



NHHI Learning Management System

Instructions for Organisation Administrators

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Table of Contents

Welcome	3
Organisation Administrator	4
Home screen	4
The First Time You Login	4
Step 1: Check that you have access to the correct organisation(s)	5
Step 2: Update your organisation's details	6
Step 3: Check the list of Organisation Administrators for your organisation	7
How to Run a Report.....	8
Shortcut Report 1: Any status/All Learners/All Courses/Result	9
Shortcut Report 2: Any Status/All Learners/Any Course/Result	11
Shortcut Report 3: Any Status/All Learners/Multiple Courses/Result.....	12
Scheduled Reports	13
Organisation Administrator Functions.....	14
Search for Learners	15
Learner Profile Quick Links.....	15
Modify learner profile details	16
Enrol a learner in a module.....	18
Change a learner's password	21
Send login details to a learner	22
Remove a learner from your organisation.....	24
Change the organisation a learner is attached to.....	25
How an Organisational Admin can use the system as a Learner	27
How to Invite your Staff/Students to use the NHHI LMS.....	30
Self-Registration.....	31
Frequently Asked Questions	33
Administrators	33
Learning Modules	35
Certification.....	37
User Profiles.....	39
Other	40
Having trouble logging on?	41

Welcome

Welcome to the National Hand Hygiene Initiative (NHHI) learning management system.

You are registered as an **Organisation Administrator**. This means that you can run reports of hand hygiene learning modules completed by users at your organisation and perform other coordinating activities.

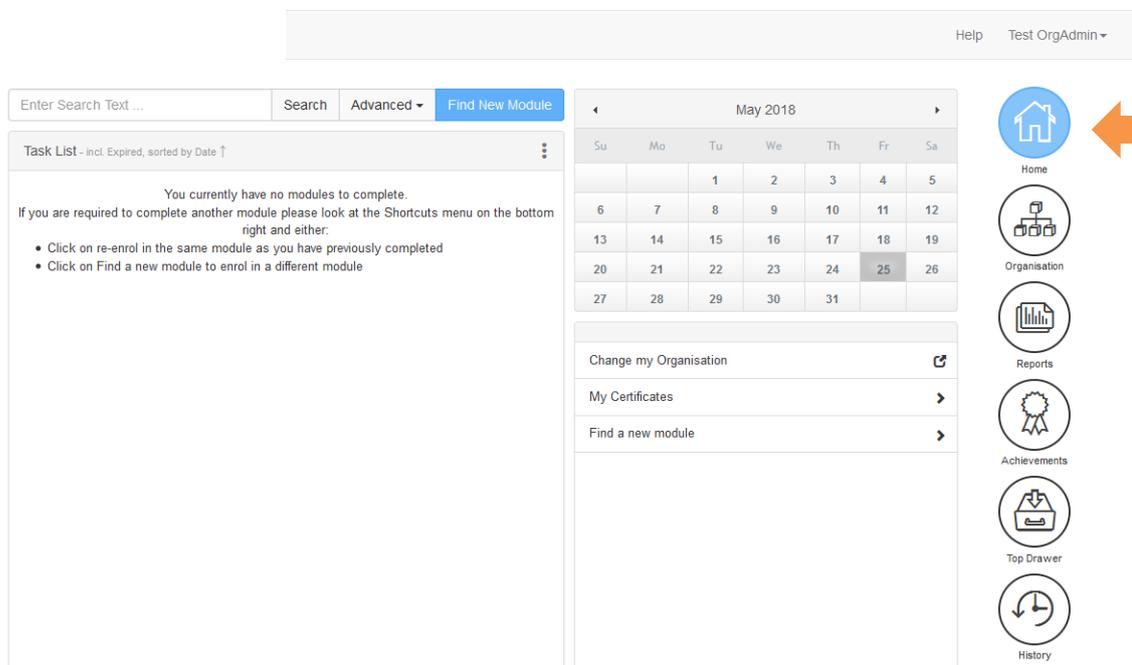
This document outlines the essential information for your use of the system.

Organisation Administrator

Home screen

Once you have logged in to the system, you will be presented with your homescreen. You can always return to the home screen by clicking on the **Home** icon on the right of the screen. There are a range of other icons below the **Home** icon. In the following sections we'll describe how to use the most important and useful features.

If you have any learning tasks to perform yourself, they are listed under **Task List**. You can also select **Find New Module** to select learning modules that you would like to complete. This is explained in more detail below (**How an Organisational Administrator can use the system as a Learner**).



The First Time You Login

Here we outline three simple steps for you to follow when you first log in to the system in an **Organisation Administrator** role. As well as ensuring that you and your organisation are correctly set-up, this process should also serve as an orientation to this new system.

To ensure that the system is correctly configured, please work through the three simple steps described in the following pages:

Step 1: Check that you have access to the correct organisation(s)

The screenshot shows a web application interface for 'Organisation Details'. At the top right, there is a 'Help' link and a user profile 'Test OrgAdmin'. Below this is a navigation bar with tabs: 'Details', 'Staff', 'Region', 'Sub Organisations', 'Curriculum', 'API Tokens', and 'Maintenance'. The main content area is titled 'Organisation Details' and features a 'Select Organisation' dropdown menu with 'Test Hospital [TEST-TEST]' selected. This dropdown is circled in orange. To the right of the dropdown is a 'Refresh' button. Below the dropdown is a 'Modify' button. The page is divided into sections: 'Details' (showing 'Organisation Code: TEST-TEST' and 'Organisation Name: Test Hospital'), 'Contact' (with fields for 'Contact Person', 'Office Phone', 'Fax', and 'Contact Email'), and 'Address' (with fields for 'Street' and 'City: Test'). On the right side, there is a vertical navigation menu with icons for 'Home', 'Organisation', 'Reports', 'Achievements', 'Top Drawer', and 'History'. An orange arrow points to the 'Organisation' icon.

1. Select the **Organisation** icon on the right side of the page
2. See what organisation(s) you have access to using the **Select Organisation** drop-down box
3. Please alert the Commission via email (handhygiene@safetyandquality.gov.au) if the organisation(s) that you have access to are incorrect

Otherwise, please proceed with Step 2.

Step 2: Update your organisation's details

1. From the drop down list in Step 1, select one organisation name and press the Refresh Button

The screenshot shows the 'Organisation Details' page. At the top, there is a navigation bar with 'Help' and 'Test OrgAdmin'. Below that, a menu bar contains 'Details', 'Staff', 'Region', 'Sub Organisations', 'Curriculum', 'API Tokens', and 'Maintenance'. The main content area is titled 'Organisation Details' and features a 'Select Organisation' dropdown menu with 'Test Hospital [TEST-TEST]' selected. This dropdown is circled in orange, and an orange arrow points from it to a blue 'Refresh' button. Below the dropdown is a 'Modify' button. The page is divided into sections: 'Details' (Organisation Code: TEST-TEST, Organisation Name: Test Hospital), 'Contact' (Contact Person, Office Phone, Fax, Contact Email), and 'Address' (Street, City: Test). A vertical sidebar on the right contains icons for Home, Organisation, Reports, Achievements, Top Drawer, and History.

2. Press the **Modify** button

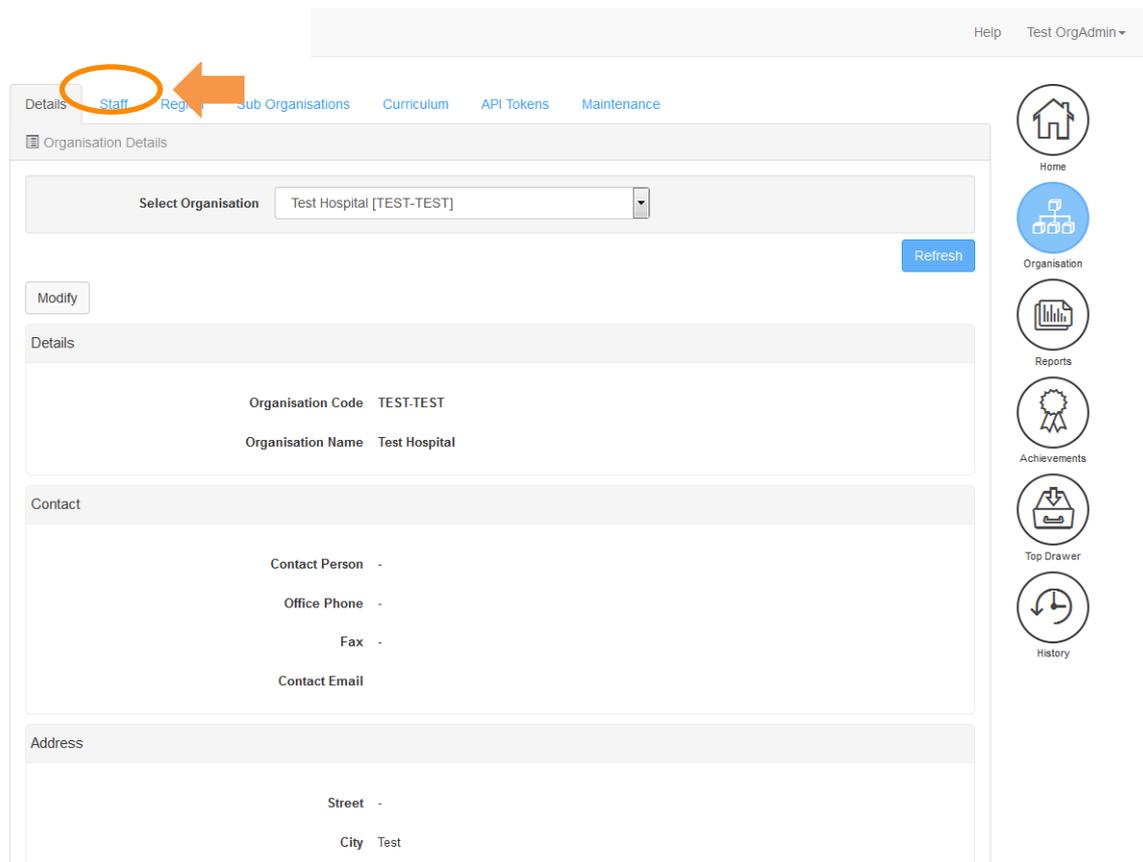
This screenshot is identical to the previous one, but with an orange arrow pointing to the 'Modify' button located below the 'Select Organisation' dropdown.

