
HLC Options

HealthStream Learning Center™



Administrator access to features and functions described in the HLC Help documentation is dependent upon the administrator's role and affiliation. Administrators may or may not have full access.

Contents

Acquiring a Student.....	1
Acquiring an Administrator	3
Institution-specific Assignments	5
Highlight Messages Overview.....	6
Adding a Highlight Message.....	6
Searching for a Highlight Message	8
Editing a Highlight Message.....	10
Deleting a Highlight Message.....	11
Using HealthStream Services to Report to CE Broker	12
Job Functions Overview.....	14
Report Security	15
Managing Organization Properties	16
Editing the Login Page Display.....	16
Editing the Login and Session Settings	17
Editing Administrator Settings.....	18
Resetting Passwords	19

Note: This guide is updated frequently. If you save or print this document, you should frequently cross-reference the date stamp on any local copies with the most current version posted in the Help system.

Acquiring a Student

Acquiring a student is an optional HLC feature that can be enabled by customer request. This feature allows organizations with multiple facilities within their hierarchy to copy a student record from one institution to another. The student can then have access to both HLC accounts with a single login (user ID and password).

Students who have been acquired by another institution can:

- Log into both institutions using a single login (User ID and password). When logging in, the student is presented with the **Select Affiliation** page and can choose the desired institution log into.
- Toggle from one institution login to another by clicking the **Student** link at the top of any page to return to the **Select Affiliation** page.

To acquire a student

1. On the **People** tab, click **Acquire a Student**. The **Acquire a Student** page appears.

HEALTHSTREAM LEARNING CENTER - ADMINISTRATOR

Robert Smith | HealthStream Medical Center | Administrator

Mar 26 2009 9:27 AM CT

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People Courses Education Reports Tools Services My Profile

Site Map Discus Help

Student Management

Acquire a Student

Return to People

Last: First: Middle:

User ID(s):

Role: All Roles

- Associate Administrator - Full Access
- Associate Administrator - Full Access
- Associate Administrator - View Only
- Associate Administrator - View Only

Search Cancel

For assistance, call 1-800-123-4567.

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2. Enter the desired student search criteria.
3. Click **Search**. A list of students matching the search criteria appears.

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Robert Smith | HealthStream Medical Center | Administrator

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Site Map Discus Help

Student Management

Acquire a Student

New Search Previous Search

Search Results 19 record(s)




Name	User ID	Affiliation	Role
Doc, Jane	janedoe	2007LNCold - Lefwich Medical Center	Student
Doc, Jane	janedoe01	2008SUH - Sherrick University Hospital	Authoring Administrator
Doc, Jane	janedoe01	2008SUH - Sherrick University Hospital	Authoring Pro Administrator
Doc, Jane	janedoe01	2008SUH - Sherrick University Hospital	Institution Administrator
Doc, Jane	10005	2007HCHold - HealthStream Community Hospital	Institution Administrator
Doc, Jane	newadministrator	2007HCHold - HealthStream Community Hospital	Education Office Assistant
Doc, John	SUH123456	SUH01 - Sherrick University Hospital	Associate Administrator - Full Access
Doc, John	JDoe	2008HCH - HealthStream Community Hospital	Student
Doc, John	JDoe	2007BRH - Bulew Regional Hospital	Authoring Administrator
Doc, John	@12345	2008HCH - HealthStream Community Hospital	Associate Administrator - Full Access
Doc, John	@12345	HSTM - HealthStream Regional Medical System (TRAINING)	Associate Administrator - Full Access
Doc, John	JDoeII	2007HCHold - HealthStream Community Hospital	Associate Administrator - Full Access
Doc, John	Doe II	2007HCHold - HealthStream Community Hospital	Associate Administrator - Full Access
Doc, JOHN LEE	LEE1	2007HCHold - HealthStream Community Hospital	Associate Administrator - View Only
Doc, Jon	JDoe3	2007HCHold - HealthStream Community Hospital	Reporter
Doc, MaryJane	mjdoe	2008HMC - HealthStream Medical Center	Authoring Administrator
Doc, MaryJane	mjdoe	2008HMC - HealthStream Medical Center	Enterprise Administrator
Doc, MaryJane	mjdoe	2008HMC - HealthStream Medical Center	Institution Administrator
Doc, MaryJane	mjdoe	2008HMC - HealthStream Medical Center	Student

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4. Click the name link of the student you wish to acquire. The **Add a Student** page appears.

An orange asterisk (*) indicates a required field.

