

# MyLearningLink for Connect Care User Guide

This guide will take you through the steps to access, register for and complete your required Connect Care training in MyLearningLink.

Healthy Albertans.  
Healthy Communities.  
**Together.**

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## Help

For questions about your AHS log in information, contact your manager or local [IT Service Desk](#).

For questions about your Connect Care role and courses or if your role is incorrect, discuss with your manager. If concerns persist, please have your manager contact [Connect.CareLearning@ahs.ca](mailto:Connect.CareLearning@ahs.ca).

For questions about MyLearningLink contact MyLearningLink [Support Centre](#).

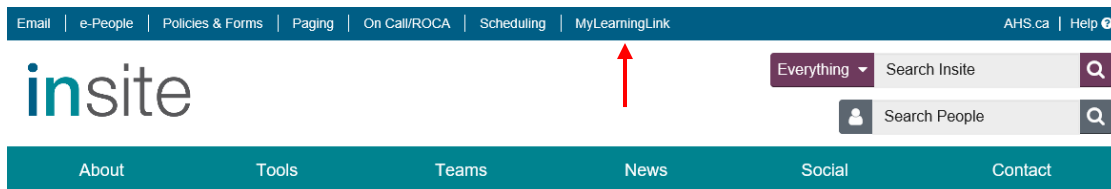
## Additional resources

To learn more about MyLearningLink, how to navigate, use and troubleshoot the system, there are many guides and resources available to you. These can be found under **Help** in MyLearningLink.

- [MLL User Guide](#) - a step-by-step guide on how to use MLL
- [MLL Tips for Common Issues](#) - solutions to common issues learners experience

## Welcome to MyLearningLink

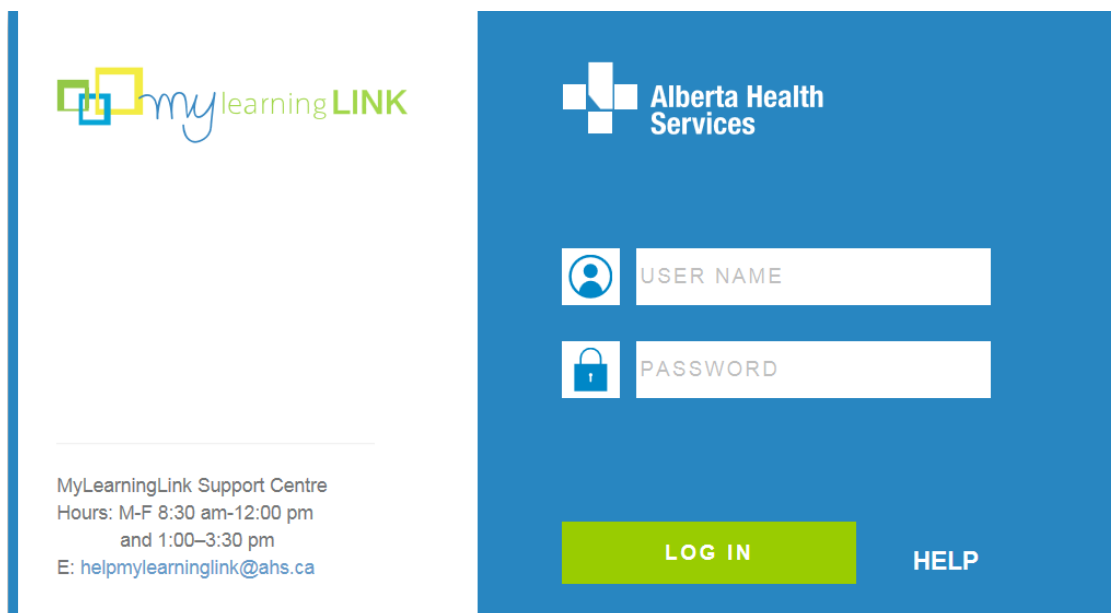
To access MyLearningLink, on the Insite home page click MyLearningLink on the top menu ribbon.



On the Welcome to MyLearningLink Insite homepage, click the  button.

To access MyLearningLink remotely, go to <https://mylearninglink.albertahealthservices.ca>.

To log in to MyLearningLink use the username and password provided to you by your manager.



