

# Quick Reference Guide User Guide

## Minimum System Requirements

Recommended Web Browser: Google Chrome

Windows users: Internet Explorer 10, Firefox, Google Chrome

Mac users: Firefox, Google Chrome

eLearning courses: Flash Player 7; Mac users require Silverlight for MediaSite content

Learning Hub does not currently support mobile or tablet devices.

## Learning Hub Account Types

### 1. Employee account

- Fulltime, part-time or casual employees. Must have an employee number in the first two weeks of employment

### 2. Affiliate account

- Employees of contracted or affiliated health care service providers

### 3. Student

- Currently enrolled as a student in a health care related discipline

### 4. Volunteer

- Provide volunteer services in a health care setting

### 5. General Public account

- Members of the public and patients. Restricted access to courses on the Learning Hub

## Create an Account

1. Go to (URL)



2. Click **Sign up for an account**
3. Enter in your Profile Information
4. Click **Create Account**
5. Check your email and Activate your Account
6. Click Agree to the Notice of Collection

7. Select **Account Type** and enter your **Health Authority**
8. After completing the rest of the mandatory information, click **Complete Profile**

## Update your Account

1. Login to your Learning Hub account.
2. Click on your name and select **My Profile**.



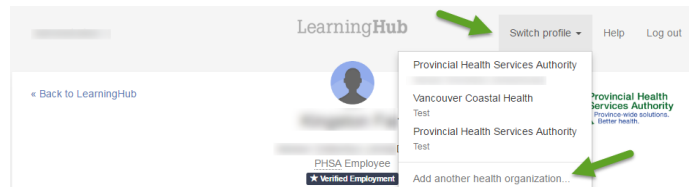
3. Click on **Change Account Type** to upgrade your General Public or Affiliate Accounts to Employee Account



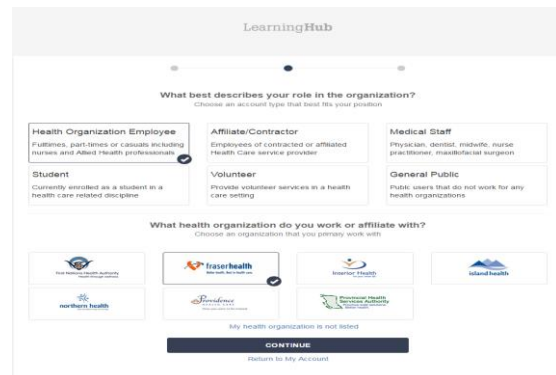
4. Verify your Employee ID Number if applicable

## Add another Profile



1. Click on your name and select **My Profile**
2. Click **Switch Profile**



3. Click **Add another Health Organization**
4. Select which **role** and **Health Authority** you are with



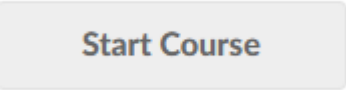
## Searching for Courses

1. Login to your account
2. Search for Course near the top of the page  
 Enter course ID, title, or keywords to search  
or click Browse Catalogue on the Navigation bar to the left.  **Browse Catalogue**
3. Use the Filters to narrow your search
4. Click on the title of the course
5. Click Register

## Cancelling Course Registration

1. On the main landing page
2. Click on the Course Title
3. Click cancel

## Starting a Course

1. On the main landing page, click All Enrollments on the My Courses Navigation bar  
**All Enrollments**
2. Click **Start Course** on the right hand side of the  
  
course

## Course Completion Issues

1. If you experience issues with starting a course, please ensure:
  - a. Web Browser meets the recommended requirements
  - b. Flash Player is updated
  - c. Internet connection is working
2. If you experience issues with course completion, please ensure:
  - a. You have viewed or answered all slides, interactions, questions
  - b. You have a checkmark next to all activities
3. Submit an issue through the Ticketing System

## Printing Certificate or Transcript

1. On the main landing page, click Learning History at the top of the page **Learning History**
2. Click **Certificate** next to the Course **Certificate**
3. Click **Print PDF Certificate**

**Print PDF Certificate**

## Quick Reference Guide User Guide

4. Click **Print Transcript** for your entire training history

**Print Transcript**

## Contacting Course Manager

To contact the Course Manager of a course you are currently registered in, use the following steps:

1. On the main landing page
2. Click on the Course Title
3. Under contact info, click the email of the course manager to bring up a new email

## Contact Info

## Using Ticketing System to Submit an Issue