5. Edit general information as needed.
6. Click **Supervisor/Manager** if you wish to identify a supervisor/manager for the student.
7. In the **Hire/re-hire Date** box, change the student's hire/re-hire date, if desired.
- Tip:** You can also click  to select the date.
8. In the **Review Month/Day** box, change the student's review month and day, if desired.
- Tip:** You can also click  to select the date.
9. In the **Department** list, select the student's department.
10. In the **Job Title** list, select the student's job title.
11. In the **Active Date** box, change the student's active date, if desired. For important information about the active date, see the *Assignments Overview* topic in the online Help system.
- Tip:** You can also click  to select the date.
12. In the **Student Notes** text area, enter any notes to the student, if desired.
13. In the **Roles** box, the **Student** role is selected by default.
14. Click **Save**.

Note: Acquired students remain active at their original institution. If your intent is to move a student so they are active at a different institution, make sure their record at the original institution is set to inactive.

Acquiring an Administrator

Acquiring an administrator allows organizations with multiple facilities within their hierarchy to copy an administrator record from one institution to another. This allows the administrator to use a single login to access both institutions.

Administrators who have been acquired by another institution can:

- Log in to both institutions using a single login (user ID and password). When logging in, the administrator is presented with the **Select Affiliation** page and can choose the desired institution to log into.
- Be designated to different administrator roles for different institutions.
- Toggle from one institution login to another by clicking the **Administrator** link at the top of any page to return to the **Select Affiliation** page.

To acquire an administrator

1. On the **People** tab, click **Acquire an Administrator**. The **Acquire an Administrator** search page appears.

HEALTHSTREAM LEARNING CENTER - ADMINISTRATOR

Robert Smith | HealthStream Medical Center | Administrator

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Site Map Discuss Help

Administrator Management

Acquire an Administrator

Add an Administrator Return to People

Last: First: Middle:

User ID(s):

Role: All Roles

- Associate Administrator - Full Access
- Associate Administrator - Full Access
- Associate Administrator - View Only
- Associate Administrator - View Only

Search Cancel

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2. Enter desired administrator search criteria.
3. Click **Search**. A list of administrators matching the search criteria appears.

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Robert Smith | HealthStream Medical Center | Administrator

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Site Map Discuss Help

Administrator Management

Acquire an Administrator

Add an Administrator New Search Previous Search

Search Results 19 record(s)

Name	User ID	Affiliation	Role
Doe, Jane	jane00e	2007LUMold - Leftwich Medical Center	Student
Doe, Jane	jane00e01	2008SUN - Sherrick University Hospital	Authoring Administrator
Doe, Jane	jane00e01	2008SUN - Sherrick University Hospital	Authoring Pro Administrator
Doe, Jane	jane00e01	2008SUN - Sherrick University Hospital	Institution Administrator
Doe, Jane	10005	2007HCHold - HealthStream Community Hospital	Institution Administrator
Doe, Jane	newadministrator	2007HCHold - HealthStream Community Hospital	Education Office Assistant
Doe, John	SUH123456	SUHold - Sherrick University Hospital	Associate Administrator - Full Access
Doe, John	JDoe	2008HCH - HealthStream Community Hospital	Student
Doe, John	JDoe	2007BRH - Ballev Regional Hospital	Authoring Administrator
Doe, John	@12345	2008HCH - HealthStream Community Hospital	Associate Administrator - Full Access
Doe, John	@12345	HSTM - HealthStream Regional Medical System (TRAINING)	Associate Administrator - Full Access
Doe, John	JDoeII	2007HCHold - HealthStream Community Hospital	Associate Administrator - Full Access
Doe, John	Doe II	2007HCHold - HealthStream Community Hospital	Associate Administrator - Full Access
Doe, JOHN LEE	LEE1	2007HCHold - HealthStream Community Hospital	Associate Administrator - View Only
Doe, Jon	JDoe3	2007HCHold - HealthStream Community Hospital	Reporter
Doe, MaryJane	mjd0e	2008HMC - HealthStream Medical Center	Authoring Administrator
Doe, MaryJane	mjd0e	2008HMC - HealthStream Medical Center	Enterprise Administrator
Doe, MaryJane	mjd0e	2008HMC - HealthStream Medical Center	Institution Administrator
Doe, MaryJane	mjd0e	2008HMC - HealthStream Medical Center	Student

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- Click the name link of the administrator you wish to acquire. The **Manage an Administrator** page appears.

An orange asterisk (*) indicates a required field.

- Edit general information, as needed.
- In the **Roles** box, select the desired administrator role(s).
- In the **Affiliations** box, click **Entire Institution** or **Departments**. If you select **Departments**, select the desired department(s).
- Click **Save**.

Tip: If you need to acquire an administrator who will also need student access to the new institution, you will be able to select the **Grant Student Access** link after the administrator record has been saved.