3. Add **Contact** and **Address** details for your organisation. The contact person should be the person that coordinates reporting of the hand hygiene learning modules at your organisation e.g. hand hygiene program lead or education officer

4. Press **Save**

Note: If you are an Organisation Administrator for more than one organisation then you will need to repeat the process described on this page for each organisation.

Step 3: Check the list of Organisation Administrators for your organisation



1. Click on the **Staff** tab. A list of Organisation Administrators and Learners is shown. The Organisation Administrators have access to completion reports. Learners can complete learning modules and retrieve their own certificates (but don't have access to details related to any other users).
2. If you believe that the list of Organisation Administrators needs to be amended, please contact the NHHI via email (handhygiene@safetyandquality.gov.au)
3. Click on your name, then press **Modify** and add your employee number and other details as appropriate

Note: If you are an Organisation Administrator for more than one organisation then you will need to repeat the process on this page for each organisation.

All done!

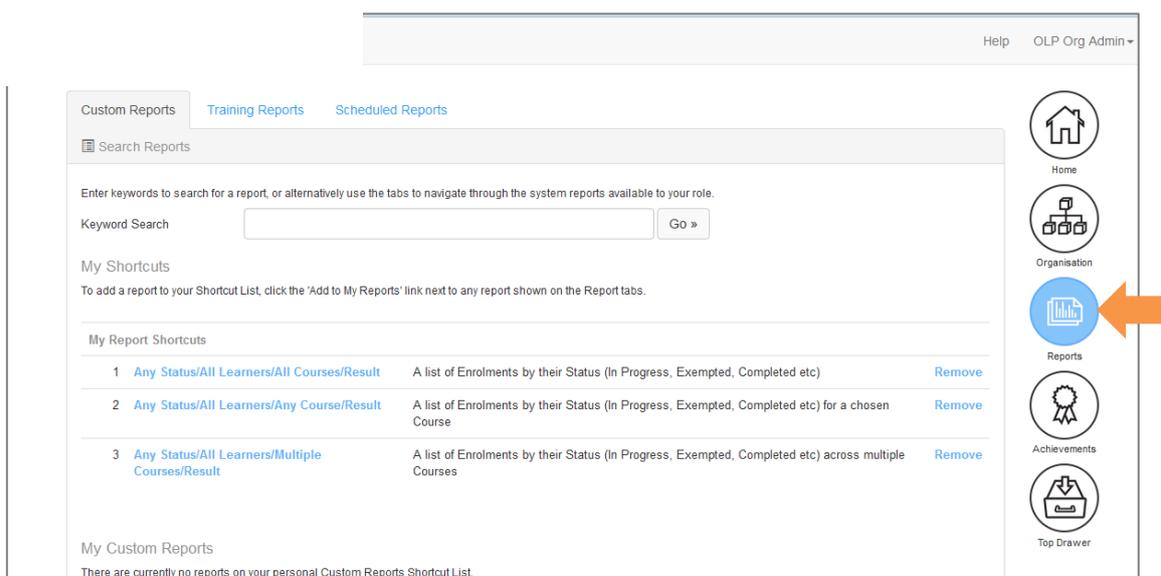
Thank you for reviewing the configuration of your organisation(s). Please contact us via email at handhygiene@safetyandquality.gov.au if you have any questions.

How to Run a Report

This document explains how to run the reports that are available to users with **Organisation Administrator** access. For a general introduction to the system, please refer to the section on *The First Time You Login*.

Reports Page

Select the Reports icon on the right side of the page.



There are three reports available under the heading **My Report Shortcuts** on this page. These reports will meet most of your reporting needs and can be used as follows:

Shortcut report	Description	Uses
1. Any status/All learners/All courses/Result	Provides a report of all learners, for all courses	<ul style="list-style-type: none"> Great for matching with a HR database for mandatory hand hygiene training Ability to limit to most recent course for each learner (some learner's complete multiple courses)
2. Any status/All learners/Any course/Result	Provides a report for all learners for a particular course	<ul style="list-style-type: none"> Great for reviewing if all auditors have completed the Annual Auditor Validation course
3. Any status/All learners/Multiple Courses/Result	Provides a report for all learners for multiple courses as chosen by you	

Shortcut Report 1: Any status/All Learners/All Courses/Result

1. Select the shortcut from the main reports page



2. Complete the report form

The screenshot shows a report configuration form titled 'Any Status/All Learners/All Courses/Result'. The form includes the following fields and options:

- Course Type:** A dropdown menu set to 'All'.
- Status:** A list box containing 'Registered', 'Not Started', 'In Progress', and 'Ready to Finalise'.
- Select Region(s):** A text input field with 'Click or enter Region Name', and 'Clear All' and 'Select All' buttons.
- Select Organisation(s):** A text input field with 'Click or enter Organisation Name', and 'Clear All' and 'Select All' buttons.
- Date Created:** Two date input fields labeled 'From:' and 'To:'.
- Completion Date:** Two date input fields labeled 'From:' and 'To:'.
- Show Suspended Learner?:** An unchecked checkbox.
- Show Latest Enrolment?:** A checked checkbox.
- Record:** Radio buttons for 'From record #' (set to 1) and 'Number of records to return:' (set to 100). Below this is an option for 'All Records (batch job emailed within an hour)'.

At the bottom of the form, there are 'Choose Columns' and 'Run Report' buttons.

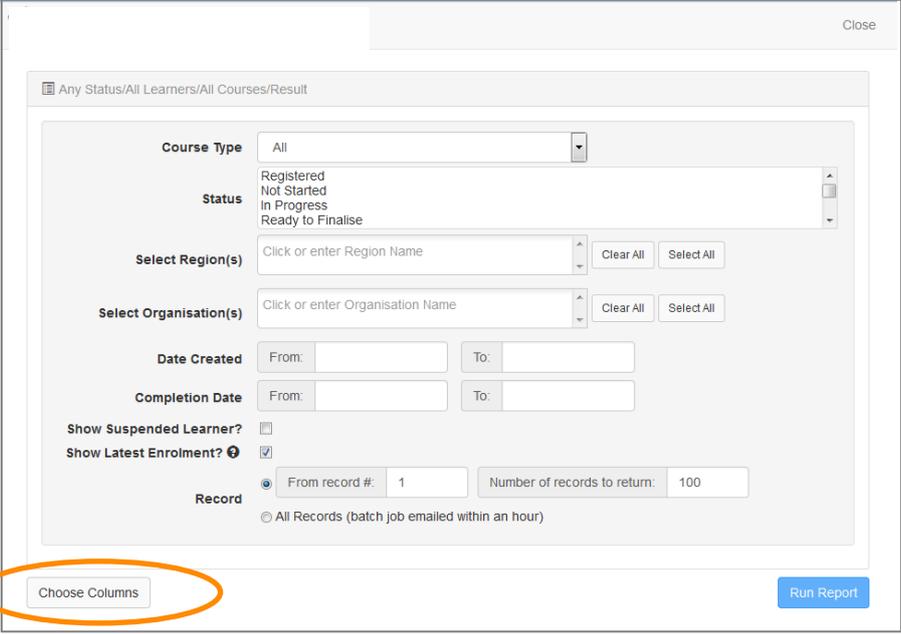
You must select an organisation. Most reports can be run without entering any other details, but here is more information:

Field	Instructions/explanation
Course type	<ul style="list-style-type: none"> choose 'Online'
Status	<ul style="list-style-type: none"> choose 'Completed' if you want a list of people that have finished the learning module
Select Region	<ul style="list-style-type: none"> If you are attached to multiple regions, choose the one you want for the report Or choose multiple for a combined report
Select Organisation	<ul style="list-style-type: none"> If you are attached to multiple organisations, choose the one you want for the report Or choose multiple for a combined report
Date selector	<ul style="list-style-type: none"> Choose the date range for either first enrolment date, and/or completion date* (*Completion date should be the first used) Leave this field empty for a report for all dates
Show suspended learner? <i>Unchecked by default</i>	<ul style="list-style-type: none"> A suspended learner is one that has been removed from your organisation
Show latest enrolment? <i>Checked by default</i>	<ul style="list-style-type: none"> If the learner has more than one enrolment in a course selecting this will ensure only their latest enrolment will be included in the report

3. Click 'Run Report'

Optional

4. If you would like to modify the information included in your report, select 'Choose Columns'.



The screenshot shows a report configuration window titled "Any Status/All Learners/All Courses/Result". It contains several filter sections: "Course Type" (set to "All"), "Status" (a list including "Registered", "Not Started", "In Progress", and "Ready to Finalise"), "Select Region(s)" (with "Clear All" and "Select All" buttons), "Select Organisation(s)" (with "Clear All" and "Select All" buttons), "Date Created" (with "From:" and "To:" input fields), and "Completion Date" (with "From:" and "To:" input fields). There are also checkboxes for "Show Suspended Learner?" and "Show Latest Enrolment?". Below these are "From record #:" (set to 1) and "Number of records to return:" (set to 100). At the bottom, there are radio buttons for "Record" selection, with "All Records (batch job emailed within an hour)" selected. A "Choose Columns" button is circled in orange at the bottom left, and a "Run Report" button is at the bottom right.

Please ensure you choose the Save Option: **For me with role Organisation Admin.**

Choosing the "for user with role" option will save the report for **ALL** users with that role within the LMS

5. Press 'Download Report (CSV file)' to download your report. The CSV file can be opened using Microsoft Excel.

Shortcut Report 2: Any Status/All Learners/Any Course/Result

1. Select the shortcut from the main reports page

My Shortcuts

To add a report to your Shortcut List, click the 'Add to My Reports' link next to any report shown on the Report tabs.

