TIPS FOR COMPLETING ELEARNING COURSES IN
MYLEARNINGLINK

If you are experiencing issues when completing a course, please see the sections below for helpful tips for completing eLearning courses and solutions to common issues learners experience prior to contacting the MyLearningLink Support Centre.

Browser and Hardware Compatibility

MyLearningLink is available on all browsers including mobile devices. However, courses are designed for AHS IT Browser Standard Microsoft Edge. To optimize your experience, we suggest that you complete your training using Microsoft Edge in Windows 10 on a desktop or laptop computer.

If your personal computer or device does not adhere to these standards, experience may vary.

Mobile Devices and Mobile Ready Courses

If you are using a mobile device to access MyLearningLink, you will be able to perform actions such as registering for or withdrawing from a course, or viewing your learning record. You can launch and complete eLearning courses on mobile devices ONLY if the course is identified as Mobile Ready. To find out if a course is mobile ready, search the course under **Courses & Registration** and view the course description.

Courses that have not been designed for use on mobile devices will not launch on mobile devices. Learners will receive the following message: "*This course is not designed to play on this device. Please use a desktop computer or laptop to complete this eLearning course.*"

IMPORTANT: Chromebooks are currently not supported. Experience may vary when using non-supported devices. Please ensure your device is in accordance with AHS IT Browser & Computer Hardware Standards.

Browser Compatibility for Mac Computers

If you are using Safari or Chrome on a Mac computer, please refer to the following resources for tips on how to prevent browser compatibility issues.

- How to Prevent Browser Compatibility Issues Using Safari on a Mac Computer

- How to Prevent Browser Compatibility Issues Using Chrome on a Mac Computer

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Access and Login

If you are unsure how to access MyLearningLink or if you are not an AHS Employee but require access to MyLearningLink, please refer to [MyLearningLink Access and Eligibility](#) for more information.

Access MyLearningLink Directly

MyLearningLink recommends to connect to the internet directly using the Microsoft Edge icon on the desktop or from the start menu. MyLearningLink recommends that you do not use Citrix, TRACCESS or eClinician when completing courses using MyLearningLink. Accessing MLL from within another application may result in your course not moving to pass. If you receive error message "Unable to acquire LMS API," close the course, access MyLearningLink directly and re-launch the course.

Login Tips

- For AHS employees, MyLearningLink login uses the same AHS username and password that you use to access an AHS computer.

- Do not used a shared department login on an AHS Computer. There can be issues with courses not moving to complete or learner record information may be mixed up between learners when accessing eLearning using shared computers or shared logins. To resolve this, try [clearing the browser cache](#).

- Log in to both the computer and MyLearningLink with your own login credentials.

Password Help

For information on changing your password, refer to [AHS Password Standard](#) on Insite.

For general assistance regarding passwords, contact the [IT Service Desk](#).

Unsuccessful Login

Learners may be locked out of their AHS network account after five or more failed log in attempts to MyLearningLink. Wait 15 minutes and then try logging into MyLearningLink again.

Website Settings

Clearing the browser cache helps browsers work more efficiently and prevents errors associated with stored information and loading eLearning courses.

Try clearing browser cache when:

- A course that you have completed does not appear on the **Completed** tab.

- Active courses are not listed in your MyLearningLink account.

- The wrong username or password displays after trying to log into MyLearningLink.

- Another learner's information is displaying after you have logged into MyLearningLink.

- An eLearning course is not loading.

- Hyperlinks in a course are not opening. This could also be an issue with the hyperlink.

- MyLearningLink is loading slowly. This could also be caused by heavy network traffic.

Clearing Browser Cache

If you are experiencing issues with eLearning courses, ensure your computer browser is in accordance with AHS IT Browser Standards. Try clearing the browser cache. This resolves many issues with eLearning courses.

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

Clearing the Cache requires re-starting the computer. Upon restarting your computer, ensure you log in to **both** the computer and MyLearningLink with your own login credentials.

Pop-up Blocker

If you are experiencing issues with eLearning courses not opening, try allowing pop-ups in your browser. For instructions on how to allow pop-ups, refer to specific help documentation found online on the browser home page:

- Microsoft Edge
- Internet Explorer
- Google Chrome
- Mozilla Firefox
- Safari on Mac

If this does not allow pop-ups from AHS (including MyLearningLink), you will need to refer to the documentation for other security programs you have on your computer (such as Norton, Webroot, McAfee, Bitdefender, Kaspersky, Avira, Trend Micro, AVG, etc.).

MyLearningLink Session Timeout and Error Messages

MyLearningLink is set to time out after 90 minutes of inactivity. There can be other time out settings in browsers, on routers, at servers, etc. that are much shorter and these are beyond our control so we recommend that you complete eLearning modules all at once wherever possible.