Institution-specific Assignments

If your institution is part of a larger hierarchy, you can have a feature enabled that allows you to determine if an assigned course, equivalent, or curriculum can satisfy more than one institution's assignment for students who have been acquired by another institution. When enabled, you can specify that assigned courses, equivalents, or curricula must be completed for your institution specifically. Otherwise, the same course, equivalent, or curriculum completed at either institution will satisfy assignment requirements for both.

If courses, equivalents, or curricula are marked as institution-specific, the **Institution-specific Assigned Learning** area appears on the student's **My Learning** page. This area displays courses, equivalents, and curricula that must be completed at the other institution at which the student is active.

To designate an institution-specific assignment

1. Create a group assignment or individual assignment. See *Adding a Group Assignment* or *Adding an Individual Assignment* in the *HLC Assignment Management* user guide.
2. Prior to saving the assignment, select the check box to the right of each selected course, equivalent, or curriculum for which you want to require an institution-specific completion.
3. Click **Save**. Students receiving the assignment will now see the **Institution-specific Assigned Learning** area on their **My Learning** page, which will include all courses, equivalents, and curricula checked as required institution-specific completion.

Note: If a student completes a course, equivalent, or curriculum that satisfies more than one institution assignment (institution-specific completion was not required), the completion is recorded for both or all institutions and appears on completion reports for each. If a course, equivalent, or curriculum is marked **Institution-specific Completion Required**, a completion occurring at another institution will not satisfy the institution-specific requirement and will not appear on that institution's completion reports.

Highlight Messages Overview

With the highlight feature, administrators can create a highlight, or splash page, displaying a customized message for students and administrators upon logging into the HLC. Highlights are managed at the Enterprise level. They can be made visible to all students or to all administrators within an Institution or Organization level.

Note: Highlights made visible at the institution level override highlights at the organization level. They will also override HealthStream-posted highlights, such as downtime notices (HealthStream-posted highlights will not be visible).

Adding a Highlight Message

To add a highlight message

1. On the **Tools** tab of the Enterprise login, click **Add a Highlight**. The **Add a Highlight** page appears.

An orange asterisk () indicates a required field.*

2. In the **Highlight Label** box, enter the highlight label.
3. In the **Icon URL** box, enter an icon URL if you wish to include a graphic image to the highlight message. Images must be stored on the Internet.

Note: If an Icon URL is added to a highlight, the image will remain on-page after the highlight is viewed.
4. Create the highlight text within the WYSIWYG editor.
5. Leave the **Make this highlight available in the system** check box checked to activate the highlight.

6. Click **Save**.

HEALTHSTREAM LEARNING CENTER - ADMINISTRATOR

Robert Smith | HealthStream Medical Center | Administrator

Mar 28 2009 6:46 AM CT

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People Courses Education Reports Tools Services My Profile

Site Map Discuss Help

Highlight Management

Add a Highlight [Manage Affiliations](#) [Return to Tools](#)

The highlight was saved successfully.

Highlight Information

Highlight Label: Sample Highlight

Icon URL:

Highlight Body:

This is the highlight text.

Words: 3 Characters: 26

Make this highlight available in the system.

Delete Save Cancel

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©:HLCWEBB A:HLCOWEBB C:UNKNOWN

7. Click **Manage Affiliations**. The **Manage Affiliations** page appears.

HEALTHSTREAM LEARNING CENTER - ADMINISTRATOR

Robert Smith | HealthStream Medical Center | Administrator

Mar 28 2009 6:47 AM CT

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Site Map Discuss Help

Highlight Management

Manage Affiliations [Add Affiliation](#) [Return to Highlight Editor](#) [Return to Tools](#)

Label: Sample Highlight

Icon URL: N/A

Active: Yes

Affiliations 0 Record(s)

<input type="checkbox"/>	Organization Node	Last Updated	Updated By
No Affiliations Found			

Delete Selected

For assistance, call 1-800-123-4567.

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8. Click **Add Affiliation**. The **Find Affiliation(s)** page appears.

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Robert Smith | HealthStream Medical Center | Administrator

Mar 28 2009 8:50 AM CT

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Site Map Discuss Help

Hierarchy Selector

Find affiliation(s) [Return to Highlight Affiliation List](#)

