



# **NHHI Learning Management System**

## **Instructions for Region Administrators**

Last updated: August 2019



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## Welcome

Welcome to the National Hand Hygiene Initiative learning management system.

You are registered as a **Region Administrator**. This means that you can run reports of hand hygiene learning modules completed by users in your region and perform other coordinating activities.

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



## Login screen

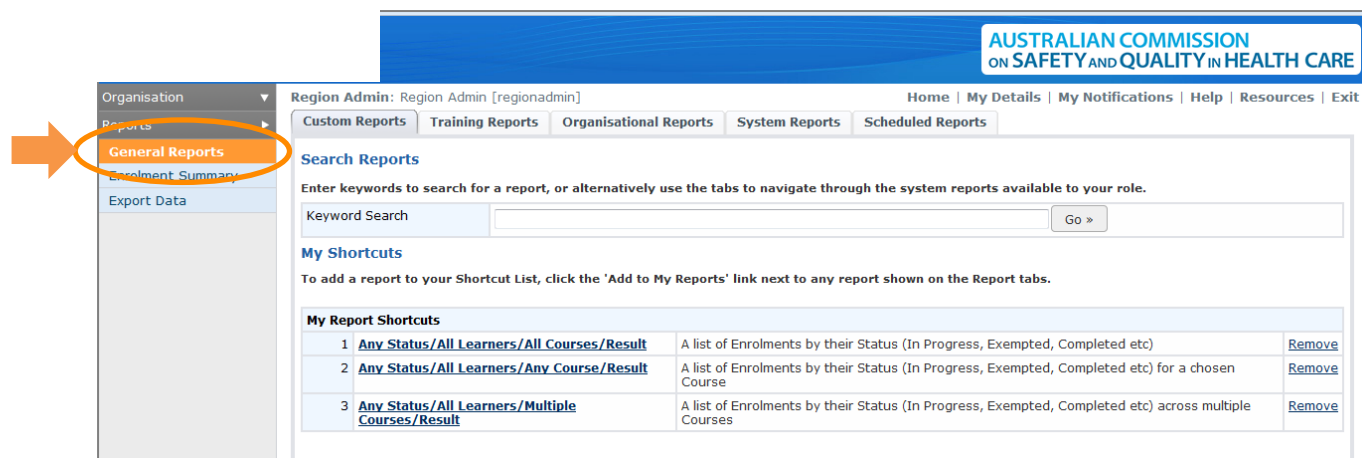
Each time you log in you will be given the option to use the system as a **Learner** or as a **Region Admin**. Selecting **Learner** will allow you to complete the educational modules yourself. Selecting **Region Admin** will allow you to run reports or perform other administrative tasks.

A screenshot of the NHHI login interface. The window has a light blue header with the word "Login" in bold. Below the header, the text "Welcome to the Hand Hygiene training site." is displayed in blue. Underneath, it says "Please enter your User ID and Password to login." To the right, under the heading "Available Roles for", there is a dropdown menu currently set to "Enterprise Module". Below the dropdown, the roles "Learner" and "Region Admin" are listed as blue links. The "Learner" link is circled in orange. At the bottom right of the form area, there is a grey "Exit" button.

## Region Administrators

### Home Screen

Once you have logged in to the system, you will see the Reports page as your home page. Please refer to the *How to Run a Report* section of this document for more details. You can select **General Reports** from the **Reports** menu on the top left of the screen at any time to return to this page.



The screenshot shows the NHHI Region Administrator interface. At the top right, it says 'AUSTRALIAN COMMISSION ON SAFETY AND QUALITY IN HEALTH CARE'. The user is logged in as 'Region Admin: Region Admin [regionadmin]'. The navigation menu on the left includes 'Organisation', 'Reports', 'Enrolment Summary', and 'Export Data'. The 'Reports' menu is expanded, and 'General Reports' is highlighted with an orange arrow and circle. The main content area shows 'Search Reports' with a keyword search box and a 'Go »' button. Below that is a 'My Shortcuts' section with a table of report shortcuts.

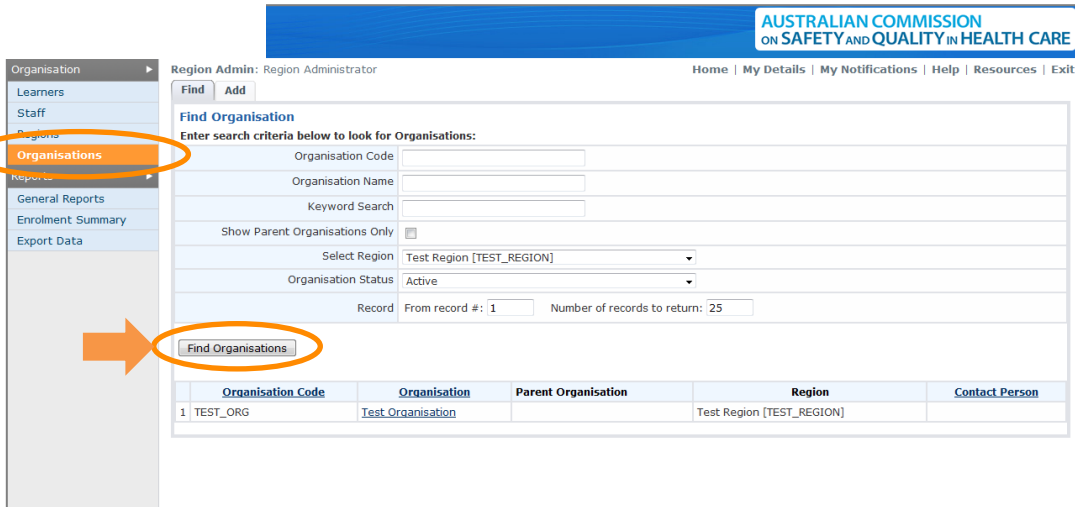
My Report Shortcuts		
1	<a href="#">Any Status/All Learners/All Courses/Result</a>	A list of Enrolments by their Status (In Progress, Exempted, Completed etc) <a href="#">Remove</a>
2	<a href="#">Any Status/All Learners/Any Course/Result</a>	A list of Enrolments by their Status (In Progress, Exempted, Completed etc) for a chosen Course <a href="#">Remove</a>
3	<a href="#">Any Status/All Learners/Multiple Courses/Result</a>	A list of Enrolments by their Status (In Progress, Exempted, Completed etc) across multiple Courses <a href="#">Remove</a>

### The First Time You Login

Here we outline three simple steps for you to follow when you first log in to the system in a **Region Administrator** role (not as a **Learner**). 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 the organisations included in your region



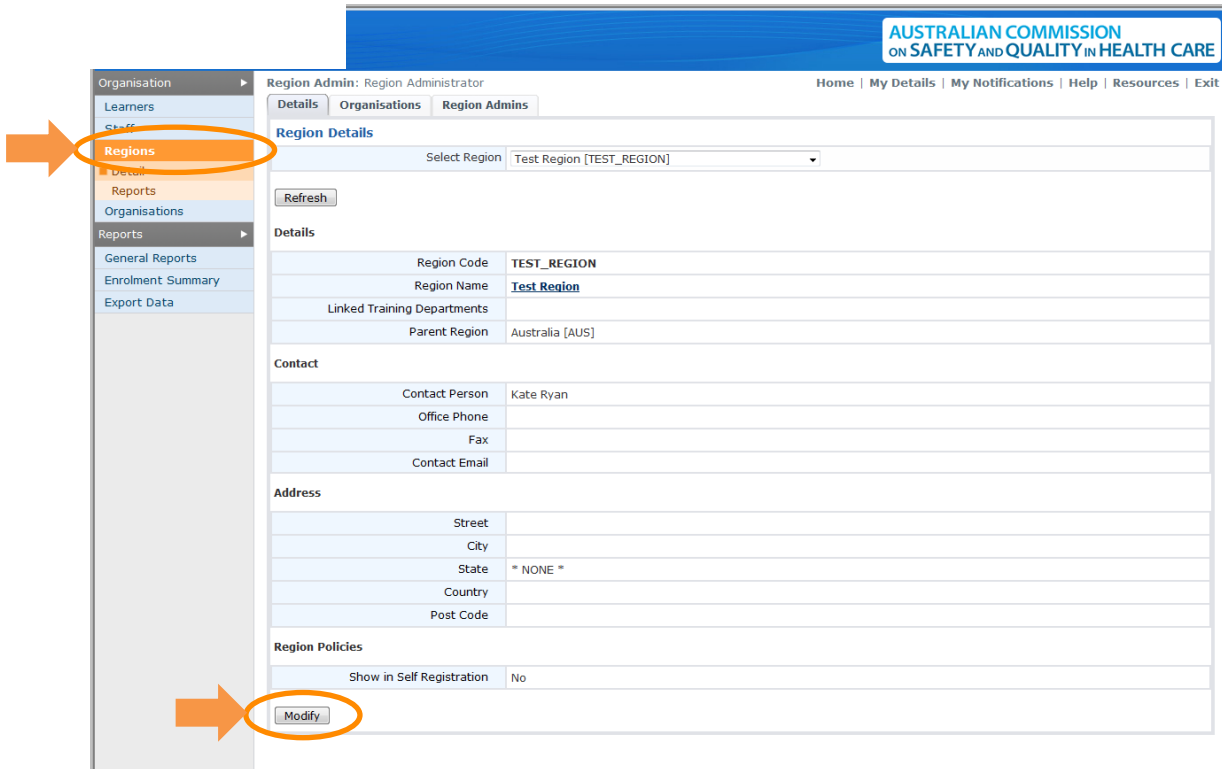
The screenshot shows the 'Find Organisation' page. The left-hand navigation menu has 'Organisations' highlighted with an orange circle and an arrow pointing to it. Below the search criteria, the 'Find Organisations' button is also circled in orange with an arrow pointing to it. The search results table is as follows:

	Organisation Code	Organisation	Parent Organisation	Region	Contact Person
1	TEST_ORG	<a href="#">Test Organisation</a>		Test Region [TEST_REGION]	

1. Select **Organisations** from the **Organisation** menu on the top left of the page
2. Press the **Find Organisations** button
3. A list of the organisation(s) that you have access to should appear below the **Find Organisation** button. Please check two things:
  - The correct organisations are listed
  - The region is correct ('region' is the organisational group within which each organisation sits e.g. health service)
4. Please alert the Commission via email ([handhygiene@safetyandquality.gov.au](mailto:handhygiene@safetyandquality.gov.au)) if the organisation(s) or region(s) are incorrect. Otherwise, please proceed with Step 2.

NOTE: If you would like to update the contact and administrator details of each organisation in your list, please see the **Organisation Administrator** instructions.

## Step 2: Update your region's details



The screenshot shows the 'Region Admin: Region Administrator' interface. The left sidebar menu has 'Regions' highlighted with an orange arrow. The main content area displays the 'Region Details' form for 'Test Region [TEST\_REGION]'. The form includes sections for 'Details', 'Contact', 'Address', and 'Region Policies'. The 'Modify' button at the bottom is circled in orange with an arrow pointing to it.

Details	
Region Code	TEST_REGION
Region Name	Test Region
Linked Training Departments	
Parent Region	Australia [AUS]

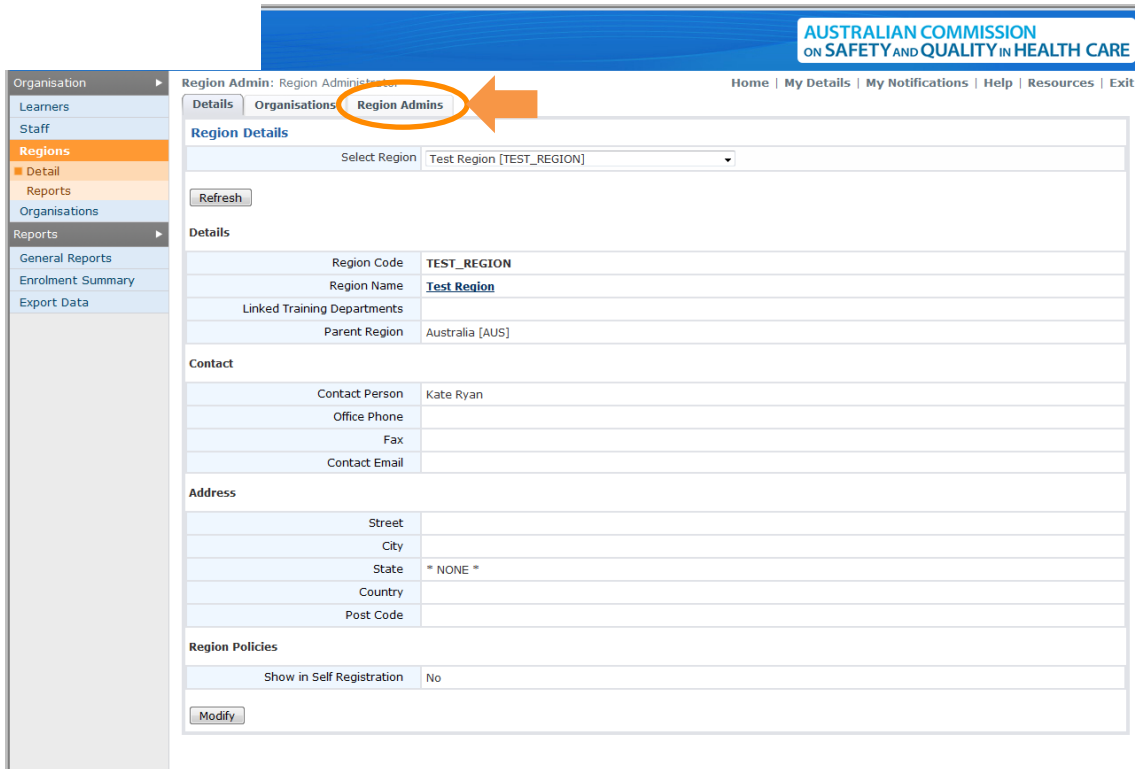
Contact	
Contact Person	Kate Ryan
Office Phone	
Fax	
Contact Email	

Address	
Street	
City	
State	* NONE *
Country	
Post Code	

Region Policies	
Show in Self Registration	No

1. Select **Regions** from the menu on the top left of the page
2. Press the **Modify** button at the bottom of the page
3. Add **Contact** and **Address** details for your region (if applicable). The contact person should be the person that coordinates reporting of the hand hygiene learning modules for your region e.g. hand hygiene program lead or education officer.
4. Press **Apply**

