

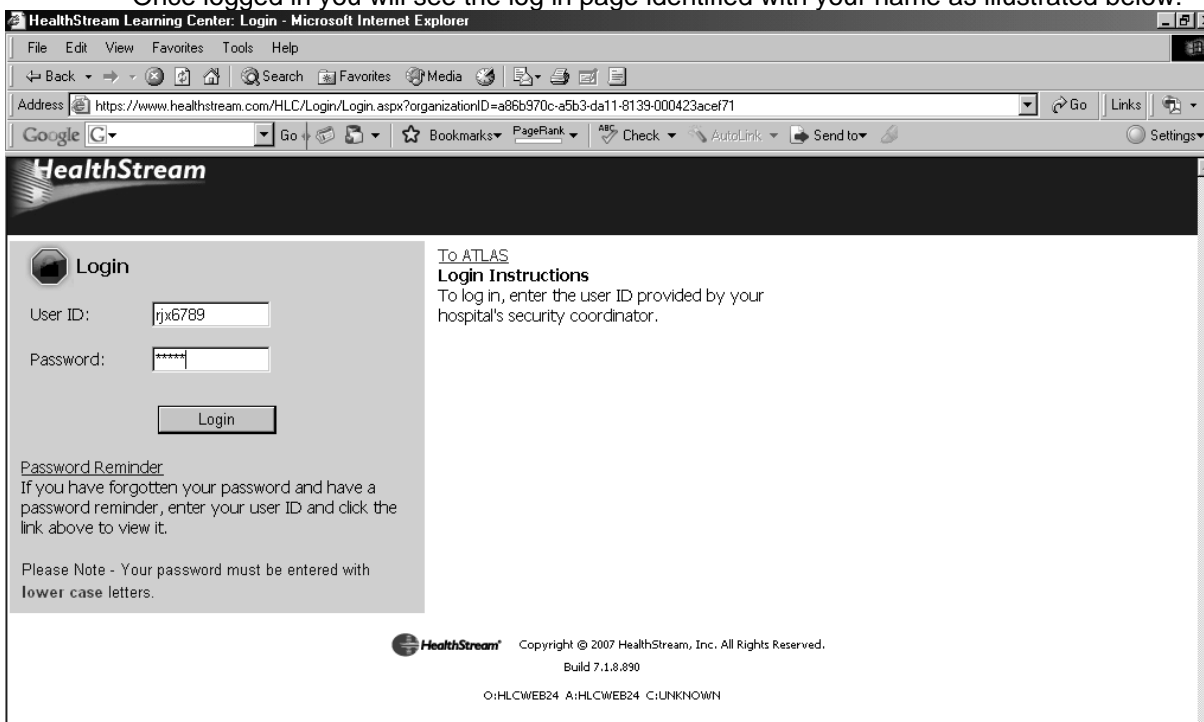
St. David's Institute for Learning HealthStream Next Gen HLC Tips and Tricks

□ Finding HealthStream

- HealthStream Next Gen HLC is available at all times:
 - From your facility intranet site; click **HealthStream** under the Quick Links>Applications pull-down menu
 - From the *Institute for Learning* website at www.stdavids-institute.com, click **HealthStream** on the home page menu.
 - From any PC by typing www.healthstream.com/hlc/hca into the address line.

□ Accessing/Loggin into HealthStream

- To access HealthStream, proceed to the log in page you find with one of the above methods.
- Enter your 3-4 ID as BOTH your User ID *and* Password—you **must use lower case letters NOT capitals**:
 - Each employee is given a 3-4 ID (3 letters, 4 numbers) which is the User ID.
 - Unless it has been changed, the 3-4 ID is **also** the password.
 - If you do not know your 3-4 ID:
 - Go to www.stdavids-institute.com
 - Click "HealthStream" button.
 - Follow the directions to locate the 3-4 ID
 - You can also go to this weblink to obtain a 3-4 ID is <https://saf.hca.corpad.net/uidlookup/>
 - Once logged in you will see the log in page identified with your name as illustrated below:



□ Healthstream Home Page Overview:

- After logging in, click the My Profile tab and update your profile information. Most importantly, update your discipline and license information. In the future we will be able to offer CEs on line for some courses and your license information will determine if you are eligible for them.
- To view and print your transcript of all courses attended, click the My Transcript tab.
- To look up courses click the Catalog tab and search either alphabetically or by course category.
- For Hospital Direct CE courses—courses with continuing education (CE) credit provided by various manufacturers—click the Hospital Direct tab and the Online CE link.
- For Help using Healthstream, click the Help tab in the upper right corner of any page.

