

Manitoba eHealth LMS

Frequently Asked Questions (FAQ)

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FAQ

About the Manitoba eHealth LMS

What is the Learning Management System (LMS)?

The Manitoba eHealth LMS is a software application that is used for the administration, documentation, tracking, and reporting of instructor-led and online courses. It is available to healthcare staff within Manitoba that has a corporate (work) email address.

Why do we need an LMS?

- The LMS provides an efficient way to manage, standardize and deliver training.
- Learning history will exist in a single system.
- Access to course registration and eLearning courses will be available at any time, from any computer with Internet access.
- Sharing learning/training opportunities across the region will be much easier.

What do I need to use the LMS?

1. An LMS account (requires a corporate email account)
2. A computer with Internet access (high speed is recommended)
3. An Internet browser (E.g. Internet Explorer) with the pop-up blocker disabled

What if I don't have a corporate email account?

Please ask your manager to request one for you.

What if I don't use my corporate email account?

If you have a corporate email address, you must use it to create an LMS account. Corporate email accounts are important for accessing clinical and business systems and for receiving work related communications. Please check your account regularly.

Can I use the LMS from home?

The system is available from any computer with an Internet connection. A high speed/broadband connection is recommended.

Will I be paid to take courses in the LMS from home or during work hours?

Please discuss this with your manager.

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Can anyone else see my information in the LMS?

The LMS holds all of your information securely; other users cannot see any of your data. The system administrators can view your information and may need to access it in order to troubleshoot problems with your account or the system.

Reports only show complete or incomplete courses, not course grades.

Will my learning history from other systems be migrated into the LMS?

No, data will not be imported into the LMS from any other systems.

How do I get help with LMS related issues?

Contact the Manitoba eHealth Service Desk:

- Phone: 204-940-8500 or 866-999-9698
- Email: servicedesk@manitoba-ehealth.ca



The Service Desk does not support personal hardware, software, Internet connections, etc.

Getting Started in the LMS

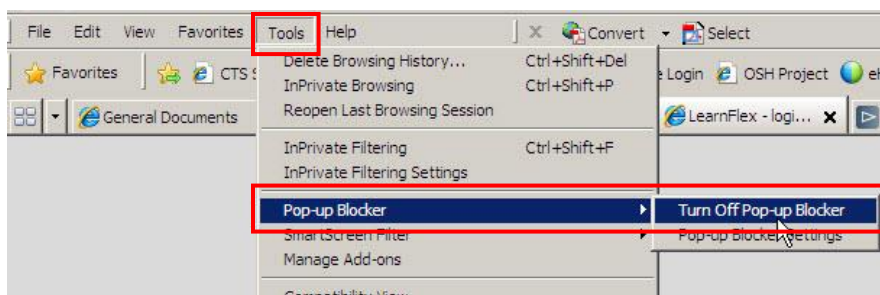
Which browser should I use?

Internet Explorer is the recommended browser for using the LMS. Firefox may also be used but you might experience some technical issues, particularly while taking online courses.

How do I turn off my pop-up blocker?