### Step 3: Check the list of Region Administrators for your region



1. Click on the **Region Admins** tab. A list of Region Administrators (Staff) is shown
2. If you believe that the list of Region Admins needs to be amended, please contact the NHHI via email ([handhygiene@safetyandquality.gov.au](mailto:handhygiene@safetyandquality.gov.au))

**All done!**

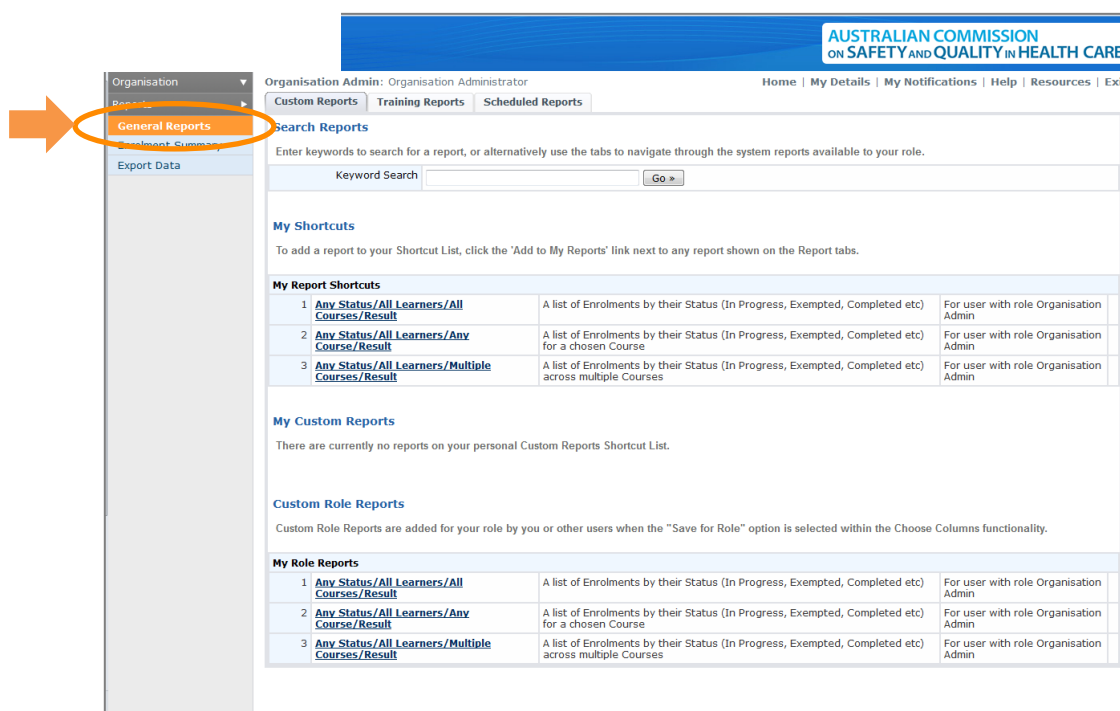
Thank you for reviewing the configuration of your region. Please contact us via email at [handhygiene@safetyandquality.gov.au](mailto:handhygiene@safetyandquality.gov.au) if you have any questions.

## How to Run a Report

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

### Reports Page

When you login as a Region Administrator, your Home Screen is the Reports Page shown below. You can return to this page at any time by selecting 'General Reports' from the 'Reports' menu in the top left of the screen:



There are three reports available under the heading **My Report Shortcuts** on this home 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"> <li>Great for matching with a HR database for mandatory HH training</li> <li>Ability to limit to most recent course for each learner (some learner's complete multiple courses)</li> </ul>
2. Any status/All learners/Any course/Result	Provides a report for all learners for a particular course	1. 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

**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	<a href="#">Any Status/All Learners/All Courses/Result</a> <span style="float: right;">A list of Enrolments by their Status (In Progress, Exempted, Completed etc)</span>
2	<a href="#">Any Status/All Learners/Any Course/Result</a> <span style="float: right;">A list of Enrolments by their Status (In Progress, Exempted, Completed etc) for a chosen Course</span>
3	<a href="#">Any Status/All Learners/Multiple Courses/Result</a> <span style="float: right;">A list of Enrolments by their Status (In Progress, Exempted, Completed etc) across multiple Courses</span>

2. Complete the report form

AUSTRALIAN COMMISSION  
ON SAFETY AND QUALITY IN HEALTH CARE

Organisation Admin: Organisation Administrator « Back | Close

**Any Status/All Learners/All Courses/Result**

Course Type	Online	
Status	<div style="border: 1px solid #ccc; padding: 2px;">             Ready to Finalise  <span style="background-color: #0070C0; color: white; padding: 1px;">Completed</span>              Not Attempted              Not Enrolled           </div>	
Select Region(s)	<div style="border: 1px solid #ccc; padding: 2px;"> <span style="background-color: #0070C0; color: white; padding: 1px;">Test Region</span>              Australia           </div>	
Select Organisation	<div style="border: 1px solid #ccc; padding: 2px;"> <span style="background-color: #0070C0; color: white; padding: 1px;">Test Organisation (TEST_ORG)</span> </div>	
Date Created	From: <input type="text"/>	To: <input type="text"/>
Completion Date	From: <input type="text"/>	To: <input type="text"/>
Show Suspended Learner?	<input type="checkbox"/>	
Show Latest Enrolment?	<input checked="" type="checkbox"/>	
Record	<input checked="" type="radio"/> From record #: 1 <input type="text"/> <span style="margin-left: 20px;">Number of records to return: 100</span> <input type="radio"/> All Records (batch job emailed within an hour)	

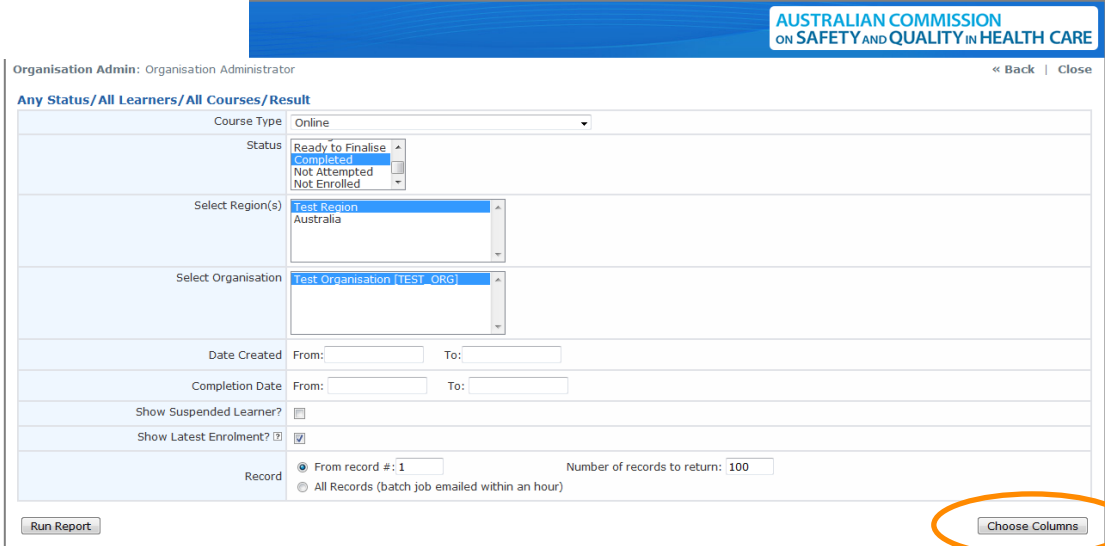
Most reports can be run without entering these details other than the region, but here is more information:

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

3. Click 'Run Report'

### **Optional**

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



Please ensure you choose the Save Option: **For me with role Region 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	<a href="#">Any Status/All Learners/All Courses/Result</a>	A list of Enrolments by their Status (In Progress, Exempted, Completed etc)
2	<a href="#">Any Status/All Learners/Any Course/Result</a>	A list of Enrolments by their Status (In Progress, Exempted, Completed etc) for a chosen Course
3	<a href="#">Any Status/All Learners/Multiple Courses/Result</a>	A list of Enrolments by their Status (In Progress, Exempted, Completed etc) across multiple Courses

2. Select the course:
  - i. Press **Browse**



**AUSTRALIAN COMMISSION ON SAFETY AND QUALITY IN HEALTH CARE**

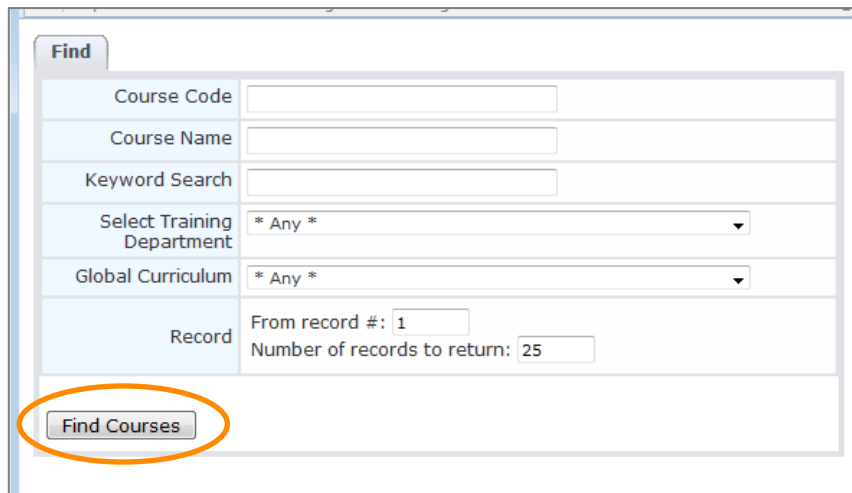
Administrator: Kate Ryan Close

**Any Status/All Learners/Any Course/Result**

Course Code  **Browse**

Status Registered Not Started

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



**Find**

Course Code

Course Name

Keyword Search

Select Training Department \* Any \*

Global Curriculum \* Any \*

Record From record #: 1 Number of records to return: 25

**Find Courses**

- 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.

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

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

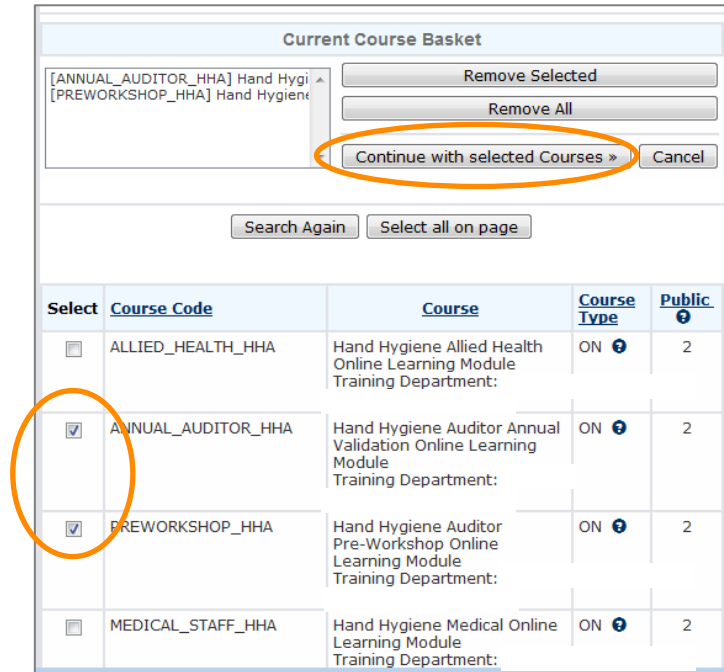
Please ensure you choose the Save Option: **For me with role Region Admin**.

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:



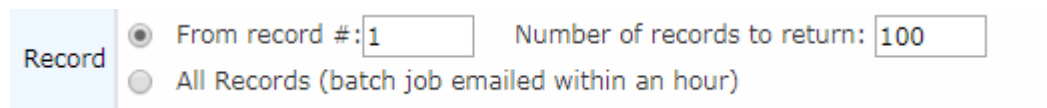
Select	Course Code	Course	Course Type	Public
<input type="checkbox"/>	ALLIED_HEALTH_HHA	Hand Hygiene Allied Health Online Learning Module Training Department:	ON	2
<input checked="" type="checkbox"/>	ANNUAL_AUDITOR_HHA	Hand Hygiene Auditor Annual Validation Online Learning Module Training Department: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

### 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:



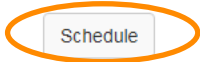
Then at the bottom of the report page will be the option to Schedule Email Reports:

2. If you chose to have your report emailed:

Record  From record #:  Number of records to return:   
 All Records (batch job emailed within an hour)

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

Please click the 'Schedule' button below if you would like to schedule this report to run at regular interval.



