

The HealthStream Learning Center

Student User Guide

Updated April 24, 2014



HealthStream, Inc.

209 10th Avenue South | Suite 450 | Nashville, TN | 37203

Copyright 2014, HealthStream, Inc. The information contained herein is the sole property of HealthStream and may not be reproduced without HealthStream's express written permission. Unauthorized use of these materials may result in violation of copyright, trademark, and other laws.

Some of the features described in this guide are optional or role-specific, and might not be available to you.

Table of Contents

About the HLC	1
Account and Personal Information	9
Alerts	11
CE Credits	13
Certificates.....	15
Certification Information	17
Checklists	19
Evaluator Checklist Help	19
Student Checklist Help	21
Courses	25
Classes and Virtual Classes.....	33
Curricula	39
Discipline and License Information.....	47
Document Management.....	49
Elective Learning	53
E-mail Alerts	55
Equivalent	59
Express Student User Guide.....	63
My Learning	65
Show Me How Modules	69
Student-entered Learning Events.....	71

Print_Student_Hlc

Student Transcripts.....73

About the HLC

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 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, 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 **Show Me How** modules which present 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 Online Help

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 page.

Depending on which page 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:

- 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 hyperlinked 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** box (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** box and pressing ENTER. A list of matching topics appears beneath the **Search** box. 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.

★ Tips

- 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.

Logging In

The HealthStream Learning Center is a highly secure web site. You must have a User ID and Password to access the system. If you have student access to another institution within your organization, you will be prompted to select one institution to log into.

You can 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). The *Login* page 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* page appears.

➡ Logging in to the HLC

1. In the **User ID** box, enter your user ID (provided by your administrator).
2. 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**. The *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 for more information.

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) to the right of your name and institution. The *Select Affiliation* page appears.
2. Click **Administrator** or **Student** beside the desired institution.
3. Select 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.

Logging Out

Logging Out of the HLC

1. 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.

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.

1. Click the **Forgot Your Password?** link on the login screen. The *Password Reset* page appears. This link will only appear if the password reset feature is available to you via your administrator.
2. Enter either the user ID or e-mail address for your account.
3. Click **Submit**. The HLC e-mails a confirmation of the password reset request to the e-mail address on file for your account. This e-mail includes instructions and a link to complete the password reset process. You must have a unique e-mail address on file in order to receive the e-mail. If your account does not have an e-mail address on file, or if the submitted e-mail 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 e-mail. 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.

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.
- **Inservice Center** - 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

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.

★ Tips

- You may use ALT-8 to access the Site Map via your computer keyboard.

Text Sizing

To resize the displayed text in the HLC, use the text size feature in your browser. The process of changing the text size depends on the browser and version you use.

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	Shortcut	Description
My Learning	ALT+A	Access your My Learning tab.
My Transcript	ALT+T	View completed learning.
Catalog	ALT+C	Go to the catalog to search for elective learning.
Inservice Center	ALT+D	Access Inservice Center 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.

Using the 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.

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

The My Connections Tab

If your organization has enabled the optional My Connections feature, you will have access to the **My Connections** tab, which displays useful links in three sections: **What's New**, **Learning Links**, and **Resources**.

Account and Personal Information

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

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.

To edit your account information

1. On the *My Profile* page, click **Manage Account Information**. The *Manage Account Information* page appears.
2. Make the desired changes.
3. Click **Save**.

Tips

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

Adding Personal Address and Phone Information

To add 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**.

Changing Your Password

To change your password:

1. Click the **My Profile** tab to open the *Personal Options* page.
2. Click the **Manage Account Information** link to open the *Manage Account Information* page.
3. Type the new password in the **Password** box.
4. Re-type the new password in the **Confirm Password** box. It must match the password that you typed in the **Password** box exactly.
5. Click the **Save** button.

Alerts

Alerts

The Alerts feature enables you to view and manage system alerts that you have received.

If you have unread alerts, an information bar appears at the top of the page. The information bar is visible until you have viewed all your unread alerts.

The *Alerts* page displays all alerts that you have received in the last 60 days. Alerts older than 60 days are automatically archived. The alert count that appears above the alert list displays the total number of alerts on the page, not just the unread ones. You can change the number of alerts that appear on the page by selecting a number from the **Results per page** list.

Viewing Alerts

If you have unread alerts, an information bar appears at the top of the page. The information bar is visible until you have viewed all your unread alerts.

