Details Page from Your My Learning Page

Click the curriculum name from your *My Learning* page to access the *Curriculum Details* page.

The *Curriculum Details* page includes the following sections:

- **Curriculum description**
- **List of courses within the curriculum**, including an **Enroll** button, **Course Status** description, a **Course Information** link, **Score** (if applicable), and **Last Accessed** date.

There are also links in the upper right-hand corner to:

- View the **Curriculum Overview**
- **Exit Curriculum** (return to your *My Learning* page)

### Previewing the Contents of a Learning Item

1. Click the **+** symbol that appears before the learning item icon and name to preview the contents of a learning item. For course, the list of learning activities appears. For equivalents, the list of courses available appears.

### Viewing Detailed Course Information

1. For detailed information about a course including description, learning objectives, available CE credit and more, click the **Course Information** link. When you click this link, a window appears with the course's information.
2. Click the **X** in the upper right of the window to close it.

### Enrolling in a Course or Equivalent

1. Click the **Enroll** button to start a course or equivalent with a status of **Not Yet Started**. The *Course Details* or *Equivalent Details* page appears, allowing you to select the first learning activity.

### Resuming a Course or Equivalent

1. Click the course name or equivalent name to resume a course or equivalent with a status of **In Progress**. The *Course Details* or *Equivalent Details* page appears, allowing you to resume.
2. On the *Equivalent Details* page, click the name of the course to see the *Course Details* page for the course you completed as part of that equivalent.
3. The *Course Information* window appears when you click on the **Course Information** link for any course.

When you are on the *Course Details* page, a **Maintain Discipline and License** Information link appears. Clicking this link takes you to your *My Profile* page where you can update your licensure information if needed. See Managing Discipline and License Information.

## ★ Tips

- For equivalents with a status of **In Progress**, you can click the course name below the equivalent name for direct access to the *Course Details* page.

## Viewing the Curriculum Details Page from Your My Transcript Page

1. Click the curriculum name from your *My Transcript* page to access the *Curriculum Details* page.

The *Curriculum Details* page includes the following sections:

- **Curriculum name.**
- List of courses within the curriculum, including **Enroll** or **Launch** buttons, **Course Status** description, **Score** (if applicable), and **Last Accessed** date.

There are also links in the upper right-hand corner to:

- View the *Curriculum Overview* page.
- Exit curriculum (return to your *My Transcript* page).

To view the learning activities or the certificate associated with a course, click the course name to launch the *Course Details* page.

To view the courses in an equivalent, click the name of the equivalent to launch the *Equivalent Details* page.

You will not be able to review the details page for courses or equivalents that have a status of **Exempt** since you did not complete those items.

On the *Equivalent Details* page, click the name of the course on to see the *Course Details* page for the course you completed as part of that equivalent.

The *Course Overview* page appears when you click on the names of any courses you did not complete as part of the equivalent.

When you are on the *Course Details* page, a **Maintain Discipline and License Information** link appears. Clicking this link takes you to your *My Profile* page where you can update your licensure information if needed. See *Managing Discipline and License Information*.

## Accessing a Course Attachment Learning Activity

Course attachment learning activities may be added to administrator-developed HLC courses. There are two types of attachments in a course attachment learning activity:

- A link to an Internet or Intranet site.
- A link to a document for review

The *Course Details* page notes course attachment learning activities by the file folder icon.

### Accessing a Link to an Internet or Intranet Site

1. On your *My Learning* page, click the course name. The *Course Details* page appears with a list of course learning activities.
2. Click the desired course attachment name. The *Course Attachments* page appears.

3. Click the desired course attachment name. The Internet or Intranet page opens in a new window.
4. Close the Internet/Intranet window when you have finished reviewing the information. You will be returned to the *Course Attachments* page.
5. Click **Continue**. You are returned to the *Course Details* page.

You may be unable to access links to your Intranet site if you are logged into the HLC outside of your organization's firewall.

