



HHA Learning Management System

Instructions for Region Administrators

Last updated: October 2019

Table of Contents

Welcome	4
Region Administrators	6
Home Screen.....	6
The First Time You Login	6
Step 1: Check the organisations included in your region	7
Step 2: Update your region’s details.....	8
Step 3: Check the list of Region Administrators for your region	9
How to Run a Report.....	10
Shortcut Report 1: Any status/All Learners/All Courses/Result	11
Shortcut Report 2: Any Status/All Learners/Any Course/Result	13
Shortcut Report 3: Any Status/All Learners/Multiple Courses/Result.....	15
Scheduled Reports	15
Region Administrator Functions	17
Search for Learners	18
Learner Profile Quick Links.....	18
Search for Region or Organisation Administrators	19
Modify Organisation Administrator’s profile details	20
Change an Organisation Administrator’s password	22
Send login details to an Organisation Administrator.....	23
Modify learner profile details	25
Enrol a learner in a module.....	27
Change a learner’s password	29
Send login details to a learner	30
Remove a learner from an Organisation in your Region	32
Change the organisation a learner is attached to.....	33
Promote a Learner to Organisation Administrator.....	34

How Region Administrators Can Use the System as a Learner.....	36
How to complete a learning module	37
My task list does not have any modules to complete	39
How to re-enrol in the same learning module.....	39
How to enrol in a new learning module	40
How to cancel your enrolment in a learning module	41
How to Invite your Staff/Students to use the HHA LMS.....	43
Self-Registration.....	44
Frequently Asked Questions	45
Administrators	45
Learning Modules	46
Certification.....	47
User Profiles.....	48
Other	49
Having trouble logging on?	50

Welcome

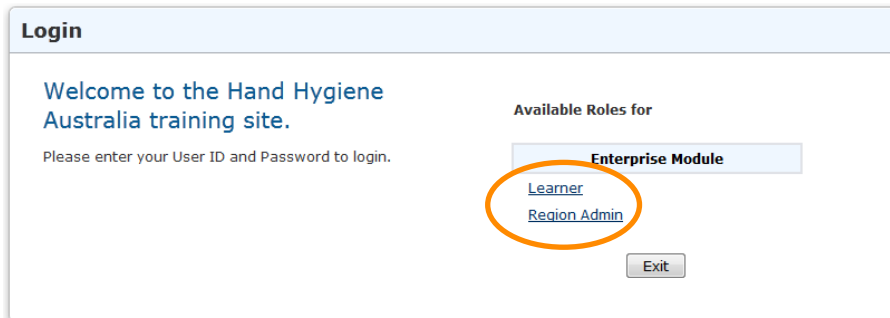
Welcome to the Hand Hygiene Australia learning management system!

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.



Login

Welcome to the Hand Hygiene Australia training site.

Please enter your User ID and Password to login.

Available Roles for

Enterprise Module

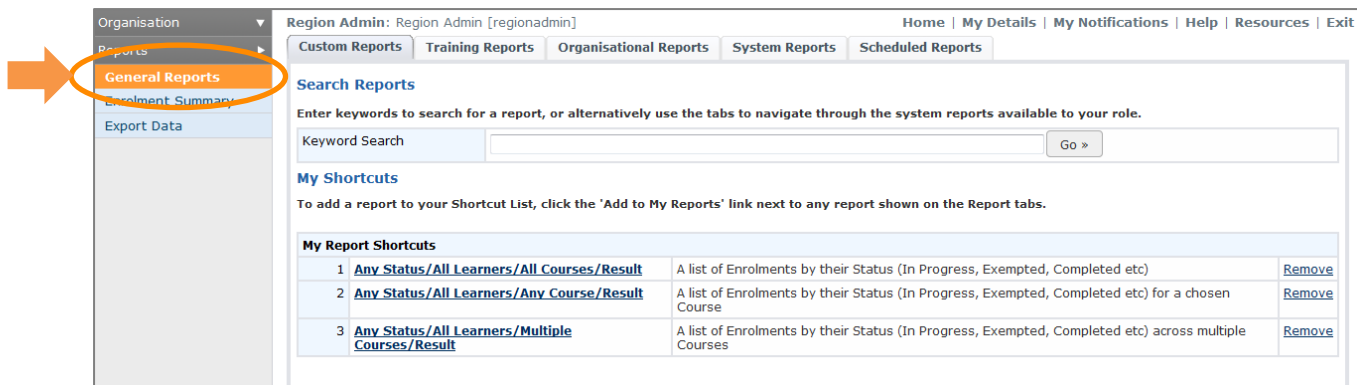
[Learner](#)

[Region Admin](#)

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.



