

HealthStream Learning Center™

STUDENT USER GUIDE

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Student Overview of the HealthStream Learning Center

The HealthStream Learning Center™ (also called the HLC) is an electronic learning system designed to streamline your education experience. You'll be able to conveniently complete your assignments and elective courses. Since the HLC is securely delivered via the Internet, it offers flexibility in where you participate in your e-learning exercises and access your transcript.

After you log into the HealthStream Learning Center as a student you will be able to:

- Complete courses, tests and evaluations
- View your transcript (document of your completed courses)
- Print a certificate for your completed courses
- Review assigned course details
- Browse and enroll in elective courses 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 (i.e., once a month) and taking courses 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 hardcopy 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 (i.e. Save, Update, Pause, Next, Exit, Logout, etc). 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 screen. 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. Click 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** screen 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 screen inside the HLC. You may stop, move forward, reverse or restart as you choose.

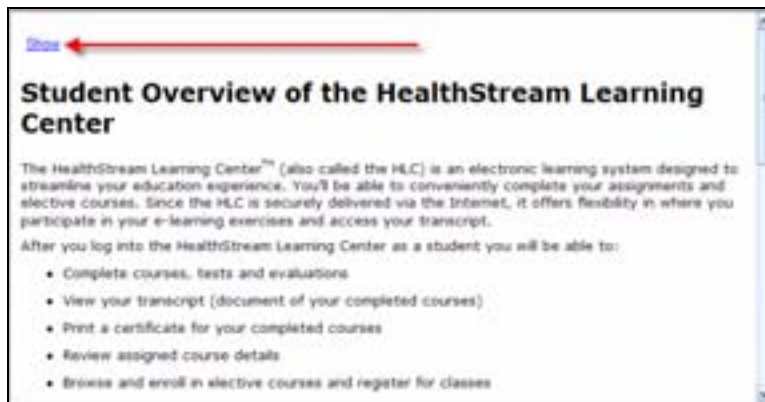


Accessing Online Help

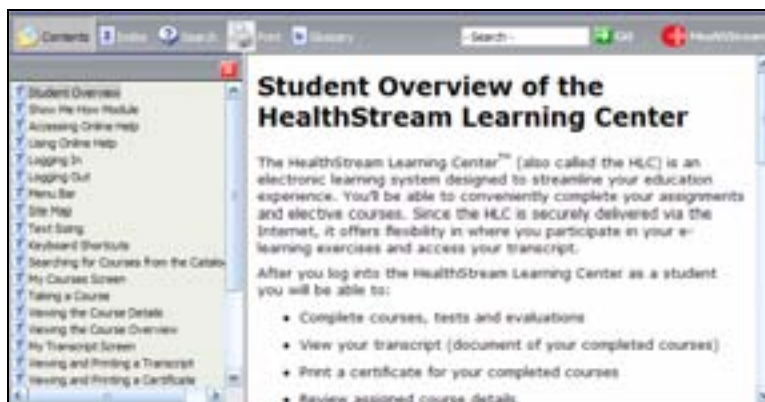
TIP: To access the online Help, press **Alt+H** on your computer keyboard or click the Help icon at the upper-right corner of the screen.



The Online Help system is context-sensitive. Depending on where Help is accessed in the system, a full Help screen 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.



Using Online Help

TIP: You may use **Alt+H** to access Help via your computer keyboard.

The context-sensitive online Help system includes Help topics that provide step-by-step instructions and reference information. Help can be accessed by clicking the **Help** icon in the upper right-hand corner of any HLC screen.



Depending on which screen you are on when you access the Help, a topic relevant to where you are in the HLC will display. From any topic in the Help system, you may access any of the five main areas/features of the Help (if not immediately visible) by clicking the **Show** link. 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 screenshots, a table of contents, and index.

Logging In

The HealthStream Learning Center™ is a highly secure website. You must have a **User ID** and **Password** to access the system.