INTERNET EXPLORER 8 / 11

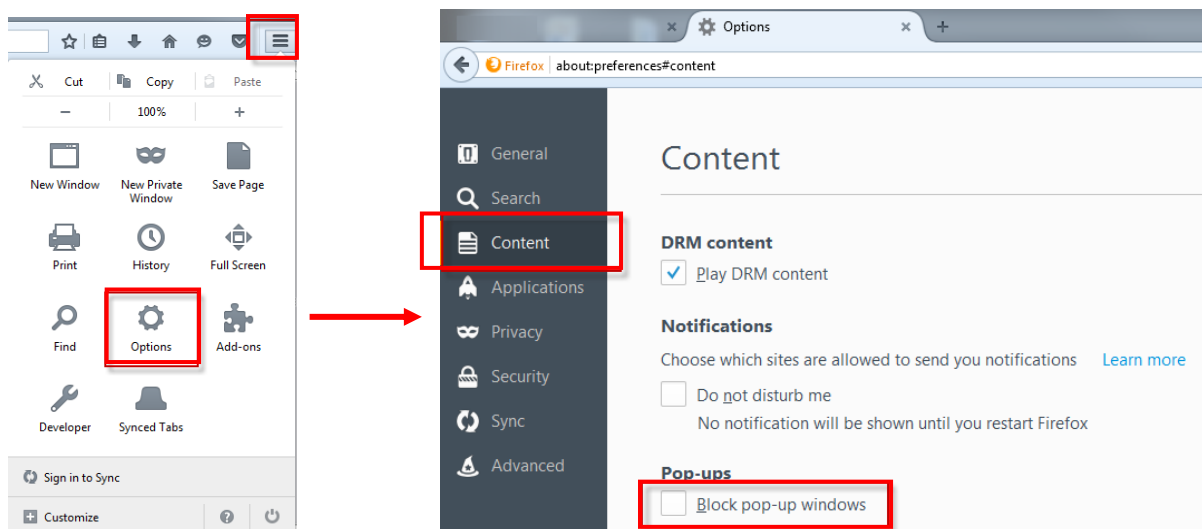
Select **Tools > Pop-up Blocker > Turn Off Pop-up Blocker**.



Note: If you do not see the Tools menu, press **Alt + T** on the keyboard.

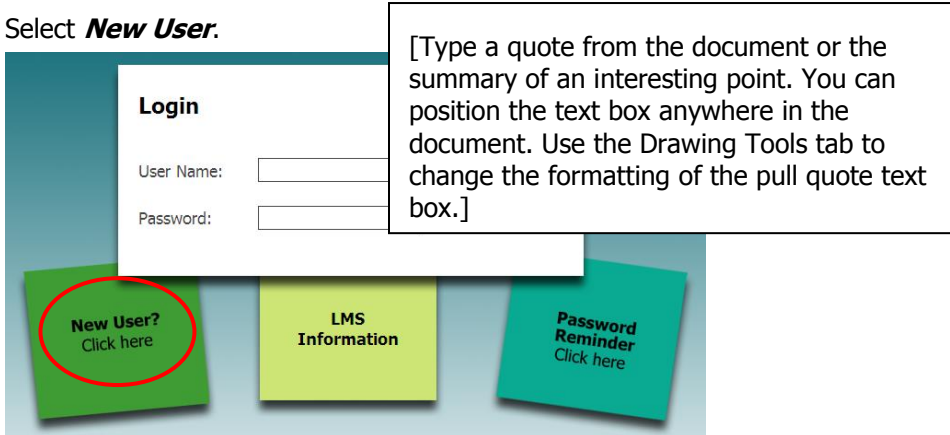
FIREFOX

1. Click on the **Open menu**  icon.
2. Select **Options**.
3. Click **Content** in the left navigation pane.
4. Uncheck **Block pop-up windows**.
5. Close the **Options** tab.



How do I create an LMS account?

1. Open your browser and go to <https://manitoba-ehealth.learnflex.net>
The LMS login page appears.
2. Select **New User**.



The Account Information page appears.

The screenshot shows the 'Account Information' page. It has a sidebar with '1 Account Creation' and '2 Confirmation'. The main form has the following fields: 'Work Email Address', 'Network ID', 'First Name', 'Middle Initial', 'Last Name', 'Contact Number', 'Select a Region', 'Select a Regional Program', and 'Select the Site/Location You Work At'. A red arrow points to the 'Select a Region' dropdown menu, which is highlighted in a red box.

IERHA Staff – Select
"Rural RHA"

3. Enter your **Work Email Address**, **First Name**, and **Last Name**.
4. Select your **Region**.



Course catalogues differ by region (see descriptions below). If you select the wrong region, you will not see all the courses that are available for you to take.

