

Tips for Completing E-learning Courses in MyLearningLink

Healthy Albertans.
Healthy Communities.
Together.

Prior to taking an e-learning course in MyLearningLink, Learning Services suggest completing the following steps to optimize your e-learning course training.

Ensure your computer adheres to AHS IT Browser Standards: The MyLearningLink system is available on all browsers including mobile devices. However, courses are designed for AHS IT standard browsers Internet Explorer version 11 (IE11) or Microsoft Edge. Therefore, to optimize your experience, we suggest that you complete your training using IE11 or Microsoft Edge. If your personal computer or device does not adhere to these standards, experience may vary.

Clear your cache: Clearing the browser cache before you start a course helps browsers work more efficiently and prevents errors associated with stored information and loading e-learning courses. You can find instructions on how to clear your cache in the [MyLearningLink Tips for Common Issues](#) located under **Help** in MyLearningLink.

Close any extra browser windows, programs, and applications for the duration of the course.

Before you begin, review the [MyLearningLink User Guide](#) located under **Help** in MyLearningLink for step-by-step instructions on how to use MLL including; launching e-learning courses, registering for instructor-led training, and withdrawing from courses.

If you are having issues while completing your course, please refer to the [MyLearningLink Tips for Common Issues](#) located under **Help** in MyLearningLink for solutions to common issues learners experience before emailing the MyLearningLink Support Centre.

If you are having issues completing your course, see the Course Completion Checklist below.

Course Completion Checklist

For e-learning courses, your learner record should automatically update; however, it is best practice to ensure the e-learning course you just completed moved to pass. If the course does not display, review the following checklist.

- **Verify.** To verify the e-learning course successfully moved to pass, click on the Completed tab under Learning Home. The completion date will display beside the course name. This information is also available for Connect Care courses and Annual Continuing Education (ACE) courses on the Required Courses tab under Learning Home.
- **Refresh the page.** Sometimes it takes a few minutes to update. To refresh, click on another tab in MyLearningLink. You can also try logging in and out again for the course to move to the completed tab.
- **Re-launch the course** and ensure you viewed ALL the slides and closed out of the training correctly following the directions provided in the course.

You can view your progress by visiting the **Roles** tab under **My Information**. The summarized view of your learning displays required courses, course status and completion dates.