### Accessing a Link to a Document

1. On your *My Learning* page, click the course name. The *Course Details* page appears with a list of course learning activities.
2. Click the desired course attachment name. The *Course Attachments* page appears.
3. Click the course attachment name. A message window prompts you to open, save, or cancel the file download.
4. Click **Save** to download the document to a location on the computer at which you are working (such as the desktop) and then open the file, or you may click Open to directly open the attachment. If unsure as to which method to use, consult with your HLC administrator. Once opened, the attached file can be viewed and printed if needed.
5. After closing the document attachment, you are returned to the *Course Attachments* page.
6. Click **Continue**. You are returned to the *Course Details* page.

### Notes

- Some course attachment learning activities will require that you click on and download the file as part of course completion. Others may be marked as optional and will not require download.
- Some courses may be set up so that learning activities are completed in a pre-determined sequence. If so, the course attachment learning activities must be accessed in the order in which learning activities have been set up within the course.
- Course attachments will continue to be available from the *Course Details* page after a course has been completed.

## Searching for Elective Learning

The **Catalog** tab offers additional learning (courses and curricula) available through the HLC that you can elect to take. Some of the offerings are free, and others may include a registration fee. The **Catalog** tab enables searching and browsing for alphabetically, using keyword search or by category.

### To search the student catalog

1. Click the **Catalog** tab.
2. Use any of the following methods to locate a course or curriculum:
  - Enter a search term in the **Search** box and click the **Search** button.
  - Click the **Alphabetical** link to search alphabetically for a course or curriculum.
  - Click the **Navigation Tree** in the **Search by Category** section on the left side of the page and browse for the desired course or curriculum.



3. Click the name of the desired course or curricula. Courses listed in your search return will display icons denoting the types of learning activities within the course. Curricula will display the curricula icon.
4. Click **Enroll in this Course/Curriculum**. The *Course/Curriculum Details* page appears. You may now begin the course or curriculum, or return to it at any time from the **Elective Learning** area of your **My Learning** tab. You may also un-enroll from elective learning at any time by clicking the **Un-enroll** link.

### ★ Tips

- You may use ALT+C to access the student Catalog via your computer keyboard.

## Adding a Student-entered Learning Event

A learning event is an educational activity that a student completes that was not managed or delivered through the HLC. Examples include outside workshops, conferences, or symposia.

Students may enter learning event information into the HLC, which adds the information to the student transcript. This feature is activated by request only. Contact your HLC administrator for additional information about this feature.

### ➡ To add a student-entered learning event

1. Click the **My Transcript** tab. The *Student Transcript* page appears.
2. Click **Add a Learning Event**. The *Add a Learning Event* page appears.
3. In the **Course Name** box, enter the learning event course name. Note that this field cannot be edited after the learning event is entered. If you need to edit a learning event name, delete the learning event and create a new one.
4. In the **Completion Date** box, enter the learning event completion date. The completion date must be today's date or a date in the past.
5. In the **Estimated Completion Time** boxes, enter the training time in hours and minutes. The estimated completion time is the actual time spent in the learning event.
6. In the **Comments** text area, enter any comments about the learning event, if desired. Comments might include further details such as sponsoring agency, learning objectives, instructor information, or continuing education (CE) credit earned. Comments will appear on the student transcript and on transcript reports, so they can be viewed by HLC administrators. Enter text only. Do not enter any sort of code, such as HTML.
7. Click **Save**. The learning event will be added to the student transcript in reverse chronological order (most recent first) by course completion date. **Student Entered** will be noted to the right of the learning event.

### ★ Tips

- You can also click the calendar icon to select dates.

## Editing a Student-entered Learning Event

HLC administrators cannot edit a student-entered learning event. Only the student who created the learning event can edit it.

### ➡ To edit a student-entered learning event



1. Click the **Transcript** tab.
2. Click the student learning event you wish to edit. The *Learning Event Details* page appears.
3. Click **Edit this Learning Event**. The *Edit a Learning Event* page appears.
4. Make the desired edits. The learning event course name cannot be edited. If you need to edit a learning event name, delete the learning event and create a new one.
5. Click **Save**.