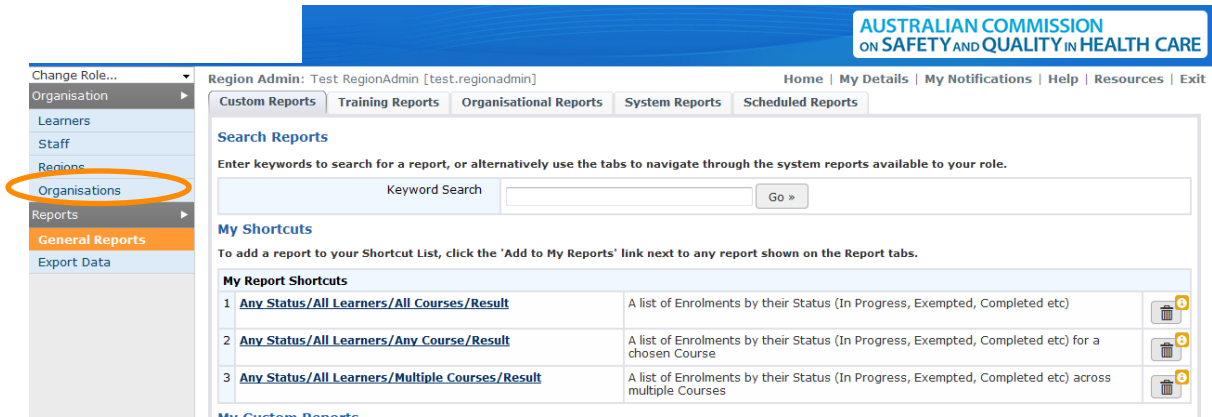
Either result will take the user to the Schedule email reports set up page. Fill in the required details:

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

## Region Administrator Functions

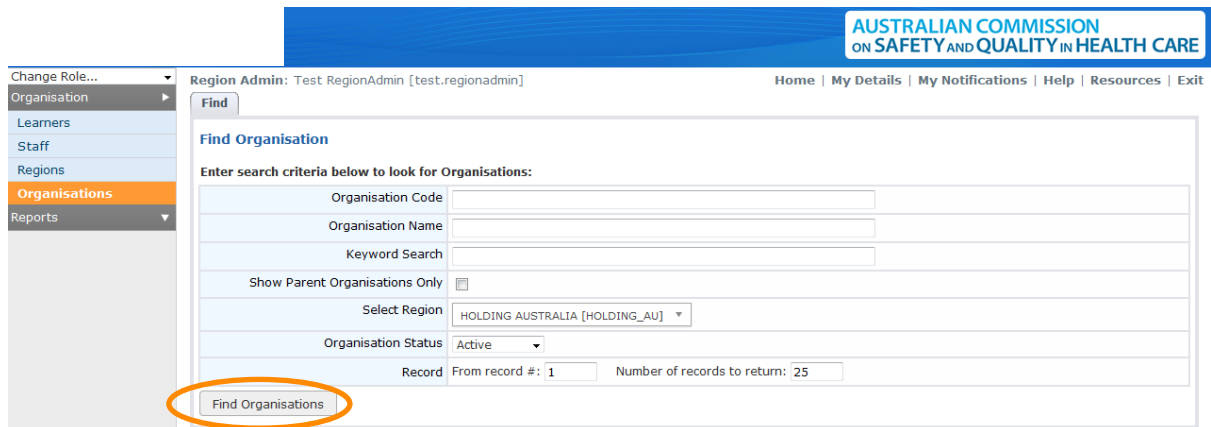
### View Organisation Administrators and Learners at a specific Organisation

Click on the **Organisations** tab to open up the menu items and select Organisations



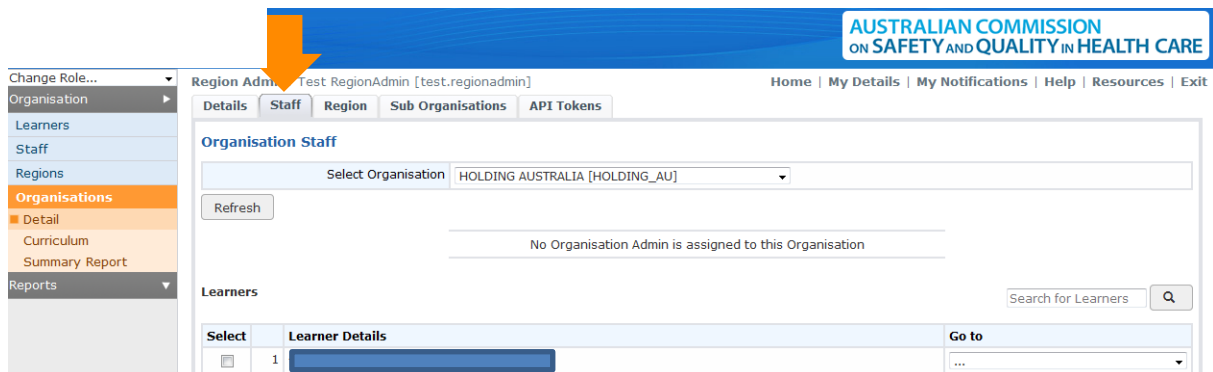
The screenshot shows the NHHI system interface. The top navigation bar includes the Australian Commission on Safety and Quality in Health Care logo and user information: "Region Admin: Test RegionAdmin [test.regionadmin]". The left sidebar contains a menu with "Organisations" highlighted in orange. The main content area shows "Search Reports" and "My Shortcuts" sections.

Click on 'Find Organisations':



The screenshot shows the "Find Organisation" form in the NHHI system. The "Find Organisations" button at the bottom of the form is highlighted with an orange circle. The form includes fields for "Organisation Code", "Organisation Name", "Keyword Search", "Show Parent Organisations Only", "Select Region" (set to "HOLDING AUSTRALIA [HOLDING\_AU]"), "Organisation Status" (set to "Active"), and "Record" information.

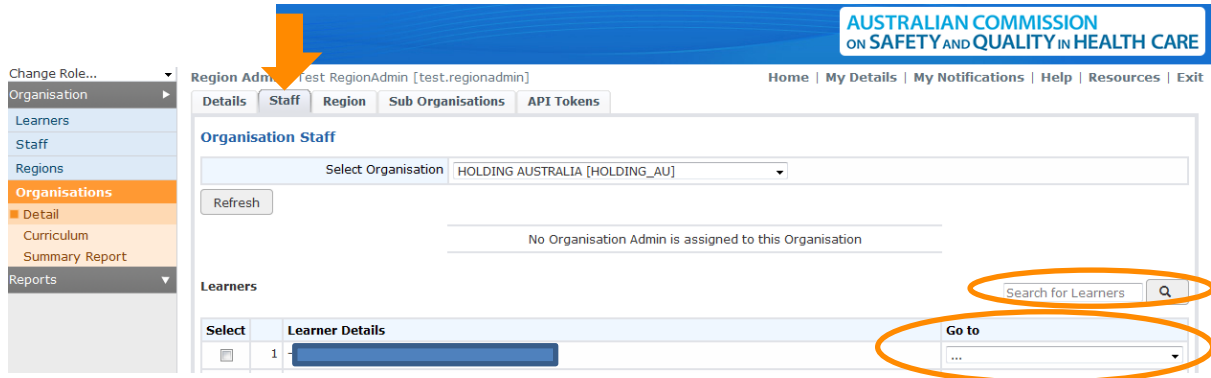
Click on the **name** of a specific organisation, then click on the 'Staff' tab to view the people attached to your organisation as *Organisational Administrators and Learners*:



The screenshot shows the "Organisation Staff" view in the NHHI system. The "Staff" tab is selected in the top navigation bar. The main content area displays "Organisation Staff" with a "Select Organisation" dropdown set to "HOLDING AUSTRALIA [HOLDING\_AU]". Below this, it states "No Organisation Admin is assigned to this Organisation". The "Learners" section is visible at the bottom, with a search bar and a table header "Learner Details".

## Search for Learners

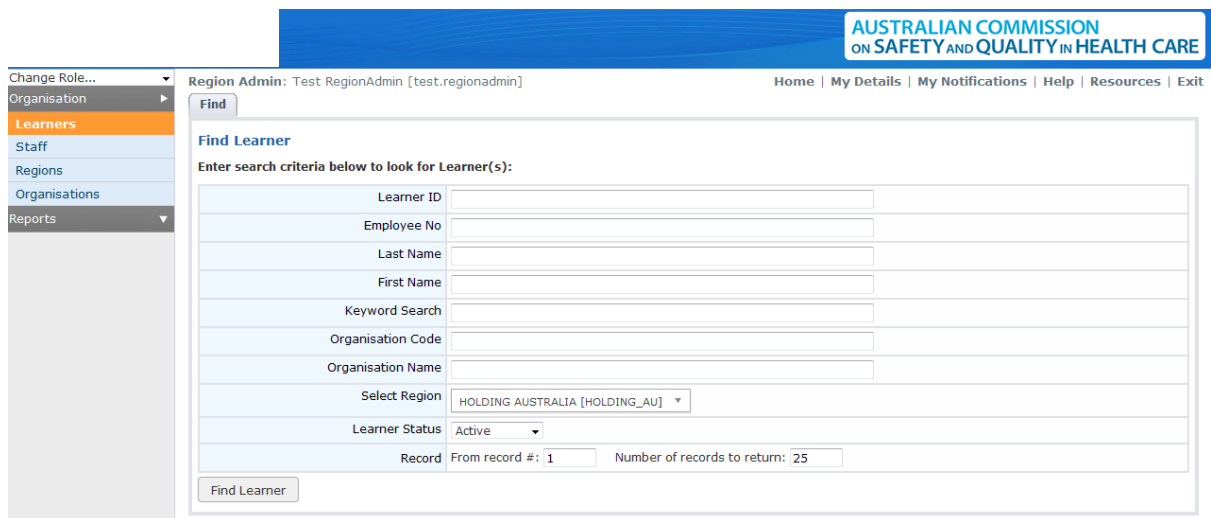
From the Staff tab of an *individual* organisation, there is the ability to search for an *individual* learner by using the ‘Search for Learners’ function:



The screenshot shows the 'Organisation Staff' page. The 'Staff' tab is selected. In the 'Learners' section, there is a 'Search for Learners' button with a magnifying glass icon. Below it is a 'Go to' dropdown menu. The page also shows a 'Select Organisation' dropdown set to 'HOLDING AUSTRALIA [HOLDING\_AU]' and a 'Refresh' button.

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

From the Organisation tab, there is the ability to search for *any* learner in your region by using the ‘Find learner’ search fields. Leaving the search field blank and pressing ‘Find Learner’ will bring up **all** learners in your region:



The screenshot shows the 'Find Learner' search form. The 'Find' tab is selected. The form includes the following fields: Learner ID, Employee No, Last Name, First Name, Keyword Search, Organisation Code, Organisation Name, Select Region (set to HOLDING AUSTRALIA [HOLDING\_AU]), and Learner Status (set to Active). There are also 'From record #' and 'Number of records to return' fields. A 'Find Learner' button is at the bottom.

## 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)

## Search for Region or Organisation Administrators

From the Organisation tab, there is the ability to search for *any administrator* in your region by using the **Staff** tab. Select the 'Role' in the search field, then leave all the other search fields blank and by pressing '**Find Staff**' you will bring up a list of **all** administrators in your region with that role:

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Change Role...  
Organisation  
**Staff**  
Learners  
Regions  
Organisations  
Reports

Region Admin: Test RegionAdmin [test.regionadmin] Home | My Details | My Notifications | Help | Resources | Exit

**Find Staff Member**

Enter search criteria below to look for Staff:

Staff ID	<input type="text"/>
Employee No	<input type="text"/>
Last Name	<input type="text"/>
First Name	<input type="text"/>
Keyword Search	<input type="text"/>
Role	Region Admin <input type="text"/>
Select Region	<input type="text"/> <span>Click or enter Region Name</span> <span>Clear All</span> <span>Select All</span>
View	Grid <input type="text"/>
Record	From record #: 1 Number of records to return: 25

[Download Report \(CSV file\)](#)

Staff ID	Name	Email	Role Associations
1 test.regionadmin	RegionAdmin_Test	test@test.test	Region Admin: [HOLDING_AU] HOLDING AUSTRALIA

## Update Organisation Administrator details

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

## Modify Organisation Administrator's profile details

If an Organisation Administrator at your organisation reports having difficulties logging in to the NHHI learning management system, and they have used 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 a Region Administrator is able to review the Organisation Administrator profile and modify any incorrect information.

Once logged in, click on the Organisation tab, then the Staff tab. Search for a specific Organisation Administrator and click on their name:

Change Role...  
 Organisation  
 Members  
**Staff**  
 Regions  
 Organisations  
 Reports

Region Admin: Test RegionAdmin [test.regionadmin]

Home | My Details | My Notifications | Help | Resources | Exit

#### Find Staff Member

Enter search criteria below to look for Staff:

Staff ID	<input type="text"/>
Employee No	<input type="text"/>
Last Name	<input type="text"/>
First Name	<input type="text"/>
Keyword Search	<input type="text"/>
Role	<input type="text" value="Organisation Admin"/>
Select Region	<input type="text" value="Click or enter Region Name"/> <input type="button" value="Clear All"/> <input type="button" value="Select All"/>
Select Organisation(s)	<input type="text" value="Click or enter Organisation Name"/> <input type="button" value="Clear All"/> <input type="button" value="Select All"/>
View	<input type="text" value="Grid"/>
Record	From record #: <input type="text" value="1"/> Number of records to return: <input type="text" value="25"/>

[Download Report \(CSV file\)](#)

Staff ID	Name	Email	Role Associations
1 test.orgadmin	OraAdmin, Test	test@test.test	Organisation Admin: [HOLDING_AU] HOLDING AUSTRALIA

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

AUSTRALIAN COMMISSION  
ON SAFETY AND QUALITY IN HEALTH CARE

Change Role...  
 Organisation  
 Learners  
**Staff**  
 Regions  
 Organisations  
 Reports

Region Admin: Test RegionAdmin [test.regionadmin]    Home | My Details | My Notifications | Help | Resources | Exit

**Staff Member Details**

**Details**

Staff ID	test.orgadmin
Last Name	OrgAdmin
First Name	Test
Preferred Name	
Title	* NONE *
Date Of Birth	
Employee No	123456
Position	

**Contact**

Email	test@test.test
Office Phone	
Phone	
Mobile	
Fax	

**Address**

Street	
City	
State	* NONE *
Post Code	
Country	

**Audit Information**

Created By	kate_ryan2
Created Date	25-MAY-2018

## Change an Organisation Administrator's password

From the *Staff member details* page, click on the change password button:

AUSTRALIAN COMMISSION  
ON SAFETY AND QUALITY IN HEALTH CARE

Region Admin: Test RegionAdmin [test.regionadmin]
Home | My Details | My Notifications | Help | Resources | Exit

- Change Role...
- Organisation
- Learners
- Staff
- Regions
- Organisations
- Reports

Contact
Access

### Staff Member Details

**Details**

Staff ID	test.orgadmin
Last Name	OrgAdmin
First Name	Test
Preferred Name	
Title	* NONE *
Date Of Birth	
Employee No	123456
Position	

**Contact**

Email	test@test.test
Office Phone	
Phone	
Mobile	
Fax	

**Address**

Street	
City	
State	* NONE *
Post Code	
Country	

**Audit Information**

Created By	kate_ryan2
Created Date	25-MAY-2018

Modify
Change Password
Send Logon Info

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:

### Change Password

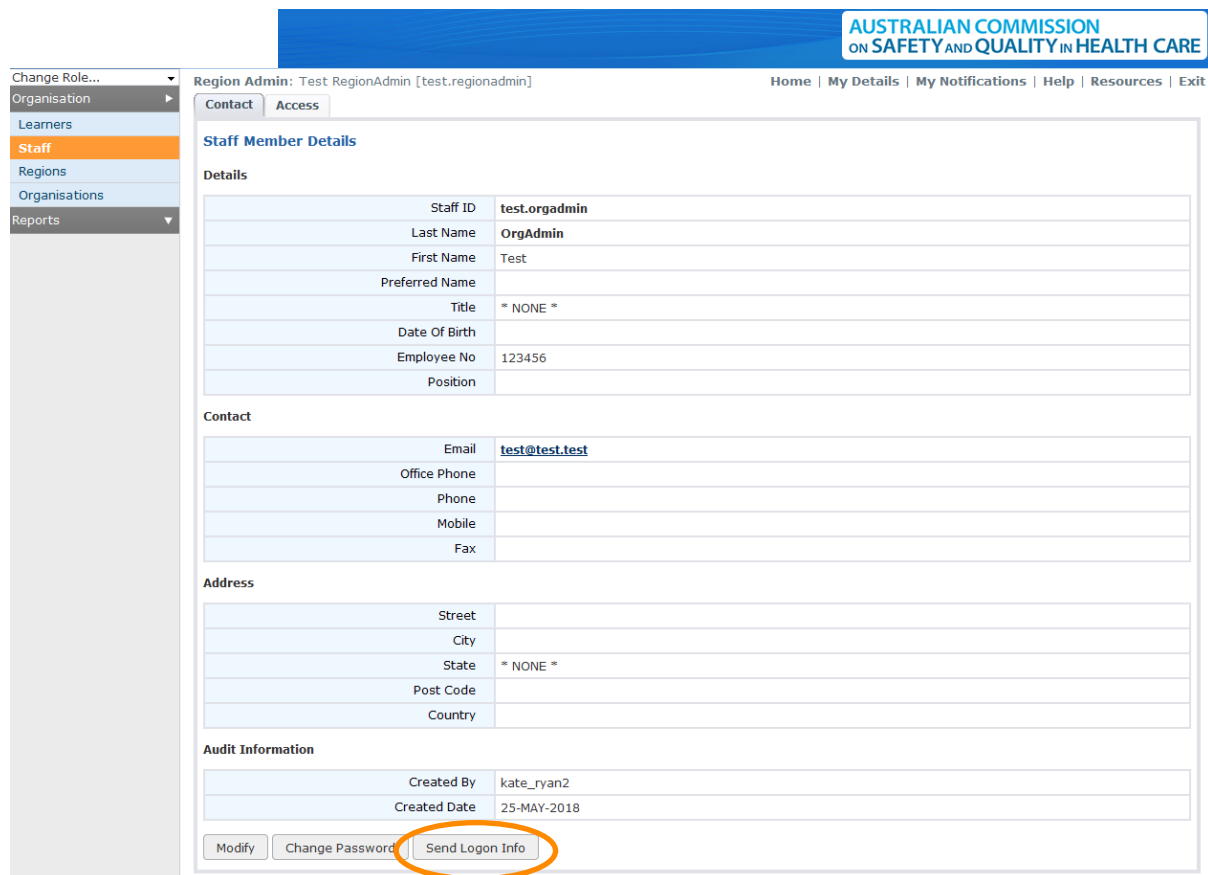
New password:	<input type="password"/>
Confirm New Password:	<input type="password"/>
Force Password Change:	<input checked="" type="checkbox"/>

Change Password
Reset

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

## Send login details to an Organisation Administrator

From the Staff member details page, check that the *organisation administrator's* email address is correct and then click on the 'send login info' button:



AUSTRALIAN COMMISSION  
ON SAFETY AND QUALITY IN HEALTH CARE

Region Admin: Test RegionAdmin [test.regionadmin] Home | My Details | My Notifications | Help | Resources | Exit

Change Role... Organisation Learners **Staff** Regions Organisations Reports

### Staff Member Details

**Details**

Staff ID	test.orgadmin
Last Name	OrgAdmin
First Name	Test
Preferred Name	
Title	* NONE *
Date Of Birth	
Employee No	123456
Position	

**Contact**

Email	<a href="mailto:test@test.test">test@test.test</a>
Office Phone	
Phone	
Mobile	
Fax	

**Address**

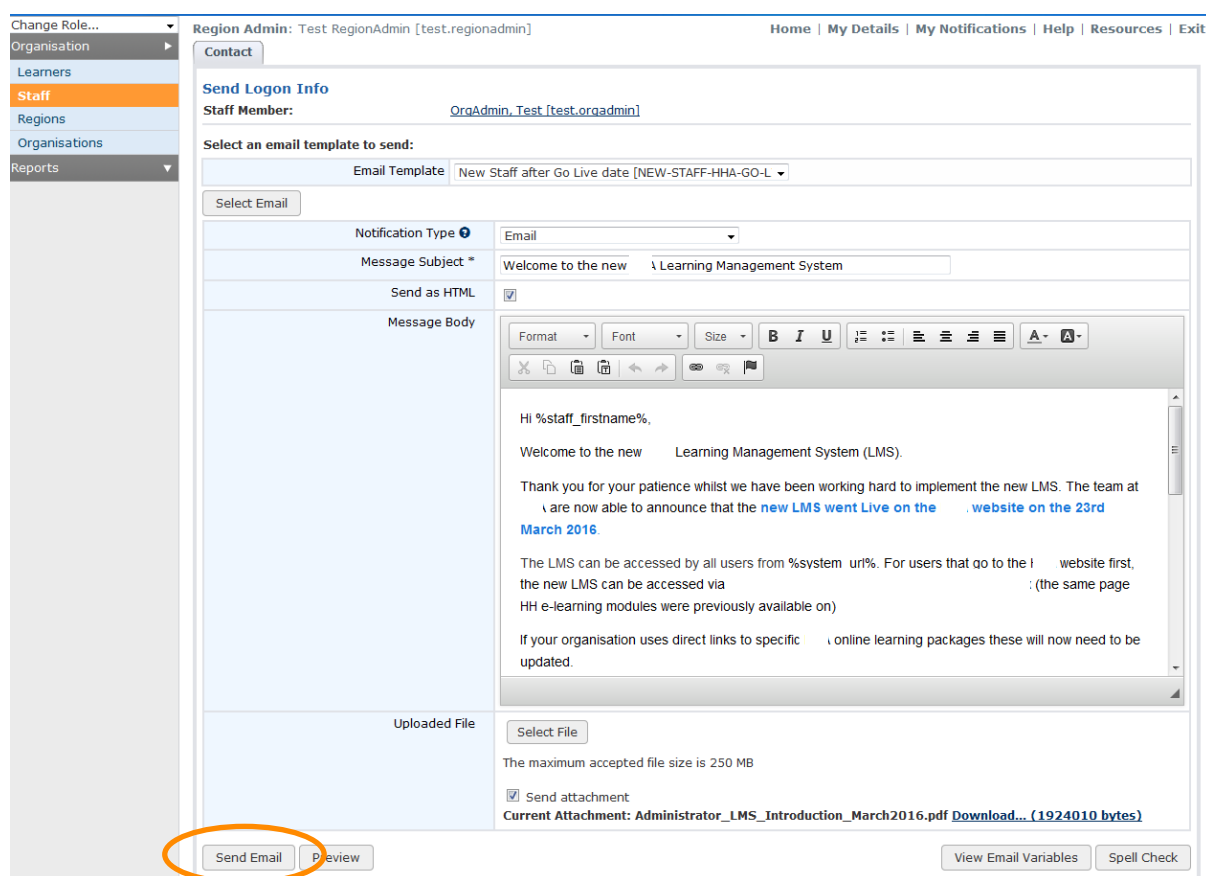
Street	
City	
State	* NONE *
Post Code	
Country	

**Audit Information**

Created By	kate_ryan2
Created Date	25-MAY-2018

Modify Change Password **Send Logon Info**

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



The screenshot shows a web interface for sending login information. The page title is "Region Admin: Test RegionAdmin [test.regionadmin]". The user is logged in as "OrgAdmin\_Test [test.orgadmin]". The form is titled "Send Logon Info" and is for a "Staff Member: OrgAdmin\_Test [test.orgadmin]".

The form includes the following fields and options:

- Email Template:** New Staff after Go Live date [NEW-STAFF-HHA-GO-L]
- Notification Type:** Email
- Message Subject:** Welcome to the new Learning Management System
- Send as HTML:**
- Message Body:** A rich text editor containing the following text:
 

Hi %staff\_firstname%,

Welcome to the new Learning Management System (LMS).

Thank you for your patience whilst we have been working hard to implement the new LMS. The team at are now able to announce that the **new LMS went Live on the website on the 23rd March 2016**.

The LMS can be accessed by all users from %system\_url%. For users that go to the website first, the new LMS can be accessed via (the same page HH e-learning modules were previously available on)

If your organisation uses direct links to specific online learning packages these will now need to be updated.
- Uploaded File:** A "Select File" button and a note: "The maximum accepted file size is 250 MB". There is a checked checkbox for "Send attachment" and a link for the current attachment: "Administrator\_LMS\_Introduction\_March2016.pdf Download... (1924010 bytes)".

At the bottom of the form, there are two buttons: "Send Email" (circled in orange) and "Preview". There are also "View Email Variables" and "Spell Check" buttons on the right side.

The email can be sent to the Organisation Administrator with the generic information set up by the NHHI, 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 Organisation Administrator. Included in the email will be a PDF with the Organisation Administrator Instructions.

## Update learner details

There are a number of changes a Region 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 used 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 a Region Administrator is able to review the learner profile and modify any incorrect information.

Once logged in, click on the Organisation tab, then the Learner tab. Search for a specific learner, select them by clicking on their name:

AUSTRALIAN COMMISSION  
ON SAFETY AND QUALITY IN HEALTH CARE

- Change Role...
- Organisations
- Learners
- Staff
- Regions
- Organisations
- Reports

Region Admin: Test RegionAdmin [test.regionadmin] Home | My Details | My Notifications | Help | Resources | Exit

**Find**

**Find Learner**

Enter search criteria below to look for Learner(s):

Learner ID	<input type="text"/>
Employee No	<input type="text"/>
Last Name	<input type="text"/>
First Name	<input type="text"/>
Keyword Search	<input type="text" value="LEARNER"/>
Organisation Code	<input type="text"/>
Organisation Name	<input type="text"/>
Select Region	<input type="text" value="HOLDING AUSTRALIA [HOLDING_AU]"/>
Learner Status	<input type="text" value="Active"/>
Record	From record #: <input type="text" value="1"/> Number of records to return: <input type="text" value="25"/>

#	Name	Learner ID	Organisation Code	Region	Go to
1	Learner_Test	test.learner	HOLDING_AU	HOLDING AUSTRALIA [HOLDING_AU]	...

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.

Change Role...

- Organisation
- Learners**
- Detail
- Training Plan
- History
- Achievements
- Staff
- Regions
- Organisations
- Reports

**AUSTRALIAN COMMISSION**  
ON SAFETY AND QUALITY IN HEALTH CARE

Region Admin: Test RegionAdmin [test.regionadmin]    Home | My Details | My Notifications | Help | Resources | Exit

Details   Organisation   Other Info   Enrol Policy   Login Logs

---

**Learner Details**

**Organisation:** [\[HOLDING\\_AU\] HOLDING AUSTRALIA](#)  
**Region:** [\[HOLDING\\_AU\] HOLDING AUSTRALIA](#)

**Details**

Learner ID	test.learner
Last Name	Learner
First Name	Test
Title	
Employee No	
Gender	
Date Of Birth	
Type	* NONE *

**Contact**

Email: [test@test.test.au](mailto:test@test.test.au)

**Address**

Street	
City	
State	* NONE *
Post Code	
Country	

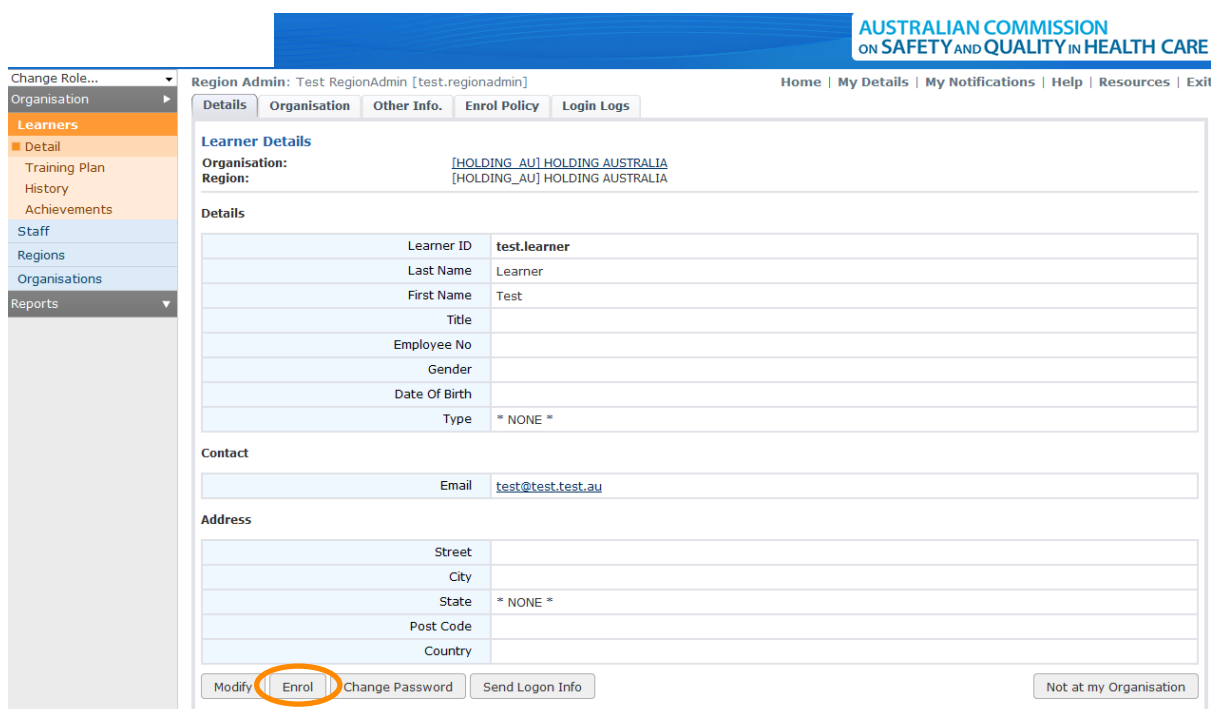
Modify   
 Enrol   
 Change Password   
 Send Logon Info   
 Not at my Organisation

## Enrol a learner in a module

From the **Learner Details** screen a Regional Administrator can enrol a learner in a module. This is useful if you want to:

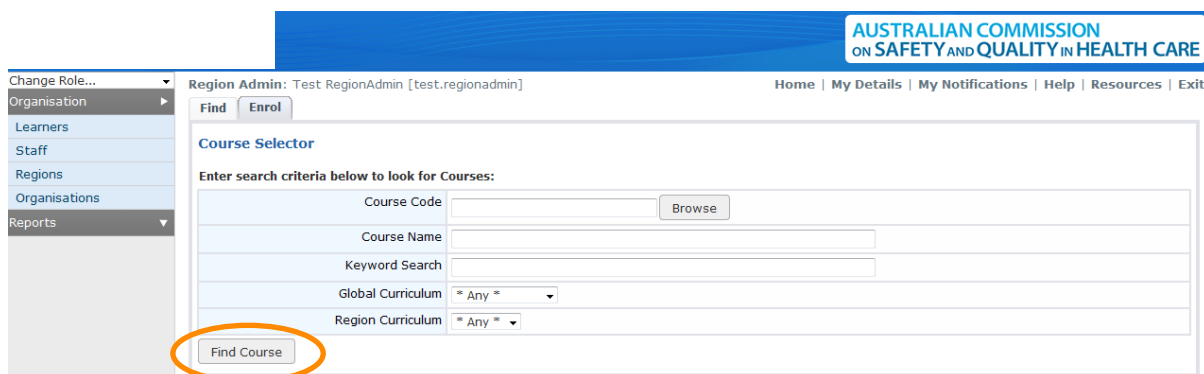
- Ensure Hand hygiene auditors are enrolled in the mandatory annual auditor module
- Ensure participants in your local auditor training are enrolled in the mandatory pre-workshop online module
- Assist a learner having difficulty enrolling themselves.