There are two ways to access the HLC:

- Open **Internet Explorer** and type the web address (also called a URL) provided by your administrator (for example: www.healthstream.com/hlc/FacilityName). The **Login** screen appears.
- You may have an HLC icon on your PC desktop or your institution's intranet. If so, double-click on the HLC icon. The **Login** screen appears.



1. Enter your **User ID** (provided by your administrator).
2. 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 the **Login** button. The **My Courses** screen 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** screen that will appear on login. The **Highlights** screen is a messaging tool allowing administrators to communicate important information to you. To exit the **Highlights** screen, click the **Continue** button in the lower right-hand corner or click the **My Courses** tab at the top of the screen.

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

Login Options

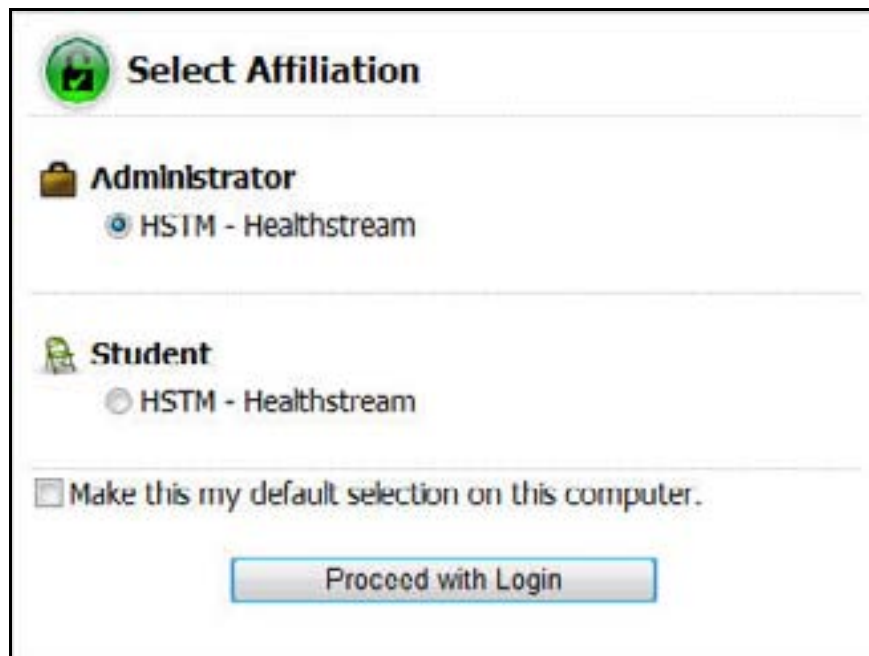
You may have more than one role in the HLC, both of which use the same User ID and Password for access. When logging in, you will be presented with the **Select Affiliation** screen and will choose which role you wish to log into. After completing HLC activities in one role, you may wish to switch to the other role.

To switch access between roles, follow these steps:

1. Click the **Role** link at the top-left of the page. The **Role** link appears to the right of your name and institution.



The **Select Affiliation** screen appears.



2. Click the **Administrator** or **Student** radio button beside the desired institution.
3. Click the **Make this my default selection on this computer** checkbox for your choice to be remembered on the computer you are on.
4. Click the **Proceed with Login** button to log in as either a student or administrator, depending on which radio button you selected.