My Report Shortcuts

1	Any Status/All Learners/All Courses/Result	A list of Enrolments by their Status (In Progress, Exempted, Completed etc)	Remove
2	Any Status/All Learners/Any Course/Result	A list of Enrolments by their Status (In Progress, Exempted, Completed etc) for a chosen Course	Remove
3	Any Status/All Learners/Multiple Courses/Result	A list of Enrolments by their Status (In Progress, Exempted, Completed etc) across multiple Courses	Remove

2. Select the course:

- i. Press **Browse**

Any Status/All Learners/Any Course/Result

Course Code

Status
Registered
Not Started
In Progress
Ready to Finalise

Select Region(s)

- ii. Press the **Find Course** button

Find

Course Code

Course Name

Keyword Search

Select Training Department * Any *

Global Curriculum * Any *

Region Curriculum * Any *

Organisation Curriculum * Any *

Record
From record #:
Number of records to return:

- iii. Select the course for your report and press the **Continue with selected Courses** button

Current Course Basket

No Items in Basket. Please select at least one item.

Remove Selected

Remove All

Continue with selected Courses > Cancel

This basket has a limit. You can only select up to 1 item(s).

Search Again

Select	Course Code	Course	Course Type	Public
<input type="radio"/>	ALLIED_HEALTH_HHA	Hand Hygiene Allied Health Online Learning Module Training Department: Hand Hygiene Australia	ON	2
<input type="radio"/>	ANNUAL_AUDITOR_HHA	Hand Hygiene Auditor Annual Validation Online Learning Module Training Department: Hand Hygiene Australia	ON	1
<input type="radio"/>	PREWORKSHOP_HHA	Hand Hygiene Auditor Pre-Workshop Online Learning Module Training Department: Hand Hygiene Australia	ON	1
<input type="radio"/>	MEDICAL_STAFF_HHA	Hand Hygiene Medical Online Learning Module Training Department: Hand Hygiene Australia	ON	1

4. Complete the rest of the report form. Refer to the table for **Shortcut Report 1**.
5. Press **Run Report**.

Optional

6. If you would like to modify the information included in your report, please select **Choose Columns**. Please ensure you choose the Save Option: For me with role Organisation Admin.

Choosing the “for user with role” option will save the report for ALL users with that role within the LMS

7. Press **Download Report (CSV file)** to download your report. The CSV file can be opened using Microsoft Excel.

Shortcut Report 3: Any Status/All Learners/Multiple Courses/Result

This report is the same as Shortcut Report 2, except that multiple courses can be selected for the one report:

Current Course Basket

[PREWORKSHOP_HHA] Hand Hygiene Aud...
[ANNUAL_AUDITOR_HHA] Hand Hygiene ...

Remove Selected

Remove All

Continue with selected Courses > Cancel

Search Again Select all on page

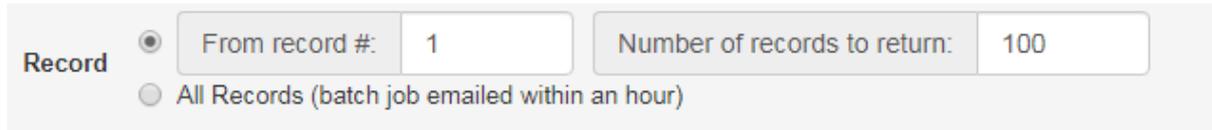
Select	Course Code	Course	Course Type	Public
<input type="checkbox"/>	ALLIED_HEALTH_HHA	Hand Hygiene Allied Health Online Learning Module Training Department: Hand Hygiene Australia	ON	2
<input checked="" type="checkbox"/>	ANNUAL_AUDITOR_HHA	Hand Hygiene Auditor Annual Validation Online Learning Module Training Department: Hand Hygiene Australia	ON	1
<input checked="" type="checkbox"/>	PREWORKSHOP_HHA	Hand Hygiene Auditor Pre-Workshop Online Learning Module Training Department: Hand Hygiene Australia	ON	1
<input type="checkbox"/>	MEDICAL_STAFF_HHA	Hand Hygiene Medical Online Learning Module Training Department: Hand Hygiene Australia	ON	1

Scheduled Reports

For any report that is run there is the option to “schedule” the report. Scheduling a report sets up an automatic report that will be emailed to the intended recipient(s) on a set schedule.

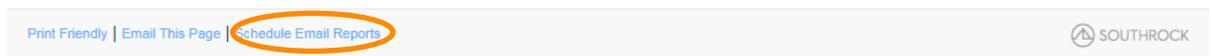
Run the specific report that is required to be scheduled. Then there are two options:

1. If you chose to run your report on screen:



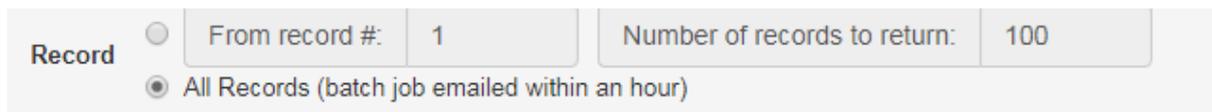
The screenshot shows a form with a "Record" label. There are two radio buttons. The first is selected and is followed by a text input field containing "1" and a "Number of records to return:" input field containing "100". The second radio button is followed by the text "All Records (batch job emailed within an hour)".

Then at the bottom of the report page will be the option to Schedule Email Reports:



The screenshot shows a footer bar with three links: "Print Friendly", "Email This Page", and "Schedule Email Reports". The "Schedule Email Reports" link is circled in orange. To the right is the "SOUTHROCK" logo.

2. If you chose to have your report emailed:



The screenshot shows a form with a "Record" label. There are two radio buttons. The second is selected and is followed by the text "All Records (batch job emailed within an hour)". There are also text input fields for "From record #:" containing "1" and "Number of records to return:" containing "100".

Then on the next screen there is a “Schedule” button:



The screenshot shows a message: "Please click the 'Schedule' button below if you would like to schedule this report to run at regular interval." Below the message is a "Schedule" button circled in orange and a "Close" button.

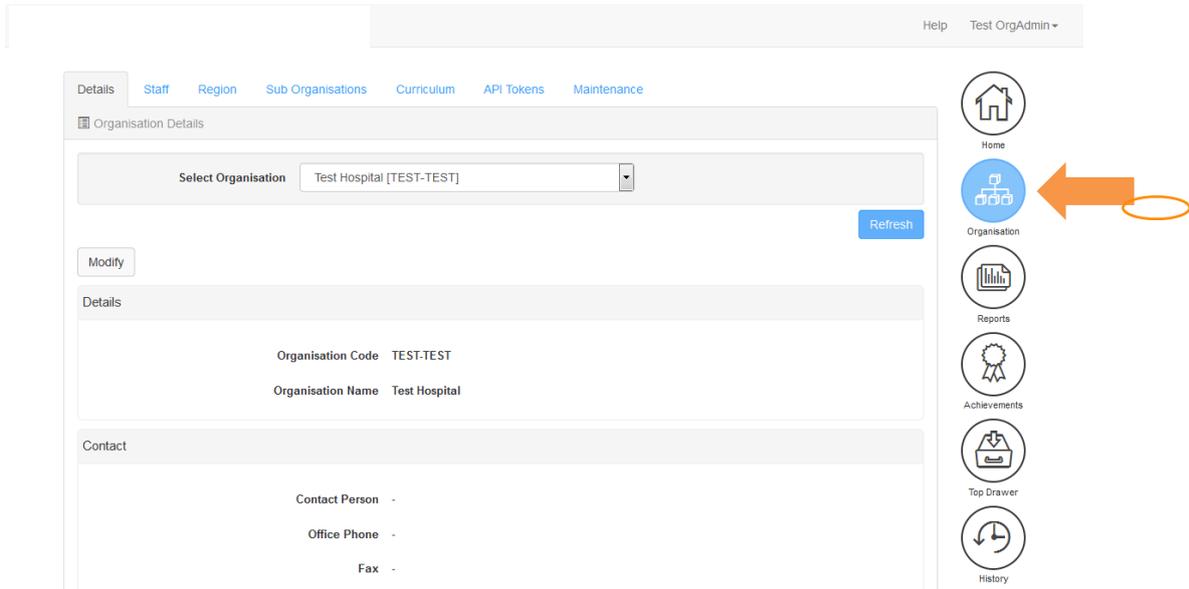
Either result will take the user to the Schedule email reports set up page. Fill in the required details:

- Copy to List (cc list)
- Schedule type – By specific day(s) or by date
- Date options
- End date for sending report

