

YNHH Mandatory Online Training Instructions

(cannot be completed on a computer with a Apple Macintosh operating system)

- I. Accessing the Online Training program
 - A. From a clinical work station:
 1. Got to YNHH HR Intranet, either by desktop icon or by typing in <http://hrweb.mis.ynhh.com>
 2. Scroll to select **Training** in the left-hand column
 3. Select **Healthstream – Mandatory Training** from the items listed
 4. The Healthstream Learning Center page will appear
 - B. From the Internet:
 1. Select Internet Explorer as your Internet browser (**do not use Netscape Navigator browser; it does not work well with the training modules**).
 2. Type in www.healthstream.com/hlc/ynhh
 3. The Healthstream Learning Center page will appear
- II. At the Healthstream Learning Center page:
 1. Type in user ID (employee number found on pay stub, but without zeroes in front, or by going to clinical work station under Training and select **Don't know my employee number**. You must use dashes in your Social Security number.)
 2. **Your password is First 2 letters of First Name + First 2 letters of Last Name + Birth Month (2 digits) + Birth Year (2 digits)**

Example for employee: Jane Smith, born in June 1987
New Healthstream Password: JASM0687
 3. After you log in, you will be at the **My Courses** page, which displays the courses that have been assigned to you.
 4. From this page, you can begin taking your online courses by clicking on the course name.
 5. You begin each course by taking the **Pre-Assessment** for the course. If you successfully complete the Pre-Assessment, you have completed the course.
 6. If you do not successfully complete the **Pre-Assessment**, you must take the course.
 7. When taking courses, work through each lesson. You **may not take the exam until you have completed all the lessons**. You must get a minimum score of 80 to pass the exam.
 8. If you get interrupted while taking a course, the system will bookmark where you left off.
 9. Once you have passed the exam, you have completed the course and will return to **My Courses**.
 10. You must complete a **Pre-Assessment** or **Exam** once you begin it. Incomplete items and/or aborted Pre-Assessments or exam are graded "AS IS."
- III. If you would like to change your password, click on the **My Profile** sub-tab, which will bring up **Change Password**. Enter your current password, then enter your new password (alpha or numeric) and re-enter it in the confirm field. Your password reminder should be text that will help you remember your password. Click on **Submit** and you will return to the **My Courses** screen.