Alphabetical | Hierarchy

Search

2008HMC - HealthStream Medical Center

Select

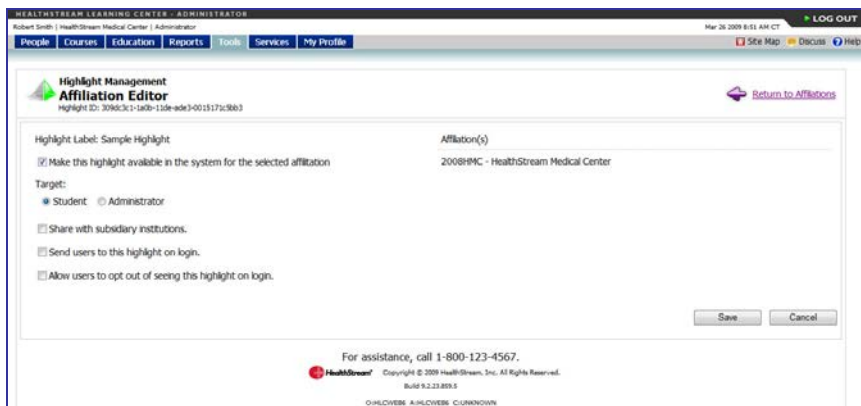
For assistance, call 1-800-123-4567.

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9. Select the check boxes to the left of the affiliations to which you want to publish the highlight.

- Click **Select**. The **Affiliation Editor** page appears.

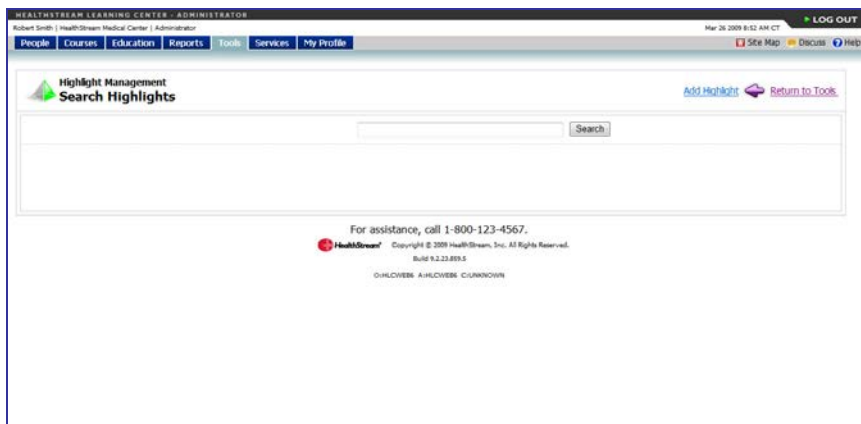


- The **Make this highlight available in the system for the selected affiliation** check box is selected by default. Clear this box if you do not want this highlight to be available to the selected affiliation.
- Click **Student** or **Administrator** to indicate the highlight target.
- Select the **Share with subsidiary affiliations** check box if you want this highlight to be shared with subsidiary institutions.
- Select the **Send users to this highlight on login** check box to make the highlight visible to the target audience.
- Select the **Allow users to opt out of seeing this highlight on login** check box if you want the system to present the target audience with a check box that will allow them to choose whether they want to skip the highlight on subsequent logins. If the audience chooses to skip the highlight, the system will place a link on the page to allow the audience to view the highlight at any time.
- Click **Save**.

Searching for a Highlight Message

To search for a highlight message

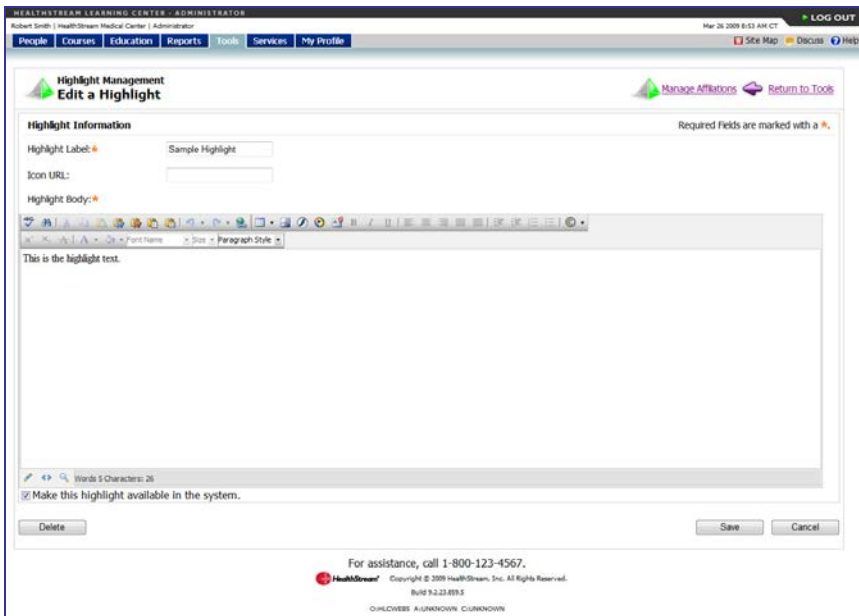
- On the **Tools** tab of the Enterprise login, click **Manage Highlights**. The **Search Highlights** page appears.



