HLC Student User Guide

HealthStream Learning CenterTM



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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.

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 elearning 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 a **Show Me How** module, which presents the HLC features in a multimedia format.

Navigating the HLC

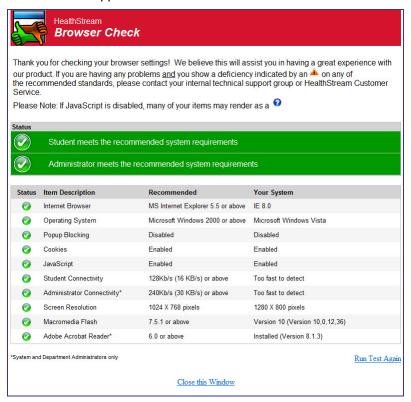
Throughout the HLC you will see special function buttons (**Save**, **Update**, **Pause**, **Next**, **Exit**, **Logout**). Whenever you make changes or choose to exit the system, BE SURE to use the special function buttons as opposed to clicking the **X** in the upper right-hand corner of the page.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

Using the HLC 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. Access 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.

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

Show Me How Module

The Show Me How student tutorial covers all the key topics of the HLC, complete with animated graphics and spoken instructions. This tutorial is available from any page inside the HLC. You may stop, move forward, reverse or restart as you choose.

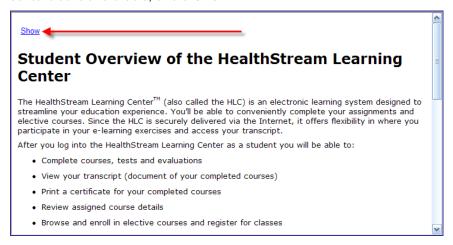


Accessing Online Help

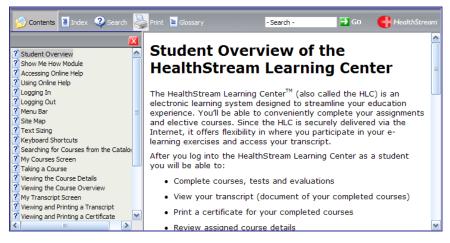
Tip: To access the online Help, press **Alt+H** on your computer keyboard or click the **Help** link at the upper-right corner of the page.



The Online Help system is context-sensitive. Depending on where Help is accessed in the system, a full Help page will display, including the left-hand navigation tree and all Help functions, or the single context-sensitive article, and a **Show** link.



You may expand the Help from a single topic to the full Help system by clicking the **Show** link at the top-left of the topic to reveal the Help navigation tree and additional functionality.



The five main areas/features of this help system are:

- 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 clickable 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 field (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 field and pressing Enter. A list of matching topics appears beneath the Search field. 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.

Note: In addition to printing the current topic within this online Help system, a printable user guide is also available. The printable user guide contains page images, a table of contents, and index.

Logging into the HLC

The HealthStream Learning Center is a highly secure website. You must have a user ID and password to access the system.

Note: If you have student access to another institution within your organization, you will be prompted to select one institution to log into.

- 1. 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).
 - You may have an HLC icon on your PC desktop or your institution's intranet. If so, double-click the HLC icon.

The **Login** page appears.



- 2. In the **User ID** box, enter your user ID (provided by your administrator).
- 3. 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**. Your **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).

Note: 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) link to the right of your name and institution.



The **Select Affiliation** page appears.



- 2. Click **Administrator** or **Student/Manager** beside the desired institution.
- 3. Click 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.

To reset your password

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



Note: This link will only appear if the password reset feature is available to you via your administrator.

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

Note: You must have a unique email address on file in order to receive the email. If your account does not have an email address on file, or if the submitted email 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 email. 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 of the HLC

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:

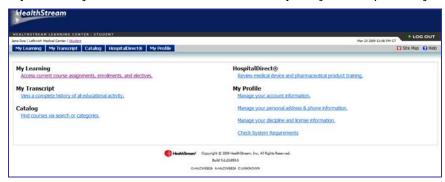
- My Learning Access current course assignments, enrollments, and electives as well as class information.
- My Transcript View a complete history of all learning completions.
- Catalog Find courses or curricula via title, keyword search, or categories.
- **HospitalDirect** Review medical device and pharmaceutical 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

Tip: You may use Alt-8 to access the Site Map via your computer keyboard.

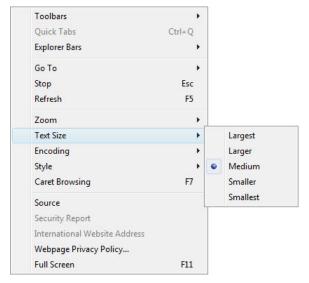


The Site Map for students describes each of the tabs and provides quick access to each tab. The Site Map is accessible by clicking the **Site Map** icon on the right side of the menu bar. The **Site Map** icon is available throughout the HLC.



Text Sizing

To resize the displayed text in the HLC, from the Internet Explorer menu bar click View > Text Size and select the desired text size from the list of available size options.



Keyboard Shortcuts

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

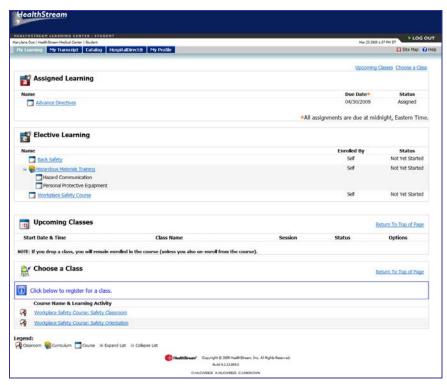
Area of the HLC	Keyboard Shortcut	Description
My Learning	Alt+A	Access the My Learning tab.
My Transcript	Alt+T	View completed learning.
Catalog	Alt+C	Go to the catalog to search for elective learning.
Hospital Direct	Alt+D	Access HospitalDirect for courses on devices and other medical technology.
My 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.

Updated: August 2011

My Learning Page

Tip: You may use Alt+A to access the My Learning page via your computer keyboard.

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 timeframe. 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.

Note: 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.

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.

Tip: 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).