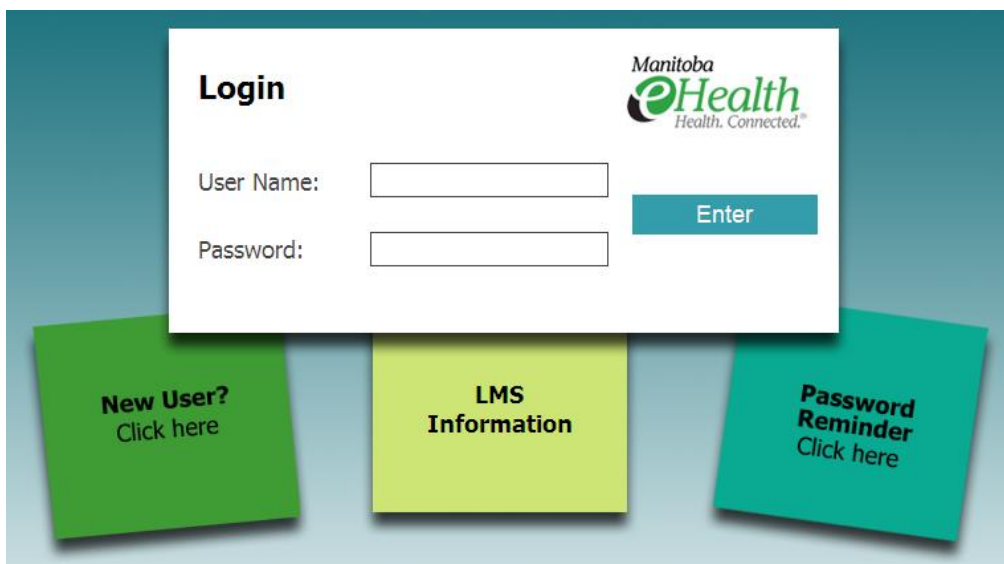
- **Healthcare Students** – all students that are in placement in the Winnipeg Regional Health Authority (WRHA), but are not Medical Residents. (Residents should register under University of Manitoba.) This includes Nursing, Med Rehab, Medical Clerks, and Allied Health.
- **Manitoba eHealth** - all people employed by Manitoba eHealth, including contractors. If you have a Manitoba eHealth email address, you should select this region.
- **Non-RHA** - all employees working with groups/programs or at sites that are not part of a regional health authority (the WRHA or a rural RHA). This includes CancerCare Manitoba and Diagnostic Services Manitoba employees.
- **Prairie Mountain Health** – all employees employed by Prairie Mountain Health.
- **Rural RHA** - all employees working with groups/programs or at sites that are part of a regional health authority other than the WRHA or Prairie Mountain Health.

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- **University of Manitoba** – all staff at the University of Manitoba who also practice in the WRHA. This includes resident and attending physicians.
 - **Winnipeg Health Region** - all WRHA employees, including those working in personal care homes, clinics and employees of other groups, programs or sites funded by the WRHA (includes WRHA staff seconded to Manitoba eHealth projects).
5. Select your primary **Regional Program** and **Site/Location**.
Note: The options that appear in these lists depend on the Region that was selected.
 6. Click **Next**.
The Account Information page appears.
 7. Verify the information and click **Process Request**.
A confirmation page appears indicating that your account has been created and the login information has been sent to your work email.
 8. Check your work email to get the user name and password that you will need to log into the LMS.

How do I log in to the LMS?