2. Search for the highlight by entering the highlight name or click search to reveal a list of all highlights.



3. Click the desired highlight name. The **Edit a Highlight** page appears.



Editing a Highlight Message

To edit a highlight message

1. Search for the highlight message that you want to edit. See *Searching for a Highlight Message* in this document for details on conducting a highlight message search.
2. From the search results, click the name of the desired highlight message. The **Edit a Highlight** page appears.

The screenshot shows the 'Edit a Highlight' page. The 'Highlight Information' section includes the following fields:

- Highlight Label:** Sample Highlight (marked with an orange asterisk as required)
- Icon URL:** (empty)
- Highlight Body:** This is the highlight test. (marked with an orange asterisk as required)

At the bottom of the form, there is a checkbox for 'Make this highlight available in the system.' and buttons for 'Delete', 'Save', and 'Cancel'. The footer includes contact information: 'For assistance, call 1-800-123-4567.' and 'HealthStream Copyright © 2009 HealthStream, Inc. All Rights Reserved. Build 9.2.23.893.5'.

An orange asterisk (*) indicates a required field.

The highlight label, icon URL and text can be edited from the **Edit a Highlight** page.

To edit affiliations to which the highlight has been associated

1. On the **Edit a Highlight** page, click **Manage Affiliations**. The **Manage Affiliations** page appears.

The screenshot shows the 'Manage Affiliations' page. The 'Label' is 'Sample Highlight' and 'Icon URL' is 'N/A'. The 'Active' status is 'Yes'. Below, there is a table of affiliations:

1 Record(s)			
<input type="checkbox"/>	Organization Node	Last Updated	Updated By
<input type="checkbox"/>	200@HMC-HealthStream Medical Center	3/26/2009 9:55:00 AM	Robert Smith

At the bottom left, there is a 'Delete Selected' button. The footer includes contact information: 'For assistance, call 1-800-123-4567.' and 'HealthStream Copyright © 2009 HealthStream, Inc. All Rights Reserved. Build 9.2.23.893.5'.

2. Add or delete affiliations as desired.
3. Click **Save**.

To edit target audience and other display features

1. Click the affiliation name link. The **Affiliation Editor** page appears.

The screenshot shows the 'Affiliation Editor' page. At the top, it says 'Highlight Management Affiliation Editor' with a highlight ID. Below that, there are two columns: 'Highlight Label: Sample Highlight' and 'Affiliation(s): 2008BMC-HealthStream Medical Center'. There are checkboxes for 'Make this highlight available in the system for the selected affiliation' (checked), 'Share with subsidiary institutions.', 'Send users to this highlight on login.', and 'Allow users to opt out of seeing this highlight on login.'. The 'Target' section has radio buttons for 'Student' (selected) and 'Administrator'. At the bottom, there are 'Delete', 'Save', and 'Cancel' buttons. A red arrow points to the 'Delete' button.

2. Edit display features as desired.
3. Click **Save**.

Deleting a Highlight Message

To delete a highlight message

1. Search for the highlight message that you want to delete. See *Searching for a Highlight Message* in this document for details on conducting a highlight message search.
2. Delete all affiliations associated with the highlight from either the **Manage Affiliations** page or the **Affiliation Editor** page.
Note: A highlight message cannot be deleted if it is associated with one or more affiliations.
3. Once all affiliations are deleted, click the **Return to Highlight Editor** link to return to the **Edit a Highlight** page.

The screenshot shows the 'Edit a Highlight' page. It has a 'Highlight Information' section with fields for 'Highlight Label' (Sample Highlight), 'Icon URL', and 'Highlight Body'. Below the body field is a rich text editor with the text 'This is the highlight text.' At the bottom, there are 'Delete', 'Save', and 'Cancel' buttons. A red arrow points to the 'Delete' button.

4. Click **Delete**. A confirmation prompt appears.
5. Click **OK** to delete the highlight message.

Using HealthStream Services to Report to CE Broker

Some HLC customers are creating courses for which they offer CE credit, and need to have that credit reported through CE Broker (Florida providers only). Those customers may choose to contract with HealthStream to provide reporting services to CE Broker.

To utilize HealthStream Services to report to CE broker

1. Register with CE Broker as an accredited provider.
2. Work with CE Broker to have HealthStream authorized as a Parent Provider.
3. Create CE courses in the HLC.
4. In the **Course Identifier** box, enter **20-** followed by the course identifier number issued by CE Broker. (You can find the **Course Identifier** box on the **Course Properties** page under **Additional Course Properties**.)

The screenshot shows the 'Course Builder' interface for a course titled 'Blood Glucose Monitor Review'. The 'Course Properties' section is visible, with several fields marked with an orange asterisk (*) to indicate they are required. The 'Course Identifier' field at the bottom is circled in red. The 'Learning Objectives' field contains the text: 'At the conclusion, participants should be able to: Accurately perform a blood glucose test.'