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



The screenshot shows the 'Learner Details' page for a learner named 'test.learner'. The page includes a navigation menu on the left with 'Learners' selected. The main content area has 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 is a 'Contact' section with an email field and an 'Address' section with fields for Street, City, State, Post Code, and Country. At the bottom of the form, there are buttons for 'Modify', 'Enrol', 'Change Password', and 'Send Logon Info'. The 'Enrol' button is circled in orange.

The course selector page will appear:



The screenshot shows the 'Course Selector' page. It features a search form with fields for 'Course Code', 'Course Name', and 'Keyword Search'. There are also dropdown menus for 'Global Curriculum' and 'Region Curriculum'. A 'Browse' button is next to the 'Course Code' field. At the bottom of the form, there is a 'Find Course' button, which is circled in orange.

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. This will automatically enrol the Learner.

Region Admin: Test RegionAdmin [test.regionadmin] Home | My Details | My Notifications | Help | Resources | Exit

Find Enrol

### Course Selector

Enter search criteria below to look for Courses:

Course Code

Course Name

Keyword Search

Global Curriculum \* Any \*

Region Curriculum \* Any \*

select	Course Code	Course Name	Course Type	Fee	Active Sessions
<input type="radio"/>	ALLIED_HEALTH_HHA	Hand Hygiene Allied Health Online Learning Module Training Department:	ON	\$0.00	1
<input type="radio"/>	ANNUAL_AUDITOR_HHA	Hand Hygiene Auditor Annual Validation Online Learning Module Training Department:	ON	\$0.00	1
<input type="radio"/>	MEDICAL_STAFF_HHA	Hand Hygiene Medical Online Learning Module Training Department:	ON	\$0.00	1
<input type="radio"/>	NON-CLINICAL_HHA	Hand Hygiene Non-Clinical Online Learning Module Training Department:	ON	\$0.00	1

Then you will see the enrolment confirmation page:

Region Admin: Test RegionAdmin [test.regionadmin] Home | My Details | My Notifications | Help | Resources | Exit

Find Enrol Tutor Help Workplace Assessments

### Enrolment Confirmation

Session: [Hand Hygiene Medical Module \(Auto Session\) \[MEDICAL\\_STAFF\\_HHA:009\]](#)  
 Course: [Hand Hygiene Medical Online Learning Module \[MEDICAL\\_STAFF\\_HHA\]](#)  
 Training Department: [Hand Hygiene Australia](#)  
 Date: 01-DEC-2017 12:00 AM - 30-NOV-2018 12:00 AM  
 Enrolment/Class size: 1/Unlimited

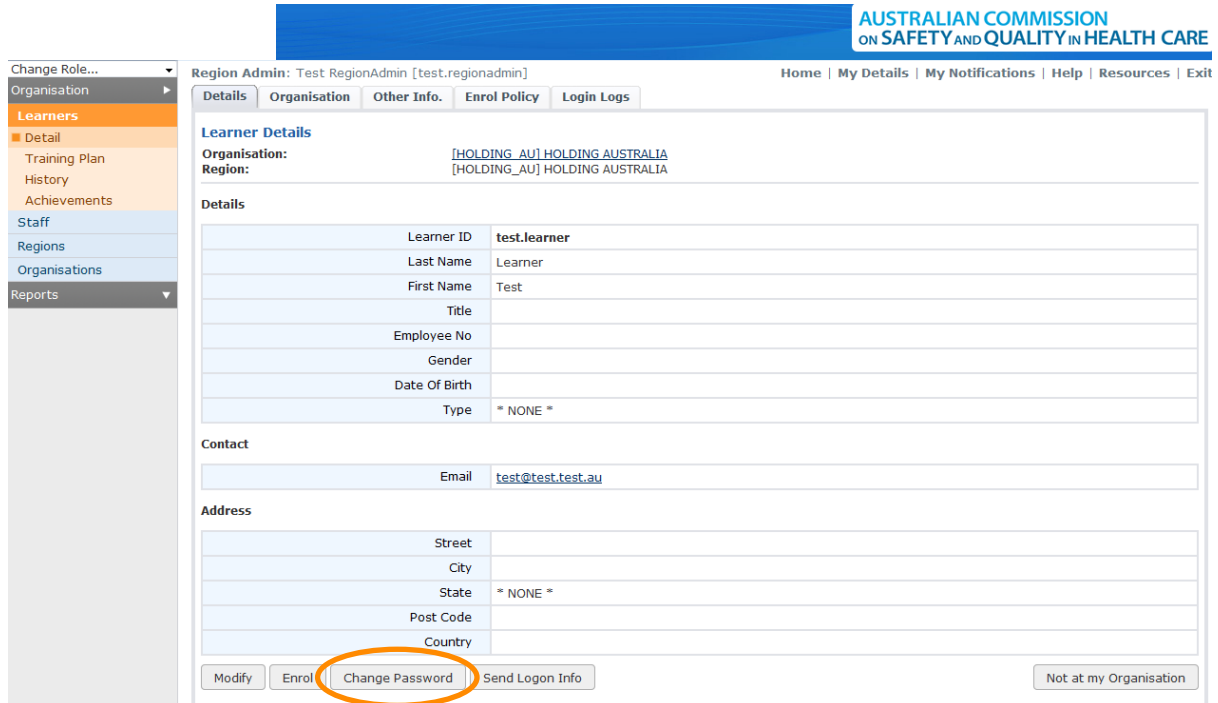
Learner ID	Learner Name	Enrolment Number	Notes
1 test.learner	Learner, Test	306454	

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 in the NHHI system. The page title is 'Region Admin: Test RegionAdmin [test.regionadmin]'. The breadcrumb trail is 'Home | My Details | My Notifications | Help | Resources | Exit'. The page has tabs for 'Details', 'Organisation', 'Other Info.', 'Enrol Policy', and 'Login Logs'. The 'Learner Details' section shows the following information:

Organisation:	[HOLDING_AU] HOLDING AUSTRALIA
Region:	[HOLDING_AU] HOLDING AUSTRALIA

The 'Details' section contains the following fields:

Learner ID	test.learner
Last Name	Learner
First Name	Test
Title	
Employee No	
Gender	
Date Of Birth	
Type	* NONE *

The 'Contact' section contains the following field:

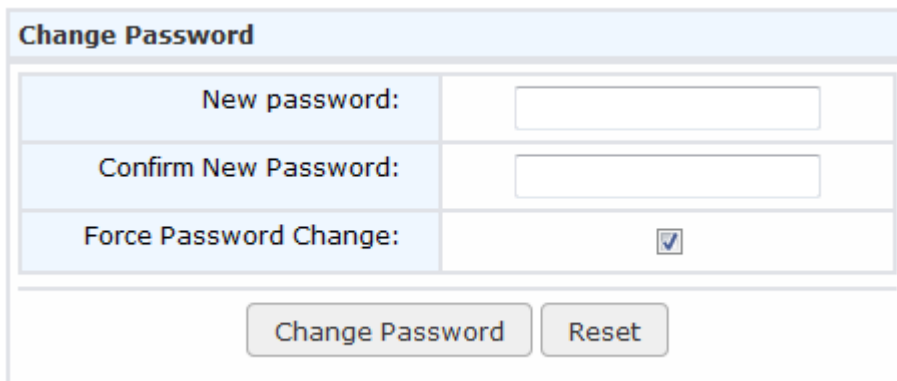
Email	test@test.test.au
-------	-------------------

The 'Address' section contains the following fields:

Street	
City	
State	* NONE *
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. There is also a 'Not at my Organisation' button.

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:

New password:	<input type="text"/>
Confirm New Password:	<input type="text"/>
Force Password Change:	<input checked="" type="checkbox"/>

At the bottom of the dialog box, there are buttons for 'Change Password' and 'Reset'.

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:

AUSTRALIAN COMMISSION  
ON SAFETY AND QUALITY IN HEALTH CARE

Region Admin: Test RegionAdmin [test.regionadmin]
Home | My Details | My Notifications | Help | Resources | Exit

Change Role...  
Organisation  
**Learners**  
Detail  
Training Plan  
History  
Achievements  
Staff  
Regions  
Organisations  
Reports

Details
Organisation
Other Info.
Enrol Policy
Login Logs

**Learner Details**

Organisation: [\[HOLDING\\_AU\] HOLDING AUSTRALIA](#)  
 Region: [\[HOLDING\\_AU\] HOLDING AUSTRALIA](#)

**Details**

Learner ID	test.learner
Last Name	Learner
First Name	Test
Title	
Employee No	
Gender	
Date Of Birth	
Type	* NONE *

**Contact**

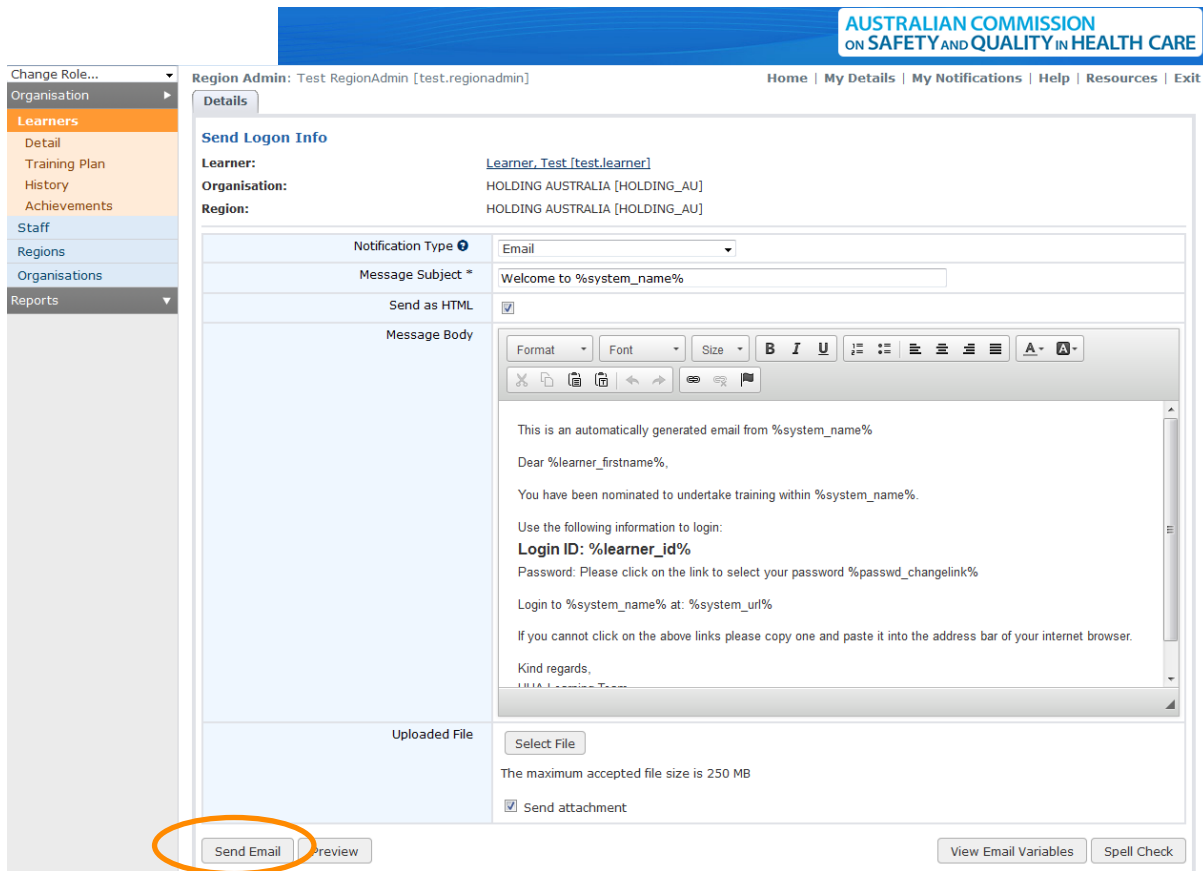
Email: [test@test.test.au](mailto:test@test.test.au)

**Address**

Street	
City	
State	* NONE *
Post Code	
Country	

Modify
Enrol
Change Password
Send Logon Info
Not at my Organisation

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



**AUSTRALIAN COMMISSION ON SAFETY AND QUALITY IN HEALTH CARE**

Region Admin: Test RegionAdmin [test.regionadmin] Home | My Details | My Notifications | Help | Resources | Exit

**Send Logon Info**

**Learner:** [Learner\\_Test \[test.learner\]](#)

**Organisation:** HOLDING AUSTRALIA [HOLDING\_AU]

**Region:** HOLDING AUSTRALIA [HOLDING\_AU]

Notification Type: Email

Message Subject: Welcome to %system\_name%

Send as HTML:

Message Body

Format: Font: Size: **B** **I** **U** [List Bulleted] [List Numbered] [List Indented] [Align Left] [Align Center] [Align Right] [Text Color] [Background Color]

