

Shared Health LMS

Frequently Asked Questions (FAQ)

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Computer Training Solutions

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Shared health
Soins communs
Manitoba

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ABOUT THE SHARED HEALTH LMS

What is the Learning Management System (LMS)?

The Shared Health 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 of learning/training opportunities across the province will be much easier.

What do I need to use the LMS?

1. An LMS account (requires a corporate email account, i.e. jdoe@southernhealth.ca)
2. A computer with Internet access (high speed is recommended)
3. An Internet browser (E.g. Chrome) 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 workhours?

Please discuss this with your manager.

Do I need to improve my computer skills before using the LMS?

Basic computer skills are needed to use the LMS.

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 Shared Health Service Desk:

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



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

GETTING STARTED IN THE LMS


How do I turn off my pop-up blocker?

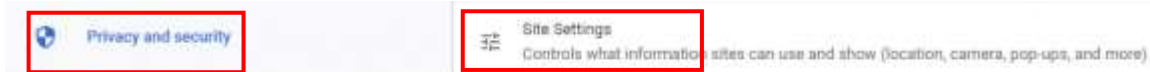
In some commonly used browsers:

MICROSOFT EDGE

1. Go to **Settings and more ... > Settings > Site permissions.**
2. Select **Pop-ups and redirects.**
3. Move the **Block** toggle to **On.**

CHROME

1. Click  in the top right corner of the Chrome window.
2. Select **Settings.**
3. Click **Privacy and security > Site Settings.**

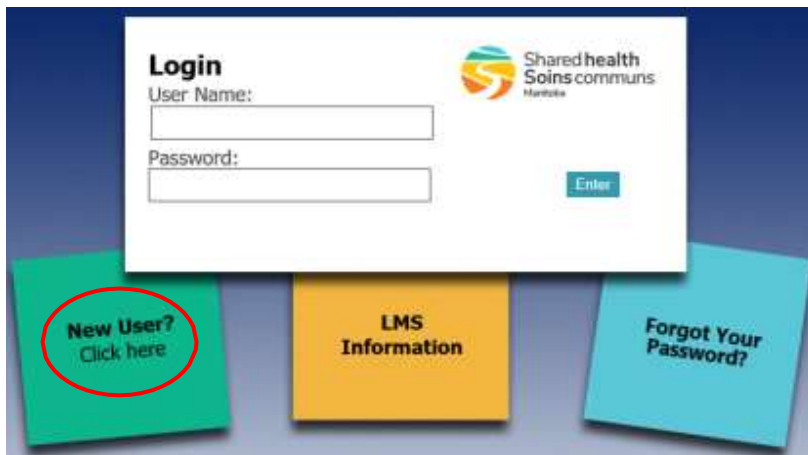


4. Select **Pop-ups and redirects.**
5. Change the setting from Blocked (recommended) to **Allowed.**



How do I create an LMS account?

1. Open your browser and go to <https://sharedhealthmb.learnflex.net>
The LMS login page appears. You can also access this link on the SH-SS Health Provider Site (HPS) under Staff Resources tab / Self Learning Pkgs.
2. Select **New User**.



The Account Information page appears.

Account Information

1 Account Creation

2 Confirmation

Account Information:

* Work Email Address: ?

Network ID:

* First Name:

Middle Initial:

* Last Name:

Contact Number: ###-###-#### ?

* Select a Region: ?

* Select a Regional Program: ?

* Select the Site/Location You Work At: ?

Manitoba eHealth Service Desk : 204-940-8500

* Required fields Click NEXT to continue

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) or at Health Sciences Centre (HSC), but are not Medical Residents. (Residents should register under University of Manitoba.) This includes Nursing, Med Rehab, Medical Clerks, and Allied Health.
- **Non-RHA** - all employees working with groups/programs or at sites that are not part of a regional health authority. This includes CancerCare Manitoba Cadham Lab 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. (Select this option for SH-SS)
 - **Shared Health** - all people employed by Shared Health, including contractors and staff at HSC. If you have a Shared Health email address, you should select this region.
 - **University of Manitoba** – all staff at the University of Manitoba who also practice in the WRHA or at HSC. 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 Shared Health 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. You will need to access your SH-SS email account.
 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?



Your LMS account is a stand-alone account that is not linked to your network or other system logins.

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



2. Type your **User Name** and **Password** and then 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 LMS password?

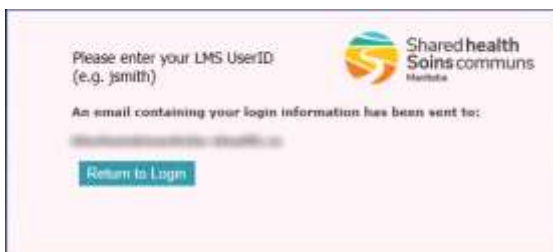
1. Open your browser and go to <https://sharedhealthmb.learnflex.net>
The LMS login page appears.
2. Select **Forgot Your Password**.



The following form appears.