An orange asterisk (*) indicates a required field.

Note: Only 20- followed by CE Broker-issued course identifier number should be added. Do not include extra characters or spaces. Entering extraneous characters may result in submissions not being recognized by CE Broker.

- In the **Provider Number** box, enter **50-** followed by the provider number issued by CE Broker. (You can find the **Provider Number** box on the **Accredited/Approved Provider** page.)

An orange asterisk (*) indicates a required field.

Note: Only 50- followed by CE Broker-issued provider number should be added. Do not include extra characters or spaces. Entering extraneous characters may result in submissions not being recognized by CE Broker.

- Notify HealthStream that you wish to purchase the CE Broker reporting service.
- Provide HealthStream with an email address or FTP site.

CE Broker data transmission is executed every Monday at 6:00 a.m. to include all completions up to the prior Sunday at 11:59 p.m. Once HealthStream receives a report from CE Broker, an extract report will be sent to you via FTP or email.

Upon receipt of an extract report

Review report to confirm or refute errors.

- If no errors are detected, process is ended.
- If errors are confirmed, address errors with CE Broker. (See *Sample CE Broker Extract Report.xls*.)

To validate the 20- number (Course Identifier)

Run a Completion Data Export report.

To validate the 50- number (Provider Number)

- Click **Manage Accrediting/Approving Bodies**.
- Search for and select the accrediting/approving body in question.
- Click **View Accredited/Approved Providers**.
- Select the accredited/approved provider in question.
- Review/edit the 50- provider number.
- Click **Save**.

Job Functions Overview

Job functions are a list of optional student demographic criteria that can be added to the HLC. Job functions provide another criterion for student searching and sorting in addition to the standard search and custom fields. Job functions are maintained at the Enterprise level of an organizational hierarchy and can be used to create profile student groups at any level of the hierarchy, including the Enterprise level.

Students can have an unlimited number of job functions. Job functions give enterprise administrators another criterion for creating student groups in addition to job categories. . When job title mapping is not standardized across an organization, determining *like* audiences for enterprise-wide assignments using job category-driven profile groups may not reach everyone in the intended audience. Job functions can be useful in situations where job title mapping may not work.

HealthStream can enable the job functions feature in your organization by request. Once enabled, an enterprise administrator must manually enter their desired job functions list. Once entered, a job function import file can be uploaded to the HLC that will match student user ID to the desired job function(s). Each job function associated with a student will also have a job function effective date. The job function import file allows administrators to add or delete job functions from a student record.

Once the job functions feature is enabled, an additional field is created on the **Add a Group Assignment** and **Add an Individual Assignment** pages, allowing assignment due dates that are relative (x days before/after) to the job function effective date.

Utilizing Job Functions

- The job functions feature is enabled by request.
- The customer organization must decide what job functions will be used and/or what each job function represents (for example, secondary job title, job code, etc.).
- Once the job functions feature is enabled, an enterprise administrator must manually create the organization's list of job functions.
- Ongoing maintenance of job functions can be facilitated via a data import file. Job functions can be added or deleted from the student record.
- Job functions appear at all levels of the enterprise.
- Students can have an unlimited number of job functions.
- Job functions can be utilized along with other criteria to create profile student groups, make assignments, and run reports.

Report Security

Report security is an optional HLC feature that can be enabled by customer request. This feature allows an organization to require that all e-mail recipients of scheduled reports have an HLC account and be authenticated (logged in) to view a report.

When an individual receives an e-mail notification that a report is available and clicks the link to visit the report, the HLC verifies that this user is currently logged in to the HLC.

- If the individual is currently logged in, the report is immediately available.
- If the individual is not currently logged in, the system will require the user to log into the system. Once the user logs in, the report can be viewed by relaunching the e-mail link. To schedule a report, see *Scheduling a Report* in the *HLC Reports User Guide*.

Managing Organization Properties

The Manage Organization Properties page is an optional HLC feature that is enabled by customer request. This feature allows administrator access to top-level settings that can be altered at the enterprise level of an organization's HLC. These organization-wide properties are inherited by every institution in the organization's hierarchy; they cannot be set for institutions or any other level in the hierarchy.

When the Manage Organization Properties page is edited, the name of the administrator who made the edits and the time the edits were made are recorded at the bottom of the page.

To manage organization properties

1. Login to the HLC as an enterprise administrator.
2. On the **Tools** tab, click **Manage Organization Properties**. The **Organization Management** page appears with your organization name at the top.

The **Organization Management** page is divided into three sections. You can adjust only the settings within any section that you wish to alter from the default.