1. Open your browser and go to <https://manitoba-ehealth.learnflex.net>
The LMS login page appears.

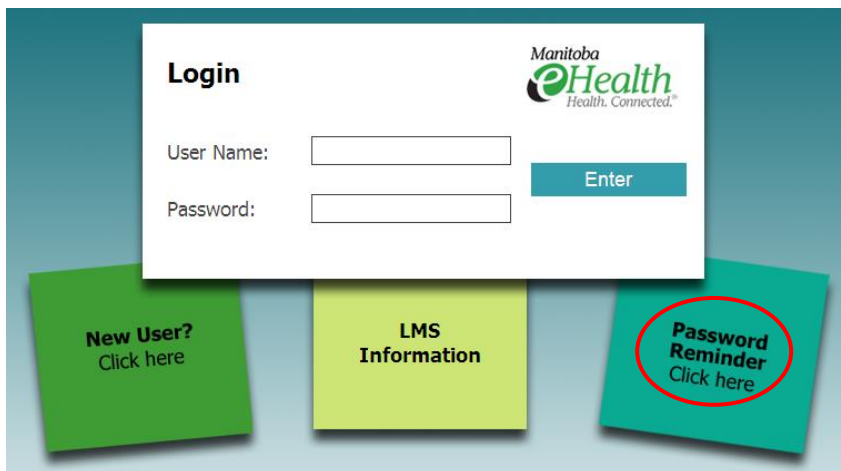


2. Type your **User Name** and **Password**.
3. Select **Enter**.

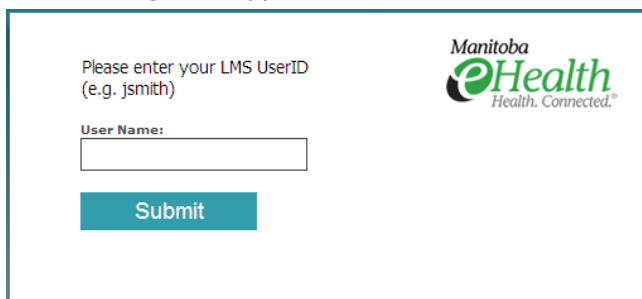
Note: If this is the first time you've logged into the LMS, you will be prompted to change your password.

What if I forget my password?

1. Open your browser and go to <https://manitoba-ehealth.learnflex.net>
The LMS login page appears.
2. Select the **Password Reminder** link.

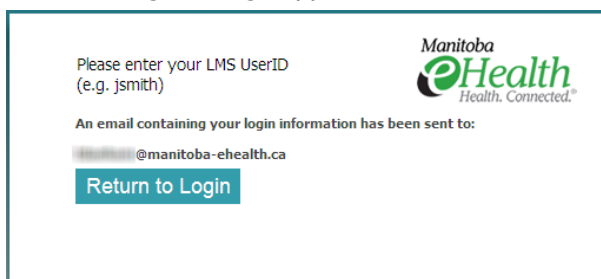


The following form appears.



3. Type your **User Name**. This is usually the first part of your work email address. E.g. jsmith
4. Click **Submit**.

The following message appears.

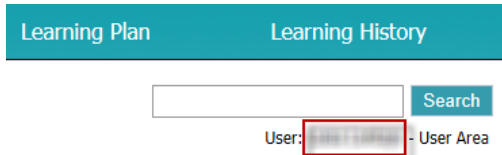


5. Check your email and open the message with a subject of **LearnFlex - Password Reminder Notification**.
Your password is in the body of the message.

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How do I reset my password?

6. Log in to the LMS. <https://manitoba-ehealth.learnflex.net>
7. Click your name in the User Area below the Search box.

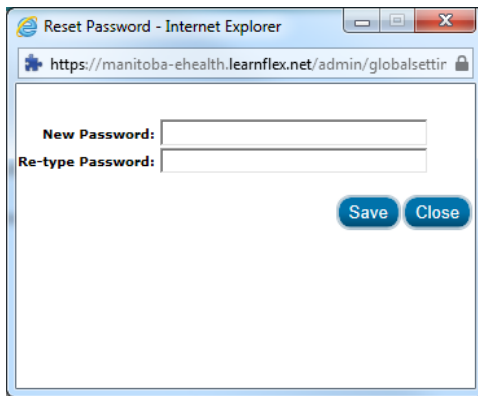


The Account Information page appears.

8. Click the **Reset** button.



The Reset Password window appears.



9. Enter your new password in the **New Password** field.
Note: The password must have a minimum of 6 characters.
10. Re-enter the new password in the **Re-type Password** field.
11. Click **Save**.

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How do I navigate in the LMS?

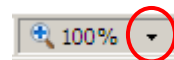
Use the tabs across the top of the page.