Region Admin: Region Admin [regionadmin] Home | My Details | My Notifications | Help | Resources | Exit

Custom Reports Training Reports Organisational Reports System Reports Scheduled Reports

General Reports

Search Reports

Enter keywords to search for a report, or alternatively use the tabs to navigate through the system reports available to your role.

Keyword Search Go »

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.

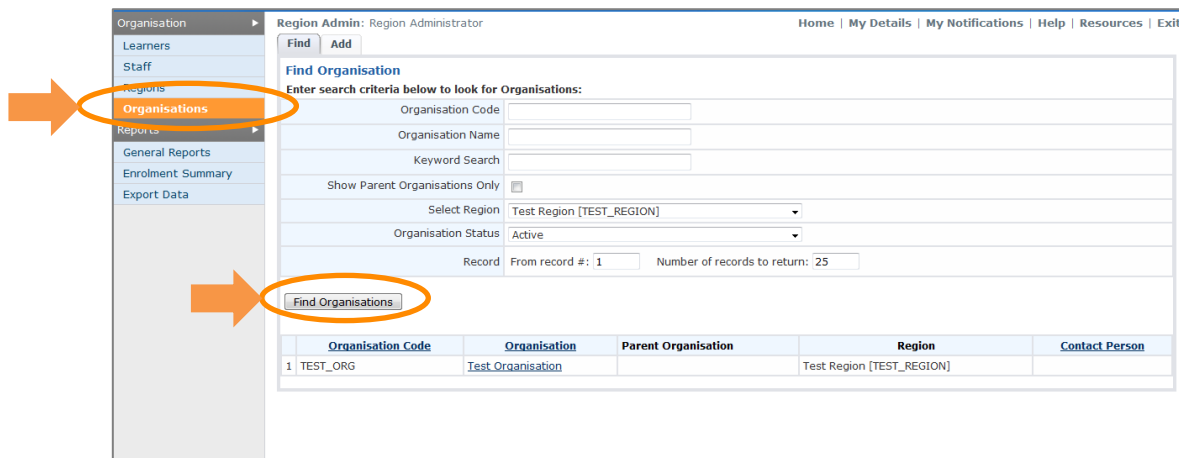
My Report Shortcuts		
1	Any Status/All Learners/All Courses/Result	A list of Enrolments by their Status (In Progress, Exempted, Completed etc) Remove
2	Any Status/All Learners/Any Course/Result	A list of Enrolments by their Status (In Progress, Exempted, Completed etc) for a chosen Course Remove
3	Any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

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:

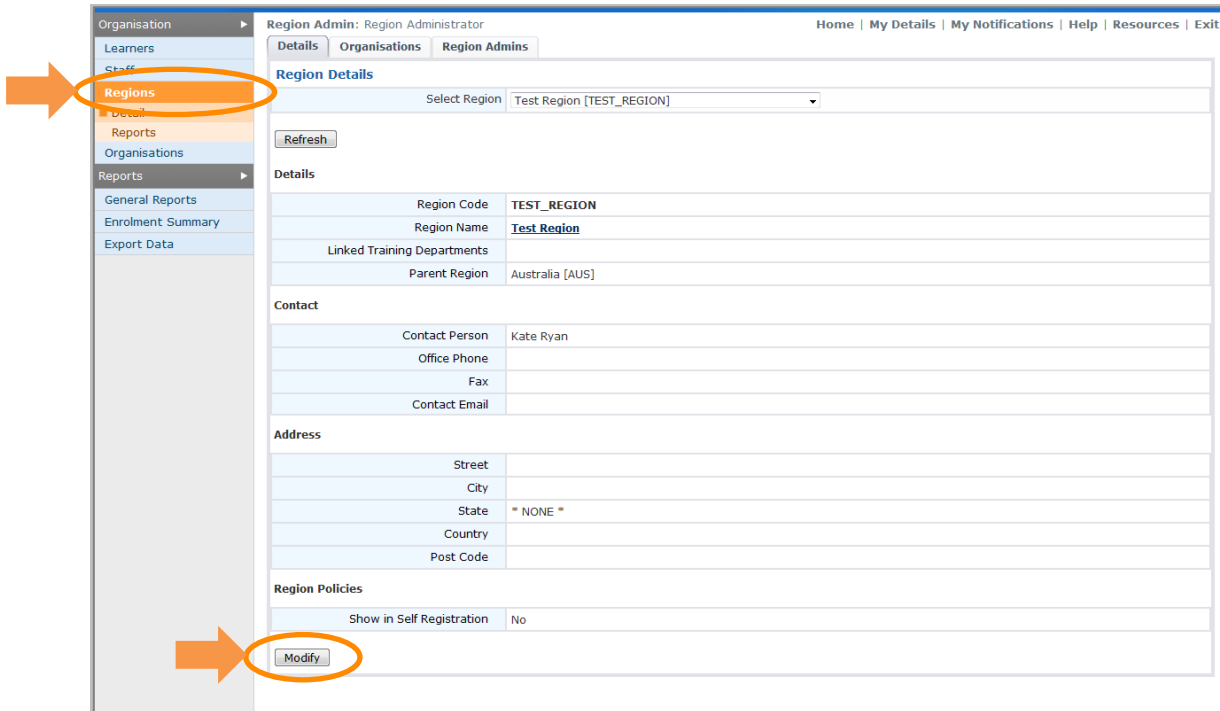
Step 1: Check the organisations included in your region