The *Alerts* page displays all alerts that you have received in the last 60 days. Alerts older than 60 days are automatically archived. The alert count that appears above the alert list displays the total number of alerts on the page, not just the unread ones. You can change the number of alerts that appear on the page by selecting a number from the **Results per page** list.

To view your alerts:

1. Open the *Alerts* page by clicking the **Alerts** link in the information bar at the top of the page, or by clicking the **Check Alerts** link on the **My Profile** tab.
2. From the list on the *Alerts* page, click an alert to open the alert details page.
 - Click the **Previous** link to move to the previous alert in the list.
 - Click the **Next** link to move to the next alert in the list.
 - Click the **Delete** button to delete the alert.

Deleting Alerts

 **To delete alerts from your Alerts page.**

1. Open the *Alerts* page by clicking the **Alerts** link in the information bar at the top of the page, or by clicking the **Check Alerts** link on the **My Profile** tab.
2. Select the check box next to the alert(s) you want to delete.
3. Click the **Delete** button.
4. When prompted to confirm the deletion, click **OK**.

You can also delete an alert by clicking the **Delete** button on the alert details page.

CE Credits

Earning 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.

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** link is clicked from the *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.

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.

★ Tips

- 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.

Refreshing Continuing Education (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

1. Access the *Course Details* page. See *Viewing the Course Details Page* for more information.
2. Click the **Refresh Credits** link.

Editing Continuing Education (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. Click the **Manage Credit Units** link from the *Course Details* page.
2. The *Credit Unit Editor* displays.
3. Enter any necessary changes to the units of credit and click **Save**.

Certificates

Viewing a Certificate

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

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

Tips

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

Printing a Certificate

To print a certificate

1. Open the certificate.
2. Click the **Print** icon at the top of the window, or use the Print command in your web browser.

Certification Information

The **Certification Information** area allows details about professional certifications to be stored.

Accessing the Certification Information Page

On the *My Profile* page, click **Manage Certification Information** to view the *Certification Information* page.

Adding Certification Information

If the certification information form contains a **System Managed** setting, the default value is *No*, and you cannot edit it.

➔ To add information for a professional certification:

1. On the *My Profile* page, click **Manage Certification Information** to view the *Certification Information* page.
2. Click **Add Certification** to open the *Add Certification* form.
3. Complete the form. Required fields are indicated by an asterisk (*).
4. Click **Save**.

★ Tips

- You can also click the calendar icon to select dates.

Editing Certification Information

Certification information can be managed manually or by the system. You cannot edit the certifying body, certification name, expiration date, or **System Managed** setting for system managed certifications.

➔ To edit existing certification information

1. On the *My Profile* page, click **Manage Certification Information** to view the *Certification Information* page.

2. Click the certification name. The *Edit Certification* page appears.
3. Make the desired changes.
4. Click **Save**.

Deleting Certification Information

You cannot delete a system-managed certification.

To delete existing certification information

1. On the *My Profile* page, click **Manage Certification Information** to view the *Certification Information* page.
2. Click the certificate name. The *Edit Certification* page appears.
3. Click **Delete**. A confirmation prompt appears.
4. Click **OK**.

Viewing the Audit History for a System Managed Certification

Audit history is only available for system managed certifications.

To view the audit history for a system-managed certification information:

1. From the *My Profile* page, click the **Manage Certification Information** link to open the *Certification Information* page.
2. Click a certification name to open the *Edit Certification* page.
3. Click the **View History** link to open the *Certification History* page in a new browser window.

Checklists

Evaluator Checklist Help

Checklists

A checklist is a list of tasks for a student to perform in the presence of an evaluator, who gives each task a pass or fail rating, depending on whether or not it was performed correctly. Checklists are assigned to students through courses that contain one or more checklist learning activities. These courses appear on students' *My Learning* page just like any other course.

You, as an evaluator, are responsible for observing students and validating that the checklist tasks are completed correctly.

Evaluating a Student's Checklist

➔ To evaluate a student's checklist:

1. From your *My Learning* page, click the **Evaluate Checklists** link to open the *Search Students* page.
2. Select a course from the **Select a Course** list.
 - If there is only one course for which you have been designated an evaluator, it will already be selected.
3. Select a checklist from the **Select a Checklist** list.
 - If there is only one checklist for which you have been designated an evaluator, it will already be selected.
4. Click the student's name from the student list to open the checklist for that student.
 - If the student list is long, you can search by typing the student's last, first, and/or middle name in the **Last**, **First**, and/or **Middle** box. Then click the **Search** button to narrow the list.
 - Read the evaluator guidelines, if any.