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\_url%

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

Kind regards,  
NHHI Learning Team

Uploaded File: Select File

The maximum accepted file size is 250 MB

Send attachment

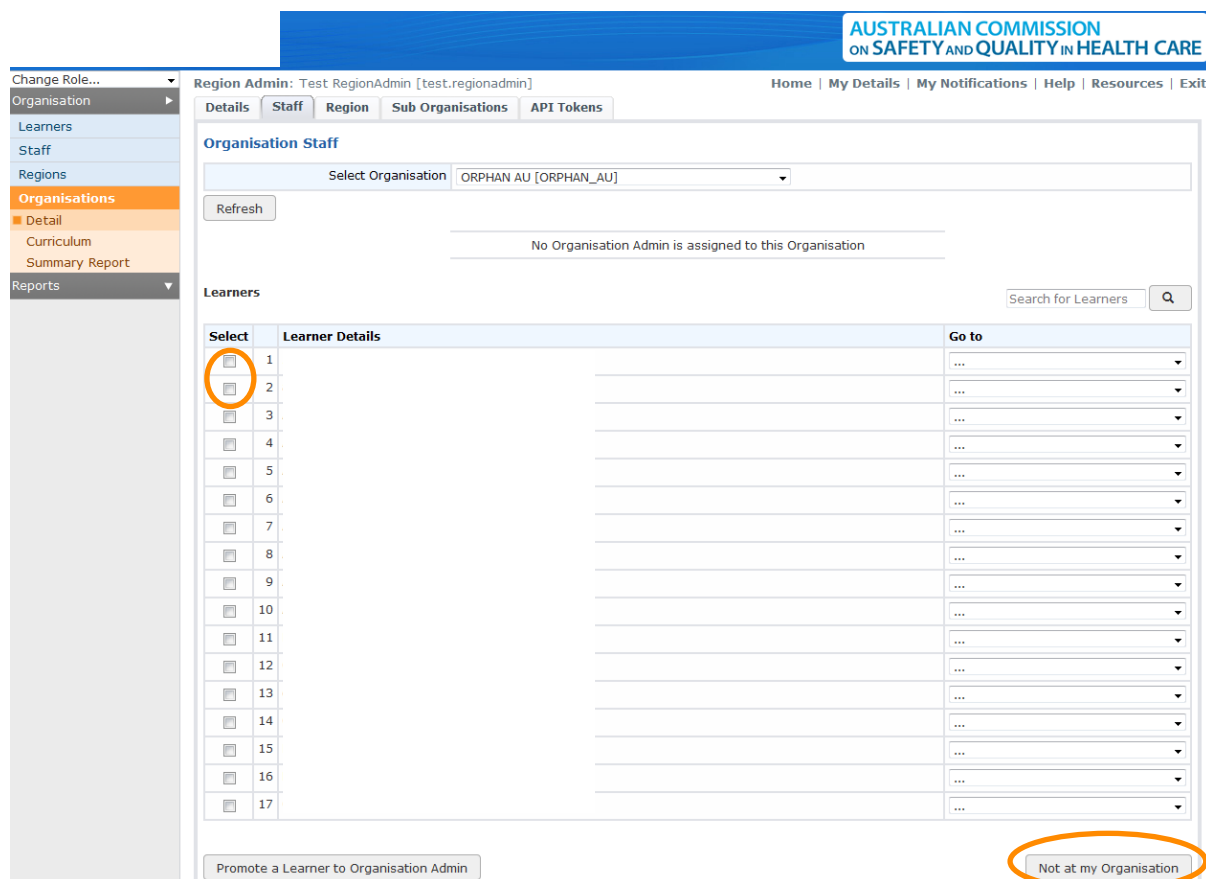
**Send Email** Preview View Email Variables Spell Check

The email can be sent to the learner with the generic information set up by NHHI, 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 an Organisation in your Region

On review of your 'Staff' listed on an *individual* Organisation page, if there are names of people who are no longer at that organisation, the Region 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 for the 'ORPHAN AU [ORPHAN\_AU]' organisation. The page includes a navigation menu on the left, a search bar for learners, and a table of learners. The 'Select' column of the table contains checkboxes, with the checkbox for learner 1 circled in orange. At the bottom right of the page, the 'Not at my Organisation' button is also circled in orange.

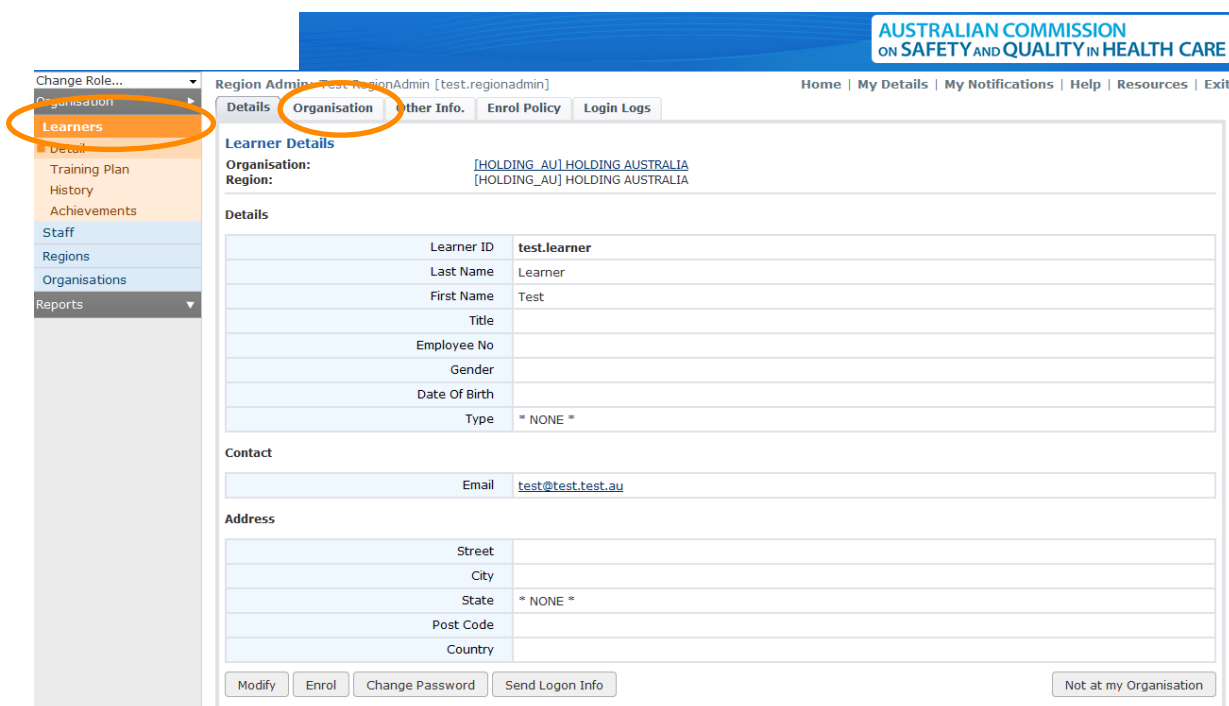
Select	Learner Details	Go to
<input type="checkbox"/>	1	...
<input type="checkbox"/>	2	...
<input type="checkbox"/>	3	...
<input type="checkbox"/>	4	...
<input type="checkbox"/>	5	...
<input type="checkbox"/>	6	...
<input type="checkbox"/>	7	...
<input type="checkbox"/>	8	...
<input type="checkbox"/>	9	...
<input type="checkbox"/>	10	...
<input type="checkbox"/>	11	...
<input type="checkbox"/>	12	...
<input type="checkbox"/>	13	...
<input type="checkbox"/>	14	...
<input type="checkbox"/>	15	...
<input type="checkbox"/>	16	...
<input type="checkbox"/>	17	...

This will remove the learner(s) from the list of Learners at that 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

As the Region Administrator, you have the ability to change the organisation a learner is attached to, to another organisation **within** your region.

Select a specific learner from the Learner tab and click on the **'Organisation'** menu button:

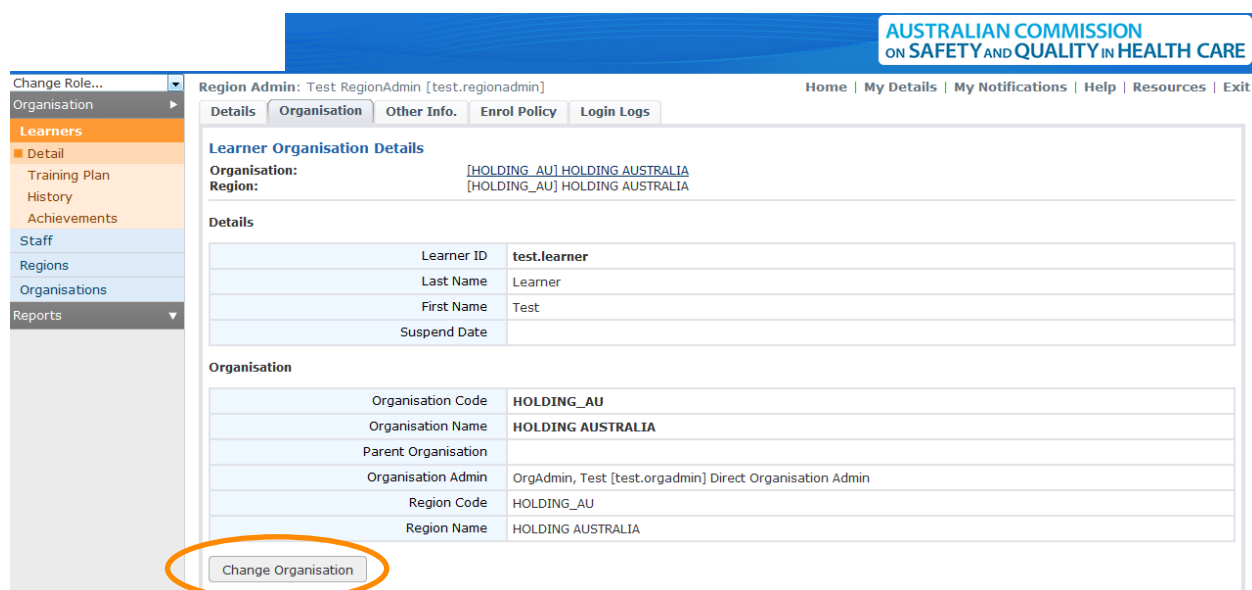


The screenshot shows the NHHI system interface. The top navigation bar includes the Australian Commission on Safety and Quality in Health Care logo and the text "Region Admin: Test RegionAdmin [test.regionadmin]". The main navigation menu on the left has "Learners" highlighted in orange. The "Organisation" menu item is also circled in orange. The main content area shows the "Learner Details" for a learner with ID "test.learner". The "Organisation" and "Region" fields are both set to "[HOLDING\_AU] HOLDING AUSTRALIA". The "Details" section contains a table with the following data:

Learner ID	test.learner
Last Name	Learner
First Name	Test
Title	
Employee No	
Gender	
Date Of Birth	
Type	* NONE *

The "Contact" section shows an email address of "test@test.test.au". The "Address" section includes fields for Street, City, State (\* NONE \*), Post Code, and Country. At the bottom of the page, there are buttons for "Modify", "Enrol", "Change Password", "Send Logon Info", and "Not at my Organisation".

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



The screenshot shows the NHHI system interface with the "Learner Organisation Details" page. The "Organisation" menu item is highlighted in orange. The main content area shows the "Learner Organisation Details" for a learner with ID "test.learner". The "Organisation" and "Region" fields are both set to "[HOLDING\_AU] HOLDING AUSTRALIA". The "Details" section contains a table with the following data:

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

The "Organisation" section contains a table with the following data:

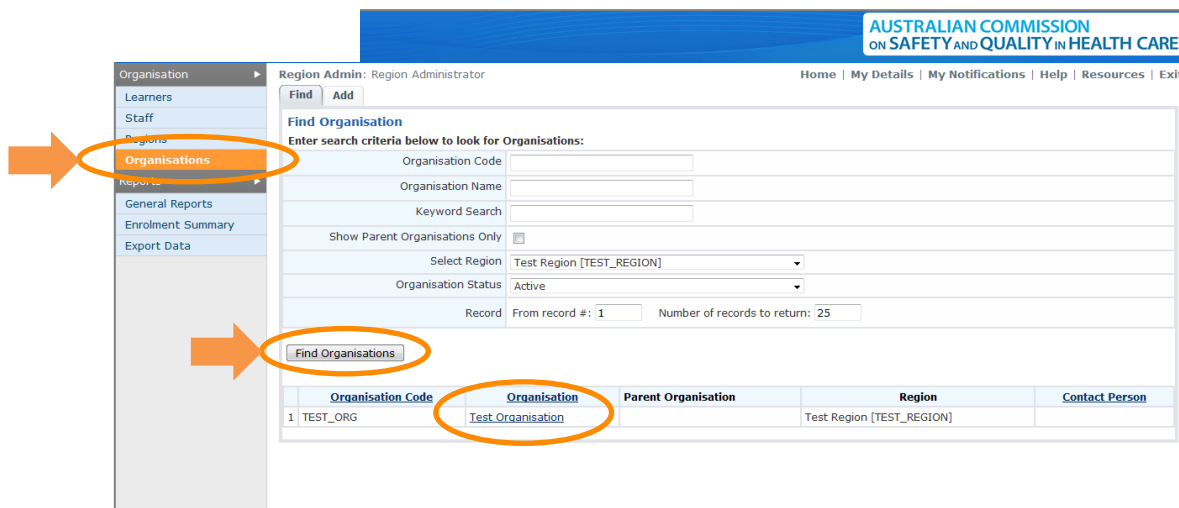
Organisation Code	HOLDING_AU
Organisation Name	HOLDING AUSTRALIA
Parent Organisation	
Organisation Admin	OrgAdmin, Test [test.orgadmin] Direct Organisation Admin
Region Code	HOLDING_AU
Region Name	HOLDING AUSTRALIA

The "Change Organisation" button is circled in orange at the bottom of the page.