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
- Website 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.

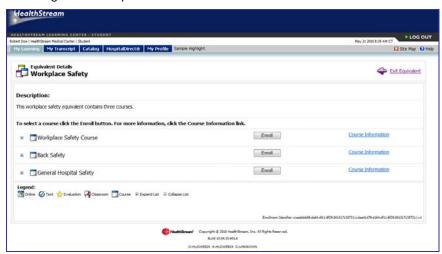
To begin a course, click a course name from the **My Learning** tab to display the **Course Details** page, which includes the list of learning activities.

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* in this document).

To complete an equivalent

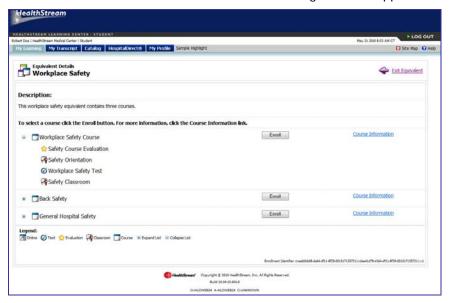
1. On your **My Learning** page, click the equivalent name. The **Equivalent Details** page appears, including a list of equivalent courses.



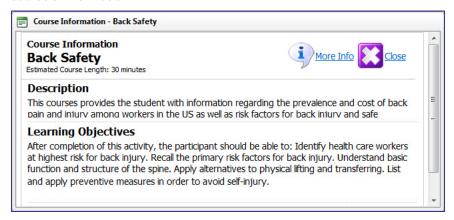
Note: If you have qualifying completions for any course in the equivalent, one of those will be automatically applied to the equivalent and appear as **Completed** on the **Equivalent Details** page.

Tip: 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.

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.

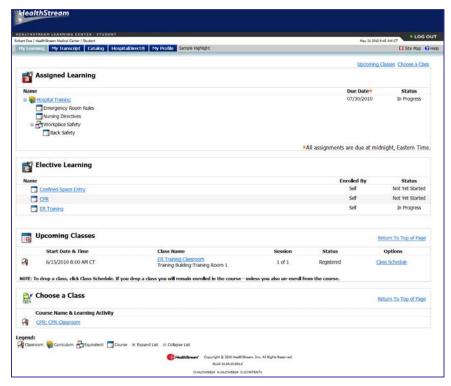


3. For detailed information about a course, including a description, learning objectives, available CE credit and more, click **Course Information**. A modal (secondary) window appears within the course's information.



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* in this document). Once you have completed the course, the equivalent will be removed from your **My Learning** page...



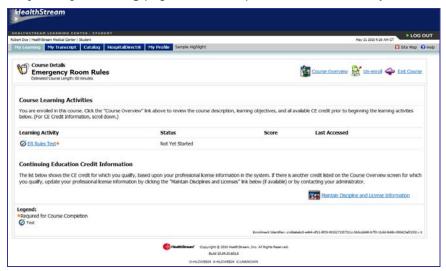
...and the completed course will appear on your My Transcript page.



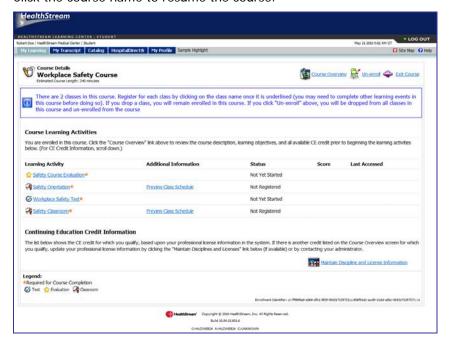
Returning to the course if you do not complete it

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.



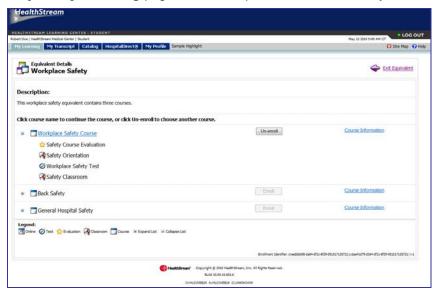
2. Click the course name to resume the course.



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.

Note: If you are registered for a class in the course from which you are un-enrolling, you will be dropped from the class.

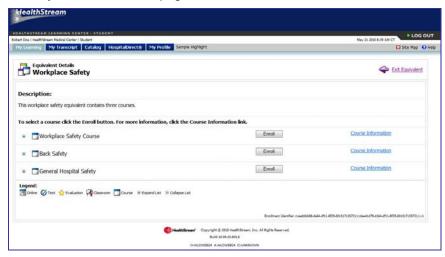
- 3. Click **OK**. The **Enroll** button is now available for all course options.
- 4. Click Course Information for each course to determine which course you wish to take.
- 5. Click **Enroll** for the course you wish to complete.

Updated: August 2011

Viewing the Equivalent Details Page from Your My Learning Page

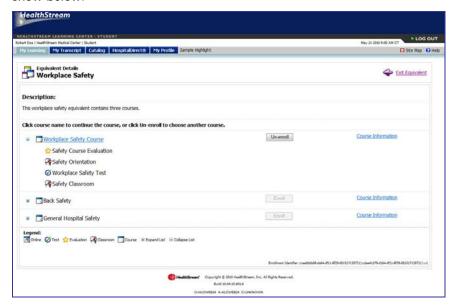
Click the equivalent name from your **My Learning** page to access the **Equivalent Details** page. From within a curriculum, click the **Enroll** button for an equivalent with a status of **Not Yet Started**, or click the equivalent name if the status is **In Progress**.

The Equivalent Details page is shown below.



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, as show below.



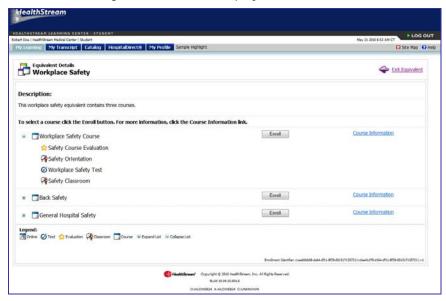
Note: Clicking the **Enroll** button on a classroom course does not register you in a specific class. Click the class learning activity to view the schedule and, if available, register for an upcoming class.