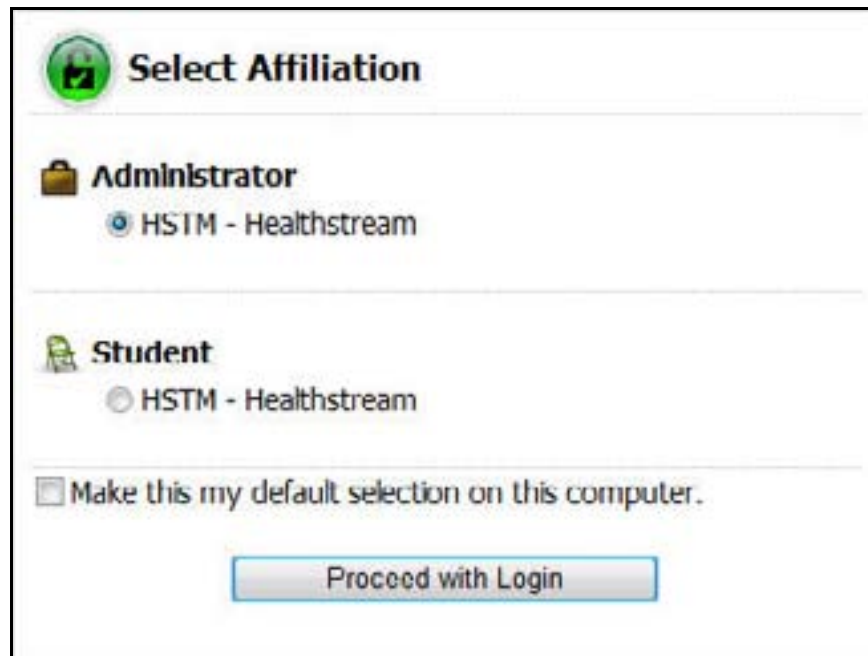
Logging Out

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** screen. Click the **Student** link that appears after your name and institution. The **Select Affiliation** screen will appear and you may select another institution or role.

A screenshot of the 'Select Affiliation' screen. The title 'Select Affiliation' is at the top left with a green circular icon containing a person. Below the title, there are two sections: 'Administrator' and 'Student'. Each section has a radio button next to 'HSTM - Healthstream'. At the bottom, there is a checkbox labeled 'Make this my default selection on this computer.' and a 'Proceed with Login' button.

Menu Bar

The menu bar of the HLC is divided into five main tabs:

- **My Courses** - Access current course assignments, enrollments, and electives as well as class information.
- **My Transcript** - View a complete history of all course completions.
- **Catalog** - Find courses 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 describes each of the tabs and 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

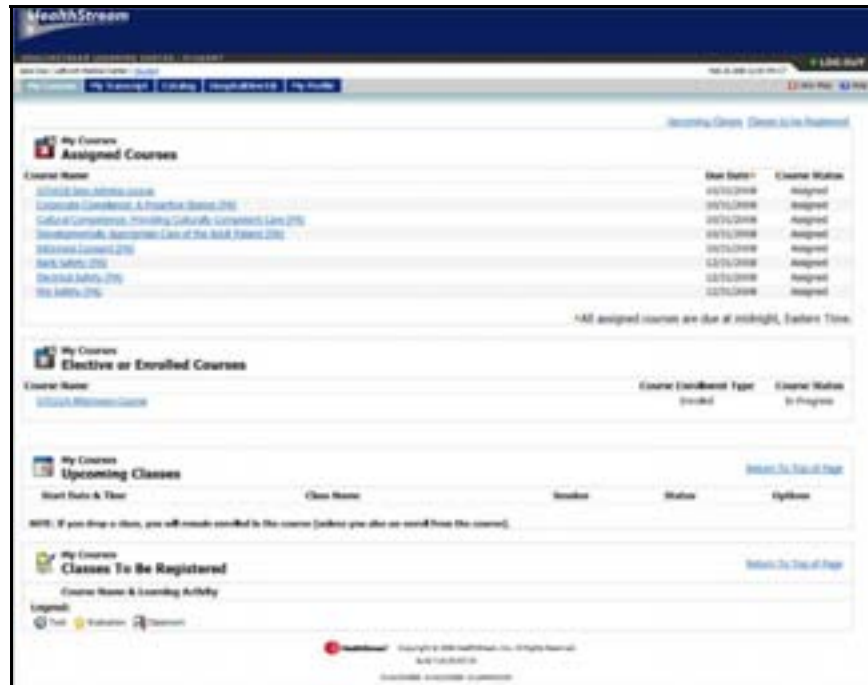
The HLC has been designed to support keyboard shortcuts. Use the following keyboard shortcuts to access different areas of the HLC.