5. As the student performs the tasks on the checklist, click the **Pass** or **Fail** button as appropriate.
 - If you need to stop the evaluation and resume it later, click the **Save Progress** button to save your progress and exit the checklist.
 - You can click the **Pass All** button to mark all the tasks as passed.
 - You can click the **Clear All** button to reset all of the tasks to their unevaluated state.
6. If needed, enter comments in the **Comments** box.
7. Click the **Submit** button when you are ready to submit the evaluated checklist.
8. When prompted to confirm the submission, click **OK**.

Students who successfully complete the checklist will be removed from the student list on the *Search Students* page. Students who fail the checklist will remain on the list, and *Requires Repeat* will appear in the **Status** column.

Printing Checklists

To print a copy of a checklist:

1. From your *My Learning* page, click the **Evaluate Checklists** link to open the *Search Students* page.
2. Select a course from the **Select a Course** list.
 - If there is only one course for which you have been designated an evaluator, it will already be selected.
3. Select a checklist from the **Select a Checklist** list.
 - If there is only one checklist for which you have been designated an evaluator, it will already be selected.
4. Click the **Print Checklist** link to open a copy of the checklist in a new browser window.
5. Click the **Print** link to open a *Print* dialog.

6. Adjust the print options as needed.
7. Click the **Print** button.

Viewing a Student's Attempt History

It can take up to 24 hours for attempt history data to be updated, so the student's most recent attempts may not be visible immediately.

➔ To view a student's checklist attempt history:

1. From your *My Learning* page, click the **Evaluate Checklists** link to open the *Search Students* page.
2. Select a course from the **Select a Course** list.
 - If there is only one course for which you have been designated an evaluator, it will already be selected.
3. Select a checklist from the **Select a Checklist** list.
 - If there is only one checklist for which you have been designated an evaluator, it will already be selected.
4. From the student list, click a student's **View Attempts** link to open the *Checklist Attempts* page.
 - You can click the **Failed** link in the **Status** column to see the student's performance on each task.

Student Checklist Help

Checklists


A checklist is a list of tasks that you must perform in the presence of an evaluator, who will verify that you perform the tasks correctly. Depending on how the checklist is configured, you may have to pass the checklist by performing every task correctly without any errors. You can make as many attempts as needed, and there is no minimum amount of time that you must wait between attempts.

Checklists are part of courses, which appear on your *My Learning* page when they are assigned to you. Clicking the course name opens the *Course Details* page, which displays (among other things) each checklist's status. *Repeat required* means that you must attempt the checklist again.

Finding Evaluators

The person evaluating you may also be the evaluator for other courses and checklists. Be sure to tell your evaluator the course and checklist for which you need evaluation.


➔ To see a list of evaluators for a checklist:

1. From your *My Learning* page, open the *Course Details* page by clicking the name of the course that contains the checklist that you want to view.
2. Click the name of a checklist learning activity to open the checklist tasks page.
 - A clipboard image [] on the *Course Details* page indicates that a learning activity is a checklist.
3. Click the **Evaluators** link at the top of the page to view a list of evaluators for the checklist.

Viewing Checklist Tasks


You can view the tasks on a checklist before you are evaluated.

➔ To view the tasks on a checklist:

1. From your *My Learning* page, open the *Course Details* page by clicking the name of the course that contains the checklist that you want to view.
2. Click the name of a checklist learning activity to open the checklist tasks page.
 - A clipboard image [] on the *Course Details* page indicates that a learning activity is a checklist.

Printing Checklists

➡ To print a copy of a checklist:

1. From your *My Learning* page, open the *Course Details* page by clicking the name of the course that contains the checklist that you want to print.
2. Click the name of a checklist learning activity to open the checklist tasks page.
 - A clipboard image [] on the *Course Details* page indicates that a learning activity is a checklist.
3. Click the **Print** link to open a *Print* dialog.
4. Adjust the print settings as needed.
5. Click the **Print** button.

Viewing Your Attempt History

It can take up to 24 hours for attempt history data to be updated, so your most recent attempts may not be visible immediately.

➡ To view your attempt history for a checklist:

1. From your *My Transcript* page, open the *Course Details* page by clicking the name of the course that contains the checklist that you want to view.
2. Click the **History** link (in the **Additional Information** column) to open the *Checklist Attempts* page.

Courses

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
- Web site 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, including the list of learning activities.

Searching for Elective Learning

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 search alphabetically 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 or curriculum.
3. Click the name of the desired course or curricula. 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 **Enroll in this Course/Curriculum**. The *Course/Curriculum Details* page appears. You may now begin the course or curriculum, or return to it at any time from the **Elective Learning** area of your **My Learning** tab. You may also un-enroll from elective learning at any time by clicking the **Un-enroll** link.