When you see the following message, it means the system was inactive too long and you have been logged out of MyLearningLink. If you were in the middle of completing an eLearning course, you may have lost your progress.
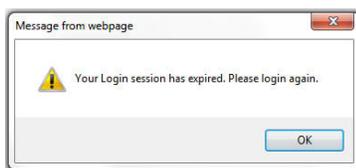
Save Your Progress

Most MyLearningLink eLearning courses have a built-in bookmarking feature. This feature saves your progress within the module if exited properly. Bookmarking will allow you to work from where you left off.

If you need to leave the course to perform other duties, make sure you close the course using the X button at the upper right corner. Re-launch the course when you are ready to resume.

IMPORTANT: Please note MyLearningLink Support does not have the ability to retrieve your progress for modules that have not bookmarked properly.

Here are some other tips to help ensure course completion:

- Remember to keep the main MyLearningLink window open in the background as you complete a course because the course uses the main window to save progress to your record.

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

- Do not access MyLearningLink using a link from within a 3rd-party software such as TRACESS or Absorb. This affects the connection to our database and your record may not update correctly.

- Clear your browser cache regularly.

Bad Character Error

If you encounter the "bad character error", this can be caused by loss of connection to the server. If the error persists, please wait 15-20 mins and re-launch MyLearningLink.

Unable to Acquire LMS API Error

If you see this error your internet connection may have dropped and course progress will not be sent to MyLearningLink. You may also see this error message if you are accessing MyLearningLink using a favorite link from within another program or document. Close the course and relaunch to see if your progress was saved.

Error Message When Completing a Quiz (Save & Submit Buttons)

An error message can display when clicking the save button and then quickly clicking the submit button in a quiz. This happens because the save function has not been allowed to complete before submit is selected.

- Do not save unless you are leaving the quiz and need to come back to it later.

- If you have answered all the questions and are ready to submit, choose the **Submit** button to save your responses and move forward in the module.

- Some courses may have random test questions. If you save your test and return to it later, a new set of questions will appear. Some questions may display the answers from your previous attempt, while others will be unanswered. You will need to fill in the unanswered questions.

Audio / Visual Settings

eLearning Not Displaying

If the screen for the eLearning course is cut off, zoom out the window by holding on CTRL and click the minus sign (-) on your keyboard until you achieve the desired view.

Another option is to adjust the display resolution on the computer. The image below shows a screen with the information cut off on the right side. Complete the steps below to change screen resolution.

2. Under the **Scale and layout** section, select 1280 by 1024 pixels from the **Display resolution** drown down menu.

3. In the pop-up window that follows, click **Keep Changes** to finalize the change.

IMPORTANT: Staff using clinical/diagnostic machines should check with supervisors before changing resolutions as this may be an issue.

If you unable to view the full page in MyLearningLink, maximize your browser window. If you are still unable to see the full page, zoom out the window by holding on CTRL and click the minus sign (-) on your keyboard until you achieve the desired view.

You can also hide the left navigation menu in MyLearningLink by clicking the button.

Sound/audio in courses

Due to the nature of some workspaces, hearing narration in eLearning courses may be difficult. To help improve the sound or audio you can:

- Ensure the volume on the computer is at the highest setting.

- Use headphones or earbuds.

- Complete the course by reading the text only. You can successfully complete courses without the listening to the narration.

- You may also try adjusting the volume from the task bar.

- Ensure the computer you are using meets the recommended system requirements or try completing the course using an AHS computer.

Pass criteria

To pass the courses view all slides and complete all evaluations. Additional reading or supplementary videos are not required to pass.

Course Completion Checklist

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

- **Verify**. To verify the eLearning 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 Required Organization Learning (ROL) 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.

If you have completed all other items in the checklist, try **clearing your browser cache**. If the course has still not moved to the **Completed** tab, please contact the MyLearningLink Support Centre for assistance.

MyLearningLink Support

MyLearningLink Support Centre is open Monday to Friday 8:30 am to 3:30 pm.

Contact us by:
Email: helpmylearninglink@ahs.ca
Phone: 1-888-580-7010

- Please provide the following information to the support agent

- What Device are you using: Desktop, Laptop, iPad, iPhone, other, Other Phone, Tablet

- What Web browser are you using: Internet Explorer 11, Microsoft Edge, Google Chrome, Mozilla, Firefox, Safari, other (includes older versions of IE).

- What Operating system they you running: Windows, MAC OS, iOS, iPadOS, other

- What Operating System version you are running: Windows 7, Windows 10, Windows XP, other

- The name of the course you are having issues with (please provide course name as it appears in MyLearningLink).

- What is the issue you are having or error message they received (provide screenshots if possible).

- If you received a message or certificate of completion, please provide a copy of the certificate or a print screen of the completion page at the end of the module if possible.