## Navigate to the Required Courses Tab

1. Under **Learning Home**, click on **Required Courses**.

The screenshot shows the 'Learning Home' interface. On the left is a blue navigation menu with the following items: Learning Home, What's New, My Courses, Completed, Approval List, **Required Courses** (highlighted with a red box), Courses & Registration, Course Calendar, My Information, Reports, Resource Library, Help, Scanner, and Logout. The main content area is titled 'Learning Home' and has tabs for 'What's New', 'My Courses', 'Completed', 'Approval List', and 'Required Courses'. The 'Required Courses' tab is selected, and a red arrow points to it. Below the tabs, there is a section titled 'Tips for Using MyLearningLink' with text about browser standards and cache clearing.

2. Under the **Required Courses** tab, you will see your assigned role(s). There may be more than one role assigned to you.

The screenshot shows the 'Learning Home' interface with the 'Required Courses' tab selected. Below the tabs, there is a list of assigned roles, each in a blue box with a small icon on the left:

- ▲ Role: Inpatient Pharmacist
- ▲ Role: Ambulatory Pharmacist
- ▲ Role: Inpatient Pharmacist/Ambulatory Pharmacy Mgr
- ▲ ALL LEARNER : REQUIRED CERTIFICATES

3. Click on the title name of a role. Click the grey Connect Care Training bar to display the courses required to complete the training for that role.

The screenshot shows the 'Required Courses' page for the 'Inpatient Pharmacist' role. At the top, there is a blue header with the role name. Below it is a grey bar labeled 'Connect Care Training'. Underneath is a table with the following columns: Course Name, Status, Course Completion, and Action.

Course Name	Status	Course Completion	Action
CLNINP001 Overview of Hyperspace in an Inpatient Setting	Not Registered		Register
INP062 Administering Medications on the MAR	Not Registered		Register
INP062 Mar 2019 Administering Medications on the	Not Registered		Register
Epic - MDINP107A EpicCare Inpatient - Managing Orders	Not Registered		Register
Epic - Inpatient Pharmacist ILT	Not Registered		Register
Epic - Inpatient Pharmacist EUPA	Not Registered		Register

At the bottom of the page, there is a note: "If you believe you have been assigned this role in error please discuss with your manager. If concerns persist please have your manager contact ConnectCareLearning@ahs.ca"

- The courses listed under **Required Courses** (except for ALL LEARNER: REQUIRED CERTIFICATES) are based on your assigned role(s) in Connect Care.
- If you have more than one role, additional roles will display in the order that they are added to your record followed by the **Required Certificates** section for all learners.
- MyLearningLink are unable to make changes to Connect Care Roles.

- For questions about your Connect Care role and courses or if your role is incorrect, discuss with your manager. If concerns persist, please have your manager contact [Connect.CareLearning@ahs.ca](mailto:Connect.CareLearning@ahs.ca).

## To register for Instructor-Led Training (ILT):

- Click the green  button for the ILT course.

▼ Role: Inpatient Pharmacist

▼ Connect Care Training

Course Name	Status	Course Completion	Action
CLNINP001 Overview of Hyperspace in an Inpatient Setting	Not Registered		<a href="#">Register</a>
INP062 Administering Medications on the MAR	Not Registered		<a href="#">Register</a>
INP062 Mar 2019 Administering Medications on the	Not Registered		<a href="#">Register</a>
Epic - MDINP107A EpicCare Inpatient - Managing Orders	Not Registered		<a href="#">Register</a>
Epic - Inpatient Pharmacist ILT	Not Registered		<a href="#">Register</a>
Epic - Inpatient Pharmacist EUPA	Not Registered		<a href="#">Register</a>

If you believe you have been assigned this role in error please discuss with your manager. If concerns persist please have your manager contact [ConnectCareLearning@ahs.ca](mailto:ConnectCareLearning@ahs.ca)

- A pop up window will open and display the course description and available sessions.
- Click the Register button to the right of the session details for the session you want to attend. Take note of the enrolment capacity for the selected session.