My Courses

HEALTHSTREAM LEARNING CENTER - STUDENT

Robert Williams | St Davids Partnership | Student Jan 24 2007 11:23 AM CT LOG OUT

My Courses My Transcript Catalog HospitalDirect® My Profile Site Map Help

My Courses

Assigned Courses

Course Name	Due Date*	Status	Last Accessed
Z2003 Code of Conduct Refresher Training, Self-Guided Version - HCA-ETH-COD-203-SS	12/31/2003	In Progress	01/24/2007

*All assigned courses are due at midnight, Eastern Time.

My Courses

Elective or Enrolled Courses

Course Name	Status	Last Accessed
Z2003 Code of Conduct Refresher Training - HCA-ETH-COD-203-SU	In Progress	01/19/2007

□ **If You Have Problems Accessing HealthStream or Running Courses:**

- Make sure your browser automatically refreshes every page:
 - Click **Tools**
 - Click **Internet Options**
 - Under “Temporary Internet Files” click **Settings**
 - Under “Check for newer versions of stored pages” make sure the “Every visit to the page” option is selected. Also under “Temporary Internet Files Folder” make sure the amount of disk space used is set to 50 MB
 - Click OK and then OK again.
- Make sure your Temporary Internet File is cleared out—**this is important for large, graphically-intensive courses such as the Regs and ECCO courses:**
 - Click **Tools**
 - Click **Internet Options**
 - Under “Temporary Internet Files” click **Delete Cookies** then click OK
 - Click **Delete Files**, check the “Delete offline content” box and click OK, then OK again.
- Set your Internet Explorer security settings to MEDIUM—see example below on last page.
- Close Internet Explorer, then reopen and log back into Healthstream—**you must do this step for the above options to take effect.**
- Most hospital PCs with internet access can be used for HealthStream education, but compliance with HealthStream is not guaranteed.
- To check a PC's HealthStream compliance, log into HealthStream and go to the following link: <http://learn.healthstream.com/browsercheck/>
 - Any areas marked with a RED X indicates a necessary element, which requires intervention:
 - If you are in the hospital, this must be done by your Information Systems (IS) dept.
 - If you are at home, you should be able to do this by going to manufacturer websites and downloading the FREE plug-ins:
 - <http://www.macromedia.com> for Macromedia Flash or Shockwave.
 - <http://www.adobe.com/products/acrobat/readstep2.html> for Adobe Acrobat Reader.
 - For connectivity issues (how fast your PC runs):
 - In the hospital contact your IS dept.
 - At home contact your internet service provider.
 - To turn off **Pop-up Blocking:**
 - In the hospital:
 - In your browser, click Tools
 - Scroll to Pop-up blocker and turn off
 - If you're unable to do this, contact your IS dept.
 - At home:
 - Same as above, plus other blockers listed below

- If you have a Google or Yahoo toolbar (or some toolbar) on your browser, disable the Popup blocker there.
- If you are using *Windows XP Service Pack 2*, the Pop-up Blocker is a new feature in Internet Explorer. This feature blocks most unwanted pop-up windows from appearing. By default, the Pop-up Blocker is turned on. When the Pop-up Blocker is turned on, the automatic and background pop-up windows are blocked, but the pop-up windows that are opened by a user will still open in the usual manner. Below is the recommended approach:

On the Tools menu

To configure the Pop-up Blocker on the Tools menu, follow these steps:

1. Click **Start**, point to **All Programs**, and then click **Internet Explorer**.
2. On the **Tools** menu, point to **Pop-up Blocker**, and then click **Turn On Pop-up Blocker** to turn on the Pop-up Blocker, or click **Turn Off Pop-up Blocker** to turn off the Pop-up Blocker.