Tips

- You may use ALT+C to access the student Catalog via your computer keyboard.

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.

Accessing a Link to an Internet or Intranet Site

1. On your *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. 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.

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

Accessing a Link to a Document

1. On your *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. Once opened, the attached file can be viewed and printed if needed.

5. After closing the document attachment, you are returned to the *Course Attachments* page.
6. Click **Continue**. You are returned to the *Course Details* page.

Notes

- 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.
- 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.
- Course attachments will continue to be available from the *Course Details* page after a course has been completed.

Viewing the Course Overview Page

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

- Click a course name from a catalog search.
- Click **Course Overview** from the *Course Details* page of a course in which you are already assigned or enrolled.

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

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.

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 **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 includes the following sections:

- 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

Viewing 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**.

➔ To view course learning activities

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

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 e-mail, 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** 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 window 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

HLC Student User Guide

- 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.

Viewing Continuing Education Credit Information

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

To view continuing education credit information

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

Using Inservice Center

Inservice Center 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 Inservice Center, 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 **Inservice Center** tab. The *Browse Devices* page 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* page where you can enroll in the course by clicking the **Enroll in this Course** button.

★ Tips

- You may use ALT+D to access Inservice Center via your computer keyboard.

Classes and Virtual Classes

Class and Virtual Class Schedules Overview

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 HLC administrator for information on registering for the class.

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 HLC 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.

Class Options: How to Register for and Drop a Class

The **Options** column of the *Class Schedule* page 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.

★ Tips

- 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 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 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:** 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.

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.

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.

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.

★ Tips

- 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.

Downloading an iCal File with Class Details

Once you register for a class, you can download the class details to your personal calendar software. The class downloads in an .ics format calendar file. This file can be added to any desktop software or web-based application that accepts the .ics file standard, such as Microsoft Outlook, Outlook Express, iCal, and others.

Note the following about using the .ics calendar file:

- The process for opening, saving, or accepting the .ics file in your personal calendar software depends on the software you use.
- If you are using a shared computer, the file will be added to the default calendar software on that computer. If you wish to add the file to your personal calendar, you should download it when using your personal computer.
- Downloaded calendar files are not synced with the HLC. If changes are made to the class session, you must download a new calendar file and delete the outdated session from your personal calendar software.

➔ To download an iCal file with class details:

1. Click the **My Learning** tab to display the *My Learning* page. The **Upcoming Classes** section shows all existing class sessions on or after today's date for which you are registered.
2. Click the **Add to My Calendar** link that appears in the **Options** column for the class session you'd like to add to your personal calendar software. Your web browser will prompt you to save or open the download.
 - If you choose to open the download, your computer will search for software that accepts .ics files. The file will open as a calendar event in your default application. Save or accept the meeting to save to your personal calendar.

HLC Student User Guide

- If you choose to save the download, you will choose a location on your computer to save the file. You will then need to open the .ics file with your personal calendar software. Save or accept the meeting to save to your personal calendar.

Curricula

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. 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.
2. Click **Enroll** to the right of a course or equivalent. The *Course Details* or *Equivalent Details* page appears.
 - If the curriculum is set up for sequential completion, only one course or equivalent at a time will be available for enrollment.
 - 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.
3. Complete each course and equivalent in the curriculum. 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.

Resuming 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.

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.

★ Tips

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

Viewing the Curriculum Overview Page

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

- Click **Curriculum Overview** from the *Curriculum Details* page.
- Click the curriculum name from the **Catalog** tab.

About the Curriculum Overview Page

The *Curriculum Overview* page includes the following sections:

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

Navigating to the Course Details Page

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

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

Previewing the Contents of a Learning Item

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

Viewing 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 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

1. 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

1. 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.
2. 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.
3. The *Course Information* window appears when you click on the **Course Information** link for any course.

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.

★ Tips

- 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.

Viewing the Curriculum Details Page from Your My Transcript Page

1. 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 within the curriculum, including **Enroll** or **Launch** buttons, **Course Status** description, **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, click 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.

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. .

Maintenance of Competency (MOC) Curricula

Skills and knowledge that are not used regularly degrade over time. Maintenance of Competency (MOC) curricula deliver regular, distributed learning (courses and/or equivalents), repeated over time to help you reinforce the skills and knowledge necessary to maintain your competency in an area of practice.