• There is also an **Exit Equivalent** link in the upper right-hand corner to return to your **My Learning** page or the curriculum.

Previewing the Contents of a Course

To preview the contents of a course

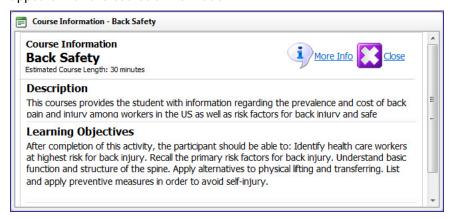
Click the + symbol that appears before the course icon and name to preview the contents of a course. The list of learning activities will be displayed.



Viewing Detailed Course Information

To view 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 modal (secondary) window appears with the course's information.

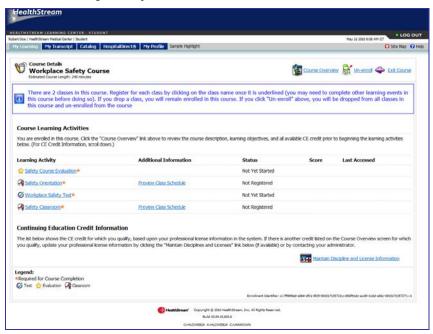


2. Click the **X** in the upper right of the window to close it.

Enrolling in a Course

To enroll in a course

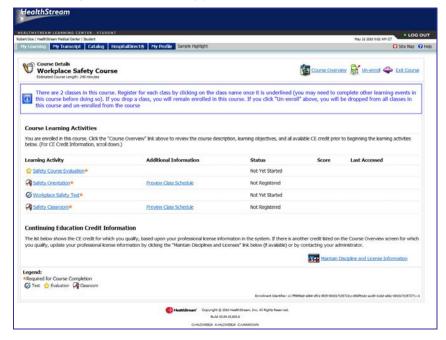
To choose a course, click the **Enroll** button. The **Course Details** page appears, allowing you to select the first learning activity.



Resuming a Course

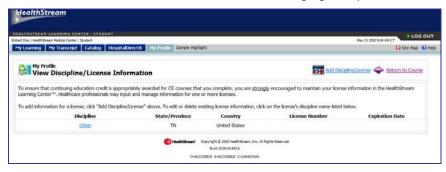
To resume a course

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



Note: 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.

Note: 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, as shown below. See *Managing Discipline and License Information*.



Viewing the Course Overview Page

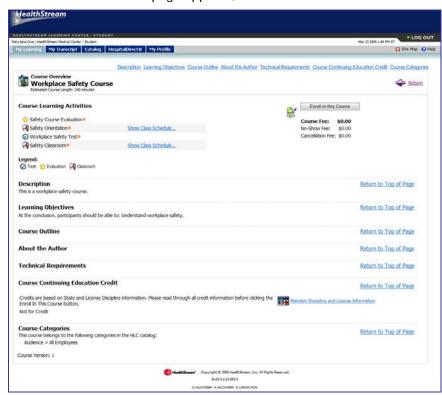
Access the Course Overview page in one of the following ways:

• Click Course Overview from the Course Details page, as shown below.



• Click the course name from the **Catalog** tab.

The **Course Overview** page appears, as shown below.



If the **Course Overview** page was accessed from a catalog course, an **Enroll in this Course** button will be available. Clicking this button will place the course on your **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.

Note: 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.

Note: 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** section 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.

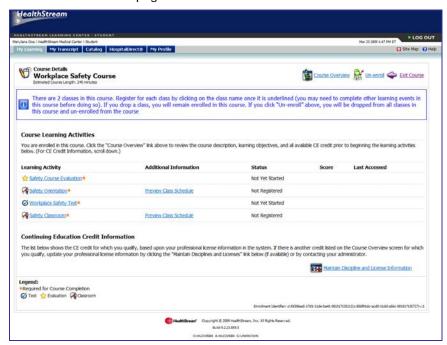
Course Categories

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

Viewing the Course Details Page

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

The Course Details page is shown below.



The **Course Details** page includes the following sections:

- Course Name
- 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 (if an elective course)
- Exit the Course

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.*

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 email, 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** (below) 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 pop-up 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.

Continuing Education (CE) Credit Information

The **Continuing Education Credit Information** section shows what credits, if any, you can earn upon the completion of the course.

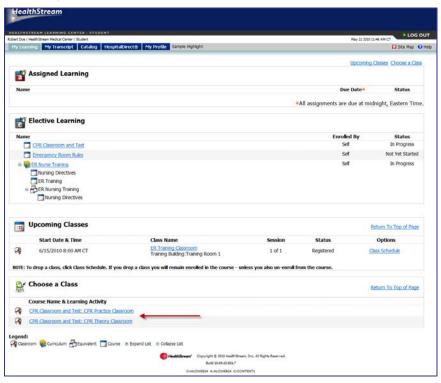
Note: This information is based on the professional license/discipline information entered in the system. If you have not entered your license information, you may do so by clicking the **Maintain Disciplines** and **Licenses** link. If you are not able to access this, contact your administrator to have the information updated for you.

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

Viewing Class and Virtual Class Schedules

The class or virtual class schedule shows a list of any upcoming scheduled classes or virtual classes. Classes/virtual classes may be set up to allow you to register or add yourself to the waitlist if the class is currently full. Or, they may be set up to allow you to only view when the class is scheduled to meet. In this situation you would need to follow the instructions under **Class Notes** or contact your HealthStream administrator for information on registering for the class.

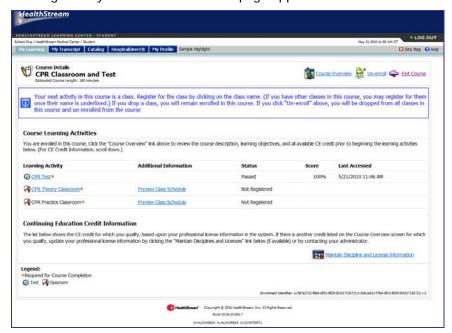
Note: Clicking the **Enroll** button does not add you to a class. You must either then choose a class and click the **Register** link (or **Waitlist** link if available) or contact the HealthStream administrator to be registered for the class. To see a list of classes in a course in which you are enrolled, click the **My Learning** tab and scroll to the **Choose a Class** section near the bottom of the page.