From Internet Options

To configure the Pop-up Blocker from Internet Options, follow these steps:

1. Click **Start**, point to **All Programs**, and then click **Internet Explorer**.
2. On the **Tools** menu, click **Internet Options**.
3. Click the **Privacy** tab, and then select the **Block pop-ups** check box to turn on the Pop-up Blocker, or clear the **Block pop-ups** check box to turn off the Pop-up Blocker.
4. Click **Apply**, and then click **OK**.

*****This does not apply to other Windows operating systems—Windows 98, Windows 2000 Windows XP without Service Pack 2.**

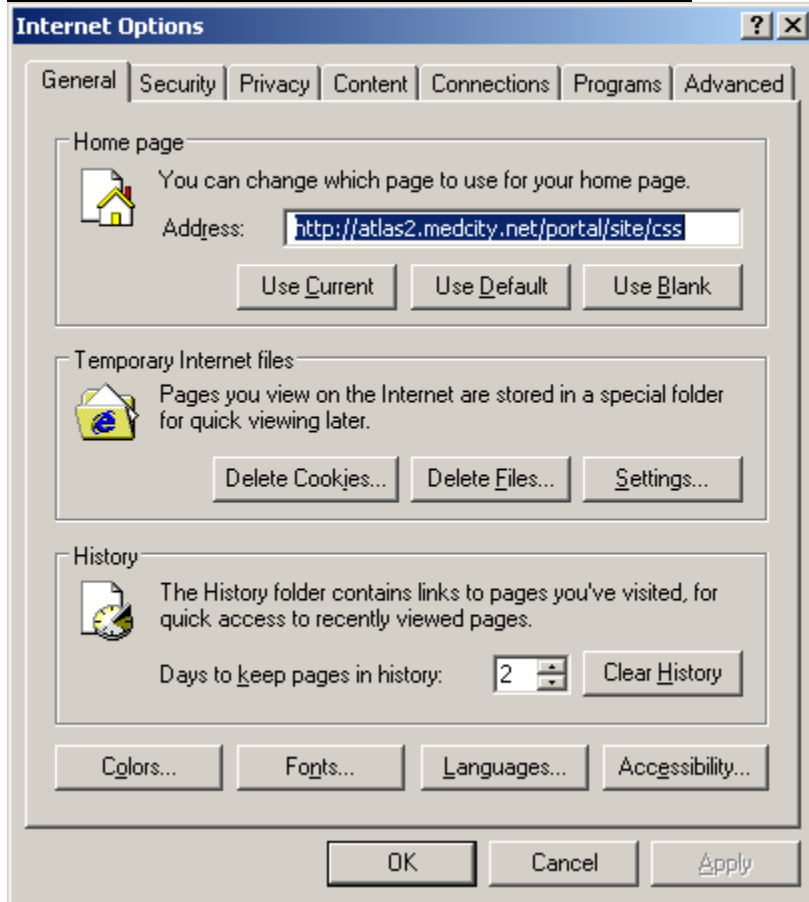
- You must use Internet Explorer when using HealthStream. It will not run with Netscape, Firefox and other browsers.
- If a course or test does not load:
 - Make sure you have Macromedia Flash (see above).
 - If your connection is slow or sluggish, try one of the following:
 - On your browser,
 - click the Stop button or press Esc.
 - click the Refresh button or F5 key.
 - This will reload the page and my speed things up.
 - Log off and log back on.
 - Restart your PC

□ Healthstream Support

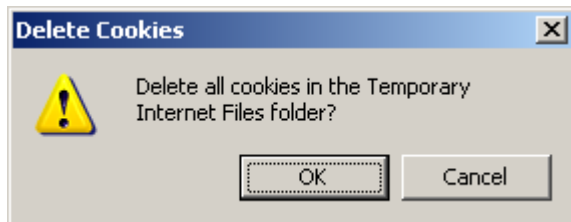
- For more info go click **Help** in the upper right corner of the log in page. Help information for the page you are on will be displayed. For the complete **Help** search menu click the **Show** link in the upper left corner of the Help page.
- For a tutorial on the Next Gen HLC, in Healthstream, click the **Catalog** tab, type **Next Gen HLC** and select the online course "**Student Introduction to the Next Generation HLC**".
- If you still have problems, contact your facility Healthstream Institutional Administrator or call the SDH Market administrator at 544-0103.
- Support for computers OUTSIDE the St David's system is limited due to the wide variety of hardware and software issues as we cannot guarantee help (see above tips before calling).