Epic - Inpatient Pharmacist ILT

**Mobile Ready** - Not Applicable

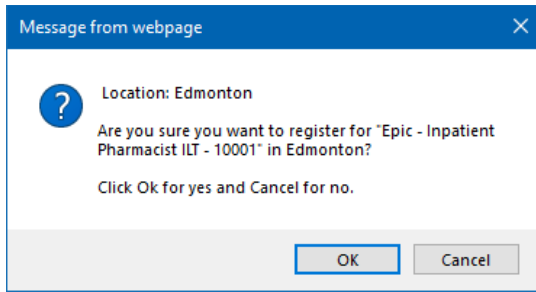
**Description** - In this course you will learn the basic tasks of verifying orders including finding and verifying new orders, adjusting orders in verification, and intervening on suboptimal therapy. This will also include verifying non-formulary medications and processing therapeutic interchanges. Identification and triaging patients along with various patient monitoring tools will be covered. In addition, consult, i-Vent, documentation and patient education workflows will be reviewed.

**Course Prerequisites** - None


**Certificate Prerequisites** - None

Session	Date	Location	Site	Details	Enrolment	Action
	10001 Wed Sep 30, 2020 8:00AM - Wed Sep 30, 2020 12:00AM	Edmonton	Alberta Hospital Edmonton (17480 Fort Road NW)	<a href="#">Session Details</a>	0 out of Unlimited	<a href="#">Register</a>
	10003 Thu Oct 15, 2020 8:00AM - Thu Oct 15, 2020 4:00AM	Red Deer	Red Deer Regional Hospital Centre (3942 - 50A Avenue)	<a href="#">Session Details</a>	0 out of Unlimited	<a href="#">Register</a>
	10002 Fri Oct 30, 2020 8:00AM - Fri Oct 30, 2020 4:00PM	Edmonton	Royal Alexandra Hospital (10240 Kingsway Avenue NW)	<a href="#">Session Details</a>	0 out of Unlimited	<a href="#">Register</a>

- A pop up window will appear, click OK to finalize the registration.




5. Once registered, the action button will change from Register to **View**. Click on the View button or the green icon to the left of the course name to view the course details.

Course Name	Status	Course Completion	Action
CLNINP001 Overview of Hyperspace In an Inpatient Setting	Not Registered		Register
INP062 Administering Medications on the MAR	Not Registered		Register
INP062 Mar 2019 Administering Medications on the	Not Registered		Register
Epic - MDINP107A EpicCare Inpatient - Managing Orders	Not Registered		Register
 Epic - Inpatient Pharmacist ILT	Registered		View
Epic - Inpatient Pharmacist EUPA	Not Registered		Register

If you believe you have been assigned this role in error please discuss with your manager. If concerns persist please have your manager contact ConnectCareLearning@ahs.ca

## To register for E-Learning courses:

1. Click the green **Register** button.


Course Name	Status	Course Completion	Action
CLNINP001 Overview of Hyperspace In an Inpatient Setting	Not Registered		Register
INP062 Administering Medications on the MAR	Not Registered		Register
INP062 Mar 2019 Administering Medications on the	Not Registered		Register
Epic - MDINP107A EpicCare Inpatient - Managing Orders	Not Registered		Register
 Epic - Inpatient Pharmacist ILT	Registered		View
Epic - Inpatient Pharmacist EUPA	Not Registered		Register

If you believe you have been assigned this role in error please discuss with your manager. If concerns persist please have your manager contact ConnectCareLearning@ahs.ca

2. A pop up window will open and display the course description and session details. Click the green Register button to the right of the session details.


**CLNINP001 Overview of Hyperspace in an Inpatient Setting**

Mobile Ready - No  
 Description - Category Test Course  
 Course Prerequisites - None  
 Certificate Prerequisites - None

Session	Date	Location	Site	Details	Enrolment	
	10001 Mon Jun 22, 2020 8:00AM - Wed Jun 23, 2021 4:00PM	Online	Online	<a href="#">Session Details</a>	0 out of Unlimited	<a href="#">Register</a>

3. A pop up window will appear, click OK to finalize the registration.

Message from webpage

 Location: Online

Are you sure you want to register for "CLNINP001 Overview of Hyperspace in an Inpatient Setting - 10001" in Online?



Click Ok for yes and Cancel for no.

[OK](#) [Cancel](#)

4. Once registered, the action button will change from Register to Start. Click the [Start](#) button and the e-Learning Course will open in another window.