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 [contact HHA](#) 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



Organisation ▾ Region Admin: Region Administrator Home | My Details | My Notifications | Help | Resources | Exit

Learnings
Staff
Regions
Reports
Organisations
Reports ▾
General Reports
Enrolment Summary
Export Data

Details Organisations Region Admins

Region Details

Select Region Test Region [TEST_REGION]

Refresh

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	

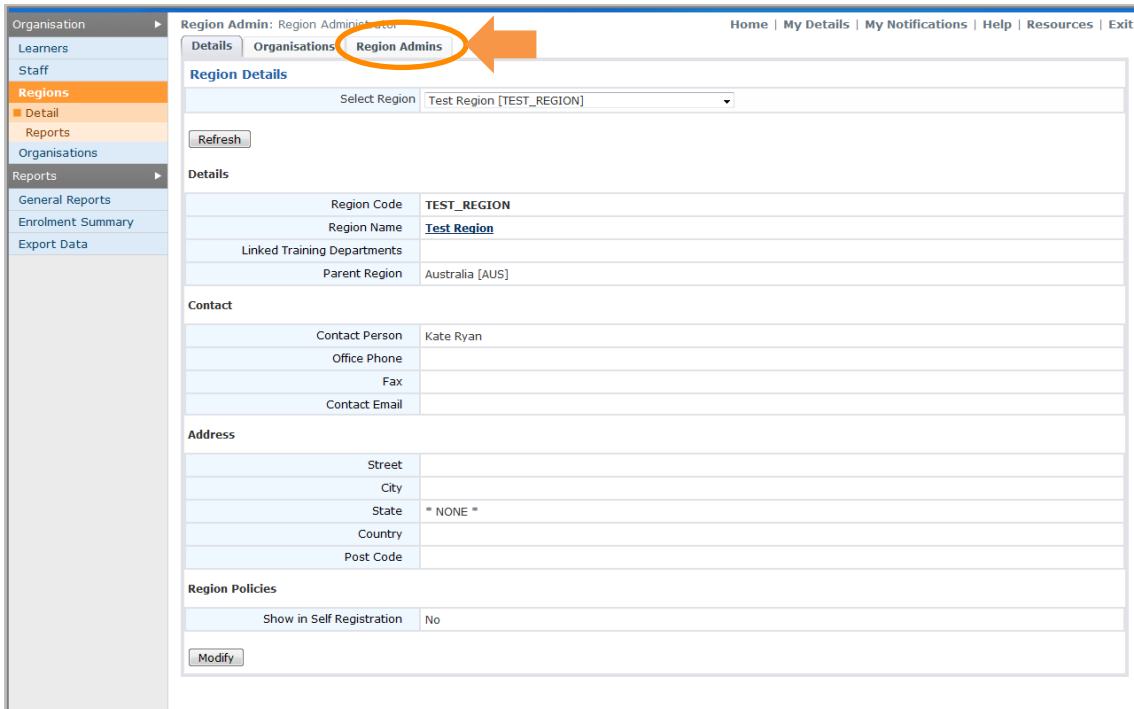
Region Policies

Show in Self Registration	No
---------------------------	----

Modify

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



The screenshot shows the 'Region Admins' tab selected in the navigation menu. The main content area displays 'Region Details' for 'Test Region [TEST_REGION]'. The details include:

Region Details	
Select Region	Test Region [TEST_REGION]
<input type="button" value="Refresh"/>	
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
<input type="button" value="Modify"/>	

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 HHA](#)

All done!