A screenshot of the 'Forgot Your Password?' form. It features the Shared Health Soins communs Manitoba logo at the top right. The text reads 'Please enter your LMS UserID (e.g. jsmith)'. Below this is a 'User Name:' input field and a 'Submit' button.

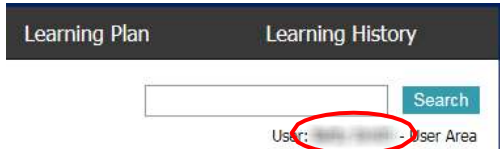
3. Type your **User Name**.
4. Click **Submit**.
The following message appears.

A screenshot of the confirmation message. It features the Shared Health Soins communs Manitoba logo at the top right. The text reads 'Please enter your LMS UserID (e.g. jsmith)'. Below this, it says 'An email containing your login information has been sent to:' followed by a redacted email address. At the bottom, there is a 'Return to Login' button.

5. Check your **SH-SS email** and open the message with a subject of **LearnFlex - Password Reset Request**.
6. Click the link in the email and reset your LMS password.

How do I reset my LMS password?

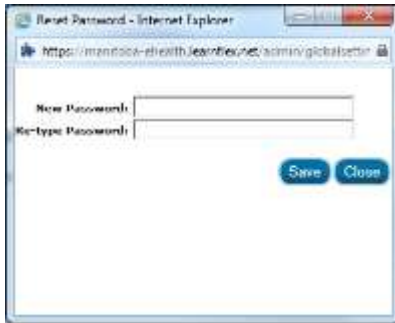
1. Log in to the LMS. <https://sharedhealthmb.learnflex.net>
2. Click your name in the User Area below the Search box.



The Account Information page appears.

3. Click the **Reset** button.

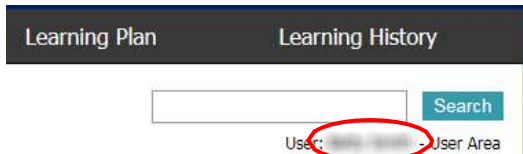
The Reset Password window appears.



4. Enter your new password in the **New Password** field.
Note: The password must have a minimum of 8 characters. No special characters, letters and/or numbers only.
5. Re-enter the new password in the **Re-type Password** field.
6. Click **Save**.

How do I add my Employee ID # (This is called SAP ID on the LMS)?

1. Log in to the LMS. <https://sharedhealthmb.learnflex.net>
2. Click your name in the User Area below the Search box.



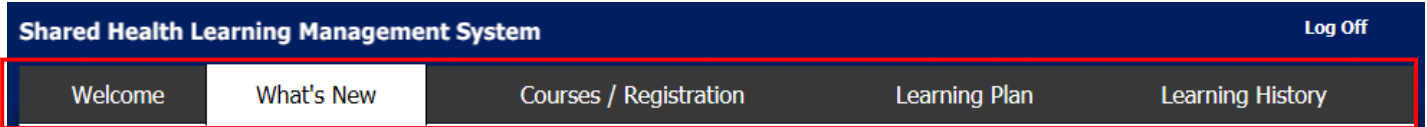
The Account Information page appears.

3. Enter your 8 "0"'s in the SAP ID field and then enter your EEID# on the next field (as shown on your paystub, ask your program admin or payroll if you can't find it) and click **Save**.

Note: after you have pressed save you need to click back into the search bar (and enter the name of the course you are registering for, or if you are still looking for general courses, click one of the tabs at the top like What's New or Courses/Registration).

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 (including new courses)
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?

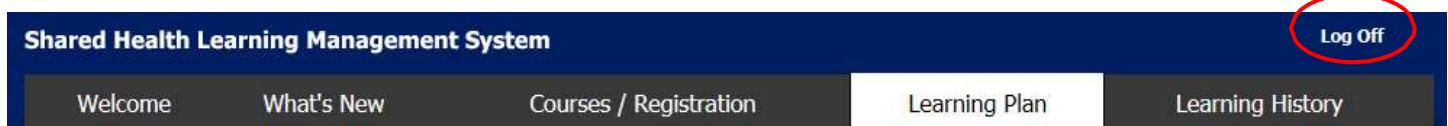
- Adjust the zoom in your browser (i.e. zoom in / make it larger, zoom is located on the bottom right side of your screen:



- Or you can select a lower screen resolution and/or a larger scale:
Right-click your Desktop > Display settings > Scale and layout section
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.



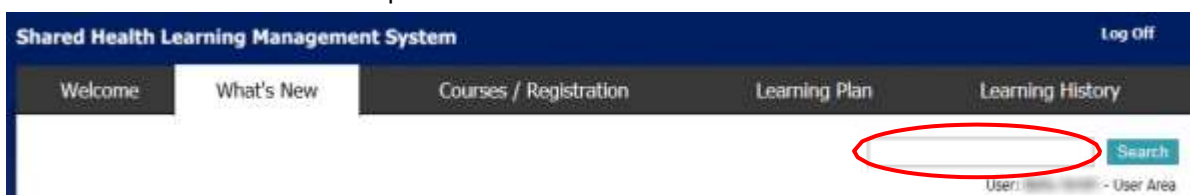
TAKING A COURSE

Are there special technical requirements for taking an online course?