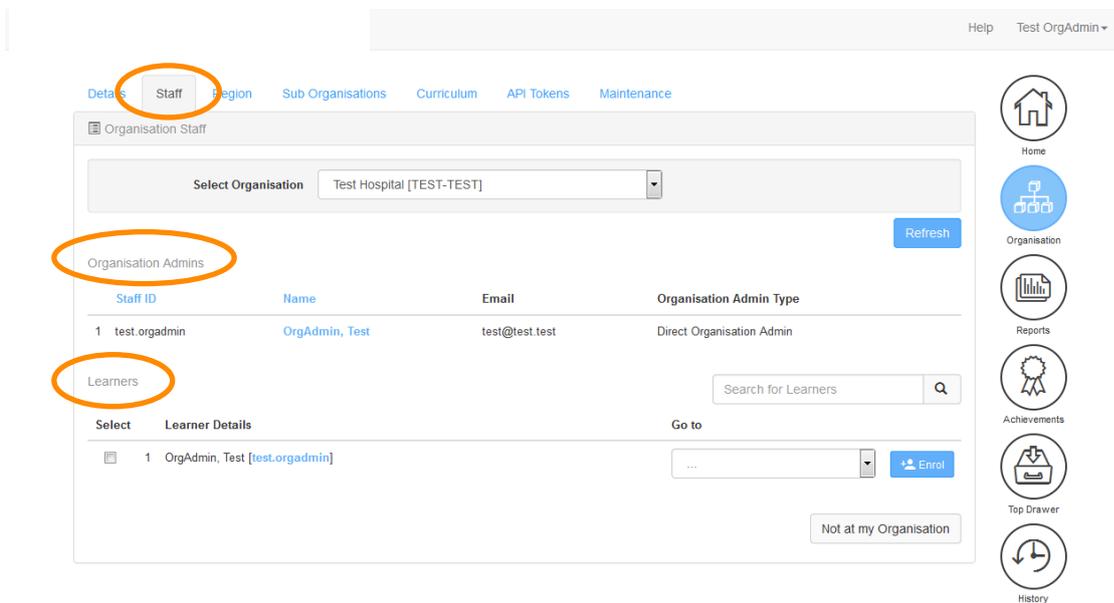
Organisation Administrator Functions

View Learners

Click on the **Organisation** tab,

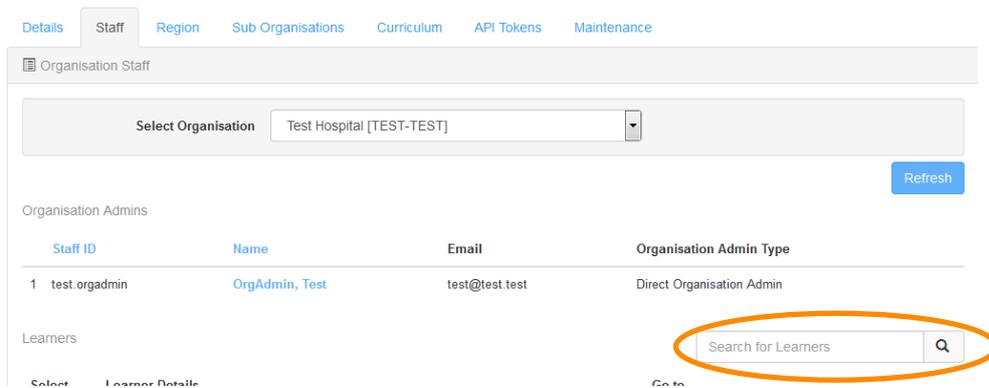


then the **Staff** tab to view the people attached to your organisation as **Organisational Administrators** and **Learners**:



Search for Learners

From the Staff tab of your organisation, there is the ability to search for an individual learner by using the 'Search for Learners' function:

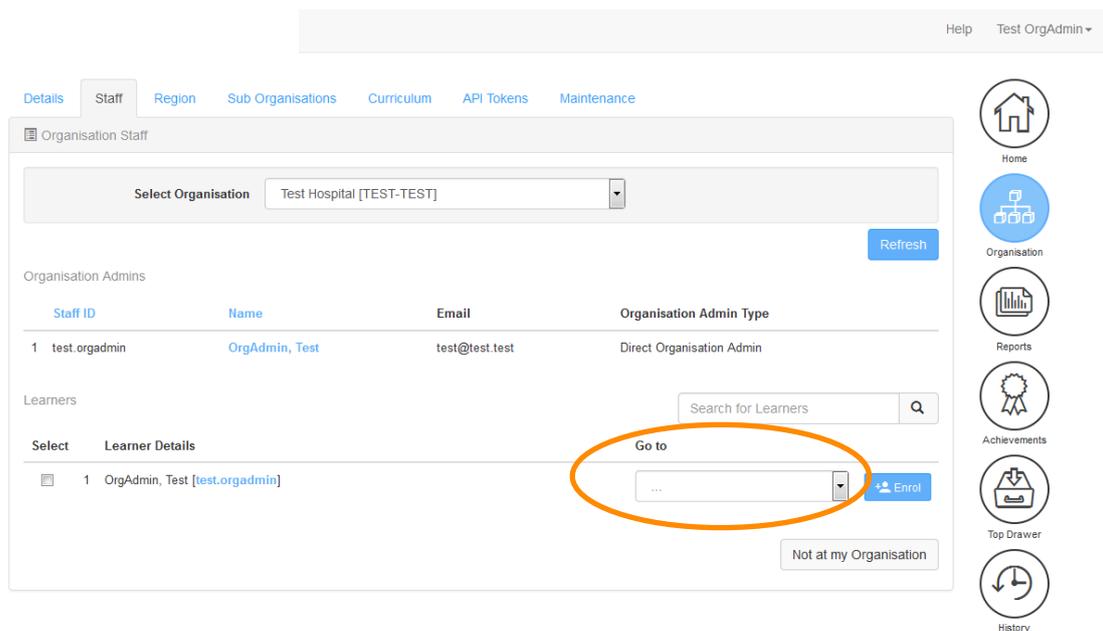


PLEASE NOTE: After typing in the search box, you **must** click on the magnifying glass to start the search.

Learner Profile Quick Links

From the staff tab above, an Organisation Administrator is able to view an individual learner profile. The 'Go to' function allows for quick links to an individual learner's:

- Training plan (modules a learner is enrolled in)
- History (a list of all modules completed)
- Achievements (view PDF of completed module certificates)



Update learner details

There are a number of changes an Organisation Administrator can make to a Learner's profile:

Modify learner profile details

If a learner at your organisation reports having difficulties logging in to the NHHI learning management system, and they have tried to use the help pages on the LMS Login Page:

Need Help?

If you have forgotten your Login ID or password, please click the button below for an email with the required details to be sent to you.

[FORGOTTEN LOGIN ID OR PASSWORD](#)

If you need further assistance, please click the appropriate button below.

[HAVING TROUBLE LOGGING IN?](#) [FREQUENTLY ASKED QUESTIONS](#)

Then an **Organisation Administrator** is able to review the learner profile and modify any incorrect information.

Once logged in, click on the Organisation tab, then the Staff tab. Select a specific learner from the list by clicking on their [username]:

Help Test OrgAdmin ▾

Details **Staff** Report Sub Organisations Curriculum API Tokens Maintenance

Organisation Staff

Select Organisation Test Hospital [TEST-TEST] Refresh

Organisation Admins

Staff ID	Name	Email	Organisation Admin Type
1 test.orgadmin	OrgAdmin, Test	test@test.test	Direct Organisation Admin

Learners

Select Learner Details

Select	Learner Details	Go to
<input type="checkbox"/>	1 OrgAdmin Test [test.orgadmin]	... Enrol

Not at my Organisation

Home Organisation Reports Achievements Top Drawer History

This will open up the **Learner details** screen. By clicking on the **Modify** button, any information on this page can be corrected and saved in the learner's profile.

Help Test OrgAdmin

Details Organisation Other Info Enrol Policy Login Logs

Learner Details

Organisation: [TEST:TEST] Test Hospital

Region: [ACT] Australian Capital Territory

Details

Learner ID test.orgadmin

Last Name OrgAdmin

First Name Test

Title -

Employee No 123456

Gender -

Date Of Birth -

Type * NONE *

Contact

Email test@test.test

Address

Street -

City -

State * NONE *

Post Code -

Country -

Modify Enrol Change Password Send Logon Info

Not at my Organisation

Home

Organisation

Reports

Achievements

Top Drawer

History

Enrol a learner in a module

From the Staff tab or the above **Learner Details** screen an Organisational Administrator can enrol a learner in a module. This is useful if you want to:

- Ensure hand hygiene auditors are enrolled in the mandatory annual auditor module
- Ensure participants in your local auditor training are enrolled in the mandatory pre-workshop online module
- Assist a learner having difficulty enrolling themselves.

Step 1 – Select a learner and click on the enrol button

The screenshot shows the 'Learner Details' page. At the top right, there is a 'Help' link and a user dropdown 'Test OrgAdmin'. Below this are navigation tabs: 'Details', 'Organisation', 'Other Info', 'Enrol Policy', and 'Login Logs'. The main content area is titled 'Learner Details' and contains the following information:

- Organisation: [TEST-TEST] Test Hospital
- Region: [ACT] Australian Capital Territory
- Details**
 - Learner ID: testorgadmin
 - Last Name: OrgAdmin
 - First Name: Test
 - Title: -
 - Employee No: 123456
 - Gender: -
 - Date Of Birth: -
 - Type: * NONE *
- Contact**
 - Email: test@test.test
- Address**
 - Street: -
 - City: -
 - State: * NONE *
 - Post Code: -
 - Country: -

At the bottom of the page, there are buttons: 'Modify', 'Enrol' (circled in orange), 'Change Password', 'Send Logon Info', and 'Not at my Organisation'.

The course selector page will appear

The screenshot shows the 'Course Selector' page. At the top, there are tabs: 'Find', 'Enrol', and 'Bulk Finalise'. The main content area is titled 'Course Selector' and contains the following information:

Enter search criteria below to look for Courses:

- Course Code:
- Course Name:
- Keyword Search:
- Global Curriculum: * Any *
- Region Curriculum: * Any *

At the bottom right, there is a blue button labeled 'Find Course'.

Step 2 – Select the course for enrolment by pressing the ‘find course’ button, then select the required module and press the ‘Continue to Session Selector’ button

Course Selector

Find Enrol Bulk Finalise

Enter search criteria below to look for Courses:

Course Code Browse

Course Name

Keyword Search

Global Curriculum * Any *

Region Curriculum * Any *

Find Course

Continue to Session Selector »

Select	Course Code	Course Name	Course Type	Fee	Active Sessions
<input type="radio"/>	CONTACT_DERMATITIS	Hand Dermatitis Online Learning Module Training Department: Hand Hygiene Australia	ON	\$0.00	1
<input type="radio"/>	ALLIED_HEALTH_HHA	Hand Hygiene Allied Health Online Learning Module Training Department: Hand Hygiene Australia	ON	\$0.00	1
<input type="radio"/>	ANNUAL_AUDITOR_HHA	Hand Hygiene Auditor Annual Validation Online Learning Module Training Department: Hand Hygiene Australia	ON	\$0.00	1
<input type="radio"/>	PREWORKSHOP_HHA	Hand Hygiene Auditor Pre-Workshop Online Learning Module Training Department: Hand Hygiene Australia	ON	\$0.00	1
<input type="radio"/>	MEDICAL_STAFF_HHA	Hand Hygiene Medical Online Learning Module Training Department: Hand Hygiene Australia	ON	\$0.00	1
<input type="radio"/>	NON-CLINICAL_HHA	Hand Hygiene Non-Clinical Online Learning Module Training Department: Hand Hygiene Australia	ON	\$0.00	1
<input type="radio"/>	NURSING_MIDWIFERY_HHA	Hand Hygiene Nursing/Midwifery Online Learning Module	ON	\$0.00	1