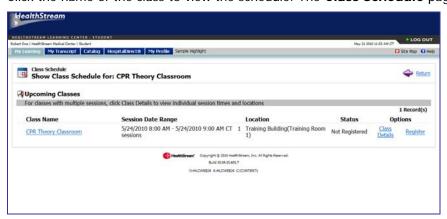
Viewing a Class Schedule

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 displays the following information:

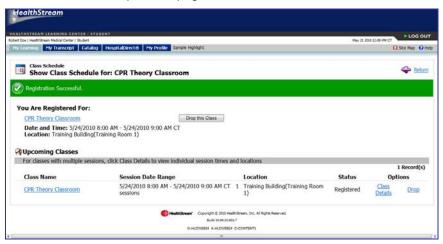
- Class Name: The specific name for that class, linked to the Class Details page.
- **Session Date Range:** A class may have one or more sessions. The first session's start date and time are shown, followed by the last session's end date and time. You can view each individual session and their corresponding 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.

Class Options: How to Register for 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 link takes you to the Class Details page and displays 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.
- Waitlist: When you click this link, you are added to that class's waitlist. If the class date passes and you were never moved from the waitlist to the roster, you will need to drop from the waitlist and register for another class.
- **Drop:** When this link is active, it indicates that you are registered for the class shown. When you click this link, you are removed from the class roster. You remain enrolled in the course and you will need to select another class in which to register.

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.



Tip: 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.



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.

Note: 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.

Tip: 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.

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.

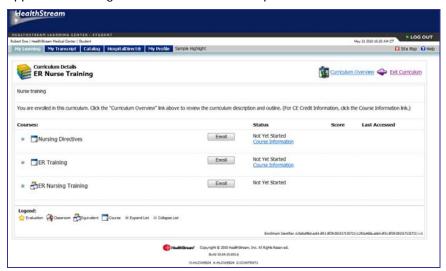
Completing a Curriculum

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

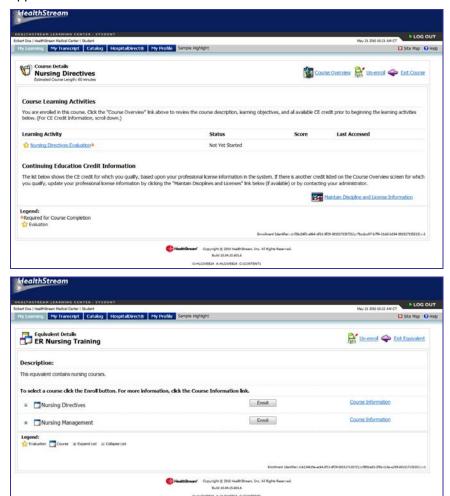
1. On your **My Learning** page, click the desired curriculum name. The **Curriculum Details** page appears, including the list of courses and equivalents within the curriculum.



Note: 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.

Tip: 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).

2. Click **Enroll** to the right of a course or equivalent. The **Course Details** or **Equivalent Details** page appears.



Note: If the curriculum is set up for sequential completion, only one course or equivalent at a time will be available for enrollment.

Note: 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.

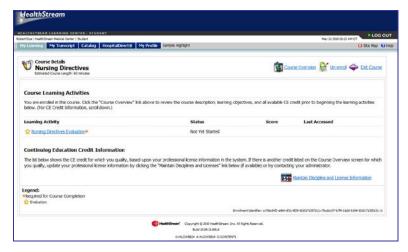
Complete each course and equivalent in the curriculum (see Completing a Course and Completing an
Equivalent in this guide). Once all courses and equivalents in the curriculum have been completed,
the curriculum will be removed from your My Learning page and moved to your My Transcript
page as a completion.

Tip: When you complete a curriculum, you can access and print a certificate of completion for the curriculum.

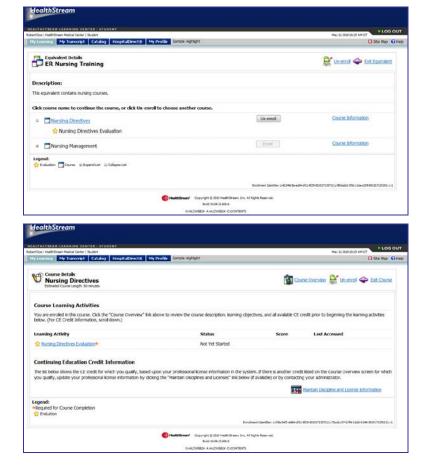
Resuming a Course or Equivalent

To resume 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, as shown below.



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.



Viewing the Curriculum Overview Page

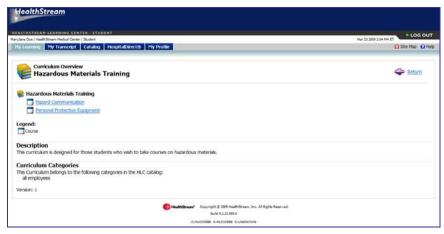
Access the **Curriculum Overview** page in one of the following ways:

• Click Curriculum Overview from the Curriculum Details page, as shown below.



Click the curriculum name from the Catalog tab.

The Curriculum Overview page appears.



The **Curriculum Overview** page includes the following sections:

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

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

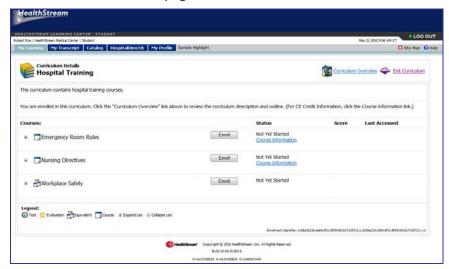
When you access the **Curriculum Overview** page from the **Curriculum Details** page, click **Return** to return to the **Curriculum Details** page.

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 is shown below.