My Courses	Alt+A	Access the My Courses tab (e.g. where assignments and other enrolled courses are found).
My Transcript	Alt+T	View your transcript.
Catalog	Alt+C	Go to the catalog to search for courses.
Hospital Direct	Alt+D	Access HospitalDirect for courses on devices and other medical technology.
My Profile	Alt+I	Manage profile information and preferences.
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.

My Courses Screen

TIP: You may use **Alt+A** to access **My Courses** via your computer keyboard.

My Courses is a list of assigned/enrolled and elective courses. The **My Courses** screen provides you with information about the education you are required to complete or have elected to take.



Features of the My Courses screen include:

1. **Assigned Courses:** Courses your administrator requires you to complete within a certain timeframe. A course may include one or more separate learning activities (See [Taking a Course](#)). Each course displays the following (from left to right):
 - a. **Course Name Link.** Click the name link of a course to access the course details.
 - b. **Due Date** indicates the date that the assigned course is to be completed. Due dates in red indicate that the course is past due but you are still able to complete it - in other words - you are within a grace period for the course.

NOTE: All courses are due 11:59 PM Eastern time of the date due, regardless of your location's time zone.

- c. **Course Status** indicates your progress toward course completion. **Assigned** means that you have not clicked the assigned course name link. **Not Yet Started** means that you have clicked the **Course Name** link but not any of the learning activities. **In Progress** means that you have either clicked a non-classroom learning activity or are registered for a class.
2. **Elective or Enrolled Courses:** Courses in which you have been enrolled by an administrator (who has registered you for a classroom activity within the course), or that you have self-registered for. Each course displays the following (from left to right):
 - a. **Course Name Link.** Click the name link of a course to access the course details.
 - b. **Course Enrollment Type.** The course enrollment type will be marked Enrolled or Elective.
 - c. **Course Status** indicates your progress toward course completion. **Not Yet Started** means that you have clicked the **Course Name** link but not any learning activities. **In Progress** means that you have either clicked a non-classroom learning activity or are registered for a class.
3. **Upcoming Classes:** This section shows all existing class sessions on or after today's date, sorted by start date and time, for courses in which you are enrolled (by assignment, enrollment or elective). Information displayed includes:
 - a. **Class Name and Location (or Not Specified).** Click the Class Name link allows you to view all details about this class. From this view you can click the **Course Name** link to view Course Details.
 - b. **Session Number** (e.g. 1 of 2, 2 of 2 etc.)
 - c. **Class Status.** Class Statuses include **Registered**, meaning you are slated to attend a specific class, **In Progress**, which indicates that you are registered and the start time for the class has arrived but the end time has not, or **Waitlisted**, which links to the class schedule.
 - d. **Options.** Click **Class Details** to view all details about this class including instructors, class size and class notes. From this view you can click the **Course Name** link to view Course Details.
4. **Classes to be Registered:** This section provides a list of classes within courses that you are currently enrolled in, but have not yet registered for the classroom activities. By clicking the **Course Name & Learning Activity** link, you can either view and register for each class or preview class schedules only, depending on whether the classroom activity is accessible to you. See [Taking a Course](#).
5. **Institution-Specific Assigned Courses** apply to students who work at more than one institution. You may be required to complete one or more courses 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 course.

TIP: The same course name may appear under **Assigned Courses** and **Institution-Specific Assigned Courses**. Completing the course under the Institution-Specific assignment may satisfy both course assignments (depending on how the assignments were created).

Taking a Course

Courses within the HLC include one or more **Learning Activities**, in any combination. Learning activities include:

- Online content
- Tests
- Evaluations
- Classroom activities
- 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 only be able to access learning activities 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 or Enrolled Courses** on your **My Courses** screen.

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 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 the **My Courses** screen. The course completion will immediately appear on your **My Transcript** page.

If a 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 the course was assigned – i.e. you will be re-assigned. If you elected to take the course or were registered for a class by an administrator, the course will be removed from the **Elective or Enrolled Courses** area of the **My Courses** screen.

To begin a course, click a **Course Name** link from the **My Courses** tab to display the **Course Details** screen.

