Assignment Handout for HealthStream Student

Step #1: Go to: www.healthstream.com/hlc/ghs

- Note: Flash player, Acrobat Reader and occasionaly Adobe Shockwave is needed to run many courses. IPads, IPhones and Android devices do not support Adobe Flash so you will not be able to view courses that require Flash on those devices. For additional information refer to the technical document on page 3.

Step #2: Login with your user id and password provided to you by your School Representative:

User id: your college or university email address with the @school.edu (unless instructed otherwise)

Password: #Welcome (case sensitive)

After logging in the first time, it will be necessary to change your password to a password that meets the GHS criteria below:

- 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)

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- o Lowercase characters (a through z)
- o Base 10 digits (0 through 9)
- o Non-alphanumeric characters: ~!@#$%^&*_-+=`|\(){}[]:;"'<>,.?/

- You are also able to reset your password from the login page at any time by using the email address your HealthStream account was set up with. For questions regarding password reset or technical support please contact Learning and Development at 864-797-6800.

Step #3: Select the Connections tab and select the access link to the required training.

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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. Each course has 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 of the courses may have attachments or documents for you to pull up, 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. Should you have questions or need assistance, please contact your school representative.

If you have questions or need assistance, please contact Student Affairs Staff at 864-455-5496.

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Technical Requirements

Operating Systems	**Computers:** Windows 7+ (PCs) Mac OS X.10+ (Apple)	**Mobile Devices:** iOS 7+ (Apple) Google Android 4+
Computer Browsers	Apple Safari 7+ (Mac) Google Chrome, latest version (PC/Mac) Firefox, latest version (PC/Mac) MS Edge, latest version (PC) MS Internet Explorer 9+ *See Internet Explorer-Specific Settings below.*	
Mobile Browsers: (iPhone, iPad, & Android devices)	Apple Safari for iOS 7+ *** Not all courses will work on mobile devices*** Google Chrome for Android 4+	
Internet Explorer- Specific Settings: Compatibility, Privacy and Security	**For all supported versions of Internet Explorer:** **Compatibility View**: This is not supported. IE Browser Mode and Document Mode must be set to Standard Mode. **Security Tab:** The default level for the Security tab set to Medium-High (IE9+). **Privacy Tab:** Ensure that Privacy is set to Medium.	
Pop Up Blocker	Make sure your pop up blocker is disabled for healthStream.com webpages. Consult your web browsers help feature for support.	
To check your computer for requirement compliance	If you are having problems or wish to "check" your computer settings to see if it meets the minimum requirements, run a "browser check" by going to http://www.healthstream.com/browsercheck. Please note that the browser check is not updated to include the new browsers that are supported. If you need additional support after ensuring your computer meets the technical requirements contact HealthStream at 864-797-6800.	
Browser Plugins		
Courses	Adobe Flash (latest version) for desktop and laptop computers. Flash is not supported on mobile devices and many courses may not play on a mobile device.	
Other Courses	Plug-ins vary by library. The user will be prompted when content is opened if an additional plug-in is needed.	
PDF's in a course	Adobe Acrobat Reader (latest version).	
Audio	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.	

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