See examples on next pages

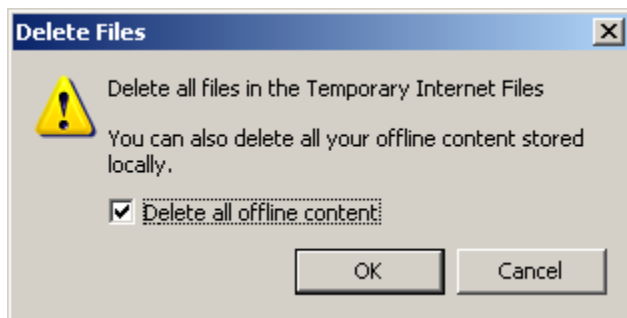
How to Delete Temp Files and Cookies



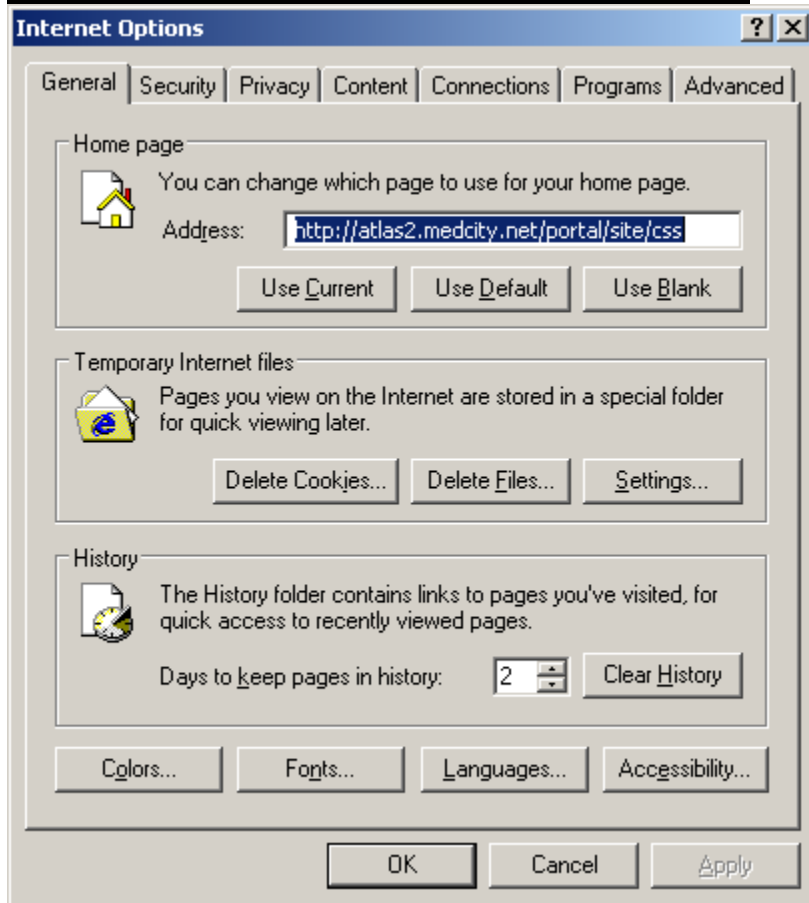
Open Internet Explorer. Click Tools, then Internet Options. Click “Delete cookies”, click OK.