▼ Role: Inpatient Pharmacist





▼ Connect Care Training

Course Name	Status	Course Completion	Action
 CLNINP001 Overview of Hyperspace in an Inpatient Setting	Registered		<a href="#">Start</a>
INP062 Administering Medications on the MAR	Not Registered		<a href="#">Register</a>
INP062 Mar 2019 Administering Medications on the	Not Registered		<a href="#">Register</a>
Epic - MDINP107A EpicCare Inpatient - Managing Orders	Not Registered		<a href="#">Register</a>
 Epic - Inpatient Pharmacist ILT	Registered		<a href="#">View</a>
Epic - Inpatient Pharmacist EUPA	Not Registered		<a href="#">Register</a>

If you believe you have been assigned this role in error please discuss with your manager. If concerns persist please have your manager contact ConnectCareLearning@ahs.ca

If you have additional roles, complete the same actions to register for and start courses by clicking on the title name for your other role(s).

- Once you have registered for a course, the status will change to Registered.
- After registering for a course, you can click the course type icon to the left of the course name to see the course description and session details.
 

 Online    
   Classroom    
   Blended    
   Other
- If you are trying to register for a course and the status text says Prerequisites Not Met, click the View button to see the Course Prerequisites field in the course description.
- When you have completed the course, the date you completed the course will appear in the course completion column and a green checkmark will replace the action button to show successful completion.

## To review completed e-Learning courses:

To review content from completed e-Learning courses, click on the **Completed** tab under **Learning**

**Home**, click the **Review** button beside the course title you want to review and the course will launch in another window.

- Use the Search feature to search for a particular course in the **Completed** Tab.
- Reviewing previously, completed e-Learning will not change the original date the course was completed or your grade.

The screenshot shows the 'Completed Courses' section of the MyLearningLink interface. On the left is a navigation menu with options like 'Learning Home', 'What's New', 'My Courses', 'Completed', 'Approval List', 'Required Courses', 'Courses & Registration', 'Course Calendar', and 'My Information'. The main content area has tabs for 'What's New', 'My Courses', 'Completed', 'Approval List', and 'Required Courses'. The 'Completed' tab is active, showing a search bar and a table of completed courses.

Name	Completed Date
Epic - ED001: Overview of Hyperspace for ASAP Users - 10001	2/28/2019
Annual Continuing Education (ACE) AHSecure - Collect It Protect It - 10003	2/7/2019

A 'Review' button is visible next to the second course entry.

## Tips for completing e-Learning courses in MyLearningLink

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 for Connect Care 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.

## Troubleshooting Tips for Completing End User Proficiency Assessments (EUPA)

### Getting Started

1. Log into BOTH the computer and MyLearningLink 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. **If you have completed OOBB, check your learner record under the Completed tab in MLL to ensure OOBB moved to pass. If you completed OOBB and your record did not move to pass, contact [HelpMyLearningLink@ahs.ca](mailto:HelpMyLearningLink@ahs.ca) immediately.**

### 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 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**.



- 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.
- 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.
- 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

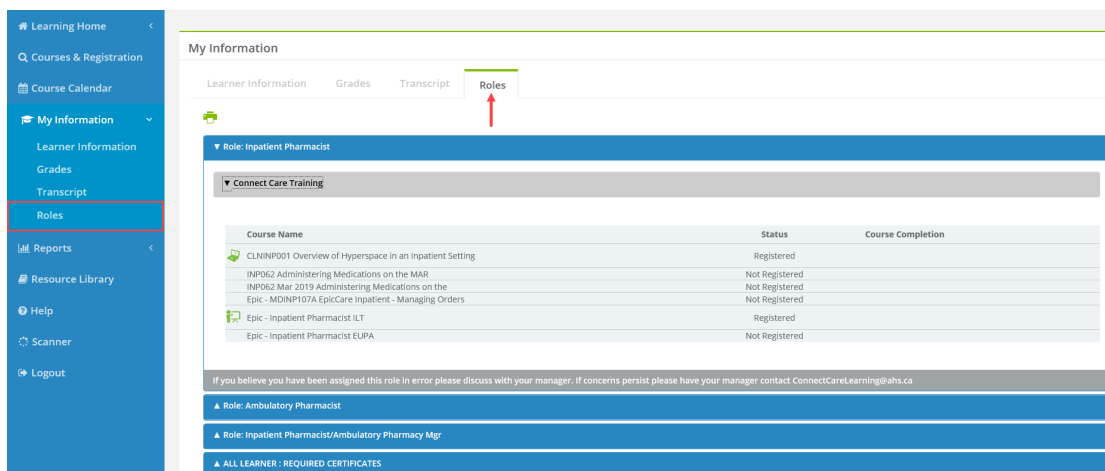
If the EUPA did not move to pass, **do not retake the EUPA**. Contact the MyLearningLink Support Centre [HelpMyLearningLink@ahs.ca](mailto:HelpMyLearningLink@ahs.ca) immediately with the **Subject Line: EUPA Move to Pass**.