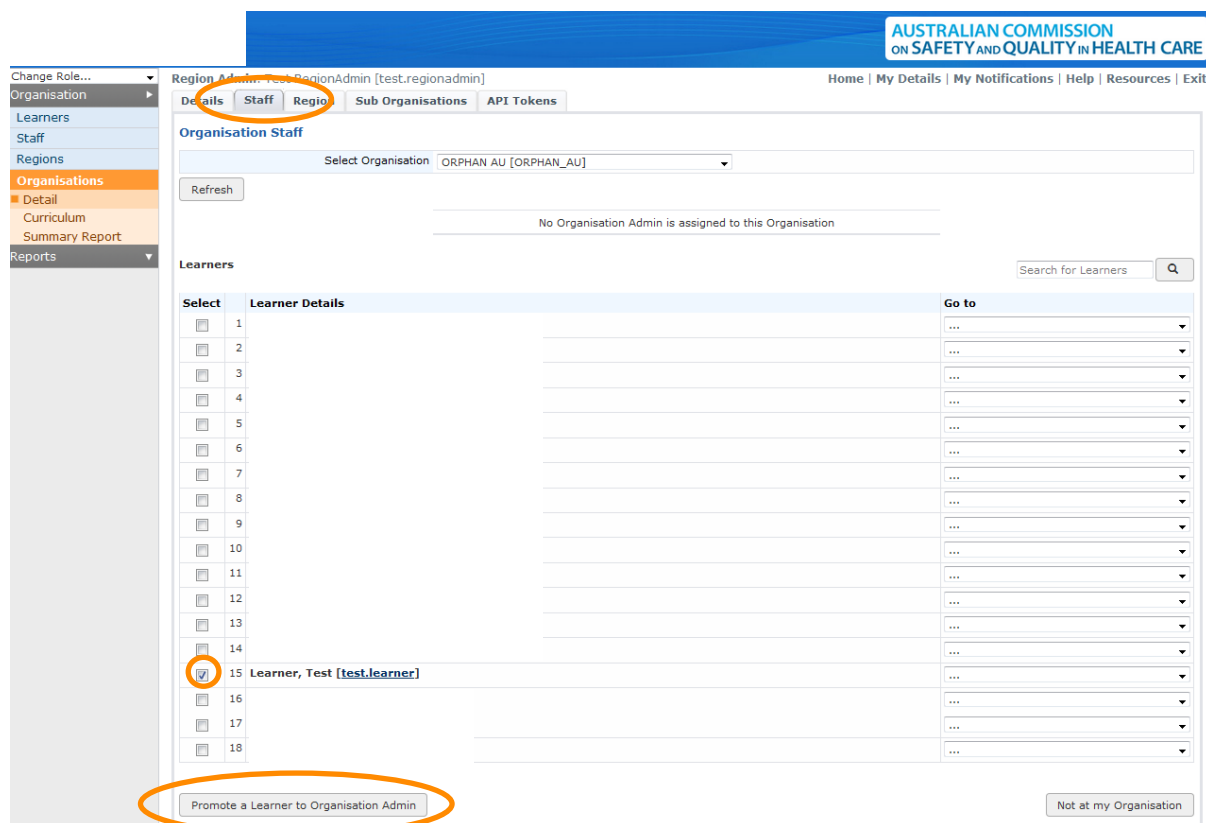
## Promote a Learner to Organisation Administrator

As the Region Administrator, you have the ability to promote a learner to the role of Organisation Administrator, allowing administration/reporting access to that learner.

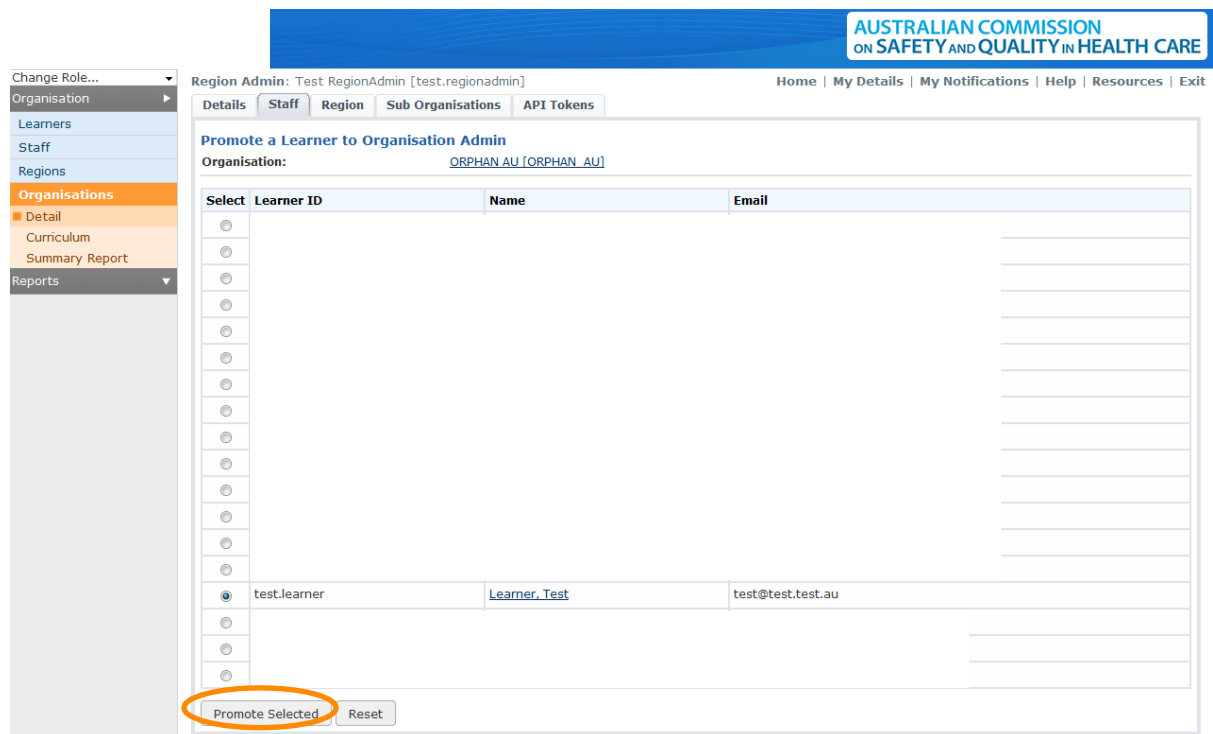
Search for a specific Organisation, clicking on the name of the Organisation once found:



Click on the Staff menu tab, mark the checkbox for the selected learner, and press the 'promote a learner to Organisation Admin' button:



Confirm your promotion by selecting the learner again and pressing **'promote selected'**:



Region Admin: Test RegionAdmin [test.regionadmin] Home | My Details | My Notifications | Help | Resources | Exit

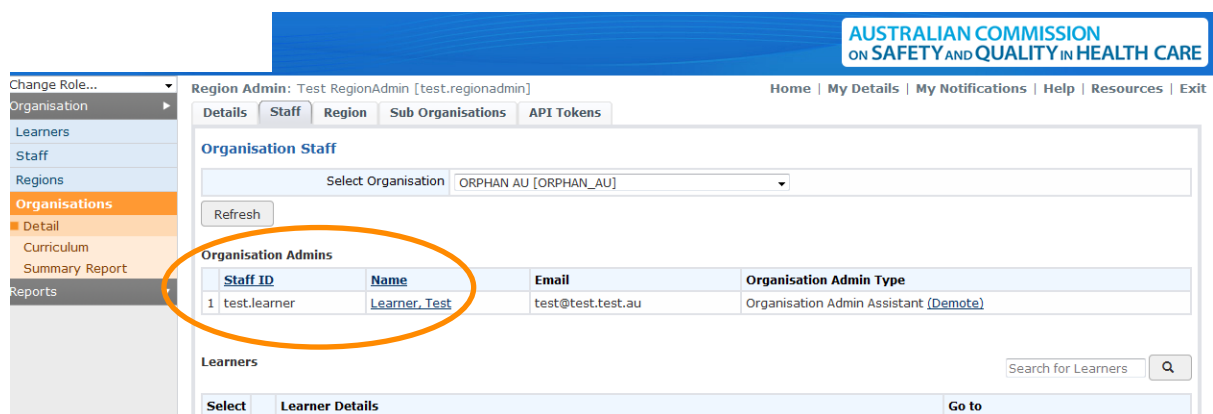
**Promote a Learner to Organisation Admin**

Organisation: [ORPHAN AU \[ORPHAN\\_AU\]](#)

Select	Learner ID	Name	Email
<input type="radio"/>			
<input type="radio"/>			
<input type="radio"/>			
<input type="radio"/>			
<input type="radio"/>			
<input type="radio"/>			
<input type="radio"/>			
<input type="radio"/>			
<input type="radio"/>			
<input type="radio"/>			
<input type="radio"/>			
<input type="radio"/>			
<input checked="" type="radio"/>	test.learner	<a href="#">Learner_Test</a>	test@test.test.au
<input type="radio"/>			
<input type="radio"/>			
<input type="radio"/>			

**Promote Selected** Reset

The selected learner should then appear on the list of Organisation Administrators for that Organisation:



Region Admin: Test RegionAdmin [test.regionadmin] Home | My Details | My Notifications | Help | Resources | Exit

**Organisation Staff**

Select Organisation: [ORPHAN AU \[ORPHAN\\_AU\]](#)

Refresh

**Organisation Admins**

Staff ID	Name	Email	Organisation Admin Type
1	<a href="#">test.learner</a>	<a href="#">Learner_Test</a>	Organisation Admin Assistant ( <a href="#">Demote</a> )

Learners Search for Learners

Select Learner Details Go to

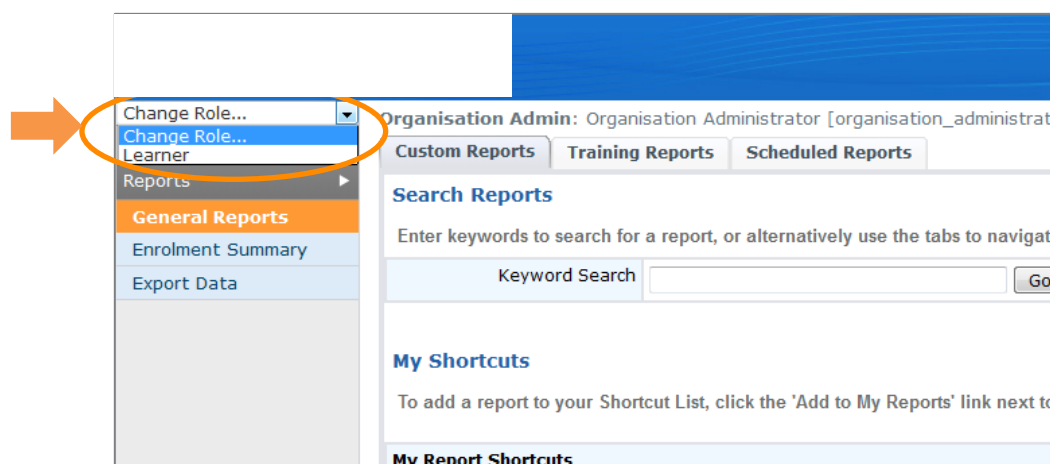
This role can be removed by pressing the (Demote) button, which returns the user to the role of *Learner*.

## How Region Administrators 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 'switch roles' to become a learner and find and enrol in the course you want to complete.

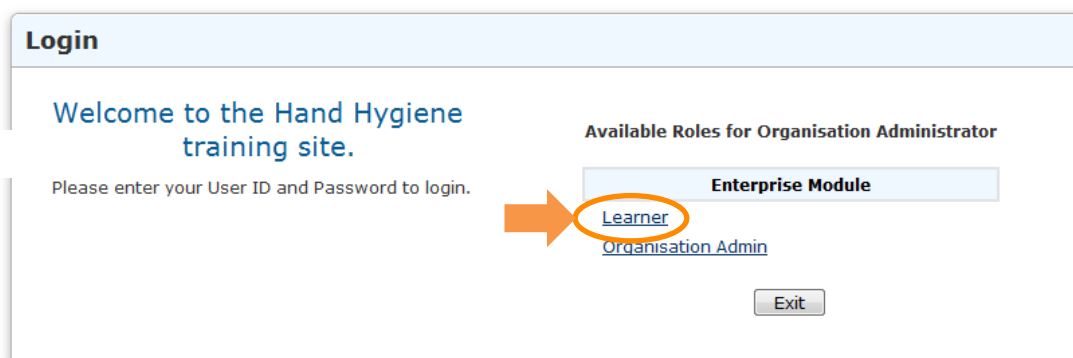
### Learner Login

If you are already logged in to the system in your **Region Admin** role, you can use the 'Change Role' selector in the top left hand corner and select 'Learner' from this list. If you don't see this option, please contact the Commission by email ([handhygiene@safetyandquality.gov.au](mailto:handhygiene@safetyandquality.gov.au)).



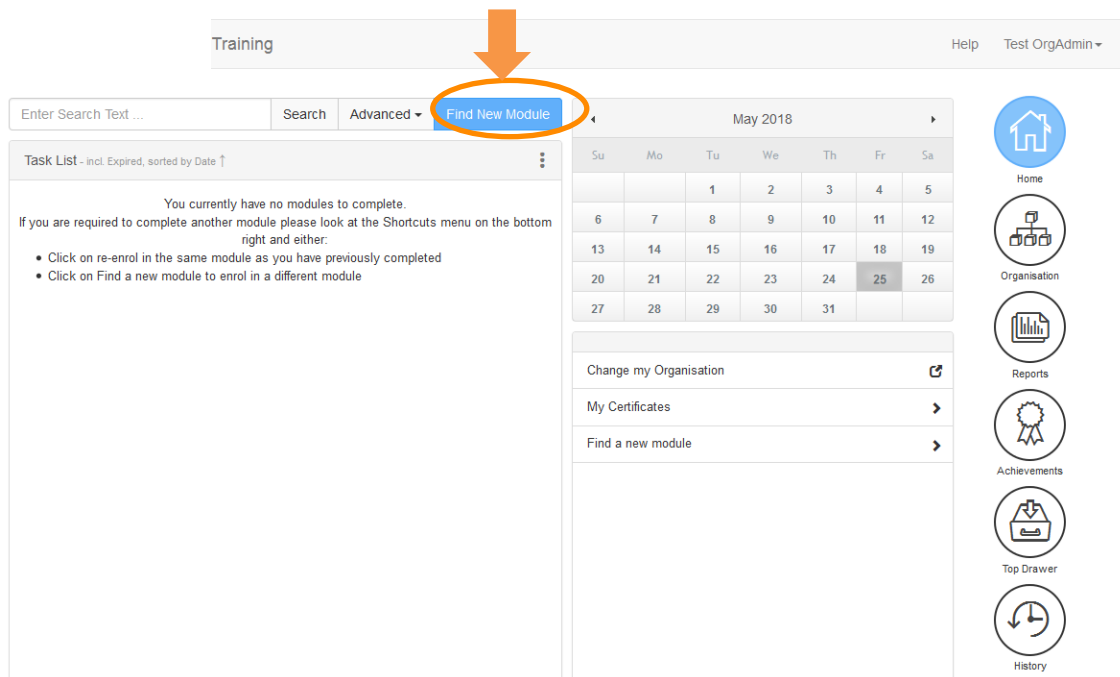
OR

Alternatively, you can log in to the system using your normal username and password. On the next screen, select the 'Learner' option. If you don't see this option, please contact the Commission by email ([handhygiene@safetyandquality.gov.au](mailto:handhygiene@safetyandquality.gov.au)).