## Deleting a Student-entered Learning Event

HLC administrators cannot delete a student-entered learning event. Only the student who created the learning event can delete it.

### **To delete a student-entered learning event**

1. Click the **Transcript** tab.
2. Click the student learning event you wish to delete. The *Learning Event Details* page appears.
3. Click **Edit this Learning Event**. The *Edit a Learning Event* page appears.
4. Click **Delete**. A confirmation prompt appears.
5. Click **OK** to delete the learning event.

## The My Transcript Page

The *My Transcript* page is a record of all completed learning. The *My Transcript* page allows you to view and print a record by date range and includes the following:

- **Student Totals** for completions and estimated time for the selected date (defaults to Last 12 Months).
- **Summary** of earned continuing education (CE) credit, if appropriate.
- **All Completions** for the selected date range.
- **Name of completion**, with hyperlink to details, online learning activities and/or file and URL attachments. Earned CE credit information will also display as appropriate for CE courses. Online learning activities and other attachment learning activities may be available through the transcript for a limited period of time. If you cannot access an online activity or other attachment from your transcript, contact your HLC administrator.
- **Est. Time** (an estimation of the time spent completing the learning).
- **Completion Date**.
- **Course CE Credit** information, if CE was earned for a course completion.
- **Administrator- or Student-entered Learning Event** notation and comments. Student-entered learning event entry is an HLC option that may or may not be enabled at your institution.

There is also a link which allows you to customize and print your transcript. See [Printing a Student Transcript](#).

### ★ Tips

- You may use ALT+T to access *My Transcript* via your computer keyboard.

## Viewing a Student Transcript

The student transcript lists all completed learning.

### ➡ To view a student transcript

1. Click the **My Transcript** tab. The *My Transcript* page appears. The default date range for the transcript is the last 12 months.
2. In the **Date Range** list, select the date range for the report, or enter the dates in the **From** and **Through** boxes.
3. Click **Go**.

### ★ Tips

- You can also click the calendar icon to select the dates.

## Printing a Student Transcript

Student transcripts can be printed as they appear on the *My Transcript* page, or can be customized to display additional transcript information.

### To print a copy of your transcript as it appears on the My Transcript page

1. Click the **Customize and Print Transcript** link at the top-right of the page. The *My Transcript - Customize and Print* page appears.
2. Click the **Continue** button. The transcript will appear in printable format.
3. Click the **Print** link to print a copy as it appears on-page.
4. Click the **Export** link and click **Save As** to save a copy of your transcript on your computer.

### To customize your transcript prior to printing

1. Click **Customize and Print Transcript** at the top-right of the page. The *My Transcript - Customize and Print* page appears.
2. In **Report View**, select **Completion Date** or **Completion Name (Alphabetical)**. **Completion Date** shows completions in reverse chronological order, and **Completion Name (Alphabetical)** shows completions sorted by name.
3. In the **Date Range** list, select the date range for the report, or enter the dates in the **From** and **Through** boxes.
4. In **Completions to Include**, select **All**, **Assigned only**, **Elective only**, or **Learning Events** only.
5. Click **Show Additional Options** to further customize your transcript. The *My Transcript - Customize and Print* page refreshes to include the following optional fields. (If you do not want to customize your transcript further, then skip to step 7 below.)
6. In **Student Demographics**, select one or more of the following check boxes:
  - **Include Student User ID**
  - **Include Job Title**
  - **Include Job Category** (as determined by your HLC administrator)
  - **Include Department**
  - **Include Hire/Re-hire Date**
  - **Include Active Date** (which may or may not be the same as your hire/re-hire date; this is an administrator-controlled field)
  - **Include Review Date** (which may or may not be utilized by your organization).
  - In **Transcript Data Options**, select one or more of the following check boxes:
    - **Include Estimated Time** (selected by default): displays estimated completion times assigned to each course. This also controls whether or not the total estimated time is displayed. Some courses may not include estimated completion times and will display as 0 on the transcript. Times shown are course developer estimations, not the actual time spent completing the course.
    - **Include Time with Completion Date**: displays the completion date (learning events always have a completion time of 12:00 a.m.).
    - **Include Course Score**: displays the course score in numeric format (0 - 100).
    - **Include Learning Event Comments** (selected by default): displays notations entered on administrator-entered or student-entered learning events.
7. Click **Continue** to preview your transcript. The transcript will open in a new browser window.
8. Click **Print** to print your transcript, or print from your web browser menu.
9. Click **Export**.