MOC curricula are indicated on your *My Learning* page by a special icon [.

Launching an MOC curriculum opens the *MOC Curriculum Details* page, which displays the curriculum schedule and a progress indicator message. The curriculum schedule is made up of several assignment periods, each of which contains at least one course or equivalent. The **To Do** tab displays the learning that is due in the current assignment period, in chronological order: items at the top are due before items lower on the list.

My Learning | My Assessments | My Transcript | Catalog | Inservice Center | My Profile

MOC Curriculum Details
BLS Certificate MOC Curriculum

Curriculum Overview Exit Curriculum

On Track
 Complete your To Do list by 03/10/2014 to extend your certification for 3 months.

To Do | Full Schedule

Course Name	Est. Length	Status	Due	
HeartCode® BLS Parts 2 and 3 - G-2010	35 min	Not Yet Started	3/10/2014	<input type="button" value="Enroll"/>
BLS Lecture	180 min	Not Yet Available	3/10/2014	<input type="button" value="Enroll"/>
HeartCode® BLS Part 1 - G-2010	96 min	Not Yet Started	12/10/2014	<input type="button" value="Enroll"/>

Your Certification Information:
BLS - Basic Life Support
 Expires: 12/03/2015
[Click here to view](#)



Legend:
 Online Evaluation Classroom MOC Curriculum Expand List Collapse List

To start a course or equivalent, click its name link or the **Enroll** button, if it is enabled. If a learning item's name link and **Enroll** button are disabled, then you must complete the item above it first. If you have learning items from previous assignment periods that are past due, they will appear at the top of the **To Do** tab, and you must complete them before you can continue to the current assignment period's learning.

The **Full Schedule** tab displays all the assignment periods in the curriculum schedule, and the learning contained in each period.

My Learning | My Assessments | My Transcript | Catalog | Inservice Center | My Profile

MOC Curriculum Details
BLS Certificate MOC Curriculum







 Curriculum Overview  Exit Curriculum



On Track
Complete your To Do list by 03/10/2014 to extend your certification for 3 months.

To Do | **Full Schedule**

Year 1: 12/11/2013 - 12/10/2014	In Progress	
Course Name	Est. Length	Status
HeartCode® BLS Part 1 - G-2010	96 min	Not Yet Started <input type="button" value="Enroll"/>
Q1: 12/11/2013 - 03/10/2014	In Progress	
Course Name	Est. Length	Status
HeartCode® BLS Parts 2 and 3 - G-2010	35 min	Not Yet Started <input type="button" value="Enroll"/>
BLS Lecture	180 min	Not Yet Available
Q2: 03/11/2014 - 06/10/2014	Available: 03/11/2014	
Q3: 06/11/2014 - 09/10/2014	Available: 06/11/2014	
Q4: 09/11/2014 - 12/10/2014	Available: 09/11/2014	
Year 2: 12/11/2014 - 12/10/2015	Available: 12/11/2014	
Q5: 12/11/2014 - 03/10/2015	Available: 12/11/2014	
Q6: 03/11/2015 - 06/10/2015	Available: 03/11/2015	
Q7: 06/11/2015 - 09/10/2015	Available: 06/11/2015	
Q8: 09/11/2015 - 12/10/2015	Available: 09/11/2015	

Your Certification Information:
BLS - Basic Life Support
Expires: 12/03/2015
[Click here to view](#)


Legend:
 Online
  Evaluation
  Classroom
  MOC Curriculum
  Expand Schedule
  Collapse Schedule



You can collapse an expanded panel by clicking the collapse chevron []. Click the expand chevron [] to expand a panel.


MOC curricula can be associated with professional certifications. If you are assigned an MOC curriculum associated with a valid certification that you hold, your certification expiration date will be extended when you complete all of the learning that was assigned in a curriculum assignment period. The length of the extension is the same as the assignment period. For example, if you hold an unexpired American Heart Association (AHA) Basic Life Support (BLS) certification, and you complete all of the learning assigned in a three-month assignment period of an MOC curriculum associated with the BLS certification, your BLS certification will be extended by three months. If you do not complete all the learning in an assignment period by the due day, your certification expiration date will NOT be extended. Your certification must be system-managed to enable automatic expiration date extension.

If you are assigned an MOC curriculum associated with a certification that you do not hold or that is not system-managed, or if your certification is expired, you will not be able to enroll in any of the learning items.