Viewing Course Details



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

- Course Name
- Messaging area
- 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
- Exit the Course

Course Learning Activities

The **Course Learning Activities** section of the **Course Details** screen contains four columns:

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** (to the right) 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 Credit Information

The **Credits** 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** screen prior to beginning an HLC course.

Viewing Course Overview



The **Course Overview** screen can be accessed two ways:

- a. By clicking a **Course Name** link from a **Catalog** search.
- b. By clicking the **Course Overview** link from the **Course Details** screen of a course in which you are already assigned or enrolled in.

If the **Course Overview** was accessed from a Catalog course, an **Enroll in this Course** button will be available. Clicking this button will place the course on the **My Courses** screen under **Elective and Enrolled Courses**.

The following sections appear on the **Course Overview** screen:

1. Course Learning Activities

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.

2. **Course Description**

3. **Learning Objectives**

Optional information that may be visible from the **Course Overview** screen includes:

1. **Course Outline**

2. **About the Author**

3. **Technical Requirements**

4. **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 above for credit to be issued for course completion. To ensure that you receive all appropriate earned credit, click the **Maintain Discipline and License** link to update your professional licensure information within the system.

5. **Course Categories**

Searching for Courses from the Catalog

TIP: You may use **Alt+C** to access **Course Catalog** via your computer keyboard.

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



Locating a Course

You may locate a course in any of the following ways:

- Click the **Alphabetical** link to search for a course alphabetically.
- Click the **Category** link to search for a course by category.
- Enter a search term in the **Search** field and click the **Search** button.
- Click the **Navigation Tree** in the **Search by Category** section on the left side of the screen and browse for the desired course.

Once you have located a course by searching or browsing for it, click on the **Course Name** link to display the **Course Overview** screen.

My Transcript Screen

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

The **My Transcript** screen is a record of all completed courses.



The **My Transcript** screen allows you to view and print a record by date range and includes the following:

1. **Course Name** - Each completed course is listed in the **Course Name** column. Click a **Course Name** to access the **Course Details** screen. From the **Course Details** screen you may view your course activities associated with the course, review your credits, view certificates, and print certificates.
2. **Course CE Credit** – Courses for which you have earned continuing education credit will include CE credit information below the course name. You must click the **Course Name** link to access CE-specific certificates.
3. **Length** - The number of minutes estimated for completion. This is determined by the administrator when the course is created.
4. **Score** - The percentage score you earned by passing the course.
5. **Date Awarded** -Displays the date and time (in Eastern Time) that the course was completed and credit (if applicable) was awarded.

You may view and print your transcript. You may also view and print course completion certificates.

Viewing and Printing a Transcript

To print a copy of your transcript:

1. Select the date range by using the **Date Range** dropdown menu.

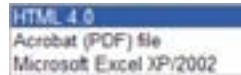


NOTE: The **Last 12 Months** selection generates a transcript beginning 12 months prior to today. **Previous Calendar Year** generates a transcript from January through December of the prior year.

2. Click the **Print Transcript** link at the top-right of the screen.



3. Clicking the **Print Transcript** link opens a new window and generates the transcript. You can also choose a file format and export (i.e. save) your transcript to another location (such as your desktop) after choosing the format you prefer.