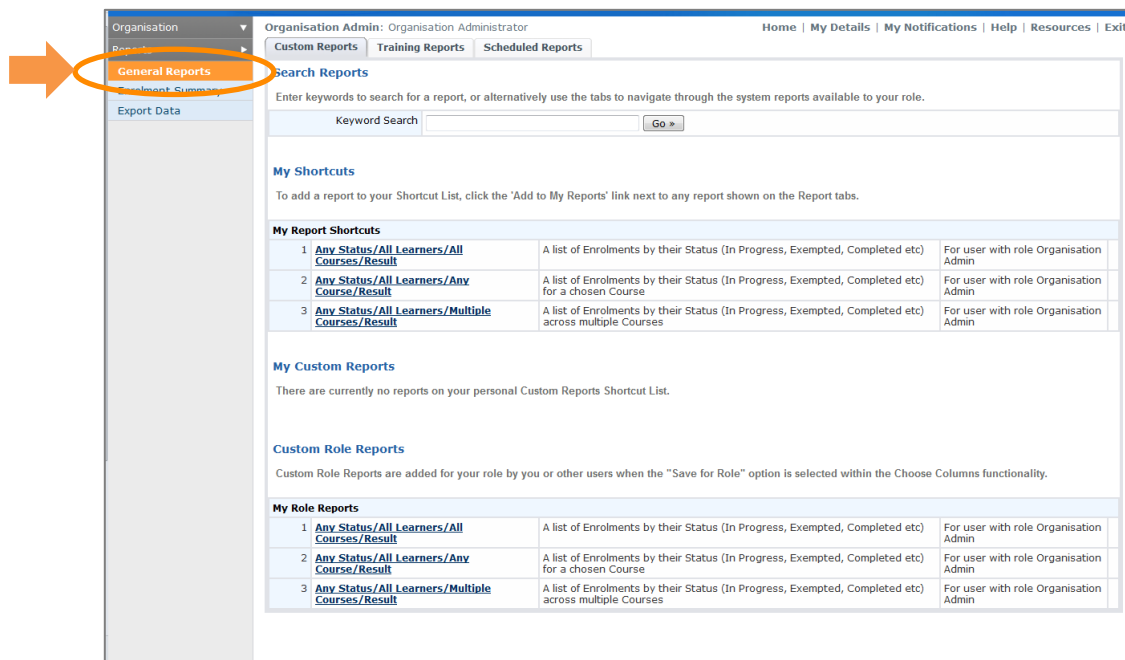
Thank you for reviewing the configuration of your region.
Please [contact HHA](#) if you have any questions.

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"> Great for matching with a HR database for mandatory HH 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	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	Any Status/All Learners/All Courses/Result	A list of Enrolments by their Status (In Progress, Exempted, Completed etc)
2	Any Status/All Learners/Any Course/Result	A list of Enrolments by their Status (In Progress, Exempted, Completed etc) for a chosen Course
3	Any Status/All Learners/Multiple Courses/Result	A list of Enrolments by their Status (In Progress, Exempted, Completed etc) across multiple Courses

2. Complete the report form

Organisation Admin: Organisation Administrator « Back | Close

Any Status/All Learners/All Courses/Result

Course Type:

Status: (Dropdown: Ready to Finalise, Completed, Not Attempted, Not Enrolled)

Select Region(s): (Dropdown: Test Region, Australia)

Select Organisation: (Dropdown: Test Organisation (TEST_ORG))

Date Created: From: To:

Completion Date: From: To:

Show Suspended Learner?

Show Latest Enrolment?

Record: From record #: 1 Number of records to return: 100
 All Records (batch job emailed within an hour)

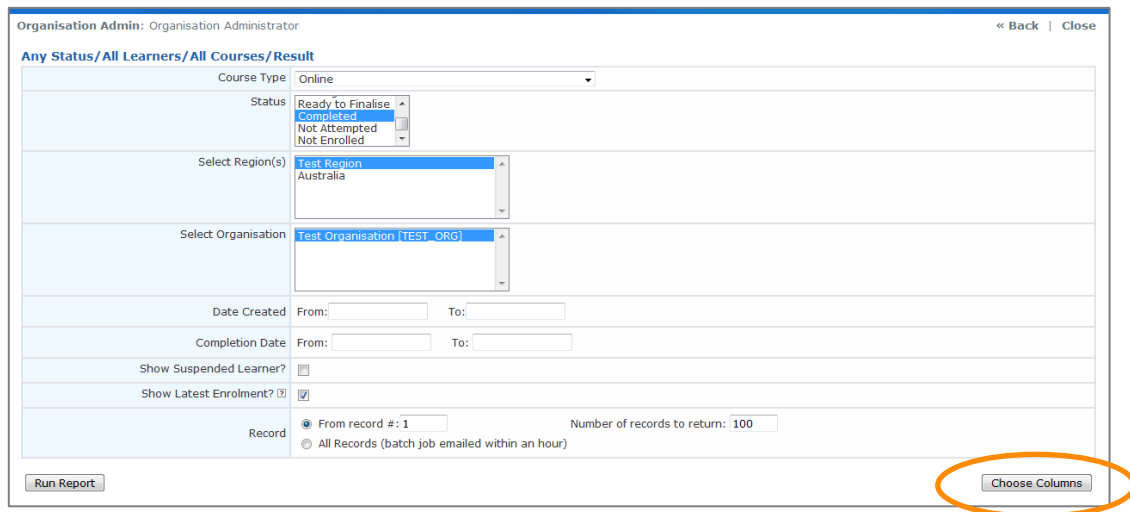
Most reports can be run without entering these details other than the region, but here is more information:

Field	Instructions/explanation
Course type	<ul style="list-style-type: none"> 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'.



Organisation Admin: Organisation Administrator « Back | Close

Any Status/All Learners/All Courses/Result

Course Type: Online

Status: Ready to Finalise, Completed, Not Attempted, Not Enrolled

Select Region(s): Test Region, Australia

Select Organisation: Test Organisation [TEST_ORG]

Date Created: From: To:

Completion Date: From: To:

Show Suspended Learner?

Show Latest Enrolment?

Record: From record #: 1 Number of records to return: 100
 All Records (batch job emailed within an hour)

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

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

Administrator: Kate Ryan Close

Any Status/All Learners/Any Course/Result

Course Code

Status Registered
Not Started

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

Find

Course Code

Course Name

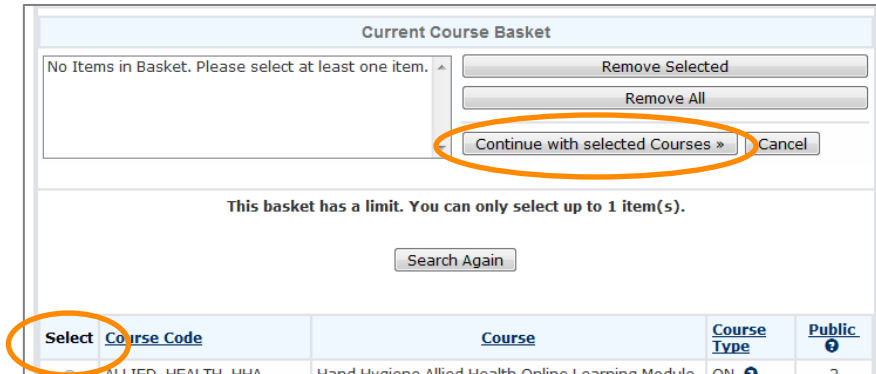
Keyword Search

Select Training Department * Any *

Global Curriculum * Any *

Record From record #:
Number of records to return:

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



Select	Course Code	Course	Course Type	Public
<input type="checkbox"/>	ALLIED_HEALTH_HHA	Hand Hygiene Allied Health Online Learning Module	ONLINE	?

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:

Current Course Basket

[ANNUAL_AUDITOR_HHA] Hand Hygi

[PREWORKSHOP_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	2
<input checked="" type="checkbox"/>	PREWORKSHOP_HHA	Hand Hygiene Auditor Pre-Workshop Online Learning Module Training Department: Hand Hygiene Australia	ON	2
<input type="checkbox"/>	MEDICAL_STAFF_HHA	Hand Hygiene Medical Online Learning Module Training Department: Hand	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:

Record From record #: Number of records to return:

All Records (batch job emailed within an hour)

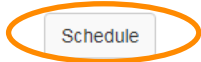
Then at the bottom of the report page will be the option to Schedule Email Reports:

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.



Close

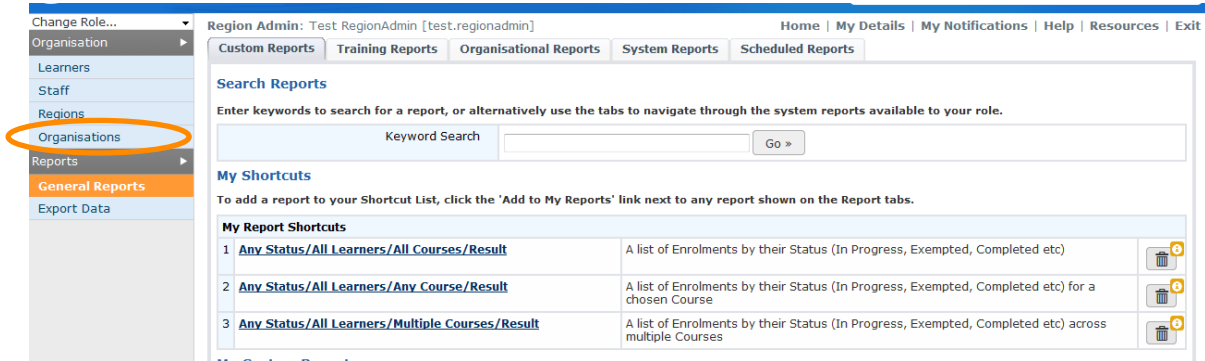
Either result will take the user to the Schedule email reports set up page. Fill in the required details:

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

Region Administrator Functions

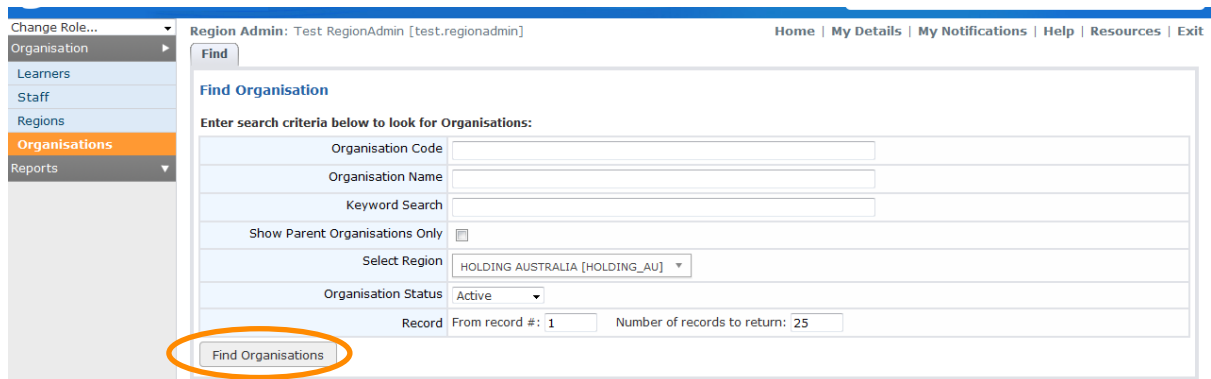
View Organisation Administrators and Learners at a specific Organisation

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



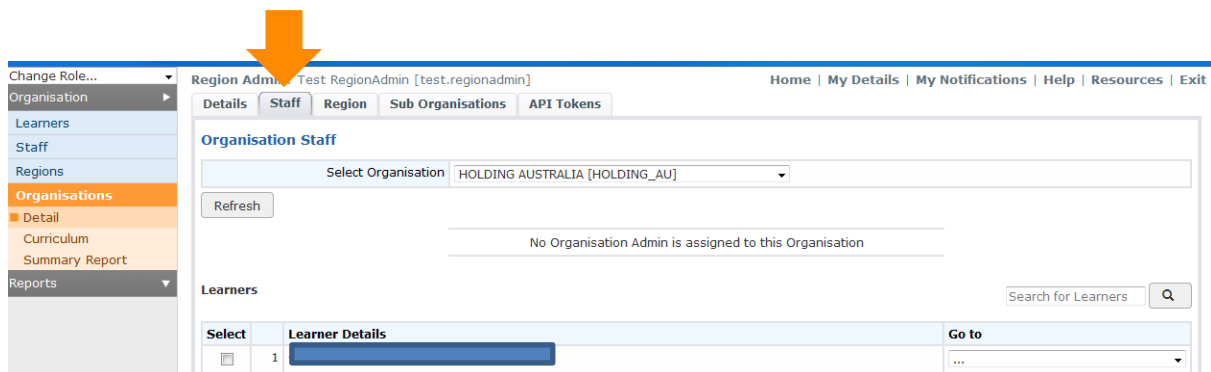
The screenshot shows the user interface for a Region Administrator. On the left sidebar, the 'Organisations' menu item is highlighted with an orange circle. The main content area displays 'Search Reports' and 'My Shortcuts' sections.

Click on 'Find Organisations':



The screenshot shows the 'Find Organisation' search form. The 'Find Organisations' button at the bottom 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 range (From record #: 1, Number of records to return: 25).