Tab	Description
Welcome	Welcome message
What's New	Announcements
Courses/Registration	Browse and register for courses that you have access to
Learning Plan	See courses that you are currently registered for
Learning History	View your completed courses

How can I make the LMS font larger?

- Using Internet Explorer 7 or later:
 - Zoom in = **Ctrl +** (Zoom out = **Ctrl -**)
 - Change the scale setting in the bottom-right corner of the window
 - Select a lower screen resolution: **Right-click your Desktop > Properties > Settings** tab
- Note:** This will affect everything on your monitor, not just the LMS.



How do I log off of the LMS?

Click **Log Off** in the top-right corner of the page.



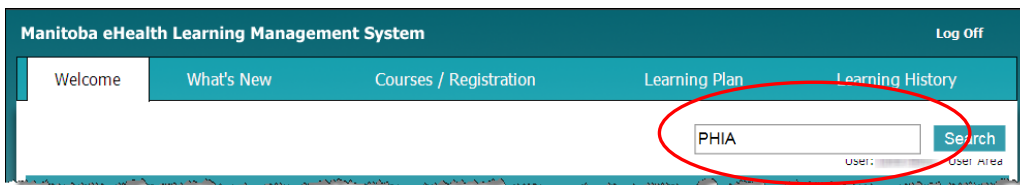
Taking a Course

Are there special technical requirements for taking an online course?

- The course may only work with certain browsers. **Internet Explorer** is the recommended browser.
- If the course contains sound, a sound card and speakers/headset are needed to hear the audio.
- Adobe Flash may be required to view the course.
 - Go here to test if your system has Flash installed: <http://www.adobe.com/software/flash/about/>
 - If you need Flash installed on your work computer, contact the eHealth Service Desk (204-940-8500 or 866-999-9698).

How do I register for a course?

1. Log in to the LMS. <https://manitoba-ehealth.learnflex.net>
2. Click in the Search field at the top of the window.



3. Type the full or partial name of the course that you want to take and then click the **Search** button. *The list of results appears.*
4. Click the **Register** button next to the course that you want to register for.

PHIA for Rural RHAs ▾

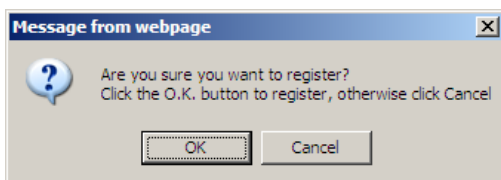


The Courses / Registration page appears.

5. Click the **Register** button next to the session that you want to take. **Note:** For an online course, there will only be one session.
6. For Instructor Led training there may be multiple sessions with differing dates/times/locations. ****Important:** For in-class courses, click on "More Info" before registering. This will provide you with important information such as if catering is provided, who to forward your dietary restrictions to, parking requirements, and any other important information that is specific to a certain session. You will not get this information from the LMS course confirmation email**

Sessions	Start Date MM/DD/YYYY	End Date MM/DD/YYYY	Location	More Info	Register
LMS-915 C	01/01/2018	01/31/2021	N/A	More Info	Register

The following message appears.

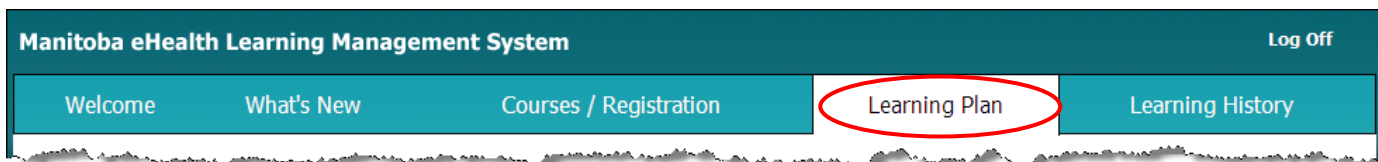


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- Click **OK**.
The Registration page appears confirming that you have been registered for the session. The course is now listed on your Learning Plan tab.
- Optional: Click the **Continue** button to view the course on your Learning Plan.

How do I launch an online course?

- Select the **Learning Plan** tab.