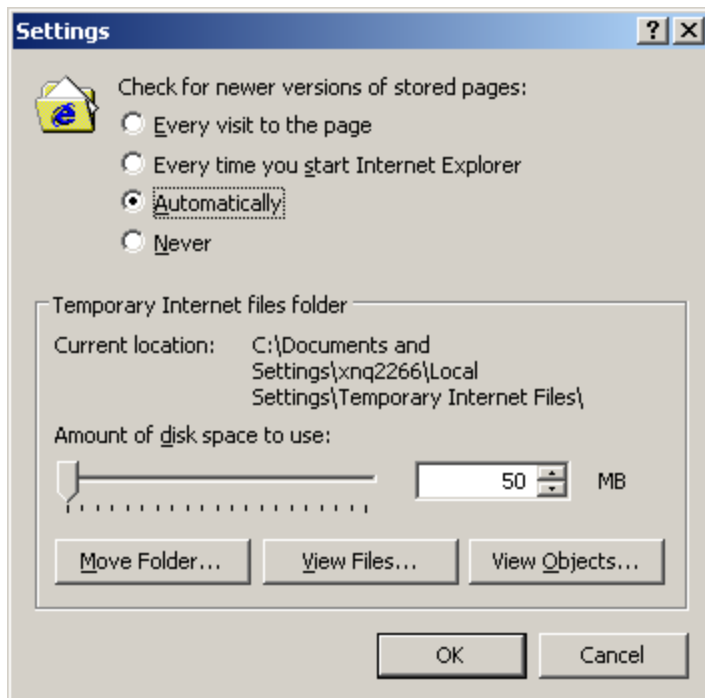
Next, click “Delete files”. Check “Delete all offline content” and click OK. Click OK to close window.



How to Change Disk Space on Temp Files

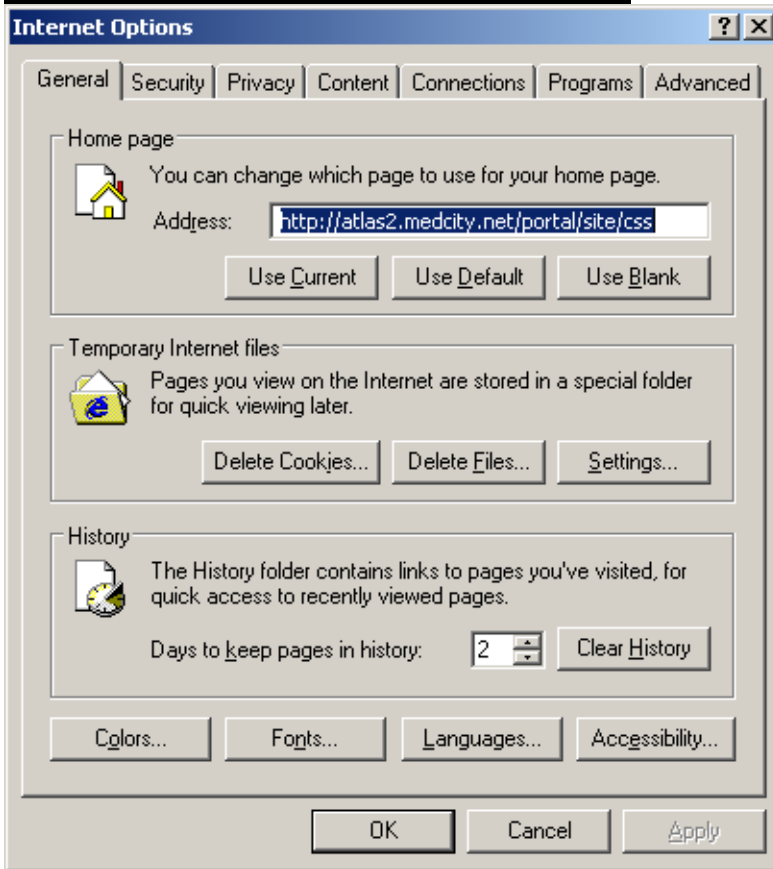


Open Internet Explorer . Click Tools, then Internet Options. Click Settings.