10. Click **Save As** to save a copy of your transcript to your computer.

### ★ Tips

- You can also click the calendar icon to select the dates.

## Viewing a Certificate

Your administrator may choose to issue certificates of completion for selected courses and curricula. All HealthStream regulatory courses include certificates of completion.

### ➔ To view a certificate from your transcript

1. Locate and click the desired course or curriculum name listed in your transcript. The *Course/Curriculum Details* page appears for the selected learning.
2. Under the **Credits** section of the *Course/Curriculum Details* page, click the **View Certificate** link. The certificate appears in a new window. You can also print a certificate.

### ★ Tips

- In addition to the **View Certificate** link(s), the *Course/Curriculum Details* page also includes **Maintain Discipline and License Information**, **Refresh Credits**, and **Manage Credit Units** links.

## Printing a Certificate

### ➔ To print a certificate

1. Open the certificate. See Viewing a Certificate for more information.
2. Click the **Print** icon at the top of the window, or use the Print command in your web browser.

## Earning Continuing Education (CE) Credit

Licensed healthcare professionals may qualify for CE credit for some HLC courses that offer CE credit. Credit is awarded for course completion if the license/discipline information stored in the system matches the requirements for a specific CE credit type associated with the course (see Managing Discipline and License Information).

Earned CE credit will appear on the transcript (beneath the course name). It will also appear on the *Course Details* page, when the **Course Name** link is clicked from the *Transcript* page.

CE credits for which you qualify will appear on the *Course Details* page. All CE credit being awarded for the course will appear on the *Course Overview* page.

Some accrediting bodies require that credits earned be reduced to the actual amount that reflects the time spent in the CE course. If this rule applies to your specific discipline/licensure, you may need to reduce the number of earned credits (see Editing Continuing Education (CE) Credits).

### ★ Tips

- If you do not see CE credit on your transcript for a course even though you qualify for the awarded credit type, be sure to check your Discipline and Licensure Information in the *My Profile* tab to ensure that your license information is stored in the system. If you enter your license information after completing a course, you will need to refresh CE credits (See Refreshing Continuing Education (CE) Credits).

## Refreshing Continuing Education (CE) Credits

The **Refresh Credits** link in the **Credits** section of the *Course Details* page is used to update the list of credits you have earned for this course. It may be necessary to refresh credits if, for instance, you enter your discipline and license information after completing a CE course. If credits have been awarded, the number of credits earned, as well as the associated license number (if entered in the student *My Profile/License and Discipline* page) will be displayed.

### ➤ To refresh credits

1. Access the *Course Details* page. See Viewing the Course Details Page for more information.
2. Click the **Refresh Credits** link.

## Editing Continuing Education (CE) Credits

Some accrediting bodies require participants to claim credit only for the portion or portions of the continuing education activity that they actually attend or for time actually spent. The Credit Editor is an optional feature that may be enabled by your administrator to reduce the number of credit hours awarded for a course.

### ➤ To edit CE credits

1. Click the **Manage Credit Units** link from the *Course Details* page.
2. The *Credit Unit Editor* displays.
3. Enter any necessary changes to the units of credit and click **Save**.

## Viewing a Virtual Class Recording

Students can access recordings of virtual classes (either attended live or viewed as a recording for class credit) if their organization's Web meeting system supports recordings.