Viewing and Printing Certificates

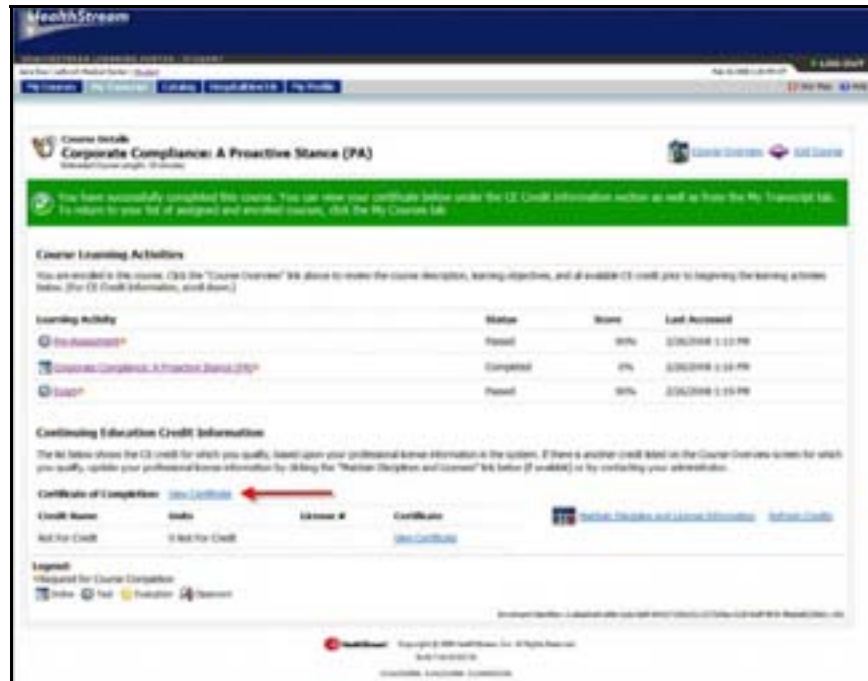
Your administrator may choose to issue certificates of completion for selected HLC courses. All HealthStream regulatory courses include certificates of completion.



View a Certificate

To view a certificate from your transcript, follow these steps:

1. Locate and click the desired **course name** listed in your transcript. The **Course Details** screen appears for the selected course.



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

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

Print a Certificate

To print a certificate, follow these steps:

1. Follow the steps above for viewing a 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 the **Print** link.



Earning CE Credits

Licensed healthcare professionals may qualify for continuing education (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*).

Earned CE credit will appear on the transcript (beneath the course name). It will also appear on the **Course Details** screen, when the **Course Name** link is clicked from the **Transcript** screen.

CE credits for which you qualify will appear on the **Course Details** screen. All CE credit being awarded for the course will appear on the **Course Overview** screen.

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*).

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*).

Refreshing CE Credits

The **Refresh Credits** link in the **Credits** section of the **Course Details** screen 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** screen) will be displayed.

To refresh credits, click the **Refresh Credits** link.

The screenshot shows the HealthStream interface for a course titled "Corporate Compliance: A Proactive Stance (PA)". The page is divided into several sections:

- Course Details:** Includes the course title and a green banner with a message: "This has been successfully completed. You can now view your continuing education record as well as track the My Progress bar. To track the number of CE credits earned, click the My Progress bar."
- Course Learning Activities:** A table listing activities with columns for Learning Activity, Status, Score, and Last Accessed.

Learning Activity	Status	Score	Last Accessed
My Assessment	Passed	95%	2/26/2008 1:11 PM
Corporate Compliance: A Proactive Stance (PA)	Completed	9%	2/26/2008 1:14 PM
Quiz	Passed	95%	2/26/2008 1:15 PM
- Continuing Education Credit Information:** A section with a heading and a paragraph: "The list below shows the CE credit for which you qualify. Read over your professional license information in the system. If there is another credit listed on the Course Overview screen for which you qualify, update your professional license information by clicking the 'Update Discipline and License' link below (if available) or by contacting your administrator." Below this is a table with columns for Credit Name, Units, License #, and Certificate. A red arrow points to the "Refresh Credits" link in the top right of this section.

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:

- Click the **Manage Credit Units** link from the **Course Details** screen.



- The **Credit Unit Editor** displays.



- Enter any necessary changes to the units of credit and click **Save**.

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.