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.

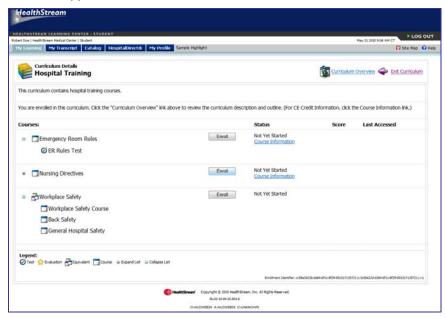
There are also links in the upper right-hand corner to:

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

Previewing the Contents of a Learning Item

To preview the contents of a learning item

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



Viewing Detailed Course Information

To view detailed course information

1. For detailed information about a course including description, learning objectives, available CE credit and more, click the **Course Information** link in the **Status** column. When you click this link, a modal (secondary) window appears with the course's information.



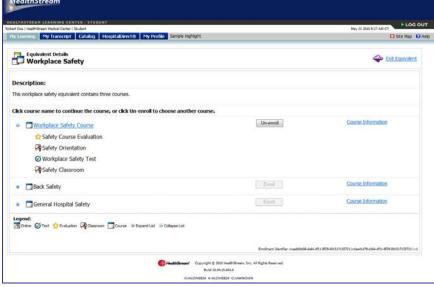
2. Click the **X** in the upper right of the window to close it.

Enrolling in a Course or Equivalent

To enroll in a course or equivalent

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.

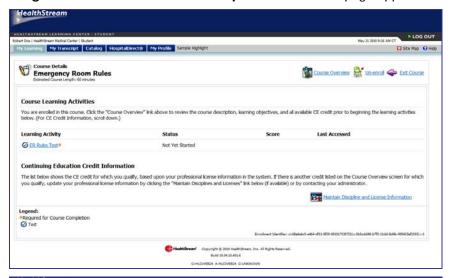


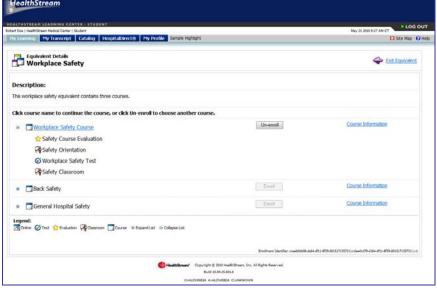


Resuming a Course or Equivalent

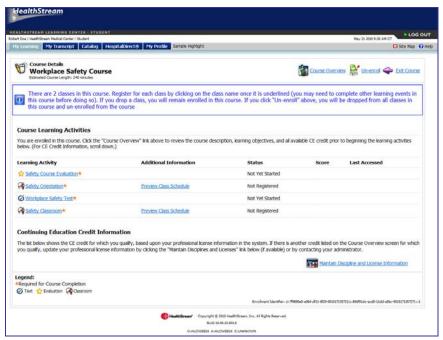
To resume a course

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.





Tip: 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.



Note: 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 to see the **Course Details** page for the course you completed as part of that equivalent.

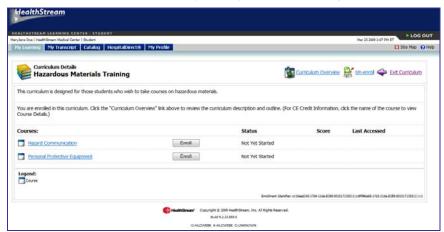
The **Course Information** window appears when you click on the **Course Information** link for any course.

Note: 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, as shown below. See *Managing Discipline and License Information*.



Viewing the Curriculum Details Page from Your My Transcript Page

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 or equivalents within the curriculum, including Status of either Completed or Exempt, 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, clink 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.

Note: 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* later in this guide.

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

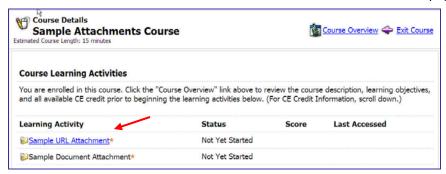
The Course Details page notes course attachment learning activities by the file folder icon.

To access a link to an Internet or intranet site

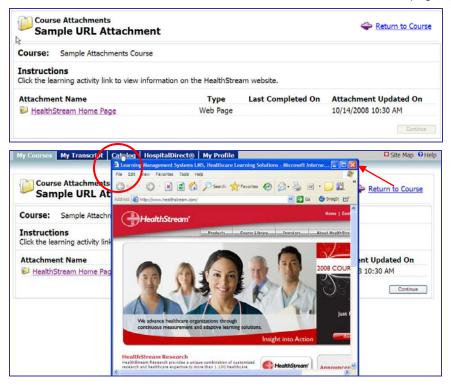
Note: You may be unable to access links to your intranet site if you are logged into the HLC outside of your organization's firewall.

1. On the **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. Click the red X in the upper right-hand corner or click **File/Close** from the menu bar to close the Internet/intranet window when you have finished reviewing the information. You will be returned to the **Course Attachments** page.



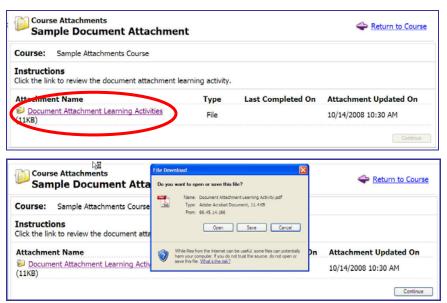
5. Click Continue. You are returned to the Course Details page.

To access a link to a document

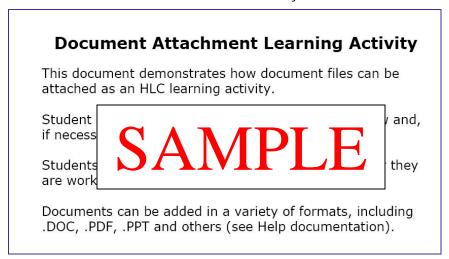
- On the My Learning page, click the course name. The Course Details page appears with a list of course learning activities.
- 2. Click the desired course attachment name. The **Course Attachments** page appears.