### ➤ To access a virtual class recording in the transcript

1. Click the **My Transcript** tab. The *My Transcript* page appears. The default date range for the transcript is the last 12 months.
2. In the **Date Range** list, select the date range for the report, or enter the dates in the **From** and **Through** boxes.
3. Click **Go**.
4. Search the transcript for a course completion that includes a virtual class.
5. Click the name of the course. The *Course Details* page appears.
6. Under the **Learning Activity** heading, click the name of the virtual class. The *Class Details* page appears.

7. Under the **Recorded Class** section, click **Session Recording** to view the recording. If the class has multiple sessions, there will be a recording link for each session. If there is no **Recorded Class** section, your organization's Web meeting software does not support the recording option.

★ **Tips**

- You can also click the calendar icon to select dates.

## Using Hospital Direct

HospitalDirect is a program through which HealthStream can deliver information and education related to various medical devices through the HLC.

If your facility chooses to participate in HospitalDirect, you will be able to access device information, product in-service and/or continuing education and other device-related information.

### **Viewing Available Offerings**

To view available offerings:

1. Click the **HospitalDirect** tab. The *Browse Devices* page appears.
2. Browse for the course or information you wish to view.
3. Click the name link of the device information or course you would like to see. If the offering is an online course, clicking the **Course Name** link will take you to the *Course Overview* page where you can enroll in the course by clicking the **Enroll in this Course** button.

### **Tips**

- You may use ALT+D to access HospitalDirect via your computer keyboard.

## Managing Account Information

The **My Profile** tab allows you to access information about your HLC account, including, if desired, address and phone information.

You may or may not be able to edit all of the fields in your student account. This will be determined by your institution administrator.

### ➔ To edit your account information

1. On the *My Profile* page, click **Manage Account Information**. The *Manage Account Information* page appears.
2. Make the desired changes.
3. Click **Save**.

### ★ Tips

- You may use Alt+I to access the **My Profile** tab via your computer keyboard.

## Adding Personal Address and Phone Information

### ➔ To add personal address and phone information

1. On the *My Profile* page, click **Manage Personal Address and Phone Information**. The *Manage Student Mailing Address* page appears.
2. Select the **Include address information** check box. The *Manage Student Mailing Address* page refreshes, enabling the following fields:
  - Address
  - City
  - State/Province
  - Country
  - Zip Code
  - Zip Code Ext
  - Phone
  - Phone Ext
  - Fax
3. Add or revise the fields as necessary.
4. Click **Save**.

## Changing Your Password

### ➔ To change your password:

1. Click the **My Profile** tab to open the *Personal Options* page.
2. Click the **Manage Account Information** link to open the *Manage Account Information* page.
3. Type the new password in the **Password** box.



4. Re-type the new password in the **Confirm Password** box. It must match the password that you typed in the **Password** box exactly.
5. Click the **Save** button.

## Managing Discipline and License Information

The **Discipline and License Information** area allows details about professional licensure status to be stored so that the system can issue appropriate credit for continuing education courses. Based on your organization's preferences, you may or may not be able to input and manage information for one or more licenses.

All students, whether or not they are licensed professionals, will see a discipline selection of **Other** and a state designation of your institution's state (or, in the event that there is no state on record with HealthStream, the state designation will be TN). Do not delete this license designation if you earned CE credit through the HLC prior to entering license information in the system (if you were a student in an earlier version of the HLC). If deleted, you will lose CE credit earned through the earlier HLC platform. If you hold a professional license, you should enter that information into the system by clicking the **Add Discipline/License** link. Once you've entered your actual licensure information, you can delete the **Other** license from your record.

### Accessing the Manage Discipline and License Information Page

On the *My Profile* page, click **Manage Discipline and License Information** to view the *Discipline/License Information* page.

Note: To ensure that continuing education credit is appropriately awarded for CE courses that you complete, you are strongly encouraged to maintain your license information in the HLC. If you do not have access to managing your license information, contact your HLC administrator.