My Learning | **My Assessments** | My Transcript | Catalog | Inservice Center | My Profile



 MOC Curriculum Details
BLS Certificate MOC Curriculum

 [Curriculum Overview](#)  [Exit Curriculum](#)






 **Missing Certification**
Your BLS - Basic Life Support certification is missing or not managed by the system. Please contact your administrator to proceed.

To Do | Full Schedule

Learning Schedule 1: 12/11/2013 - 03/10/2014

Course Name	Est. Length	Status	Due	
 HeartCode® BLS Parts 2 and 3 - G-2010	35 min	Not Yet Started	3/10/2014	<input type="button" value="Enroll"/>
 HeartCode® BLS Part 1 - G-2010	96 min	Not Yet Started	12/10/2014	<input type="button" value="Enroll"/>

Your Certification Information:
Your BLS - Basic Life Support certification is missing.
[Manage your certifications](#)

Legend:
 Online  Evaluation  MOC Curriculum  Expand List  Collapse List

If you encounter this error, contact your HLC administrator.

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

Accessing the Manage Discipline and License Information Page

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

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 HLC. 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 *My Profile* page, click **Manage Discipline and License Information** to view the *Discipline/License Information* page.
2. Click **Add Discipline/License** to open the *Add Discipline/License* form.
3. Complete the form. Required fields are indicated by an asterisk (*).

- 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.
4. 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.

★ Tips

- You can also click the calendar icon to select dates.

Editing License Information

➔ To edit existing license information

1. On the *My Profile* page, click **Manage Discipline and License Information** to view the *Discipline/License Information* page.
2. Click the discipline name. The *Edit Discipline/License* page appears.
3. Make the desired changes.
4. Click **Save**. You are returned to the *View Discipline/License Information* page with the revisions now displayed.

Deleting License Information

Deleting a license deletes CE credit for prior course completion.

➔ To delete existing license information

1. On the *My Profile* page, click **Manage Discipline and License Information** to view the *Discipline/License Information* page.
2. Click the discipline name. The *Edit Discipline/License* page appears.
3. Click **Delete**. A confirmation prompt appears.
4. Click **OK**. You are returned to the *View Discipline/License Information* page with the license now deleted from the list.

Document Management

Document Management

The document management feature enables you to upload documents to the system. The maximum file size for uploaded documents is 5 MB.


Uploading Documents

➔ To upload a document:

1. From the **My Profile** tab, click the **Manage Documents** link to open the *Search Document* page.
2. Click the **Add Document** link to open the *Add Document* page.
3. Type a name for the document in the **Name** box.
4. Add a description in the **Description** box, if needed.
5. Select a document to upload.
 - 5.1. Click the **Browse** button to open a *Choose file* dialog.
 - 5.2. Browse to the document's location on your computer.
 - 5.3. Click the document to select it.
 - 5.4. Click to **Open** button to return to the *Add Document* page.
6. Click the **Save** button to upload the document.

Uploading a New Version of an Existing Document

➔ To upload a new version of a document:

1. From the **My Profile** tab, click the **Manage Documents** link to open the *Search Document* page.
2. Search for the document you want to work with.
3. From the search results list, click a document name to open the *Edit Document* page.
4. Click the remove button [] to remove the document.
5. When prompted to confirm the removal, click **OK**.
6. Select the new version to upload.
 - 6.1. Click the **Browse** button to open a *Choose file* dialog.
 - 6.2. Browse to the document's location on your computer.
 - 6.3. Click the document to select it.
 - 6.4. Click to **Open** button to return to the *Add Document* page.
7. Click **Save**.

Editing Document Information

Although you cannot edit a document directly, you can edit its name and description in the system.

To edit document information:

1. From the **My Profile** tab, click the **Manage Documents** link to open the *Search Document* page.
2. Search for the document you want to work with.
3. From the search results list, click a document name to open the *Edit Document* page.
4. Make any necessary edits.
5. Click **Save**.

Viewing and Downloading Documents

➔ To view or download a document:

1. From the **My Profile** tab, click the **Manage Documents** link to open the *Search Document* page.
2. Search for the document that you want to view or download.
3. Click the paper clip icon next to the document that you want to view or download.
 - If you want to view the document, click **Open** when you are prompted to open or save the file.
 - If you want to download the document, click **Save** when you are prompted to open or save the file.

Deleting Documents

Deleting a document removes it from the system permanently. There is no way to retrieve a deleted document.

➔ To delete a document from the system:

1. From the **My Profile** tab, click the **Manage Documents** link to open the *Search Document* page.
2. Search for the document you want to delete.
3. From the search results list, click a document name to open the *Edit Document* page.
4. Click the **Delete** link.
5. When prompted to confirm the deletion, click **OK**.