- The course may only work with certain browsers. If a course does not work in your current browser, try another one.
- If the course contains sound, a sound card and speakers/headset are needed to hear the audio.

How do I register for a course?

1. Log in to the LMS. <https://sharedhealthmb.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.

Hand Hygiene ▾

More Info

Register

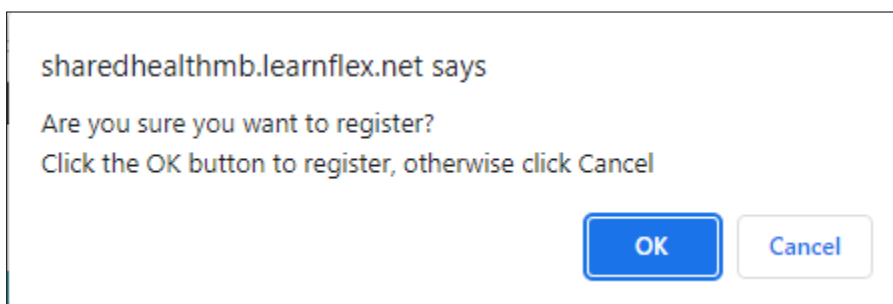
The Courses / Registration page appears.

5. Click the **Register** button next to the session that you want to take.

Note: For an online course, there will usually only be one session.

Sessions	Start Date MM/DD/YYYY	End Date MM/DD/YYYY	Location		
eLearning-16 J	01/01/2019	01/31/2020	N/A	More Info	Register

The following message appears.



6. 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.

7. Optional: Click the **Continue** button to view the course on your Learning Plan.

How do I launch an online course?

1. Select the **Learning Plan** tab.



2. Click **Launch** below the course name.



The speed at which the course will begin depends on a number of factors, including your network connection. Contact the Shared Health 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 **Launch** below the course name.

How do I complete an online course?

Follow the instructions in the course to complete it.

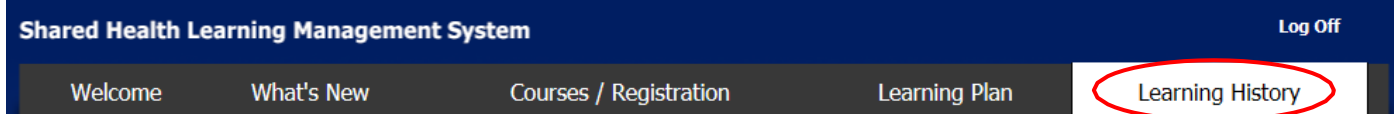
Once completed, the course will move from your Learning Plan tab to your Learning History tab. If your course does not complete properly, contact the Shared Health Service Desk (204-940-8500 or 866-999-9698).

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



This option is not available for all courses.

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



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



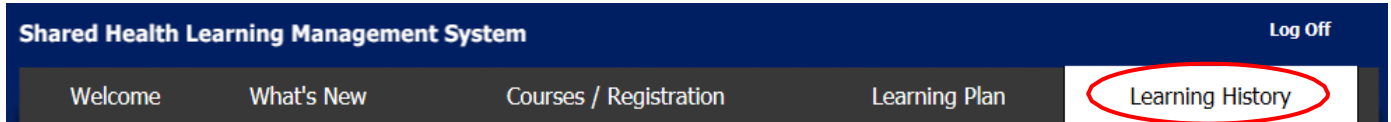
Re-launching a previously completed session from your Learning History will NOT record a new Achievement Date. If you need to renew a course every one/two/three years, you must register for and complete a new session of the course. (See "How do I renew a course?")

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

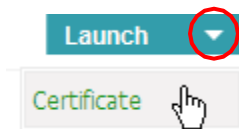


Certificates are not always available for all courses.

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



2. If you see a Launch button across from the course name, click the **arrow** on the Launch button and select **Certificate**.



-OR-

If you see a **Certificate** button across from the course name, click it.



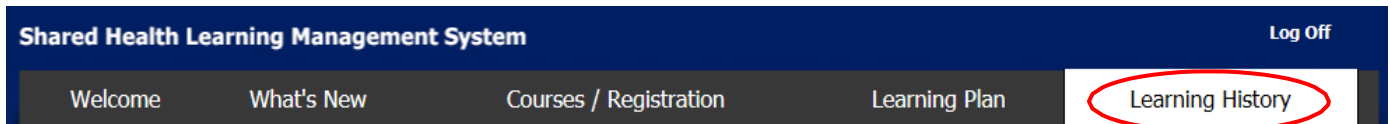
Two windows appear: CTS eCertificate and Printing Instructions.

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.

3. Scroll down to the bottom of the Achievement Record window and click **Print**.

The Print dialog appears.

4. Select the print settings that you want and click **Print**.

How do I renew a course?



Renewals are not available for all courses.

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 eLearning	2nd completion	01/10/2019	01/10/2022	Complete	Launch ▾
PHIA for WRHA eLearning	1st completion	01/26/2017	01/26/2020	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.