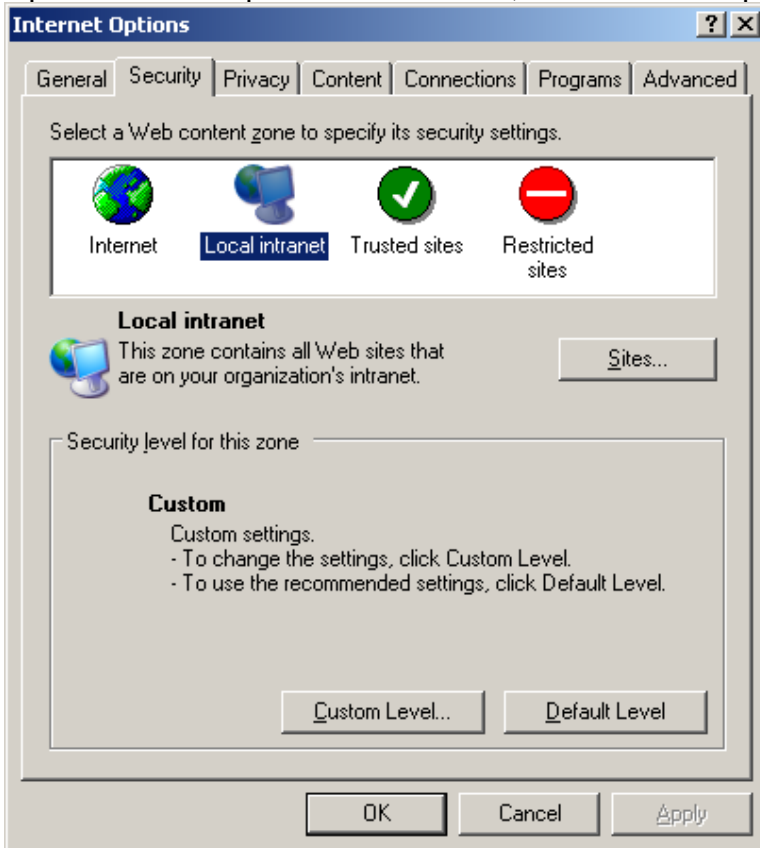


Under check for newer versions of stored pages, choose “**every visit to the page**”. Change the amount of space to use to 50 MB by typing 50 in the box. Click OK.

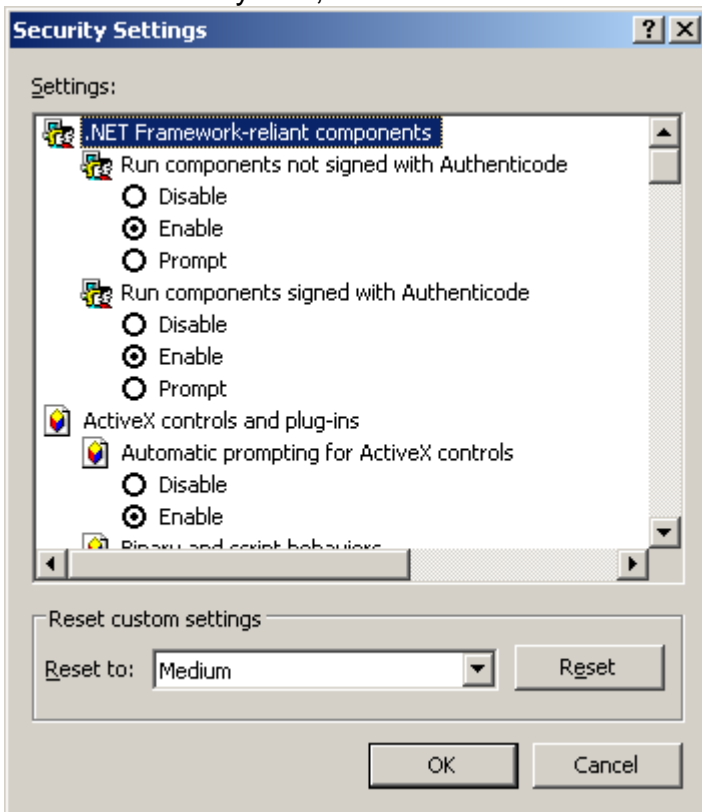
How to change IE Security Settings



Open Internet Explorer. Click Tools, then Internet Options.



Click the Security Tab, then click Custom Level.



Click the drop down and choose the medium setting. Click OK.