## Course Enrolment

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



Training Help Test OrgAdmin

Enter Search Text ... Search Advanced **Find New Module**

Task List - incl. Expired, sorted by Date ↑

You currently have no modules to complete.  
If you are required to complete another module please look at the Shortcuts menu on the bottom right and either:

- Click on re-enrol in the same module as you have previously completed
- Click on Find a new module to enrol in a different module

May 2018

Su	Mo	Tu	We	Th	Fr	Sa
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

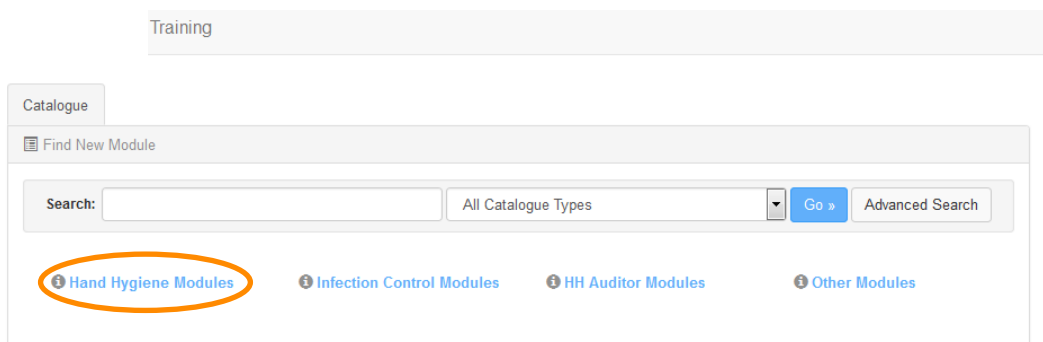
Change my Organisation

My Certificates

Find a new module

Home  
Organisation  
Reports  
Achievements  
Top Drawer  
History

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



Training

Catalogue

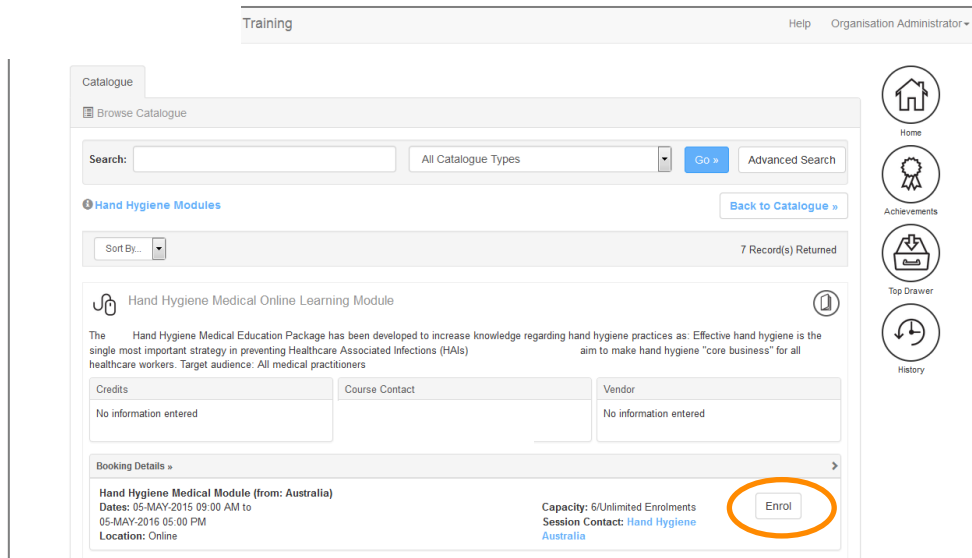
Find New Module

Search:  All Catalogue Types

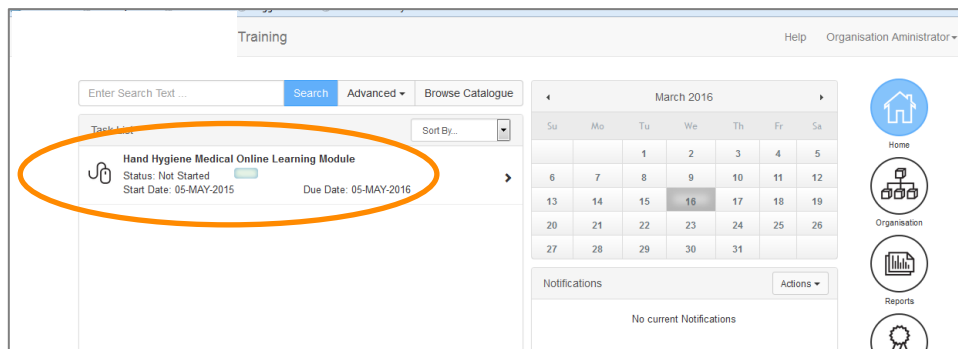
**Hand Hygiene Modules** Infection Control Modules HH Auditor Modules Other Modules

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

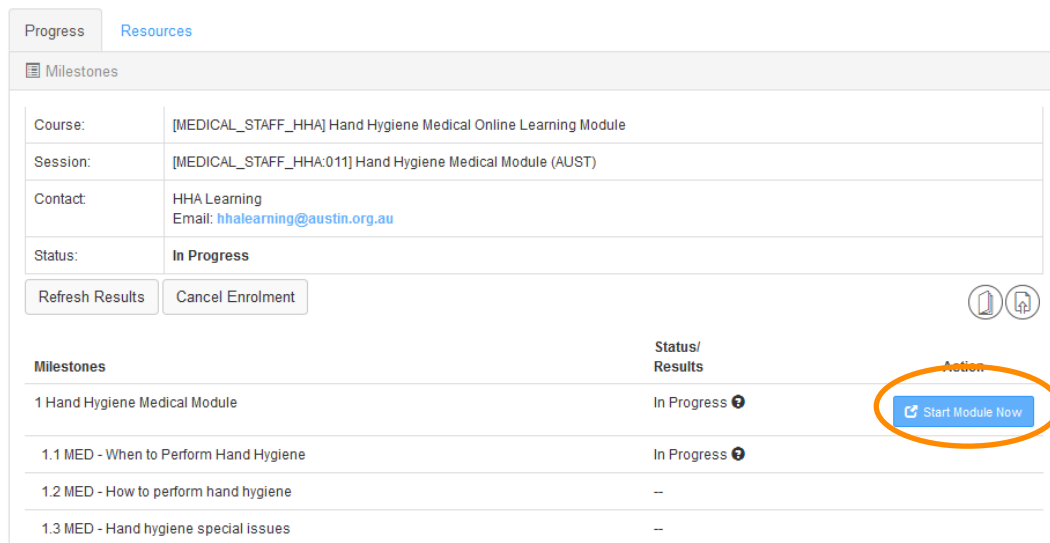
4. Select **Enrol** from the booking details section.



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



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



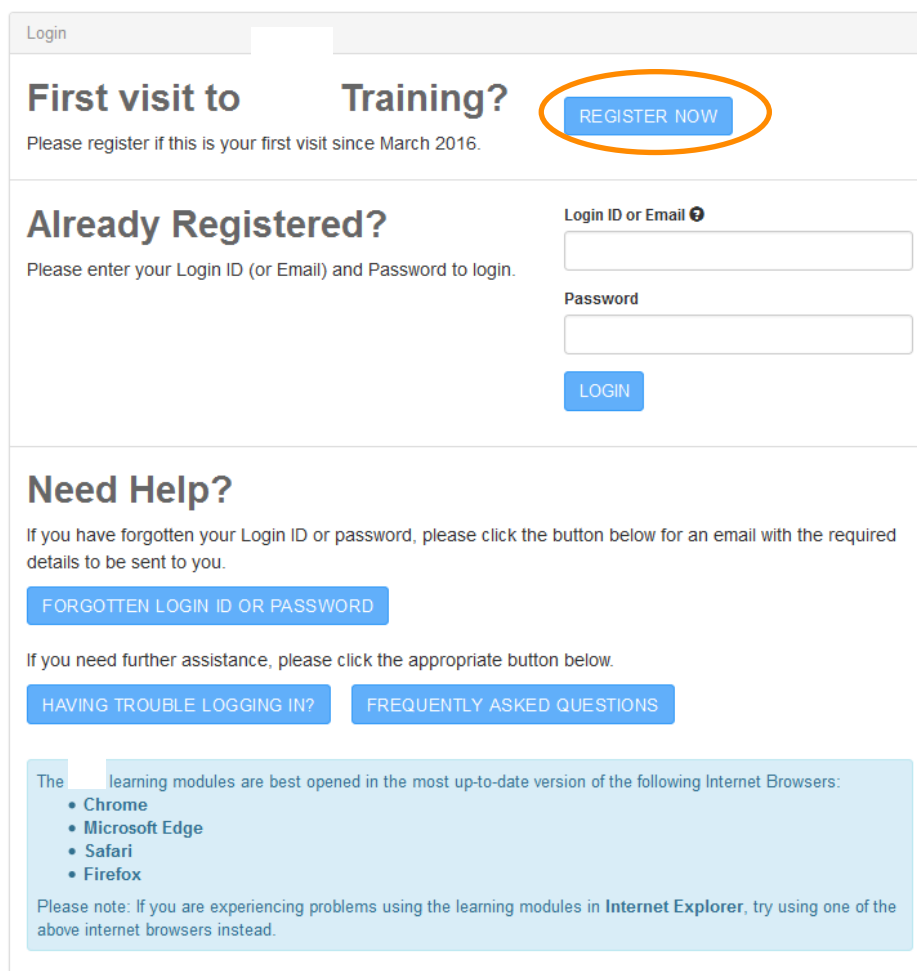
## How to Invite your Staff/Students to use the NHHI LMS

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 have never used this 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.

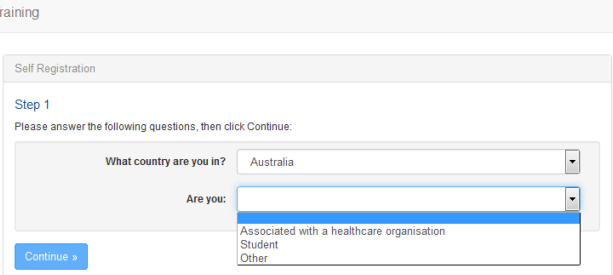
## Self-Registration

### Associated with a healthcare organisation - Australia

#### Step 1

Choose Country - Australia

Choose Affiliation – Associated with a healthcare organisation



Training

Self Registration

Step 1

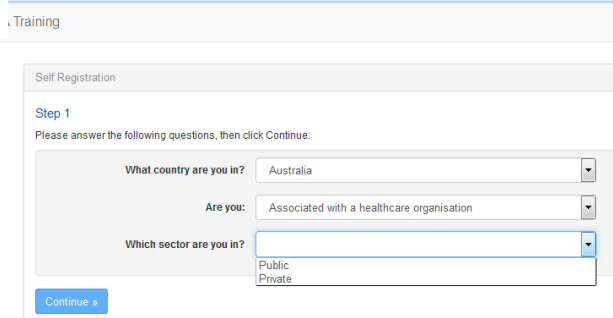
Please answer the following questions, then click Continue:

What country are you in? Australia

Are you: Associated with a healthcare organisation

Continue »

Choose Sector



Training

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

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

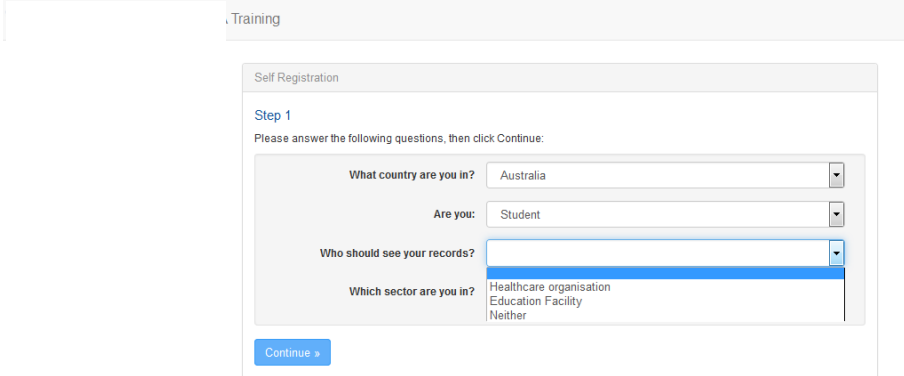
## Student - Australia

### Step 1

Choose Country - Australia

Choose Affiliation – Student

Choose who should see your records



The screenshot shows a web interface for 'Self Registration' under the 'Training' category. It is titled 'Step 1' and asks the user to answer the following questions, then click 'Continue':

- What country are you in? (Dropdown menu showing 'Australia')
- Are you: (Dropdown menu showing 'Student')
- Who should see your records? (Dropdown menu with options: Healthcare organisation, Education Facility, Neither)
- Which sector are you in? (Dropdown menu with options: Healthcare organisation, Education Facility, Neither)

A '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 [NHHI website](#), and please contact the Commission if you need further assistance – [handhygiene@safetyandquality.gov.au](mailto: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](mailto: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 Commission on [handhygiene@safetyandquality.gov.au](mailto: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](mailto: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 course you would like available please contact the Commission on [handhygiene@safetyandquality.gov.au](mailto:handhygiene@safetyandquality.gov.au)

**Q: What is the Infection Control Orientation module?**

A: This module is current being redeveloped. We apologise for any inconvenience.

## 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: I have pressed the 'Start module' button, but the Infection Control module is opening as a blank screen. What do I do?**

A: The Infection Control module is currently under redevelopment. We apologise for any inconvenience caused.

**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 Commission recommends 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 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 Commission 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, the Commission does not directly update your "My Learning" profile.

The Commission provides 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](mailto: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](mailto: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 into 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?**

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?**

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](mailto: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 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 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. 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 or vice versa.
- 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](mailto: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.



**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](mailto: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 the Commission can manually update your profile with the new details and send your login details to you.