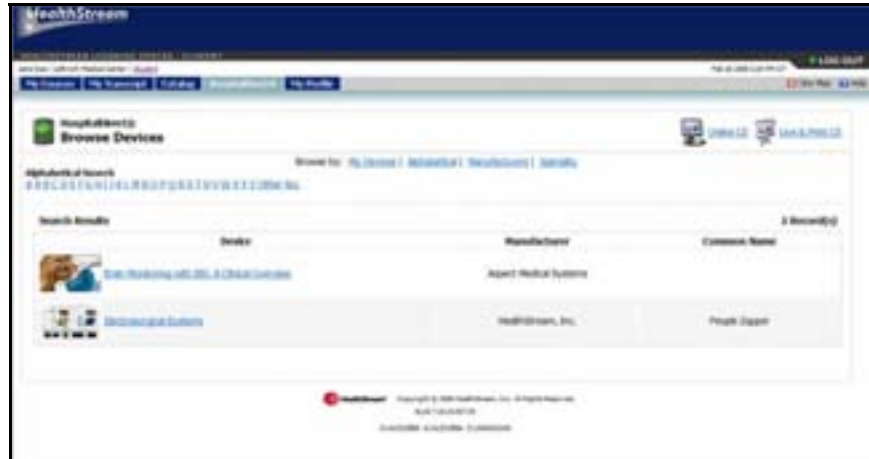


If your facility chooses to participate in **HospitalDirect**, you will be able to access device information, product in-service and/or continuing education and other device-related information.

Viewing Available Offerings

To view available offerings:

1. Click the **HospitalDirect** tab. The **Browse Devices** screen appears.



2. Browse for the course or information you wish to view.
3. Click the name link of the device information or course you would like to see.

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

Managing My Account Information

TIP: You may use **Alt+I** to access **My Profile** 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.

Clicking **Manage Account Information** from the **My Profile** screen displays the **Manage Account Information** screen.



The **Account Information** screen contains the following fields:

- **Last Name**
- **First Name**
- **Middle Name**
- **User ID**
- **Password**
- **Confirm Password**
- **Password Reminder**
- **Email**
- **Time Zone**

Revise the fields as allowed and click the **Save** button to save any changes to your account information.

NOTE: Fields marked with an asterisk (*) are required fields.

Clicking **Manage Personal Address and Phone Information** from the **My Profile** screen displays the **Manage Student Mailing Address** screen.

To add address and phone information to your student record, click the **Include address information** checkbox. The **Manage Student Mailing Address** screen refreshes and the following fields are enabled:

- **Address**
- **City**
- **State/Province**
- **Country**
- **Zip Code**
- **Zip Code Ext**
- **Phone**
- **Phone Ext**
- **Fax**

Add or revise the fields as necessary and click the **Save** button.

NOTE: Fields marked with an asterisk (*) are required fields.

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

Clicking **Manage Discipline and License Information** from the **My Profile** screen displays the **View Discipline/License Information** screen.



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, follow these steps:

1. Click the **Add Discipline/License** link at the upper-right of the **View Discipline/License Information** screen.



2. The **Add Discipline/License** screen appears.



3. Select the state in which you are licensed from the **State** dropdown list.

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

3. Select your license discipline from the **Discipline** dropdown list.
4. Enter your license number in the **License Number** field.
5. Enter your **license expiration date** or click the **calendar** icon to select the date.

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 the **Save** button to save your license information to the system.
7. 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, follow these steps:

1. Click on the **Discipline Name** link in the **View Discipline/License Information** screen. The **Edit Discipline/License** screen appears.

The screenshot shows a web browser window with the HealthStream logo at the top left. The page title is "Edit Discipline/License Information". Below the title, there is a list of instructions for users to provide license information. The main section is a form titled "Discipline/License Information" with several fields: "State/Province" (dropdown menu), "Country" (dropdown menu), "Discipline" (dropdown menu), "License Number" (text input), and "Expiration Date" (calendar icon). There are "Save" and "Cancel" buttons at the bottom of the form. The footer of the page includes the HealthStream logo and copyright information.

2. Enter changes into the **State**, **Discipline**, **License Number**, and/or **Expiration Date** fields and click the **Save** button. The system returns to the **View Discipline/License Information** screen with the revisions to the previously selected license now displayed.

Deleting License Information

To delete existing license information, follow these steps:

1. Click on the **Discipline Name** link in the **View Discipline/License Information** screen. The **Manage Discipline/License** screen appears.
2. Click the **Delete** button. A **Delete Verification** window opens.