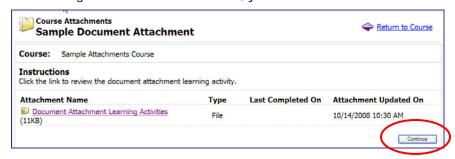
3. Click the course attachment name. A message window prompts you to open, save, or cancel the file download.



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.



- 5. Once opened, the attached file can be viewed and printed if needed.
- 6. After closing the document attachment, you are returned to the Course Attachments page.



7. Click Continue. You are returned to the Course Details page.

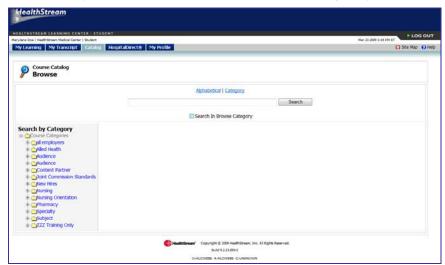
Note: Some course attachment learning activities will require that you click on and download the file as part of course completion. Others may be marked as optional and will not require download.

Note: 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.

Note: Course attachments will continue to be available from the Course Details page on your Transcript page after a course has been completed.

Searching for Elective Learning

Tip: You may use **Alt+C** to access the student **Catalog** via your computer keyboard.

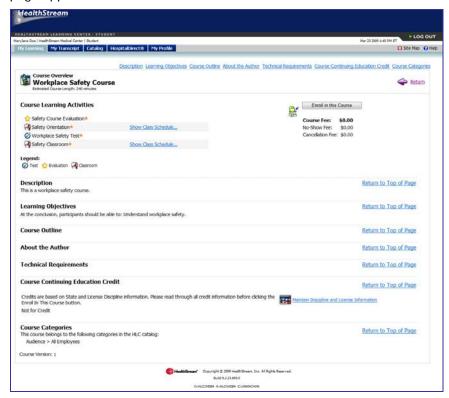


The **Catalog** tab offers additional learning (courses and curricula) available through the HLC that you can elect to take. Some of the offerings are free, and others may include a registration fee. The **Catalog** tab enables searching and browsing for alphabetically, using keyword search or by category.

To search the student catalog

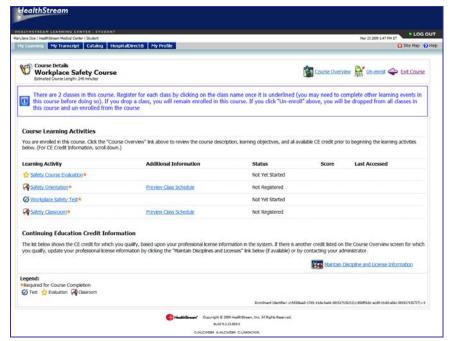
- 1. Click the Catalog tab.
- 2. Use any of the following methods to locate a course or curriculum:
 - Enter a search term in the **Search** box and click the **Search** button.
 - Click the **Alphabetical** link to alphabetically search for a course or curriculum.
 - Click the **Navigation Tree** in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

3. Click the name of the desired course or curricula. The **Course Overview** or **Curriculum Overview** page appears.



Note: 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 the corresponding **Enroll** button (**Enroll in this Course** if you selected a course, or **Enroll** if you selected a curriculum). The **Course Details** or **Curriculum Details** page appears.



5. You may now begin the course or curriculum, or return to it at any time from the **Elective Learning** area of the **My Learning** tab. You may also un-enroll from elective learning at any time by clicking the **Un-enroll** link.

Student-entered Learning Events

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.

Adding a Student-entered Learning Event

Students may enter learning event information into the HLC, which adds the information to the student transcript.

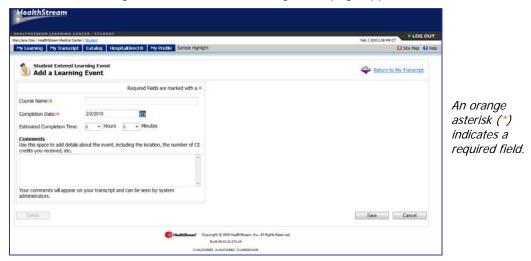
Note: This feature is activated by request only. Contact your HLC administrator for additional information about this feature.

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: Be careful as 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.

Tip: You can also click **1** to select the dates.

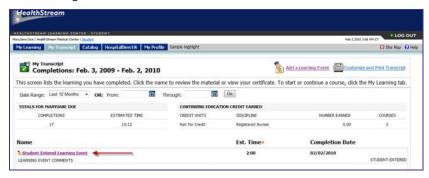
Note: The completion date must be today's date or a date in the past.

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.

Note: Enter text only. Do not enter any sort of code, such as HTML.

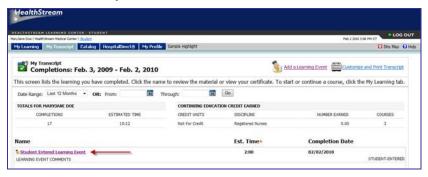
7. Click **Save**. The learning event will be added to the student transcript in reverse chronological order—most recent first—by course completion date. **Student Entered** will be noted to the right of the learning event.



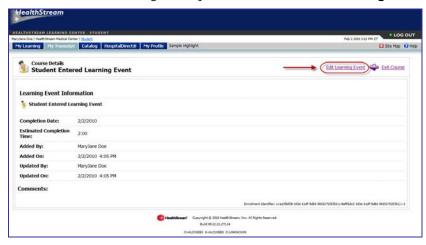
Editing a Student-entered Learning Event

To edit a student-entered learning event

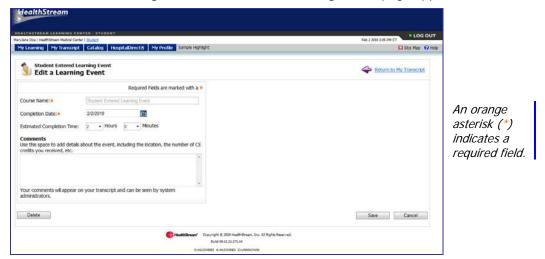
1. Click the **Transcript** tab.