Editing the Login Page Display

These optional settings control the behavior of the login page for all users within the organization. A sample login screen is provided below; the numbers in the sample correspond to the numbered fields below.

The screenshot shows the HealthStream login page. It features a dark blue header with the HealthStream logo. Below the header is a light gray login form. The form includes a 'Login' button, a 'User ID' field (masked with bullets), and a 'Password' field (masked with bullets). To the right of the form is a 'Login Instructions' section. The page is annotated with numbered callouts: 1 points to the User ID field, 2 points to the Password Reminder link, 3 points to the bottom text of the login form, 4 and 5 point to the Link Text in the Login Instructions, and 6 points to the main text of the Login Instructions.

1. Select the **Mask User ID** check box if you wish for the user's entry into the **User ID** field to be masked in the same way that the **Password** field entry is masked with bullets. An example is provided below. This option will prevent some browser's auto-complete function from filling in the **User ID** field with another user's ID, which *can be helpful on shared computers and terminals*.

This screenshot shows a close-up of the login form. The 'User ID' field is masked with bullets, and the 'Password' field is also masked with bullets. The 'Login' button is visible below the fields.

2. Select the **Password Reminder** check box if you wish for the **Password Reminder** link to appear on the login page.

3. In the **Login Page – Bottom Text** field, enter text that will appear beneath the **User ID** and **Password** fields (within the gray login box).
4. In the **Link Text** field, enter text if you wish to create a hyperlink that appears to the right of the login form on the login page. The text entered here will display as the text for the link. For example you might elect to use this to provide a link to your website homepage or internal support page.
5. In the **Link URL** field, enter the web address to which the **Link Text** will direct when clicked. The link URL must begin with **http://**.
6. In the **Login Instructions** field, enter text to appear under the header login Instructions to the right of the login form box and below the link text.

Tip: The logo that appears at the top of the login page can be changed by contacting HealthStream Customer Service.

Editing the Login and Session Settings

These settings control the behavior of a user's authentication into your HLC site and their session. Each option has a default value which can be changed.

- The **Student Session Timeout** setting determines when a student will be automatically logged out of the HLC after a period of inactivity. When a student is actively using the HLC this setting will not affect their experience. The default timeout for students is 30 minutes and can be set from 5 minutes to 8 hours.
- The **Admin Session Timeout** setting determines when an administrator will be automatically logged out of the HLC's administrator application after a period of inactivity. When an administrator is actively using the HLC this setting will not affect their experience. When an administrator is logged in as a student, the Student Session Timeout applies to their time in the HLC. The default timeout for administrators is 2 hours and can be set from 5 minutes to 8 hours.
- The **Password Regular Expression** field allows you to create a regular expression that ensures users enter a valid password. By default this is blank, meaning any password is permitted. This feature will allow you to require passwords that, for example:
 - Have a specific length, such as a 12-character minimum or a maximum number.
 - Contain letters and/or numbers and/or special characters.
 - Do not contain certain characters.
- The **Password Description** field is used in conjunction with regular expressions. Text here only appears when the **Password Regular Expression** field is used and a user enters an incorrectly formatted password. An alert message on the page will inform the user their password is incorrectly formatted and instruct them on how to format it.
- The **Password Expiration** setting determines when the user's current password expires. At that time the user will be prompted to enter a new password. By default, passwords do not expire. Expiration can be set from 14 days to 365 days.
- The **Password History** Size setting works in conjunction with the **Password Expiration** setting. This setting determines the number of distinct passwords a user must use before reverting back to a previous password.

Example: A student's initial password is **America**. With a password history setting of **3**, once the password expiration date arrives, the student will be prompted to enter a new password. They cannot reuse **America** as his or her password until prompted for a fifth time. (**America**, password #2, and password #3 are remembered. Once they enter password #4, **America** is released and can be used on the fifth prompt for a new password.)

- The **Login Lockout Attempts** setting indicates how many failed login attempts will result in a user being locked out of the HLC.

- The **Login Lockout Duration** setting determines how long a user is locked out of the HLC should they exceed the **Login Lockout Attempts** limit set above. During the lockout period, the user will be unable to log in to the HLC and will see a message on the login page explaining when they may try again.
- The **Logout Destination URL** field determines where a user will be directed upon logging out of the HLC. If this field is left blank, the user is redirected to the HLC login page.

Editing Administrator Settings

These settings affect the appearance and behavior of the HLC for administrators.