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

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

How Do I...?

How do I find an elective course in the HLC?

Elective courses are listed on the **Catalog** tab of the HLC. Click the **Catalog** tab to search for elective courses.

How do I find the courses I am required to take?

Courses that have been assigned to you and courses that include classroom activities that you have been registered to attend appear on your **My Courses** screen. Click the **My Courses** tab to access your assigned and enrolled courses.

How do I know when an assigned course is due?

Course due dates are noted on your **My Courses** screen. Click the **My Courses** tab to access your assigned courses. Due dates that appear in RED indicate that the course is past due and you are in a grace period.

How do I get credit for completing the same course once when it is assigned more than once because I work at multiple institutions?

Institution administrators can decide whether or not completing an assigned course counts regardless of where the student is logged in. There may be differences in the courses assigned (such as institution-specific annotations) that require the student to complete both instances of the same course. If the course appears under **Institution-Specific Assigned Courses** on your **My Courses** screen as well as under the **Assigned Courses** area, you can complete the institution-specific assignment first to see if that satisfies the other course assignment instance.

How do I add my discipline/license information to the HLC? I do not see that option on the My Profile tab.

If you do not see the **Manage Discipline/License Information** link on the **My Profile** tab, contact your HLC administrator to ensure that discipline and license information is being managed at the administrator level.

How do I print my list of completed courses?

To view and print a listing of completed courses, go to the **My Transcript** tab. Click the **Print** icon in the upper right corner of the **Transcript** page.

How do I replace a lost HLC certificate?

If the certificate was generated through the HLC, you can replace it by going to the **My Transcript** screen > find the course for which you need the certificate > click the **Certificate** link > view and print a new certificate.

How do I view online content from a previously completed course?

To view online content from a previously completed course, access the completed course through the **My Transcript** screen. Click on the course name link and the link of the online learning activity.

How do I view information about a class I attended in a previously completed course?

To view information about a class from a previously completed course, access the completed course through the **My Transcript** screen. Click the course name link and click **Class Details**.

How do I change my password?

Your HLC administrator will determine if you have rights to manage your own password. If that feature is turned on, you can access it through the **Manage Account Information** link on the **My Profile** tab.

How do I register for a class that is part of a course to which I have been assigned?

When you receive an assignment that includes a classroom activity as part of an assigned course, you can choose to register for the available class of your choice. If your administrator wants you to attend a specific class offering, he/she may register you for that specific class. If that is the case, the assigned course will appear under the **Elective or Enrolled** section of the **My Courses** screen.

How do I know if a course offers CE credit?

All CE credit information is visible from the **Course Overview** screen. The **Course Overview** screen is visible for assigned courses by clicking the **Course Name** link > then clicking the **Course Overview** link. The **Course Overview** screen is visible for elective courses by going to the **Catalog** screen > searching for a course > clicking the **Course Name** link and viewing **Course Overview** information prior to clicking the **Enroll in this Course** button.

How do I know if I am on a class wait list?

Your status for the class will be marked as Waitlisted under the **Upcoming Classes** section of the **My Courses** screen.

How do I print a test?

If you are unable to print a test, then test printing has been disabled for the selected test. Ask your HLC administrator for assistance if you require a printed copy of a test.

How do I transfer my HLC transcript from my former employer, who was also a HealthStream customer?

If you used to work in a different healthcare system not affiliated with your current employer, ask your current HLC administrator to contact HealthStream Customer Service and request your transcript be transferred. Your full name and previous User ID will be required to transfer your transcript.

How do I know when I get a new assignment?

Login to the HLC regularly, or as outlined in your institution's policy, and check your **My Courses** tab. If your institution chooses to use the assignments notifications (when available), you may receive an email notifying you of newly-assigned courses. Consult with your HLC Administrator.

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 Course

A course that is added to a student's My Courses 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 pre-test, 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 Course

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).

Estimated Length

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 Courses

Screen 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

Screen 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

Screen 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 Courses** page.

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.

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