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.

Note: 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.

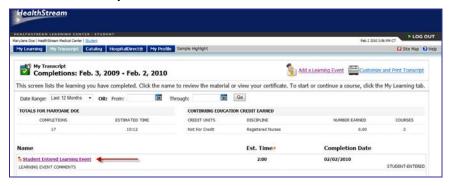
5. Click Save.

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

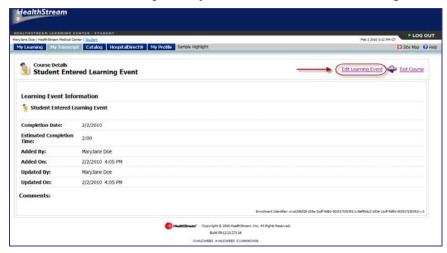
Deleting a Student-entered Learning Event

To delete a student-entered learning event:

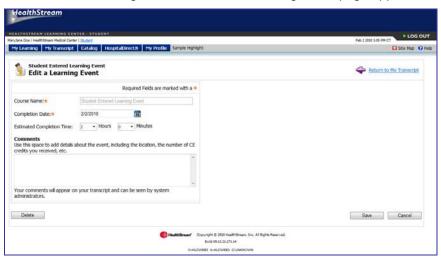
1. Click the **Transcript** tab.



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.



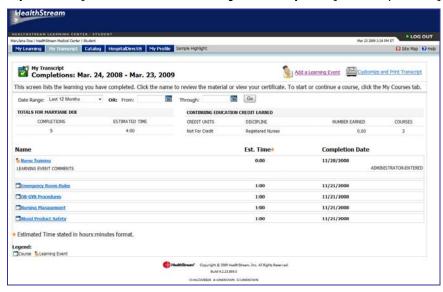
An orange asterisk (*) indicates a required field.

- 4. Click **Delete**. A confirmation prompt appears.
- 5. Click OK.

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

My Transcript Page

Tip: You may use **Alt+T** to access **My Transcript** via your computer keyboard.



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.

Note: 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

Transcript later in this guide.

- Course CE Credit information, if CE was earned for a course completion
- Administrator- or Student-entered Learning Event notation and comments
 Note: 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*

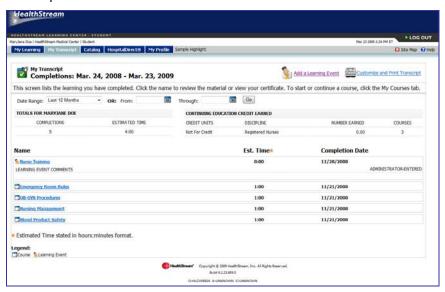
Student Transcripts

The student transcript lists all completed learning.

Viewing a Student Transcript

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.

Tip: You can also click **1** to select the dates.

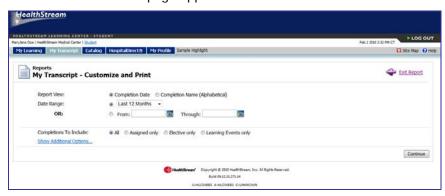
3. Click Go.

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

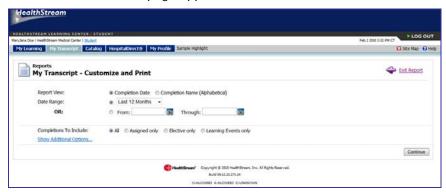
1. Click **Customize and Print Transcript** at the top-right of the page. The **My Transcript – Customize and Print** page appears.



- 2. Click **Continue**. The transcript will appear in printable format.
- Click Print to print a copy as it appears on-page.
- 4. Click Export.
- 5. Click **Save As** to save a copy of your transcript on your computer.

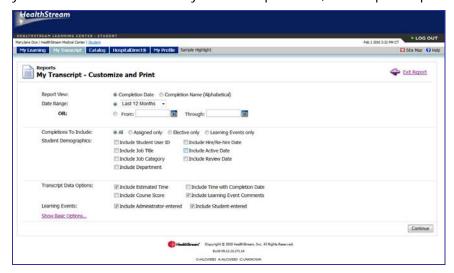
To customize your transcript prior to printing

 Click at Customize and Print Transcript 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.
 - **Tip:** You can also click **t** to select the dates.
- 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 refreshed to include the following optional fields, as shown below. (If you do not want to customize your transcript further, then skip to step 9 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).
- 7. 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.
 - **Note:** 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.
- 8. Click **Continue** to preview your transcript. The transcript will open in a new browser window.
- 9. Click **Print** to print your transcript, or from the web browser menu bar select File and Print.
- 10. Click Export.
- 11. Click **Save As** to save a copy of your transcript to your computer.

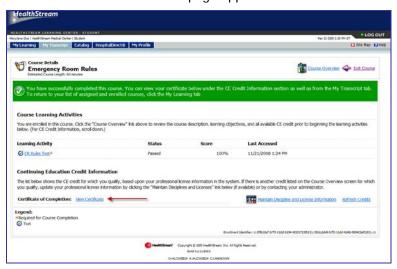
Certificates

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

Viewing a Certificate

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 course.



2. Under the **Credits** section of the **Course/Curriculum Details** page, click the **View Certificate** link. The certificate appears in a new window.



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

Printing a Certificate

To print a certificate

- 1. See *Viewing a Certificate* to open the certificate.
- 2. With the certificate now in view, click the **Print** icon at the top of the window, or from the main menu click **File** then click **Print**.

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* later in this guide).

Earning CE Credit

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 is clicked from the **My 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.

Tip: 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 CE Credits* immediately following this section).

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 CE Credits* later in this guide).

Refreshing 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

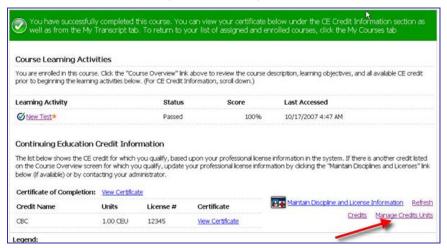
Click Refresh Credits.