**Please provide the support agent with the following information:**

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

### To view your progress:

- Click **Learning Home**.
- Click on **Roles** under **My Information** in the navigation menu or click the **Roles** tab.



The screenshot shows the 'My Information' page with the 'Roles' tab selected. The page displays a table of roles and training courses. A red arrow points to the 'Roles' tab in the navigation menu.

Course Name	Status	Course Completion
CLNINP001 Overview of Hyperspace in an Inpatient Setting	Registered	
INP062 Administering Medications on the MAR	Not Registered	
INP062 Mar 2019 Administering Medications on the Epic - MDINP107A EpicCare Inpatient - Managing Orders	Not Registered	
Epic - Inpatient Pharmacist LLT	Registered	
Epic - Inpatient Pharmacist EUPA	Not Registered	

If you believe you have been assigned this role in error please discuss with your manager. If concerns persist please have your manager contact [ConnectCareLearning@ahs.ca](mailto:ConnectCareLearning@ahs.ca)

▲ Role: Ambulatory Pharmacist

▲ Role: Inpatient Pharmacist/Ambulatory Pharmacy Mgr

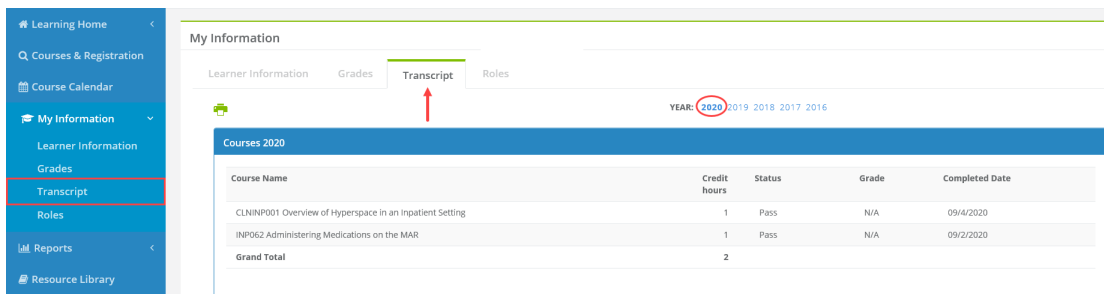
▲ ALL LEARNER : REQUIRED CERTIFICATES

To print this page click on the Quick Print icon  on the top left-hand side of the page.

- The **Roles** tab is view only. To register for and start courses, go to the **Required Courses** tab under **Learning Home**.

## To view or print your full transcript:

1. Click on **My information**.
2. Click **Transcript** under **My Information** in the navigation menu or click on the **Transcript** tab.
3. Click on the year.




The screenshot shows the 'My Information' page with the 'Transcript' tab selected. A red arrow points to the 'Transcript' tab. The 'YEAR' dropdown is set to 2020. Below, a table titled 'Courses 2020' lists the following data:

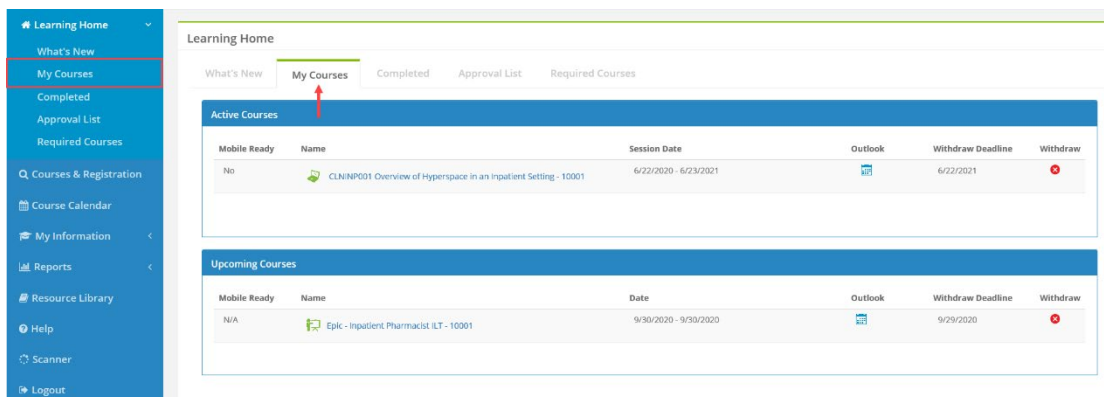
Course Name	Credit hours	Status	Grade	Completed Date
CLNINP001 Overview of Hyperspace in an Inpatient Setting	1	Pass	N/A	09/02/2020
INP062 Administering Medications on the MAR	1	Pass	N/A	09/22/2020
<b>Grand Total</b>	<b>2</b>			

