



E-Learning Tips and Tricks Guide

Use this document as a resource when viewing and completing e-Learning modules accessed through HealthStream. Use this information to trouble-shoot issues when accessing or completing courses.

EpiCare Online Training Courses in HealthStream

The computer that you will use to view eLearning content for EpiCare training is required to have certain system requirements.

Note: The eLearnings in HealthStream are not recommended to be played on a mobile device or tablet.

System Requirements:

Click the link below to test your system for compatibility with HealthStream:

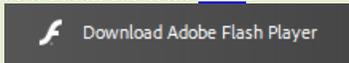
<http://www.healthstream.com/BrowserCheck/>

If your system check is completed with no issues, you will see this:

✔ Your computer meets all of the recommended system requirements

Status	Item Description	Recommended	Your System
✔	Internet Browser	Internet Explorer 8.0 or above	IE 8.0
✔	Operating System	Windows XP or above	Windows 7
✔	Popup Blocking	Popup blocking disabled	Popups Allowed
✔	Cookies	Cookies enabled	Enabled
✔	Javascript	Javascript enabled	Enabled
✔	Speed	256Kb/s (32 KB/s) or above	117.2 KBytes/s
✔	Screen Resolution	1024 x 768 or above	1920 x 1200
✔	Adobe Flash	11.0 or above	15,0,0,223
✔	Adobe Acrobat Reader	10.0 or above	11.0.
✔	SSL enabled	SSL enabled	Enabled

Frequently Asked Questions:

Question	Answer
<p>I checked my computer for HealthStream system requirements and it says I don't have Adobe Flash. What do I do?</p>	<p>Adobe Flash is REQUIRED to be loaded onto your computer for the eLearning courses to be played. Download Adobe Flash for free here.</p> <div style="text-align: center;">  </div> <p>Email epictraining@stfranciscare.org for assistance with this issue. Note: The eLearnings in HealthStream are not recommended to be played on a mobile device.</p>
<p>When I click on the course in HealthStream, I get this pop up message:</p> 	<p>Click where it says <i>Click here for options...</i> then click <i>Allow blocked content</i> to disable the pop-up blocker.</p>
<p>When I click on the course in HealthStream, nothing happens, and I see this message:</p> 	<p>Place a ticket with the HelpDesk for this issue x45519 or call 860-714-5519.</p>
<p>I'm able to access the course and have viewed all the slides, but HealthStream still says the course is still "in progress".</p>	<p>Follow these trouble-shooting tips:</p> <ol style="list-style-type: none"> Click the <i>Play</i> button on the last slide to advance the course to the end. (You have to scroll to the bottom of the course to access the play bar) <div style="text-align: center;">  </div> <p>If you see this, the course will not complete</p> <div style="text-align: center;">  </div> <p>Click the <i>Play</i> button</p> If this does not work, access the course again and go back to the beginning of the course by clicking the rewind button (scroll down to the bottom of the course), then click the forward button to advance the course to the end. <div style="text-align: center;">  </div> If you are still having issues, un-enroll from the course and re-enroll.
<p>I've tried all those trouble-shooting tips, and still cannot complete the course. What should I do?</p>	<p>If you are still having issues, email epictraining@stfranciscare.org</p>