Editing 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. On the Course Details page, click Manage Credit Units.



The Credit Unit Editor displays.



An orange asterisk (*) indicates a required field.

- 2. Enter any necessary changes to the units of credit.
- 3. 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.

Tip: You can also click **t** to select the dates.

- 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.)

Note: If there is no **Recorded Class** section, your organization's Web meeting software does not support the recording option.

Using Hospital Direct

Tip: You may use **Alt+D** to access **HospitalDirect** via your computer keyboard.

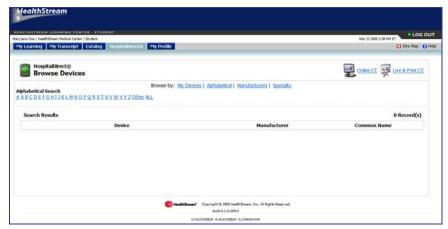
HospitalDirect is a program through which HealthStream can deliver information and education related to various medical devices through the HLC.

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 of the device information or course you would like to see.

If the offering is an online course, clicking the course name will take you to the **Course Overview** page where you can enroll in the course by clicking **Enroll in this Course**.

Managing Account Information

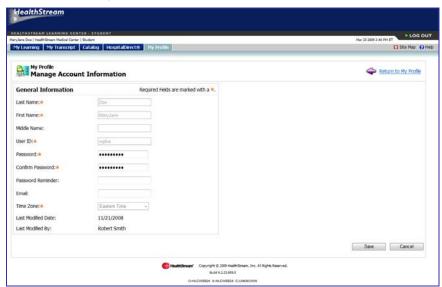
Tip: You may use **Alt+I** to access the **My Profile** tab via your computer keyboard.

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

Note: 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.

Editing Account Information

1. On the **My Profile** page, click **Manage Account Information**. The **Manage Account Information** page appears.



An orange asterisk (*) indicates a required field.

- 2. Make the desired changes.
- 3. Click Save.

Adding Personal Address and Phone Information

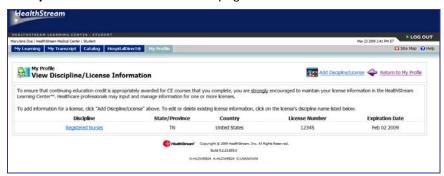
- 1. On the My Profile page, click Manage Personal Address and Phone Information. The Manage Student Mailing Address page appears.
- 2. Select the **Include address information** check box. The **Manage Student Mailing Address** page refreshes, enabling the following fields:
 - Address
 - City
 - State/Province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

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 **Add Discipline/License**. Once you've entered your actual licensure information, you can delete the **Other** license from your record.

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

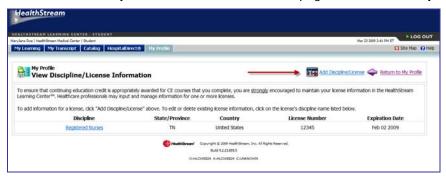


Note: To ensure that continuing education credit is appropriately awarded for CE courses that you complete, you are strongly encouraged to maintain your license information in the HealthStream Learning Center™. If you do not have access to managing your license information, contact your HLC administrator.

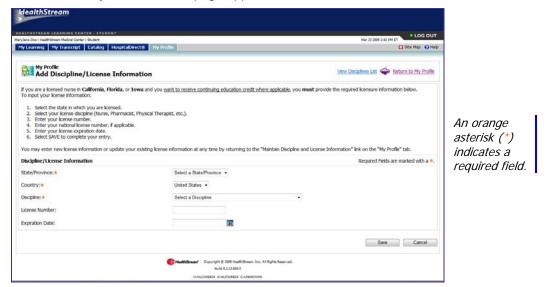
Adding License Information

To add information for a professional license

1. On the View Discipline/License Information page, click Add Discipline/License.



The Add Discipline/License page appears.



2. In the **State** list, select the state in which you are licensed.

Note: If you are licensed in another country, select that country from the **Country** list (the default is United States) before selecting the state or province from the **State** list.

- 3. In the **Discipline** list, select your license discipline.
- 4. In the **License Number** box, enter your license number.
- 5. In the **Expiration Date** box, enter the expiration date of your license.

Tip: You can also click **t** to select the dates.

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.

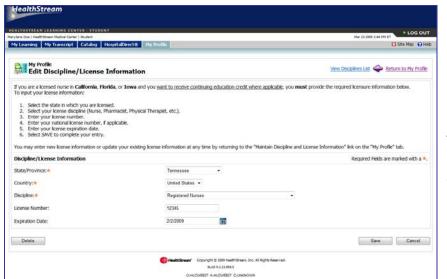
6. Click **Save** to save your license information to the system.

If you have more than one professional license, you can click **Add Discipline/License** and follow the steps above to enter another license.

Editing License Information

To edit existing license information

 On the View Discipline/License Information page, click the discipline name. The Edit Discipline/License page appears.



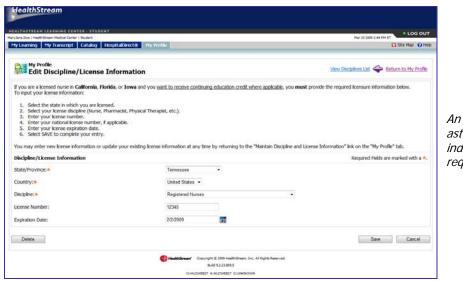
An orange asterisk (*) indicates a required field.

- 2. Make the desired changes.
- Click Save. The system returns to the View Discipline/License Information page with the revisions to the previously selected license now displayed.

Deleting License Information

To delete existing license information

 On the View Discipline/License Information page, click the discipline name. The Edit Discipline/License page appears.



An orange asterisk (*) indicates a required field.

2. Click **Delete**. A confirmation prompt appears.

3. Click **OK**. The system returns to the **View Discipline/License Information** page with the previously selected license now deleted from the list.

Note: Deleting a license deletes CE credit for prior course completion.

HLC Student User Guide Glossary

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 pretest, 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).

HLC Student User Guide Glossary

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, email, 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 email 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.

HLC Student User Guide Glossary

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.