Step 3 – Press the ‘enrol’ button

Help Test OrgAdmin ▾

Find Enrol Bulk Finalise

Session Selector

Course: [ALLIED_HEALTH_HHA] Hand Hygiene Allied Health Online Learning Module

Training Department: Hand Hygiene Australia

Session Details	Start Date	End Date	Total Enrol	Location	State	Action
1 Hand Hygiene Allied Health Module (Auto Session) [ALLIED_HEALTH_HHA:021]	01-DEC-2017 12:00 AM	30-NOV-2018 12:00 AM	3/Unlimited Enrolments	N/A		Enrol

Then you will see the enrolment confirmation page:

Find Enrol Bulk Finalise Tutor Help Workplace Assessments

Enrolment Confirmation

Session:	Hand Hygiene Auditor Annual Validation Module (AUST) [ANNUAL_AUDITOR_HHA:012]
Course:	Hand Hygiene Auditor Annual Validation Online Learning Module [ANNUAL_AUDITOR_HHA]
Training Department:	Australia
Date:	03-NOV-2016 09:00 AM - 31-JAN-2019 05:00 PM
Enrolment/Class size:	6381/Unlimited

Learner ID	Learner Name	Enrolment Number	Notes
1 test.learner	Learner, Test	977354	

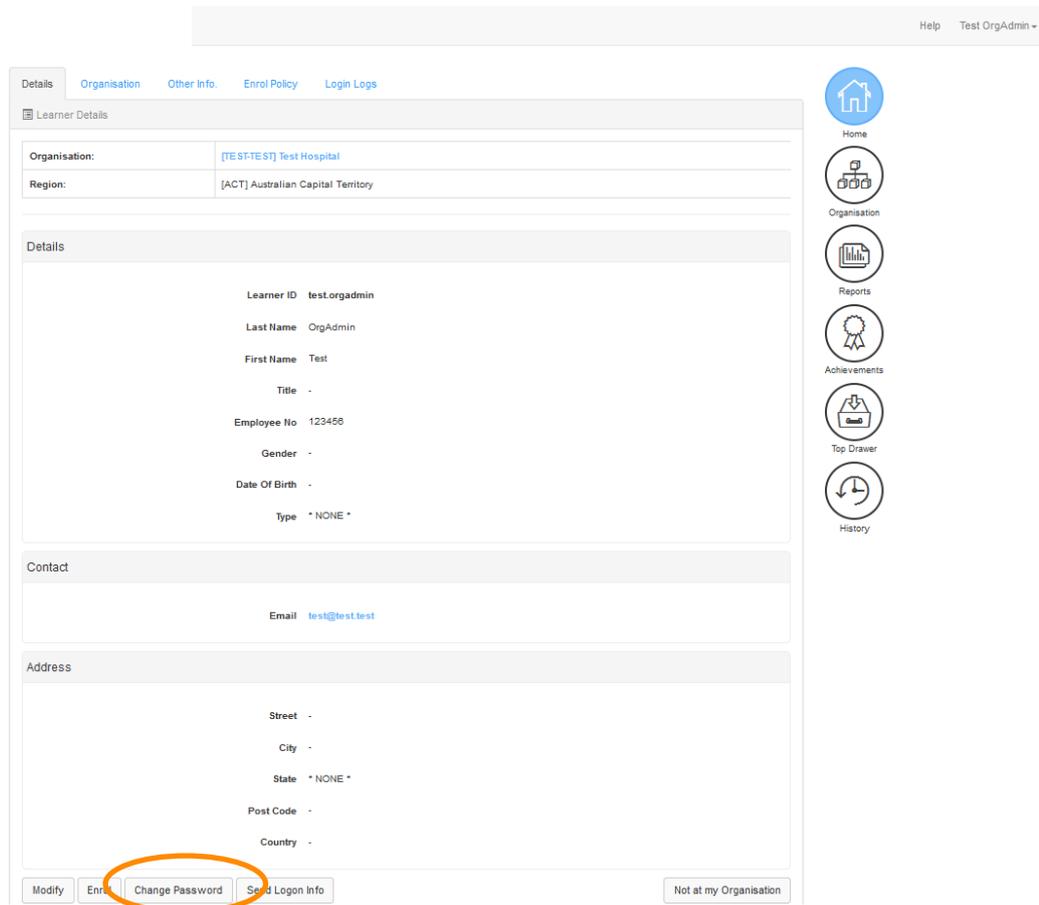
Email Notification Enrol Learner in another Course »

From here you have three options:

- Click on the 'Email notification' to send the learner a generic email to state they have been enrolled in the module
- Click on the 'enrol learner in another course'
- Navigate away from this page to complete another task

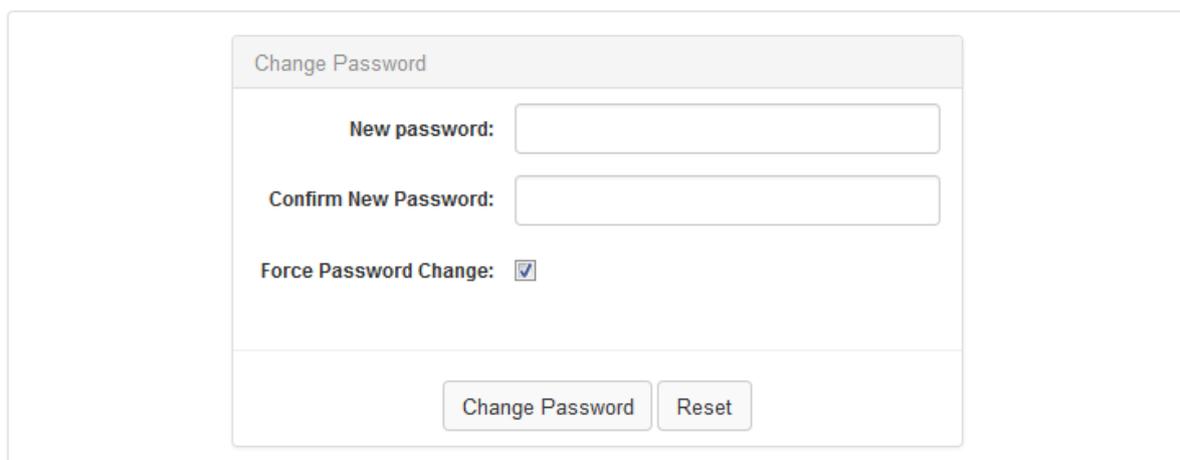
Change a learner's password

From the learner details page, click on the change password button:



The screenshot shows the 'Learner Details' page for a user named 'test.orgadmin'. The page includes tabs for 'Details', 'Organisation', 'Other Info', 'Enrol Policy', and 'Login Logs'. The 'Details' tab is active, showing fields for Learner ID, Last Name, First Name, Title, Employee No, Gender, Date Of Birth, and Type. Below this are sections for 'Contact' (Email) and 'Address' (Street, City, State, Post Code, Country). At the bottom of the page, there are buttons for 'Modify', 'Enrol', 'Change Password', and 'Send Logon Info'. The 'Change Password' button is circled in orange. A 'Not at my Organisation' button is also visible.

A new window will open to allow you to enter a new password, to confirm the new password, and to select whether you wish the learner to be prompted to change their password the next time they login:



The 'Change Password' dialog box contains the following fields and options:

- New password:** [Text input field]
- Confirm New Password:** [Text input field]
- Force Password Change:**
- Change Password** [Button]
- Reset** [Button]

By pressing the **'change password'** button you are confirming the change.

Send login details to a learner

From the Learner details page, check that the learner's email address is correct and then click on the 'send login info' button:

The screenshot shows a web interface for managing learner details. At the top right, there is a header with 'Help' and 'Test OrgAdmin'. Below this is a navigation bar with tabs: 'Details', 'Organisation', 'Other Info', 'Enrol Policy', and 'Login Logs'. The main content area is titled 'Learner Details' and contains several sections:

- Organisation:** [TEST:TEST] Test Hospital
- Region:** [ACT] Australian Capital Territory
- Details:** A list of fields including Learner ID (test.orgadmin), Last Name (OrgAdmin), First Name (Test), Title (-), Employee No (123456), Gender (-), Date Of Birth (-), and Type (* NONE *).
- Contact:** Email (test@test.test)
- Address:** Fields for Street (-), City (-), State (* NONE *), Post Code (-), and Country (-).

At the bottom of the page, there is a row of buttons: 'Modify', 'Enrol', 'Change Password', 'Send Logon Info', and 'Not at my Organisation'. The 'Send Logon Info' button is circled in orange.

On the right side of the page, there is a vertical sidebar with icons for: Home, Organisation, Reports, Achievements, Top Drawer, and History.

A page will open with the default email text to send the login details information to the selected learner:

Details

Send Logon Info

Learner: [Learner, Test \[testLearner\]](#)

Type: HCW

Organisation: Austin Hospital [AUST-HOSP]

Region: Austin Health [AUST-HEAL]

Notification Type: Email

Message Subject: Welcome to %system_name%

Send as HTML:

Message Body

Format - Font - Size - **B** *I* U [List] [Align] [Indent] [Outdent] [Link] [Unlink] [Image] [Table] [Table Border] [Table Cell] [Table Row] [Table Col] [Table Merge] [Table Split] [Table Delete] [Table Add] [Table Edit] [Table Style] [Table Color] [Table Background] [Table Border Color] [Table Border Style] [Table Border Width] [Table Border Color] [Table Border Style] [Table Border Width] [Table Color] [Table Background] [Table Border Color] [Table Border Style] [Table Border Width] [Table Color] [Table Background] [Table Border Color] [Table Border Style] [Table Border Width]

This is an automatically generated email from %system_name%

Dear %learner_firstname%,

You have been nominated to undertake training within %system_name%.

Use the following information to login:

Login ID: %learner_id%

Password: Please click on the link to select your password %passwd_changelink%

Login to %system_name% at: %system_uri%

If you cannot click on the above links please copy one and paste it into the address bar of your internet browser.