## Adding License Information

### ➔ To add information for a professional license

1. On the *My Profile* page, click **Manage Discipline and License Information** to view the *Discipline/License Information* page.
2. Click **Add Discipline/License**. The *Add Discipline/License* page appears.
3. In the **Discipline** list, select your license discipline.
4. In the **State** list, select the state in which you are licensed. If you are licensed in another country, select that country from the list (the default is United States) before selecting the state or province from the **State** list.
5. In the **License Number** box, enter your license number.
6. In the **Expiration Date** box, enter the expiration date of your license. *Note: Although License Number and Expiration Date are not required fields, some CE accrediting/approving bodies require this information on CE certificates. For your license number and/or expiration date to appear on certificates you have earned for CE course completion, you must enter your license number and/or license expiration date.*
7. Click **Save** to save your license information to the system. If you have more than one professional license, you can click **Add Discipline/License** and follow the steps above to enter another license.

### ★ Tips

- You can also click the calendar icon to select dates.

## Editing License Information

### ➔ To edit existing license information

1. On the *My Profile* page, click **Manage Discipline and License Information** to view the *Discipline/License Information* page.
2. Click the discipline name. The *Edit Discipline/License* page appears.
3. Make the desired changes.
4. Click **Save**. You are returned to the *View Discipline/License Information* page with the revisions now displayed.

## Deleting License Information

Deleting a license deletes CE credit for prior course completion.

### ➔ To delete existing license information

1. On the *My Profile* page, click **Manage Discipline and License Information** to view the *Discipline/License Information* page.
2. Click the discipline name. The *Edit Discipline/License* page appears.
3. Click **Delete**. A confirmation prompt appears.
4. Click **OK**. You are returned to the *View Discipline/License Information* page with the license now deleted from the list.

## Managing Certification Information

The **Certification Information** area allows details about professional certifications to be stored.

### Accessing the Certification Information Page

On the *My Profile* page, click **Manage Certification Information** to view the *Certification Information* page.

## Adding Certification Information

### ➔ To add information for a professional certification:

1. On the *My Profile* page, click **Manage Certification Information** to view the *Certification Information* page.
2. Click **Add Certification**. The *Add Certification* page appears.
3. From the **Country** list, select the country in which your certification was issued.
4. In the **State** list, select the state in which you are certified.
5. In the **Certifying Body** list, select the certifying body that issued your certification.
6. Select your certificate from the **Certification** list.
7. In the **Certification Number** box, enter your certification number.
8. In the **Expiration Date** box, enter the expiration date of your certification.
9. Click **Save**.

### ★ Tips

- You can also click the calendar icon to select dates.

## Editing Certification Information

### ➔ To edit existing certification information

1. On the *My Profile* page, click **Manage Certification Information** to view the *Certification Information* page.
2. Click the certification name. The *Edit Certification* page appears.
3. Make the desired changes.
4. Click **Save**.

## Deleting Certification Information

### ➔ To delete existing certification information

1. On the *My Profile* page, click **Manage Certification Information** to view the *Certification Information* page.
2. Click the certificate name. The *Edit Certification* page appears.
3. Click **Delete**. A confirmation prompt appears.
4. Click **OK**.

# Glossary

## **Accrediting Body**

Organization granting accredited provider status to another group or organization for purposes of developing continuing education (CE).

## **Assessment**

A test or evaluation (i.e. survey) learning activity that has been added to a course.

## **Assigned Learning**

A course that is added to a student's My Learning page by an administrator. All assigned courses have a specific due date.

## **Biography**

Historical information about an instructor including past work and/or educational experience.

## **Catalog**

A tab in the HLC that allows for searching of and enrolling in (if permitted) available courses.

## **Class**

A single scheduled instructor-led learning activity that is part of an HLC course. A class may be a live, on-location event or a virtual class (for customers who have this option). A class may have one or more sessions. Each class has its own schedule, student registration and grading.

## **Course**

A collection of one or more learning activities made available to students by assignment or in the catalog. For example, one course can include a single online learning activity. Another course might include a pre-test, an online learning activity, a classroom activity and a course evaluation.

## **Course Credit**

The type and amount of continuing education (CE) credit associated with a course.

