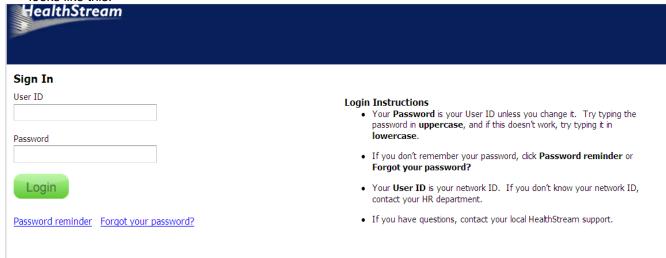
St. David's Institute for Learning HealthStream Next Gen HLC Tips and Tricks

□ Finding HealthStream

- HealthStream Next Gen HLC is available 24/7:
 - From your facility intranet site; click HealthStream on the left under Admin Tools
 - From the Institute for Learning Intranet page click the Healthstream quicklink on the left.
 - From the *Institute for Learning* internet site at <u>www.stdavids-institute.com</u>, click **HealthStream** button in the lower right.
 - From any PC by typing www.healthstream.com/hlc/hca into the address line.

Accessing/Logging in into HealthStream

 To access HealthStream, proceed to the log in page you find with one of the above methods. The login page looks like this:



- Enter your 3-4 ID as BOTH your User ID and Password—the user ID is not case sensitive but the password is, so if lower case does not work, try 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-it is recommended that you DO NOT change 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
 - update your email address so that you receive notifications about assignments, due dates, etc.
 - You can also click Check System Requirements to see if your computer has what it needs to run Healthstream courses.

- o To view and print your transcript of all courses attended, click the **My Transcript** tab.
- o To look up courses click the **Catalog** tab and search either alphabetically or by course category.
- For CE courses—courses with continuing education (CE) credit provided by various manufacturers—click the Inservice Center tab and the Online CE link.
- o For Help using Healthstream, click the **Help** tab in the upper right corner of any page.

If You Have Problems Accessing HealthStream or Running Courses:

- Make sure your browser automatically refreshes every page:
 - At the top of Internet Explorer, click Tools
 - Click Internet Options
 - Under "Browsing History" click Settings
 - Under "Temporary Internet Files" and "Check for newer versions of stored pages" Make sure that Automatically is selected.
 - Under **Disk space to use** make sure the amount of disk space used is set to at least 50 MB (this is typically set to 1024)
 - Click OK and Ok again.
- Make sure your Temporary Internet File is cleared out—this is important for large, graphically-intensive courses such as the Regs, Code of Conduct and ECCO courses:
 - Click Tools
 - Click Internet Options
 - Under "Browsing History" click the **Delete** button.
 - Under "Temporary Internet Files" click **Delete Files**, and then click Yes when it asks "are you sure you want to delete all temporary Internet Explorer files?"
 - This may take a few seconds or up to a minute depending on how many files are deleted.
 - Click the Close button, then OK.
- 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 and should be compliant with Healthstream.
 - Computers outside the SDH network, however, may not be compliant and Healthstream and SDH does not support non-HCA computers.
 - To check a PCs 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.
 - Popup Blockers must be turned off for Healthstream to run many courses. To turn off Popup Blocking:
 - In the hospital:
 - o In your browser, click Tools
 - Scroll to Pop-up blocker and turn off. You know the pop-up blocker is **off** when the selection says "Turn on Pop-up Blocker".
 - 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 other toolbar) on your browser, disable the Popup blocker there. This is usually found in the tool bar's Settings or Tools menu.
 - o 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.
- Newer Windows operating systems such as Windows 7 and 8 may have compatibility issues with older programs and Healthstream may or may not work well with them. To make them compatible:

Look for the Compatibility View icon near he address bar and click it to change to Compatibility View

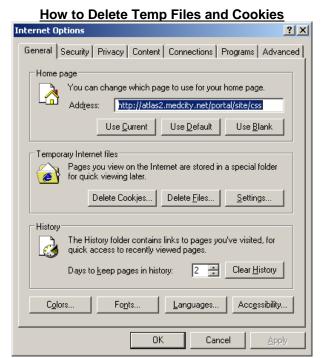


 Go to the Windows Compatibility Center at http://www.microsoft.com/en-us/windows/compatibility/win8/CompatCenter/Home?Language=en-US

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.
- o 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 Healthsteam Institutional Administrator (IA). IAs are listed at our Healthstream page at http://sdh.hca.corpad.net/sites/Learning/SitePages/HealthStream.aspx
- Contact the SDH Market administrator at 544-0103.
- Computers OUTSIDE the St David's system are not supported due to the wide variety of hardware and software issues.
- Apple computers typically have problems running Healthstream courses, but sometimes will work.
 Healthstream does not work with iPADs.

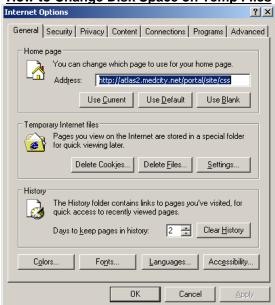
Troublehooting images: examples on next pages are from Internet Explorer 6 and may change slightly with newer versions of Internet Explorer



Open Internet Explorer. Click Tools, then Internet Options. Next, under "Temporary Internet Files" click Delete button.

Again under "Temporary Internet Files" click Delete Files and answer Yes. Click Close and then OK.

How to Change Disk Space on Temp Files



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

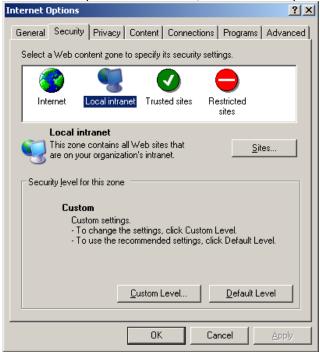


Under check for newer versions of stored pages, choose "Every visit to the page" or "Automatically". Change the amount of space to use to at least 50 MB by typing 50 in the box. Click OK.

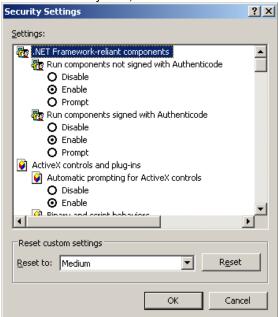
How to change IE Security Settings



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.
Close Internet Explorer and then log back into Healthstream
o see if the changes have solved the problem.