Kind regards,

Attachment: Select File

The maximum accepted file size is 250 MB

Send attachment

Send Email Preview View Email Variables Spell Check

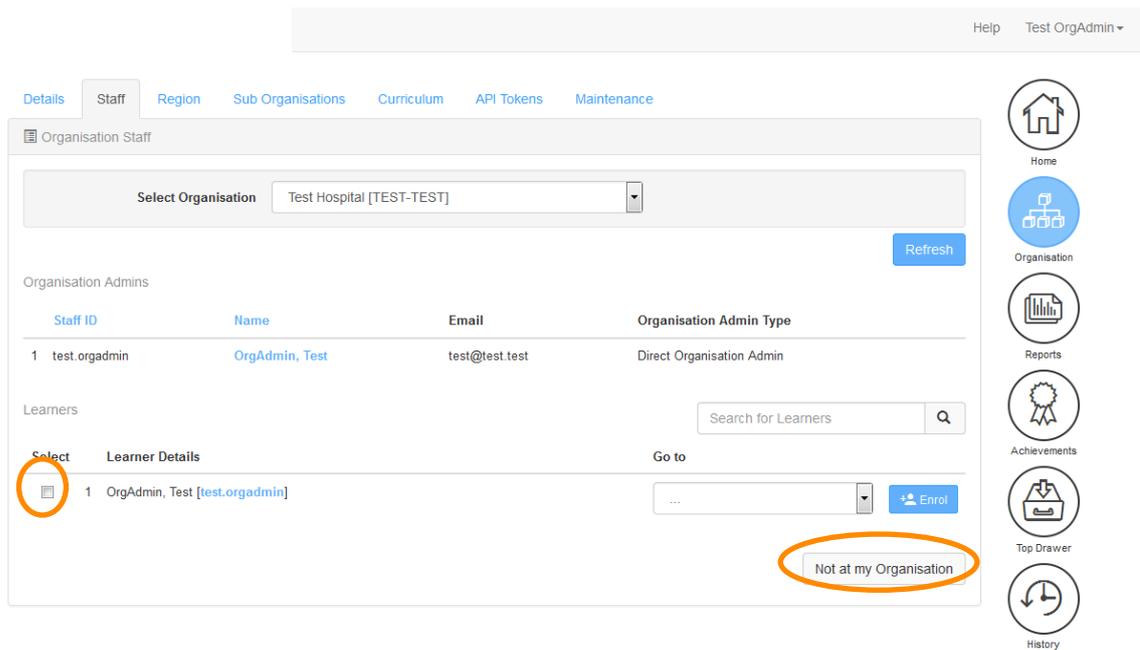
Home Organisation Reports Achievements Top Drawer History

The email can be sent to the learner with the generic information set up by the Commission, or you are able to alter the text as desired. Press **'Send Email'** when you are happy with the information that will be emailed to your learner.

Remove a learner from your organisation

On review of your 'Staff' listed on your Organisation page, if there are names of people who are no longer at your organisation, the Organisational Administrator is able to remove these names so that their results no longer appear on your reports.

For all learners you wish to remove, **mark the checkbox with a tick**, then press the '**Not at my Organisation**' button:



The screenshot shows the 'Organisation Staff' page. At the top, there is a navigation bar with 'Help' and 'Test OrgAdmin'. Below this, there are tabs for 'Details', 'Staff', 'Region', 'Sub Organisations', 'Curriculum', 'API Tokens', and 'Maintenance'. The 'Staff' tab is selected. The page title is 'Organisation Staff'. There is a 'Select Organisation' dropdown menu set to 'Test Hospital [TEST-TEST]' and a 'Refresh' button. Below this, there are two sections: 'Organisation Admins' and 'Learners'. The 'Organisation Admins' section has a table with columns: Staff ID, Name, Email, and Organisation Admin Type. The 'Learners' section has a search bar and a table with columns: Select, Learner Details, and Go to. In the 'Learners' table, the first row is selected, and the 'Not at my Organisation' button is highlighted with an orange circle.

Staff ID	Name	Email	Organisation Admin Type
1 test.orgadmin	OrgAdmin, Test	test@test.test	Direct Organisation Admin

Select	Learner Details	Go to
<input checked="" type="checkbox"/>	1 OrgAdmin, Test [test.orgadmin]	... Enrol

This will remove the person from the list of Learners at your organisation, and it will send an email to the learner to alert them to the need to update their organisation the next time they use the system.

Change the organisation a learner is attached to

If you are the Organisational Administrator for **more than one** organisation, then you have the ability to change the organisation a learner is attached to.

Select a specific learner from the Staff tab:

Help Test OrgAdmin ▾

Details **Staff** Region Sub Organisations Curriculum API Tokens Maintenance

Organisation Staff

Select Organisation Test Hospital [TEST-TEST] Refresh

Organisation Admins

Staff ID	Name	Email	Organisation Admin Type
1 test.orgadmin	OrgAdmin, Test	test@test.test	Direct Organisation Admin

Learners

Search for Learners 🔍

Select	Learner Details	Go to
<input checked="" type="checkbox"/>	1 OrgAdmin, Test [test.orgadmin]	... Enrol

Not at my Organisation

Home Organisation Reports Achievements Top Drawer History

Click on the **'Organisation'** menu button:

Details **Organisation** Other Info Enrol Policy Login Logs

Learner Details

Organisation: [AUST-HOSP] Austin Hospital

Region: [AUST-HEAL] Austin Health

Details

Learner ID test.learner

Last Name Learner

First Name Test

Title -

Employee No 123456

Gender -

Date Of Birth -

Then click on **'change organisation'** button and follow the prompts to select a new organisation. Confirm the change by pressing the **'Commit'** button:

User Details for [My Staff](#) ▼

[Details](#) [Organisation](#) [Other Info.](#) [Enrol Policy](#) [Login Logs](#)

📄 Learner Organisation Details for [Test Learner](#) ▼ From [Austin Hospital \[AUST-HOSP\]](#) ▼

Details

Learner ID test.learner
Last Name Learner
First Name Test
Suspend Date -

Organisation

Organisation Code AUST-HOSP
Organisation Name Austin Hospital
Parent Organisation -
Organisation Admin Stewardson, Andrew [andrew_stewardson] Direct Organisation Admin
learner, test [n6admin] Direct Organisation Admin
Test, Kate [kate_test] Direct Organisation Admin
Ryan, Kate [kate_ryan2] Direct Organisation Admin
Havers, Sally [sally_havers] Direct Organisation Admin
Hankinson, Sharon [sharon_hankinson] Organisation Admin Assistant
Region Code AUST-HEAL
Region Name Austin Health

[Change Organisation](#)

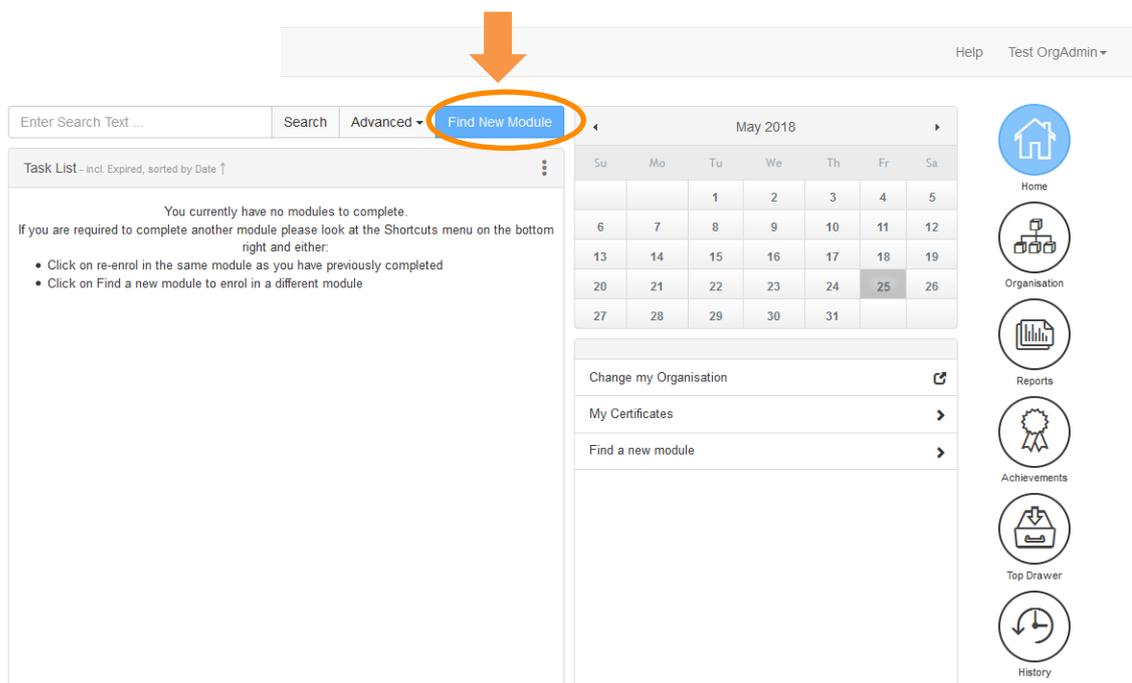
How an Organisational Admin can use the system as a Learner

Most of this document is about the basics of using this LMS as an **Administrator**. However, you yourself may need to use the system as a **Learner**. This section describes how to become a learner and find and enrol in the course you want to complete.

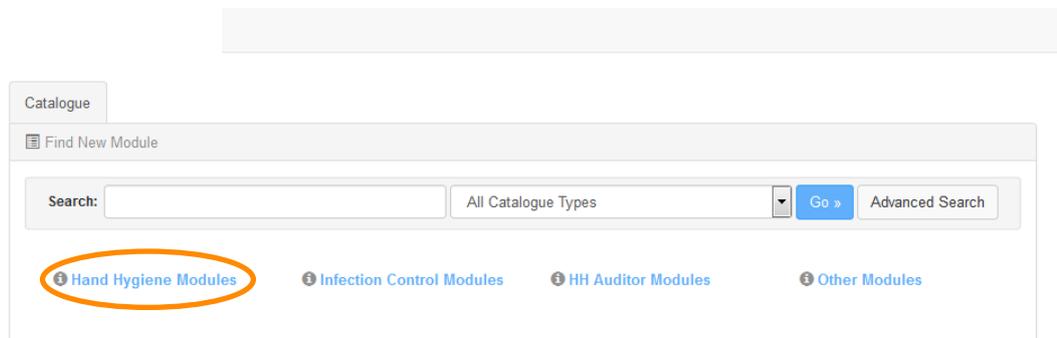
Login to the system as you would as an Administrator.