1. In the **Administrator Footer Message** field, you may enter a text message that will appear at the bottom of each page when a user is logged in as an administrator.
2. Select an assignment start date default using the provided radio buttons. This setting controls the default value that appears in the **Start Date** field when an administrator creates an assignment.
Note: When the start date of an assignment arrives, the **Effective Date**, **Start Date**, and **Due Date** settings cannot be edited. This is done to ensure the integrity of assignment report data (as editing these dates will directly impact assignment-based report data).
 - **Tomorrow's Date:** The **Start Date** field defaults to the next calendar date, relative to the current date.
 - **Today's Date:** The **Start Date** field defaults to the current date.
 - **Blank:** Administrator must enter a start date: The **Start Date** field is blank but requires an entry.
3. Select the **Report Security** check box if you wish for all email recipients of scheduled reports to have an HLC account and be authenticated (logged in) to view a report.

If this check box is selected, the HLC will utilize the following process:

1. When an individual receives an e-mail notification that a report is available and clicks the link to visit the report, the HLC verifies that this user is currently logged in to the HLC.
2. If the individual is currently logged in, the report is immediately available.
3. If the individual is not currently logged in, the system will require the user to log into the system. Once the user logs in, the report can be viewed by relaunching the e-mail link. To schedule a report, see *Scheduling a Report* in the *HLC Reports* user guide.

Note: This setting does not apply to the Completion Data Export report. This report is delivered via a .ZIP file and can be configured to password-protect the .ZIP file itself.

Resetting Passwords

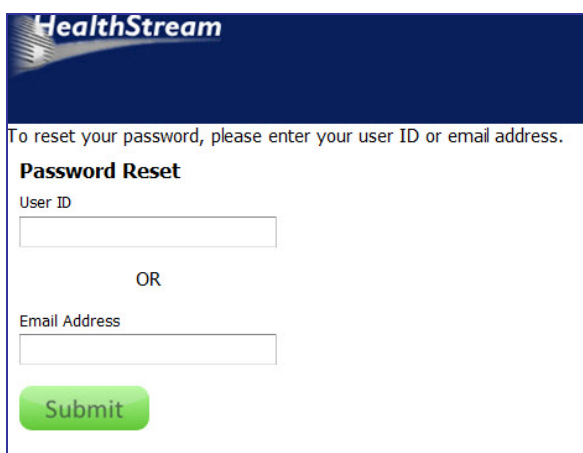
The optional Password Reset feature is enabled by customer request. This feature allows students and administrators to reset their account's password without administrator assistance.

In order for the Password Reset feature to function, the following must be true:

- The organization must have enabled the Self-Password Management and Self-User Management features for all applicable student and administrator roles. Without these features, the user will not have access to the Forgot Your Password? link that begins the password reset process. To enable these features, contact your HealthStream support service.
- The user must have an email address associated with his/her account.
- The email address associated with the account must be unique. The Password Reset feature will not function for that student if the email address is on file for more than one user account.

To reset a password, the user will

1. Click the **Forgot Your Password?** link on the login screen. The **Password Reset** page appears.



HealthStream

To reset your password, please enter your user ID or email address.

Password Reset

User ID

OR

Email Address

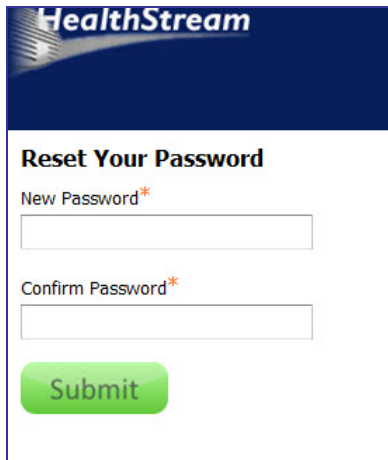
Submit

Note: This link will only appear if the appropriate features are enabled for the student and/or administrator role.

2. Enter either the user ID or email address of his/her account.
3. Click **Submit**. The HLC emails the user a confirmation of the password reset request. This email includes instructions and a link to complete the password reset process.

Note: The user must have a unique email address on file in order to receive the email. If the user does not have an email address on file, or if the submitted email address is associated with more than one HLC user account, an error message will display and instruct the user to contact an administrator for assistance.

4. Click the link provided in the email. The **Reset Your Password** page appears.

The image shows a screenshot of a web form titled "Reset Your Password" from HealthStream. The form has a dark blue header with the "HealthStream" logo. Below the header, the title "Reset Your Password" is displayed. There are two input fields: "New Password*" and "Confirm Password*", both with asterisks indicating they are required. Below the input fields is a green "Submit" button.

5. In the **New Password** box, enter a new.
6. In the **Confirm Password** box, enter the new password again.
7. Click **Submit**. A success message will display.
Note: The system verifies that the new password meets the length, complexity, and re-use settings for the organization. If the rules for this organization are not met, an error message will display and the user must create a new password.
8. Click **Login Now**. The user is returned to the HLC log in page, where he/she can enter the user ID and new password.