Elective Learning

Searching for Elective Learning

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 search alphabetically 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 or curriculum.
3. Click the name of the desired course or curricula. 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 **Enroll in this Course/Curriculum**. The *Course/Curriculum Details* page appears. You may now begin the course or curriculum, or return to it at any time from the **Elective Learning** area of your **My Learning** tab. You may also un-enroll from elective learning at any time by clicking the **Un-enroll** link.

Tips

- You may use ALT+C to access the student Catalog via your computer keyboard.

E-mail Alerts

E-mail Alerts

You can subscribe to e-mail alerts that will notify you about important events, such as new learning being assigned, or approaching assignment due dates. You can manage your subscriptions so you only receive the alerts you want.

You must have a valid e-mail address in the system to receive e-mail alerts.

Available Alerts

Students

- **New Assignment Visible in My Courses** - generated the day after a course appears on your My Learning page.
- **Approaching Due Date** - generated a number of days before an assignment's due date. The number of days is configurable. The alert is sent every day until the due date.
- **Assignment Past Due** - generated a number of days after an assignment is past due. The number of days is configurable. The alert is sent every day until the assignment is completed, or after one year has passed.
- **Student Dropped from Class** - generated when you are dropped from a class.
- **Class Cancelled** - generated when a class is cancelled.
- **Certification Expiration Date Updated** - generated when the expiration date for a system based certification is modified, either by an administrator or by the system.
- **Certification Expiration Date Approaching** - generated a number of days before a certification's expiration date. The alert is sent every day until the expiration date. This alert applies to both system- and manually managed certifications.

Supervisors

- **Student Assignment Past Due** - generated for a student's supervisor a number of days after the student's assignment becomes past due. The number of days is configurable. The alert is sent every day until the assignment is completed, or after one year has passed.
- **Student Certification Expiration Date Approaching** - generated a number of days before a student's certification expires. The number of days is configurable. The alert is

sent every day until the certification expires or the expiration date is extended, whichever comes first.

Managing Your Alert Subscriptions

You can choose the alerts you want to receive and, for some, adjust their timing.

➔ To manage your alert subscriptions:

1. From the **My Profile** tab, click the **Manage Alerts** link to open the **Manage Alerts** page.
2. Adjust the delivery time, if desired.
3. Select a delivery method, HTML or plain text.
4. Select the alerts to which you want to subscribe.
 - Select the check box next to an alert to subscribe to it. Clear the check box to unsubscribe from it.
 - Select the **Include in Daily Summary** check box if you want the alert to be combined with any other alerts that you might receive into a single daily alert summary. Clear the check box if you want the alert to be delivered in an individual e-mail.
 - The **Lead Days** setting is the number of calendar days before an event (e.g., due date, class start date) that the first alert will be sent. Note that alerts with a **Lead Days** setting will be sent every day until the day of the event.
 - The **Days Past Due** setting is the number of calendar days after an event (e.g., assignment due date) that the first alert will be sent. Note that alerts with a **Days Past Due** setting will be sent every day until the assignment is completed, or until one year has passed.
 - If you select an alert with a **Lead Days** or a **Days Past Due** setting, that setting is required and must be between 0 and 90 (inclusive).
5. Click **Save**.

Scheduling Summary Alert E-mails

You might receive more than one alert per day. By default, each alert will generate a separate e-mail. If you would prefer to receive fewer e-mails, however, you have individual alerts combined into a single summary alert by selecting the **Include in Summary** check box on the *Manage Alert Subscriptions* page (see *Managing Your Alert Subscriptions*). Summary alerts can be scheduled to be delivered daily, weekly, monthly, or quarterly (the default is daily at 7:00 AM in the time zone of the user's institution).

A summary alert e-mail only includes alerts that are current when the summary e-mail is sent. For example, consider a class becomes past due on May 2, but is completed on May 8. Normally, an e-mail alert (Assignment Past Due) would be sent every day from May 2 to May 8. However, if you are receiving the Assignment Past Due alert in a summary e-mail, and the summary e-mail is scheduled for the 15th day of every month, the Assignment Past Due alert will not appear in the summary at all. If the assignment had been completed on May 21, the Assignment Past Due alert would still be current when the summary e-mail was sent, and therefore would have been included.

See Available Alerts for more information on how long each kind of alert continues to be sent (how long it remains current).