- Click the **Launch** button next to the course name.



The speed at which the course will begin depends on a number of factors, including your network connection. Contact the eHealth Service Desk (204-940-8500 or 866-999-9698) if the course does not launch.

How do I stop and then re-start an online course?

- To stop the course at any time, click the X in the top-right corner of the course window.
- To restart the course, select the **Learning Plan** tab and click the **Launch** button next to the course name.

How do I complete an online course?

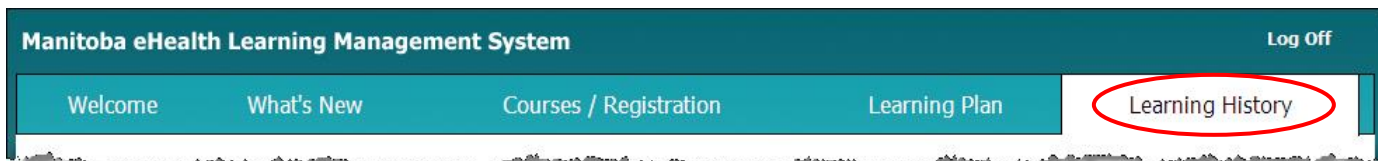
Follow the instructions in the course to complete it. Once completed, the course will move from your Learning Plan tab to your Learning History tab.

Note: If you do not complete the course correctly, it will not be tracked as completed and will not appear in your learning history nor on management reports.

If your course does not complete properly, contact the eHealth Service Desk (204-940-8500 or 866-999-9698).

How do I re-launch an online course once it is completed?

- Select the **Learning History** tab.



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Click the **Launch** button next to the course name.



Re-launching a previously completed session from your Learning History will NOT record a new Achievement Date. If you need to renew a course every one/two/three years, you must register for and complete a new session of the course. (See "How do I renew a course?")

How do I print a certificate of completion for a course?

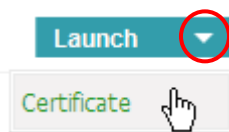


Certificates are not available for all courses.

1. Select the **Learning History** tab.



2. For an online course, click the **arrow** on the Launch button and select **Certificate**.



-OR-

For a classroom course, click the **Certificate** button.



Two windows appear: CTS eCertificate and Printing Instructions.

3. Follow the steps in the Printing Instructions window.

How do I print my entire Learning History?

To print a list of all the course completions on your Learning History tab:


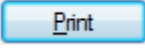
1. Select the **Learning History** tab.



2. Click **Printable Version** at the bottom of the page.

A new window opens and displays your Achievement Record.

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3. Scroll down to the bottom of the Achievement Record window and click .
The Print dialog appears.
4. Select the print settings that you want and click .

How do I renew a course?


If you have to renew a course every one/two/three years:

1. Register for the CURRENT session of the course. (See "How do I register for a course?")
2. For an online course, launch the course from your **Learning Plan** tab.

Once you complete the new session of the course, a new Achievement Date will show on your Learning History tab.

Course Name	Achievement Date MM/DD/YYYY	Renewal Date MM/DD/YYYY	Grade	
PHIA for WRHA LMS	2 nd completion 11/24/2015	11/24/2018	Complete	Launch
PHIA for WRHA LMS	1 st completion 11/23/2013	11/23/2016	Complete	Launch





Re-launching a previously completed session from your Learning History will NOT record a new Achievement Date. You must register for and complete a new session of the course.

How do I cancel a registration?

1. Select the **Learning Plan** tab. then click Cancel. Cancelling will automatically register someone who is on the waitlist.

Manitoba eHealth Learning Management System Admin Menu | Log Off

Welcome What's New Courses / Registration Learning Plan **Learning History**

User: Amanda Kotowich - User Area

All Courses Bundles Calendar Individual Courses

Learning Plan

Instructor-Led Course Name	Status	Location/Time	Registration
LMS Registration Basics (E)	Enrolled	<input type="button" value="View"/>	
LMS Registration Basics (H)	Enrolled	<input type="button" value="View"/>	<input type="button" value="Cancel"/>