

## Assignment Handout for HealthStream – Tri-County Technical College

### Step #1: Review of Computer System Requirements

- The recommended Internet Browser is Internet Explorer (IE) 8.0 or higher and the recommended Operating System is Microsoft Windows 2000 (or above). \*MAC users see page 2 for details about HealthStream access. Sound is required for completion of this training.
- To run this online program, you must have the software below to properly display the courses. The most likely situation that alerts you this software is missing is a white screen that says “Done” at the bottom.
  - Shockwave – To load shockwave, go to google.com and search “free shockwave.” Follow the instructions to download the software.
  - Flash – To load flash, go to google.com and search “free flash.” Follow the instructions to download the software.
  - ActiveX feature – You may be asked to download or enable the ActiveX feature. If so, follow the instructions provided to you on your computer when you get that message.
- It may be necessary to turn your “popup blocker” off to access each course. You should use the option to “Always allow access to this site.” You will most likely get a yellow strip across the top of the screen. If you right mouse click on the bar and select “Always allow access to this site,” that should resolve the popup blocker issue.
- Disable any Yahoo and Google toolbars.
- If you are having problems or wish to “check” your computer to see if it meets the minimum requirements, run a “browser check” by going to <http://www.healthstream.com/browsercheck>.
- Please note that most, but not all, courses do have sound. You may turn the sound off in some courses by selecting the “Mute/Speak” button located at the bottom of the navigation bar.

### Step #2: Go to: [www.healthstream.com/hlc/ghs](http://www.healthstream.com/hlc/ghs)

### Step #3: Login with your user id and password provided to you by your school representative

User ID: your TCTC email address without the @tctc.edu

Password: last name, your student ID number (use the capital “t” then the number). You will be prompted to change your password the first time you log in and every 180 days. The password you select should meet the following criteria:

- Users **cannot** reset their password to the password currently in use.
- All passwords must be a minimum of 8 characters in length.
- Passwords must contain characters from **three** of the following four categories:
  - Uppercase characters (A through Z)
  - Lowercase characters (a through z)
  - Base 10 digits (0 through 9)
  - Non-alphanumeric characters: ~!@#\$%^&\* \_-+=`|\(){}[];'"<>.,?/

**Step #4:** Complete the courses in both the *Core Regulatory Curriculum for Clinical Students and Faculty* and the *GHS Facility Specific Curriculum for Clinical Students and Faculty*. Both curricula will be found under your Assigned Learning on your My Learning page. There are multiple courses to enroll in and complete after you enroll in each of the curricula. If you are a returning student to GHS, it may be that your requirements have been met for the *GHS Facility Specific Curriculum for Clinical Students and Faculty*. If so, you will not see it listed. If you have questions about an assignment, contact your school representative.

Each course will provide an online learning activity to complete prior to your clinical rotation(s). In most courses, there is an exam to take online once you have completed the learning activity. Should you not pass on the first attempt, you will be remediated and allowed to review the content again before attempting to retake the exam. Once you have successfully completed the course, it will show completed on the Curriculum. Once the curriculum has been completed, it will move to the Transcript where it will stay if you should ever need to print a certificate of completion.



The actual time to complete each course may vary but plan for approximately 2 hours to complete all of the courses. Most courses have a “bookmark” feature. When you leave the online activity for any reason, you may begin where you left off by answering “Yes” to “return to your last visited page” when you access the course again. In some courses, you will have the option to “pause” the test and return to it at a later time.

Some courses may have attachments or documents to read and review. You may find it helpful to print these documents for reference at a later time. You may also return to these or any content after the completion of the course by selecting that course from your “My Transcript” page in HealthStream.

**The routine downtime is the first Friday of each month from 9pm until 5am EST.** Please plan your training time accordingly.

**\*MAC Users Only:** HealthStream’s Core Regulatory courseware is MAC compatible. We maintain MAC compatibility through every update of these courses. Some courseware delivered through the HLC requires the Adobe Flash Player. Adobe Flash Player operates across nearly all operating systems, including Mac OS. Adobe Flash, **however**, does **not** play on certain Apple products, such as the iPhone and iPad.

The HealthStream Learning Center (HLC) is a web-based application that does not require any software other than a browser on a user’s computer. As a result, the HLC can run on any type of computer running any operating system, including Apple Mac OS provided the user is running a standards-compliant web browser. As with any web-based application or website, there can be rendering differences between browsers. Safari is recommended when trying browsers other than Internet Explorer. Ensure that your computer is running the latest operating system and internet browser versions.

If you are having problems viewing a presentation (i.e. the toolbars are not showing), adjust the browser window by maximizing or minimizing the window. Try using F11 to switch to Full Screen view. If you choose to use a MAC to complete your training, make sure that you can receive credit for completing the presentation and confirm that the Exit Lesson button displays in the bottom right corner. After you have completed a course, check to make sure the course appears on your transcript. To view your transcript or certificate, click on the My Transcript tab.

**If you have questions or need assistance, please contact your school representative.**