## **Discipline/License Information**

Information about a student's professional licensures including discipline, state of licensure, license number and expiration date. License information is required for the HLC to generate CE credit for credit-designated courses. Depending on customer preference, this may be managed by the student, administrators, or both.

## **Elective Learning**

A course in which the student has enrolled him/herself from the Catalog tab.

## **Enrolled Course**

Course for which an administrator has actively registered the student on the roster of a live or virtual class (within a course).

## **Est. Time**

Displayed on a student transcript, this is the estimated length of time it takes to complete a course (as determined by the course developer).

## **Evaluation**

Assessment created allowing students to provide feedback related to a course.

**HLC**

HealthStream Learning Center.

**HospitalDirect**

An innovative learning platform designed to deliver product training and continuing education solutions through the HLC.

**Icon**

A graphic element within the HLC user interface to improve usability and navigation.

**Learning Activity**

A component of a course. Examples of learning activities include tests (including pre-tests), authored content, instructor-led classes, and learner evaluations.

**Log In**

Entering the HLC using your unique user ID and password.

**Log Out**

Exiting the HLC by clicking the Logout button to insure that work is saved.

**My Learning**

Page that includes information about all assigned and elective/enrolled courses which have not yet been completed (i.e., the student's to-do list).

**My Profile**

Page in the HLC that displays the student's account information, including name, e-mail, and licensure. Depending on customer preference, this may be managed by the student, administrators, or both.

**My Transcript**

Page in which students can view and print information about completed coursework.

**Notifications**

E-mail messages that may be sent to students via e-mail regarding issues such as overdue course assignments, available classes, etc.

**One-time Assignment**

An assignment that is delivered only once, and when completed, never again appears on the student's My Learning page.

**PA Course**

Pre-assessment course, i.e. HealthStream regulatory course that allows students to take a pre-assessment exam as a "test out" opportunity.

**Search**

From the Catalog tab, enables students to find available courses by browsing alphabetically, by course category or using keyword search.

**Show Me How Module**

An online tutorial for students that reviews how to use the HLC.

**Site Map**

Single-page access to all available administrator or student functions in the HLC. The Site Map is accessed by clicking the Site Map icon.

**Student**

HLC education user, commonly an employee. Employees may only exist at the department level of your hierarchy and may exist in multiple departments.

**Transcript**

Listing of the selected student's completed courses and activities that have been entered by an HLC administrator.

**Virtual Classroom Learning Activity**

An available option for HLC customers through which they can deliver live or recorded web-based learning activities as part of an HLC course.

## E-mail Alerts

You can subscribe to e-mail alerts that will notify you about important events, such as new learning being assigned, or approaching assignment due dates. You can manage your subscriptions so you only receive the alerts you want.

You must have a valid e-mail address in the system to receive e-mail alerts.



## Managing Your Alert Subscriptions

You can choose the alerts you want to receive and, for some, adjust their timing.

### ➔ To manage your alert subscriptions:

1. From the **My Profile** tab, click the **Manage Alerts** link to open the **Manage Alerts** page.
2. Adjust the delivery time, if desired.
3. Select a delivery method, HTML or plain text.
4. Select the alerts to which you want to subscribe.
  - Select the check box next to an alert to subscribe to it. Clear the check box to unsubscribe from it.
  - Select the **Include in Daily Summary** check box if you want the alert to be combined with any other alerts that you might receive into a single daily alert summary. Clear the check box if you want the alert to be delivered in an individual e-mail.
  - The **Lead Days** setting is the number of calendar days before an event (e.g., due date, class start date) that the first alert will be sent. Note that alerts with a **Lead Days** setting will be sent every day until the day of the event.
  - The **Days Past Due** setting is the number of calendar days after an event (e.g., assignment due date) that the first alert will be sent. Note that alerts with a **Days Past Due** setting will be sent every day until the assignment is completed, or until 90 days have passed.
  - If you select an alert with a **Lead Days** or a **Days Past Due** setting, that setting is required and must be between 0 and 90 (inclusive).
5. Click **Save**.