To print this page click on the Quick Print icon  on the top left-hand side of the page.




## How do I withdraw from courses?

Learners can only withdraw from courses **before the withdraw deadline**. Once you are registered for a course, the withdraw deadline will display under the **My Courses** tab.




1. Under **Learning Home**, click on **My Courses**.
2. Click the withdraw button  next to the session.



The screenshot shows the 'Learning Home' page with the 'My Courses' tab selected. A red arrow points to the 'My Courses' tab. The page displays two tables: 'Active Courses' and 'Upcoming Courses'.

Mobile Ready	Name	Session Date	Outlook	Withdraw Deadline	Withdraw
No	 CLNINP001 Overview of Hyperspace in an Inpatient Setting - 10001	6/22/2020 - 6/23/2021		6/22/2021	

Mobile Ready	Name	Date	Outlook	Withdraw Deadline	Withdraw
N/A	 Epic - Inpatient Pharmacist ILT - 10001	9/30/2020 - 9/30/2020		9/29/2020	

3. A pop up window will ask you to confirm the withdrawal. **Click OK**.

## Frequently Asked Questions

### I think my role is incorrect. Can MyLearningLink change it?

MyLearningLink are unable to make changes to Connect Care Roles. This information is received daily from the Identity and Access Management (IAM) system. The courses listed under **Required Courses** (except for ALL LEARNER: REQUIRED CERTIFICATES) are based on your assigned role(s) in Connect Care. For questions about your Connect Care role and courses or if your role is incorrect, discuss with your manager. If concerns persist, please have your manager contact [Connect.CareLearning@ahs.ca](mailto:Connect.CareLearning@ahs.ca).

If you are a physician and believe your assigned Connect Care role(s) is incorrect, please contact your local Medical Affairs office.

### Why is my role different from my Job Title?

Connect Care role-based training uses customized content designed for specific roles and the workflows people in those roles will follow. The role(s) you see beside your name in MyLearningLink does not reflect your actual job title but the role-based training you require for Connect Care.

### Who registered me for a classroom course?

Registration, withdrawal and re-scheduling for Connect Care instructor-led Training is primarily done by managers or session coordinators. If you have questions about Connect Care training, discuss with your manager or contact [Connect.Carelearning@ahs.ca](mailto:Connect.Carelearning@ahs.ca).

### I attended a classroom course. When will my attendance records be updated?

Connect Care instructors or Learning Support Coordinators have 14 -21-business days to update attendance records after a course. If you are running a learner report, the status will remain as **Active** until the record is updated.

**Note:** Roles update several times a day in MyLearningLink.

### Why am I unable to register for my EUPA?

End User Proficiency Assessment or EUPA(s) are required (with limited exception) upon completion of assigned role-based training. These will be completed during the instructor led training class.

In order to access EUPAs, the following criteria must be met before a learner can access their EUPA in class:

1. You have been assigned the correct Connect Care role(s) in MyLearningLink.
2. You have been assigned the correct 'Company' in MyLearningLink.
3. You have completed "InfoCare on Our Best Behaviours" eLearning course and other noted pre-requisites.
4. You have completed/attended the related Instructor-led classroom training.

### Can MyLearningLink give me access to Connect Care / EPIC system

MyLearningLink does not provide access to Connect Care and other applications such as:

- EPIC
- Epic Playground Environments SUP, EXAM and PLY
- MyApps
- Citrix

If you require access, please contact [ConnectCare.SupportTeam.Security@albertahealthservices.ca](mailto:ConnectCare.SupportTeam.Security@albertahealthservices.ca).