Course Enrolment

1. From the homepage, select **Find new Module**

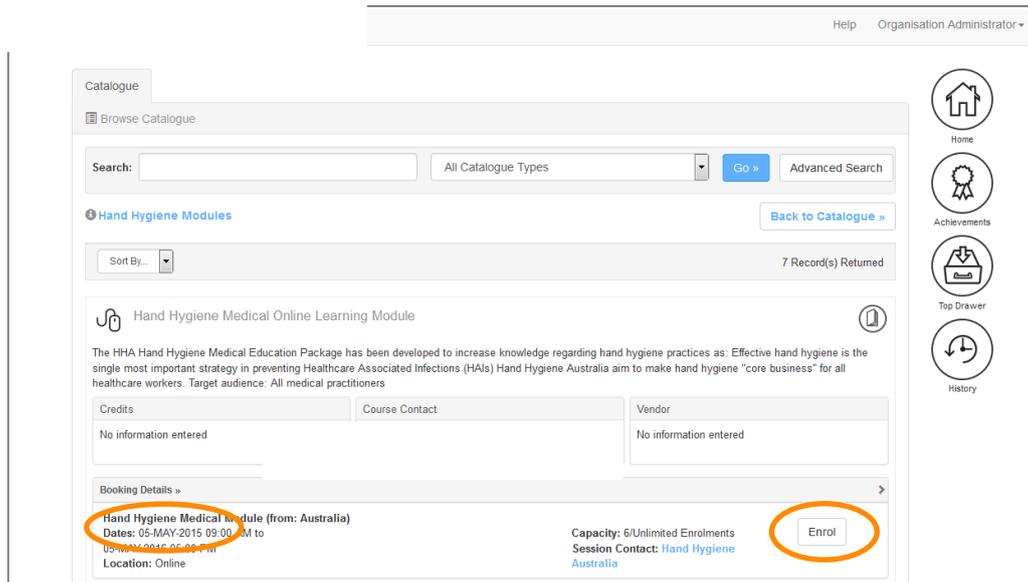


2. Select the type of module you wish to complete: 'Hand Hygiene Modules', 'Infection Control Modules', 'HH Auditor modules', or 'Other modules'.

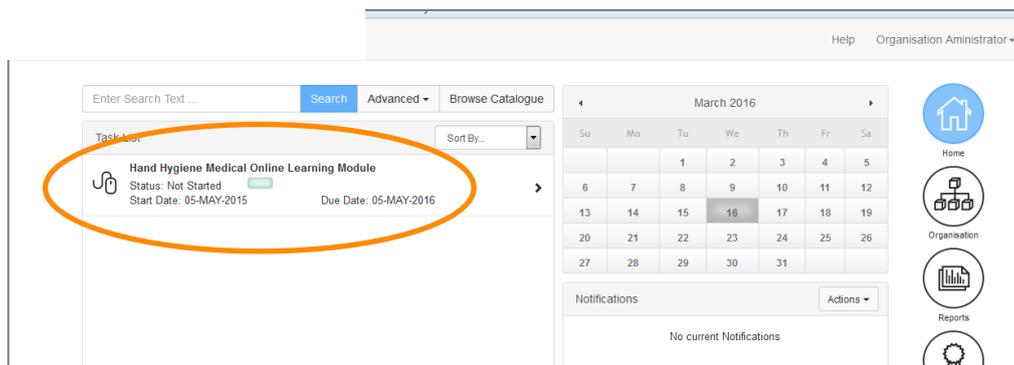


3. Find the module that you need to complete and click on the name heading.

4. Select **Enrol** from the booking details section.



5. Return to **Home** and click on the module from your Task List.



6. Press the **Start Module Now** button

Progress Resources

Milestones

Course: [MEDICAL_STAFF_HHA] Hand Hygiene Medical Online Learning Module

Session: [MEDICAL_STAFF_HHA:011] Hand Hygiene Medical Module (AJST)

Contact:

Status: **In Progress**

Refresh Results Cancel Enrolment

📄 📄

Milestones	Status/ Results	Action
1 Hand Hygiene Medical Module	In Progress 📄	Start Module Now
1.1 MED - When to Perform Hand Hygiene	In Progress 📄	
1.2 MED - How to perform hand hygiene	--	
1.3 MED - Hand hygiene special issues	--	
1.4 MED - Skin Care	--	
1.5 MED - Hand hygiene in practice	--	
1.6 Quiz	--	

How to Invite your Staff/Students to use the NHHI LMS

While self-registration should be straightforward for learners at your organisation, you may want to provide them with some instructions to guide them through the process. You can adapt the instructions below for this purpose. We would suggest that you 'cut and paste' them into a new document, then adapt them to suit your organisation by selecting the appropriate options.

1. Please provide the following URL to your staff/students to access the new LMS:

<https://nhhi.southrock.com>

2. From the login screen please direct them to press the **Register Now** button if they are new to the system.

Login

First visit to Training?

Please register if this is your first visit since March 2016.

REGISTER NOW

Already Registered?

Please enter your Login ID (or Email) and Password to login.

Login ID or Email

Password

LOGIN

Need Help?

If you have forgotten your Login ID or password, please click the button below for an email with the required details to be sent to you.

FORGOTTEN LOGIN ID OR PASSWORD

If you need further assistance, please click the appropriate button below.

HAVING TROUBLE LOGGING IN? **FREQUENTLY ASKED QUESTIONS**

The learning modules are best opened in the most up-to-date version of the following Internet Browsers:

- Chrome
- Microsoft Edge
- Safari
- Firefox

Please note: If you are experiencing problems using the learning modules in **Internet Explorer**, try using one of the above internet browsers instead.

Self-Registration

Associated with a healthcare organisation - Australia

Step 1

Choose Country - Australia

Choose Affiliation – Associated with a healthcare organisation

Self Registration

Step 1

Please answer the following questions, then click Continue:

What country are you in? Australia

Are you: Associated with a healthcare organisation
Student
Other

Continue »

Choose Sector

Self Registration

Step 1

Please answer the following questions, then click Continue:

What country are you in? Australia

Are you: Associated with a healthcare organisation

Which sector are you in? Public
Private

Continue »

Step 2

Public sector – select the state that you work in, press continue, start typing your organisation name

Private sector – start typing your organisation name

Self Registration

Personal details

- Fill in all of the required details
- * denotes mandatory fields

Learning Package Selection

- Which hand hygiene module do you want to complete
- Infection Control Orientation check box
 - Additional learning module which is an introduction to Infection Control
 - Version to complete dependent on Level of Patient Contact (available once checkbox ticked)

Create a password

Accept the Terms and Conditions

Press the Sign up Now button

Student - Australia

Step 1

Choose Country - Australia

Choose Affiliation – Student

Choose who should see your records



The screenshot shows a web form titled "Self Registration" with a sub-header "Step 1". Below the sub-header is the instruction: "Please answer the following questions, then click Continue:". The form contains four dropdown menus:

- "What country are you in?" with "Australia" selected.
- "Are you:" with "Student" selected.
- "Who should see your records?" with an empty dropdown menu.
- "Which sector are you in?" with a list of options: "Healthcare organisation", "Education Facility", and "Neither".

A blue "Continue >" button is located at the bottom left of the form.

- If Healthcare organisation is chosen – follow instructions for associated with a health organisation – Australia above from Step 2
- If Education Facility is chosen, press continue

Step 2

Start typing your education facility name

Press continue

Self Registration

As above

Frequently Asked Questions

Administrators

Q: Why was a new learning management system (LMS) released in 2016?

A: The new LMS provides:

- Improved reporting capabilities;
- An improved learner experience, with learners being able to save and return to e-modules and access historical records and certificates;
- A modern interface with added functionality including email reminders.

Q: Can the NHHI LMS link with my organisation's HR system, active directory or existing learning management system?

A: Data can be extracted from the NHHI system automatically via an API. Please review the document on how to do this on the Commission's website, and please contact the Commission if you need further assistance – handhygiene@safetyandquality.gov.au

Q: How do I add an organisation to the listing in the Self Registration?

A: Please contact the Commission on handhygiene@safetyandquality.gov.au and provide the following details:

- Name and address of the organisation
- Name and email of the person needing access to the reports (can have multiple, but all must be registered learners of the system already)

Q: Can I add departments to my organisation to allow reporting of learners by department?

A: At this stage you are unable to add departments, however if you need this option please contact the NHHI on handhygiene@safetyandquality.gov.au

Q: How do I provide access for others to view reports?

A: Please contact the Commission on handhygiene@safetyandquality.gov.au and provide the following details:

- Name of the organisation
- Name and email of the person needing access to the reports (can have multiple)

Q: Will there be updates to the content of the existing online learning packages (OLP)?

A: A complete review of the content of all the available OLPs was undertaken in 2017. The Commission will review content in the future and provide updates as necessary.

Q: Will any new courses be added to the LMS in the future?

A: If you have other types of courses you would like to propose please contact the Commission on handhygiene@safetyandquality.gov.au

Q: What is the Infection Control Orientation module?

A: The Commission is currently redeveloping these modules. We apologise for any inconvenience caused during the redevelopment process.

Learning Modules

Q: Which learning module should I complete?

A: The learning modules are labelled according to health profession categories. The following are recommended:

- Nursing module – nurses to complete
- Medical module – doctors to complete
- Allied Health module - allied health professional to complete (e.g. OT, Physio etc),
- Dental module - dental health staff and students
- Non-clinical module - healthcare support staff to complete (e.g. staff who work in the same areas as patients; orderlies, volunteers, ward clerks, cleaning and food services)
- Royal Australasian College of Surgeons module – surgical trainees and surgeons to complete
- Renal/dialysis module – any staff within a dialysis setting
- Standard theory module – anyone who doesn't fit the above categories e.g. dental staff, ambulance staff, health staff with no contact with patients
- Student module – all students to complete
- Annual auditor validation module – only trained hand hygiene auditors who have attended additional auditor training are to complete this annually
- Auditor Pre-workshop module – for people registered to attend a face to face hand hygiene auditor workshop

Q: How do I enrol in a learning module?