To schedule summary alert e-mails:

1. From the **Tools** tab, click the **Manage Summary Delivery Schedule** link to open the *Manage Summary Delivery Schedule* page.
 - You can also open the *Manage Summary Delivery Schedule* page from the *Manage Alert Subscriptions* page. When you save an alert subscription that has at least one **Include in Summary** check box selected, a link at the top of the page will enable you to open the *Manage Summary Delivery Schedule* page.
2. Select a frequency option (*Daily, Weekly, Monthly, Quarterly*) from the list.
3. Click the delivery time box next to the frequency option list to open the time picker tool.

Student Schedule

Daily at 07:00

Supervisor Sched

Daily at

	Hour						Minute		
AM	00	01	02	03	04	05	00	05	10
	06	07	08	09	10	11	15	20	25
PM	12	13	14	15	16	17	30	35	40
	18	19	20	21	22	23	45	50	55

4. Click the hour and minute buttons to select a delivery time.
 - The time zone is the same as that of your institution.
5. Specify any additional settings that become available after you select a frequency option. For example, if you select *Weekly*, then you will be able to select which day of the week the summary alert will be delivered.
 - If you select the *Monthly* option, and specify the 29th, 30th, or 31st day of the month for delivery, the summary e-mail will be delivered on the last day of the month for months that have fewer days than the number you specified.
 - If you select the *Quarterly* option, and specify the 91st or 92nd day of the quarter for delivery, the summary e-mail will be delivered on the last day of the quarter for quarters that have fewer days than the number you specified.
6. Click **Save**.

Equivalent

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.

➔ 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.
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 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 . 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. 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.

★ **Tips**

- 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.

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 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.

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

- View the *Equivalent Overview* page
- Exit the equivalent (return to your *My Learning* page or the curriculum)

Previewing the Contents of a Course

1. 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

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 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

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

Resuming a Course

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

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.

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.

Express Student User Guide

HealthStream Express Student User Guide

[A printable HealthStream Express user guide is available here.](#) Printed user guides will become outdated as the system is updated. You can always find the most current version of this User Guide from the link above.

My Learning

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 time frame. 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. 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**. Also includes the **Add to My Calendar** link, which allows you to download a calendar event file to save the class details to your personal calendar software.

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.

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).

★ Tips

- You may use ALT+A to access the *My Learning* page via your computer keyboard.

Show Me How Modules

Student Show Me How Modules

The Show Me How student tutorials cover all the key topics of the HLC and HCC, complete with animated graphics and spoken instructions. You may stop, move forward, reverse or restart as you choose. To access the student Show Me How modules, click the links below:

HLC Show Me How Modules

[About the HLC](#)

[About the My Learning Page](#)

[Completing a Course](#)

[Completing an Equivalent](#)

[Completing a Curriculum](#)

[About the My Transcript Page](#)

[About the Catalog Page](#)

[Managing Discipline and License Information](#)

HCC Show Me How Modules

[Completing an Assessment](#)

Student-entered Learning Events

Adding a Student-entered Learning Event

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.

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

Tips

- You can also click the calendar icon to select dates.

Editing a Student-entered Learning Event

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

➔ 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. 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**.

Deleting a Student-entered Learning Event

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

➔ 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.
4. Click **Delete**. A confirmation prompt appears.
5. Click **OK** to delete the learning event.

Student Transcripts

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. 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**.
- **Course CE Credit** information, if CE was earned for a course completion.
- **Administrator- or Student-entered Learning Event** notation and comments. 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 Transcript](#).

★ Tips

- You may use ALT+T to access *My Transcript* via your computer keyboard.

Viewing a Student Transcript

The student transcript lists all completed learning.

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.
3. Click **Go**.

Tips

- You can also click the calendar icon to select the dates.

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 the **Customize and Print Transcript** link at the top-right of the page. The *My Transcript - Customize and Print* page appears.
2. Click the **Continue** button. The transcript will appear in printable format.
3. Click the **Print** link to print a copy as it appears on-page.
4. Click the **Export** link and click **Save As** to save a copy of your transcript on your computer.

To customize your transcript prior to printing

1. Click **Customize and Print Transcript** at 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.
4. 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 refreshes to include the following optional fields. (If you do not want to customize your transcript further, then skip to step 7 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).
 - 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. 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.

7. Click **Continue** to preview your transcript. The transcript will open in a new browser window.
8. Click **Print** to print your transcript, or print from your web browser menu.
9. Click **Export**.
10. Click **Save As** to save a copy of your transcript to your computer.

★ **Tips**

- You can also click the calendar icon to select the dates.

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

★ **Tips**

- You can also click the calendar icon to select dates.

