

# Tips for Completing End User Proficiency Assessments (EUPA)

## Getting Started

1. Log into both the computer and MyLearningLink (MLL) with your username and password. Do not use a shared login.
2. **Please check the following before the start of class or on your first break:**
  - a) Under the **Required Courses** tab in MyLearningLink, ensure you have the correct role and EUPA for this course. **If the role is incorrect and the EUPA does not appear, contact [ConnectCareLearning@ahs.ca](mailto:ConnectCareLearning@ahs.ca) immediately.**
  - b) On Our Best Behavior (OOBB) is a pre-requisite that must be completed prior to registering for the EUPA. Please ensure you have this training complete prior to the start of class:

If you have not completed OOBB, please arrange time with the instructor to complete this training prior to the end of the training session.



If your completion record is incorrect, please contact the MyLearningLink Support Centre at least 90 minutes prior to the end of class at [helpmylearninglink@ahs.ca](mailto:helpmylearninglink@ahs.ca) with OOBB Move to Pass in the subject line.

## Registering for a EUPA

Re-training is required for staff who completed training before the Connect Care pause due to Covid-19. Specifically, individuals who have not been active in the system, and their training was completed more than 180 days before their launch date, are required to re-train for all Instructor-Led Training and EUPAs associated with their roles.

1. Go to **Courses & Registration**.
2. In the Search field, enter the exact course name or a keyword that would exist in the course title. **Example: Epic - Emergency Department/Urgent Care Centre Nurse ILT**. Click **Search**.
3. Once the search results display, click the course name to view the course description and available sessions.
4. Click the green **Register** button to the right of the session details.
5. A pop-up window will appear, click **OK** to finalize the registration.
6. Launch the course from the **Courses & Registration** page by clicking the course name and then the **Enrolled - Start Course** button. Alternatively, you can launch the course by clicking on the course title hyperlink in the **My Courses** tab under **Learning Home**.

## Starting the EUPA

1. Clear the browser cache. For instructions on how to clear browser cache, refer to specific help documentation found online on the browser home page:
  - [Microsoft Edge](#)
  - [Internet Explorer](#)
  - [Google Chrome](#)
  - [Mozilla Firefox](#)
  - [Safari on Mac](#)
2. Courses in MyLearningLink adhere to AHS IT [Browser Standards](#); therefore, e-Learning courses are developed for and tested per these standards. Wherever possible please connect to the internet directly and use **Internet Explorer**  (version 11) or **Microsoft Edge** . Open the browsers using the icons on the desktop or from the start menu. MyLearningLink recommends that you **do not use Citrix** when completing courses using MyLearningLink. Accessing MLL from within another application may result in your course not moving to pass.
3. Register and complete course assigned EUPA in MLL under the **Required Courses** tab.
  - **Note: Keep the MyLearningLink window open in the background at all times.** The e-Learning course uses the main MLL window as a path to the MLL system to record your mark. If you close the main window, your learner record will not reflect your work.
4. Complete the EUPA. Upon completing the EUPA, take note of the final grade.
  - **Note: The EUPA can take up to a minute to load.** There is also slight time delay while the system completes and records the results in MyLearningLink. Please be patient when completing this course. Closing out of the course before receiving the final grade may result in the course not moving to pass.
5. Once you have completed the EUPA, verify the EUPA successfully moved to pass by clicking on the **Completed** tab under **Learning Home**.

## EUPA Did Not Move to Pass

If the EUPA did not move to pass, **do not retake the EUPA**. Contact the MyLearningLink Support Centre at [HelpMyLearningLink@ahs.ca](mailto:HelpMyLearningLink@ahs.ca) immediately with the **Subject Line: EUPA Move to Pass**.

**Please provide the Support Agent with the following information:**

- *Your Name*
- *Course Name*
- *Final Grade (%)*
- *Email Address*
- *Session Number*