A: To enrol in a module that you have previously completed: choose the 'Re-enrol in ...' option in the Shortcuts menu located on the bottom right of your screen once you have logged in.

To enrol in a module that you have not previously completed: choose the 'Find a New Module' option in the Shortcuts menu located on the bottom right of your screen once you have logged in.

Q: I have enrolled in the wrong learning module. How do I change this?

A: Click on the incorrect module on your task list, then press the 'cancel enrolment' button. This will remove the module from your task list. Then you need to follow the steps to 'enrol in a learning module' as above.

Q: I have pressed the 'Start module' button, but the module is not opening. What do I do?

A: Pressing the 'Start module' button triggers a new window to open containing the learning module content. If your internet browser is set to 'block pop-ups', then this could be the reason why you are unable to open the module. Check and reset your internet browser security options to allow pop-ups from the NHHI learning site, and the module should open.

Q: When will the revised Infection Control modules be available?

A: The Infection Control modules are currently being redeveloped. The revised modules will be available as soon as possible in 2020. We apologise for any inconvenience.

Q: I answered a question incorrectly in the final quiz in my module, now I am unable to return to the final quiz to repeat it. How can I finish the module?

A: Complete the following steps to return to the final quiz:

- Return to your Home page
- Click on the module on your Task List
- Click on the "Start Module Now" button
- Answer "cancel" when asked "Do you wish to return to your bookmarked page?"
- Click on the left hand menu item for the final quiz section

Certification

Q: How can I get a copy of my certificate?

A: Please log in to the system as a Learner. In the Shortcuts menu located on the lower right of your screen, please choose the 'My certificate' link. A certificate can be downloaded as a PDF anytime. If no certificate is available, please select 'Home' from the menu on the right of the screen and check if there is a module on your Task List. If yes, then you have not completed the learning module yet. Once completed, your certificate will be emailed to you to the email in your profile, it will also be available in your Achievements folder.

Q: When does my certificate expire?

A: The NHHI recommend annual completion of general learning modules, and have annual reminders built into the learning system to ensure you stay current. However, please note that your local requirements for your organisation may differ. Please refer to your directives for your organisation from your jurisdiction or governing body. Auditor certificates are only valid for one year.

Q: How many CPD points do I get for completing a module?

A: The NHHI learning modules do not have an allocated number of CPD points. Self-directed learning earns 1 CPD point per hour of study, therefore each learner should keep a record of the length of time taken to complete the module for their own records.

Q: Why does my certificate have the wrong name on it?

A: The certificate name is generated from what is entered into the profile on registration, or the subsequently updated user profile.

If your certificate has someone else's name then you have logged into that person's profile instead of creating your own profile. Please log out and create your own profile from the login page for the LMS.

If your certificate has incorrectly spelt your name this is because you entered your name incorrectly on registration. Please email the NHHI with the name you registered with, and the correct spelling and this can be rectified and your certificate reissued. You can correct your name yourself in your profile, however any already completed certificates will not change the name automatically. All future certificates will appear with the correct name in future.

Q: My report is not showing completion details for some of my learners, but they have a certificate. Why is this?

A: Check in the search fields of your report request that you have:

- Unchecked the “show latest enrolment” box
- If searching by a date range have used the “completion date” and not the “date created”
- Ask your learner to login and check what organisation they are attached to for reporting by using the “change my organisation” link in the shortcut menu. If not linked to your organisation, once this is fixed they will appear in your reports.

User Profiles

Q: How do I update my details in my profile?

A: Your first need to be able to login to the learning system, then:

- click on your name in the top right-hand corner
- click on personal profile
- click the modify button
- update the necessary details and then press save

Q: How do I change the organisation I am attached to for reporting of my module completions?

A: You first need to be able to login to the learning system, then:

click on the 'Change my Organisation' tab in the Shortcuts menu

A pop-up box will tell you which organisation you are currently attached to. If this is incorrect, follow the steps to locate and select the correct organisation

PLEASE NOTE: If you have a certificate of completion from the NHHI system, yet this is not being recorded on your local organisation's training register, please contact your local organisation.

For example, NHHI do not directly update your "My Learning" profile.

The NHHI provide the means for organisations to run completion reports from our system, however not every organisation uses this.

Q: I would like to arrange for reporting access for my organisation. What do I do?

A: The NHHI learning modules are freely accessible to all users, without the need to be registered.

By being registered and your organisation name appearing in the drop down box to choose from on registration, you are gaining the ability to run reports in the system of staff/student completions of the modules. If you wish to be able to run completion reports, please provide the below via email to handhygiene@safetyandquality.gov.au and we can set up your organisation:

- Name of organisation:
Address:
Name and email of person requiring reporting access: (can have more than 1)
Please ensure that the person requiring reporting access has already registered in the system as a learner.
- **Please note:** Each staff member is still going to need to go through the individual registration process to create their own profile the very first time they attempt to use the system.

Other

For all other enquiries please send an email to our support desk:

handhygiene@safetyandquality.gov.au

Please include the following information in your message:

- Your name
- Contact number/email
- A detailed description of your question
- Relevant login details, organisation name, or employee/student number to assist locating you in our system.

Without this information we may not be able to help you.

Having trouble logging on?

There are several reasons you may be having trouble logging in the NHHI Learning system.

The NHHI Learning System is used by health care workers all across Australia and has been set up so that learners are able to complete modules and keep a record of their achievements on an ongoing basis. The system also takes into account that some learners may not have an email address or may not have an organisation in which they currently are employed.

If you are having trouble logging in there are several ways you may be able to resolve this for yourself. Please read through each of the sections below to identify what may be causing you difficulties:

Q. Are you definitely registered in the most recent NHHI system?

A: In March 2016 a new learning management system was introduced. If you completed a package before this time then you will need to register again.

If you are NOT registered, please close this page and press the 'REGISTER NOW' button on the login page.

PLEASE remember to provide as much information as possible on registration (including your place of employment/study and your employee/ student number) and please keep a record of the email address you used to register with as this is the only way we are able to contact you through the system.

Q. Are you *definitely NOT* registered (i.e. trying to “register now”) but the NHHI system keeps saying you are already registered?

A: As explained above the NHHI System is used by many health care workers all across Australia. If you are definitely not registered but the system keeps saying that you are, then it is likely that someone else in Australia who has the same name as you has already registered. If this is the case, please contact us at handhygiene@safetyandquality.gov.au stating this and we will assist you with set up.

If you are entering your name, your email and your employee/student number (not using the option to bypass this), then you will be able to register regardless of whether there is someone else with your name in the system.

Q: I do not have a surname, how do I register to use the NHHI learning system?

A: The NHHI system requires both the first name and surname fields to be filled in on registration. If you do not have a surname please enter a middle name, a full stop OR an x in the surname field. Please note: the text in the surname field will be visible on your certificate.

Q. I cannot complete registration as I get an error message stating that my email doesn't match?

A: Please ensure you are not cutting and pasting your email into the two boxes, but you type them both. Please also ensure you have not entered a space before or after your email address in either box. Once you have checked this, please email for assistance if you continue to receive the error.

Q. Are you *definitely* registered with the NHHI system but cannot remember your Login ID AND/OR password?

Q: What is my Login ID?

A: If you supplied an email address on your initial registration, then your Login ID is the **EMAIL ADDRESS** that you registered with,

OR

If you didn't supply an email on registration your Login ID is likely to follow the following conventions:

firstname.lastname eg. john.smith

OR

firstname_lastname eg. john_smith

Your Login ID is **not** your hospital login/employee number or anything you use in a local computer system.

Login details would have been emailed to you upon registration (if you supplied a valid email address). The email will be from notifications@southrock.com. Please check your junk/spam folder for your login details as NHHI emails are sometimes redirected there. If you can't find your login details, use the 'FORGOTTEN LOGIN ID OR PASSWORD' button on the login page.

Q: What is my password?

You were asked to nominate your password when you registered with the system. If you've forgotten your password, please close this information page and press the 'FORGOTTEN LOGIN ID OR PASSWORD' button on the login page.

Q: I cannot change my password as I am unable to click on the link in the email received. What do I do next?

A: Please copy and paste the link received into the address bar of your internet browser. Once you have pasted the link, please press return/enter to go to the password reset page. Enter your new password two times, then go to the login page and login.

Q. Did you use the forgotten password function, but didn't receive an email?

PLEASE NOTE: This is the most common issue people have with trying to log in. If you don't receive an email from the system, please check your junk/spam folder. If it is not there it is likely you did not provide an email address when you registered OR the email address you provided is now out of date OR incorrect.

The forgotten password email should arrive in your inbox within ½ hour after using the forgotten password function. If you do not receive it after this time please do the following:

- A. Check your junk and spam folders for the forgotten password email – if found, mark the email as “NOT JUNK”, then follow the prompts to login or change your password.
- B. Try using the forgotten password again, but this time with an alternate email that you may have registered with. For example, you may have entered your work email for the ‘forgotten password’ however when you registered you may have used a personal email address
- C. If you have tried all of the above steps that are relevant to you, it is likely that you may have missed entering an email into your profile, or you entered your email address incorrectly. In this case you need to contact handhygiene@safetyandquality.gov.au
Please include the following information in your message:
 - Your name
 - Contact number/email
 - A detailed description of your question
 - Relevant login details, organisation name, or employee/student number to assist locating you in our system.

Q: I cannot login to my profile as I no longer have the email I registered with. How do I fix this?

A: Please contact handhygiene@safetyandquality.gov.au

Please include the following information in your message:

- Your name
- Contact number/email (current)
- Your employee/student number (if you have one)
- Details of what your previous email was.

Then NHHI can manually update your profile with the new details and send your login details to you.