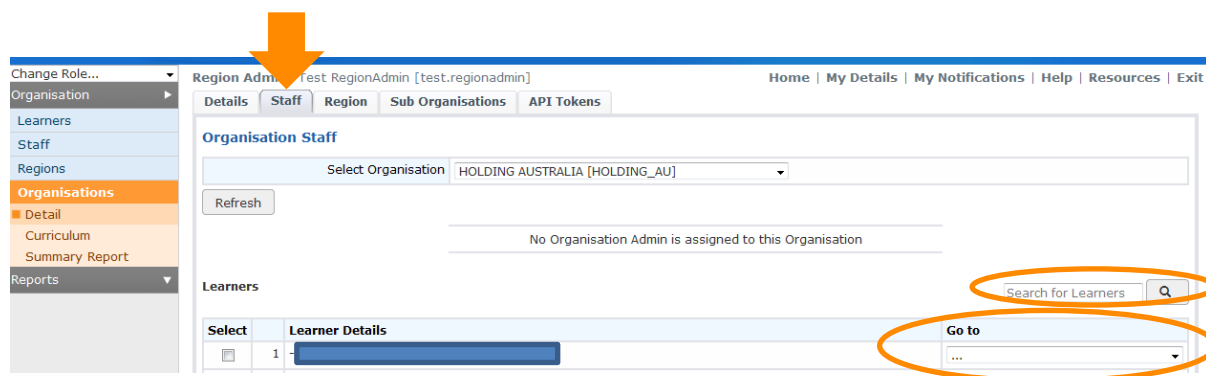
Click on the **name** of a specific organisation, then click on the 'Staff' tab to view the people attached to your organisation as *Organisational Administrators and Learners*:



The screenshot shows the 'Organisation Staff' page. An orange arrow points to the 'Staff' tab in the top navigation bar. The page displays a 'Select Organisation' dropdown menu set to 'HOLDING AUSTRALIA [HOLDING_AU]' and a 'Refresh' button. Below this, it states 'No Organisation Admin is assigned to this Organisation'. The 'Learners' section is visible at the bottom, showing a table with columns for 'Select', 'Learner Details', and 'Go to'.

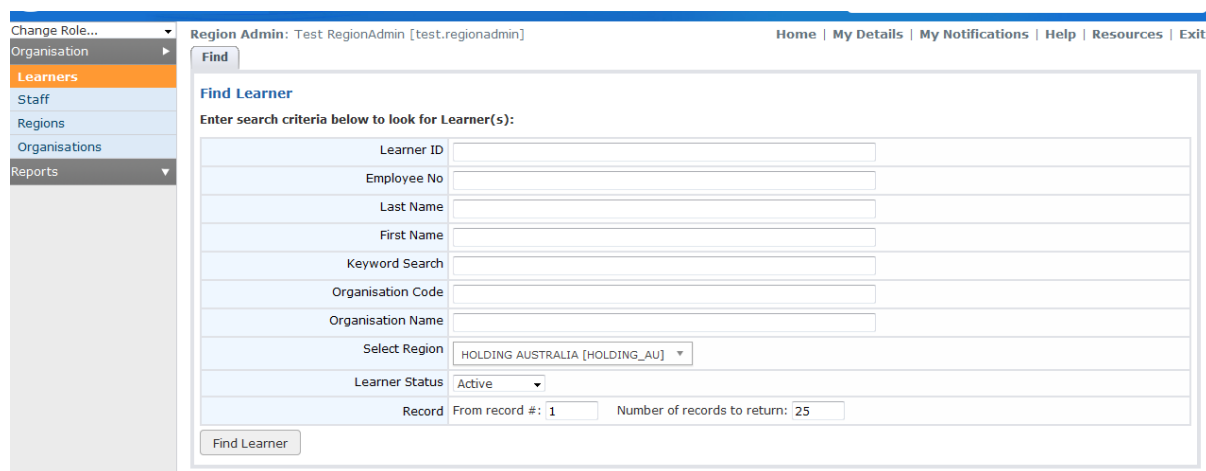
Search for Learners

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:



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:



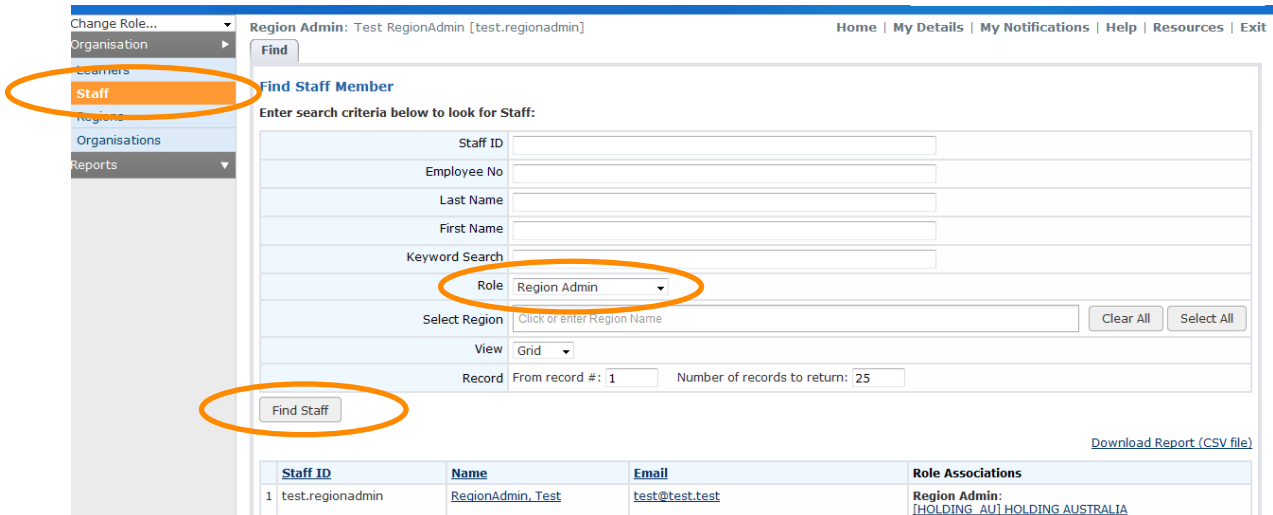
Learner Profile Quick Links

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:



The screenshot shows the 'Find Staff Member' search interface. The 'Staff' tab is selected in the left-hand navigation menu. The search criteria form includes fields for Staff ID, Employee No, Last Name, First Name, and Keyword Search. The 'Role' dropdown menu is set to 'Region Admin'. The 'Select Region' field is empty, and the 'View' dropdown is set to 'Grid'. The 'Record' field shows 'From record #: 1' and 'Number of records to return: 25'. The 'Find Staff' button is located at the bottom left of the search form. A 'Download Report (CSV file)' link is visible at the bottom right.

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 HHA 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](#)

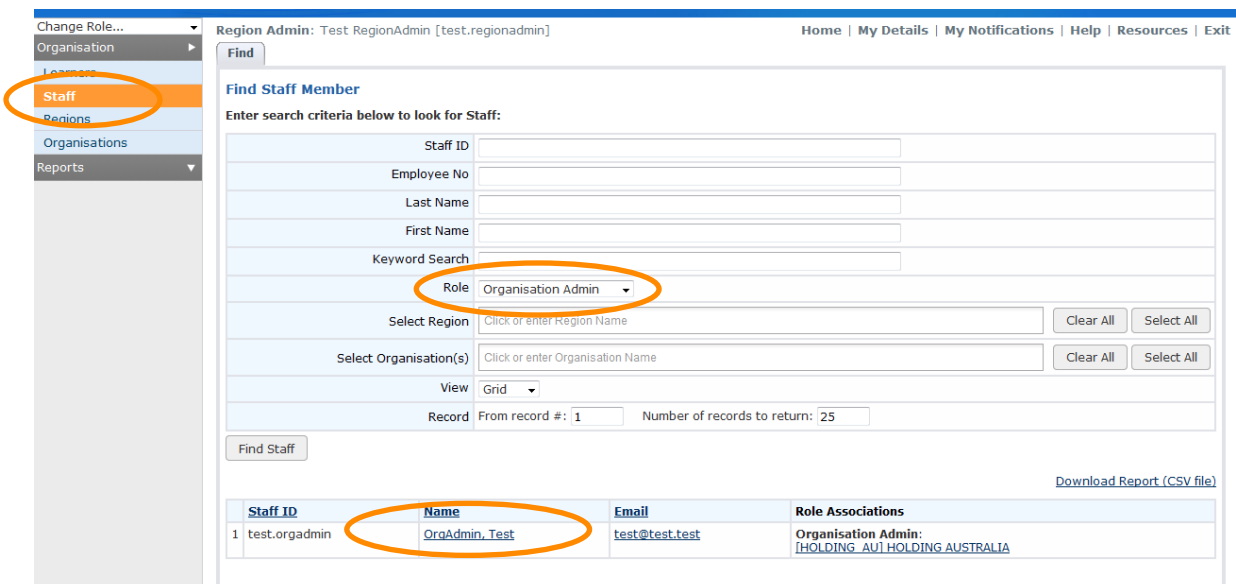
If you need further assistance, please click the appropriate button below.

[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:



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	Organisation Admin
Select Region	<input type="text"/> <input type="button" value="Clear All"/> <input type="button" value="Select All"/>
Select Organisation(s)	<input type="text"/> <input type="button" value="Clear All"/> <input type="button" value="Select All"/>
View	Grid
Record	From record #: 1 Number of records to return: 25

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

Staff ID	Name	Email	Role Associations
1 test.orgadmin	OrgAdmin, 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.

Change Role...
 Organisation
 Learners
Staff
 Regions
 Organisations
 Reports

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

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

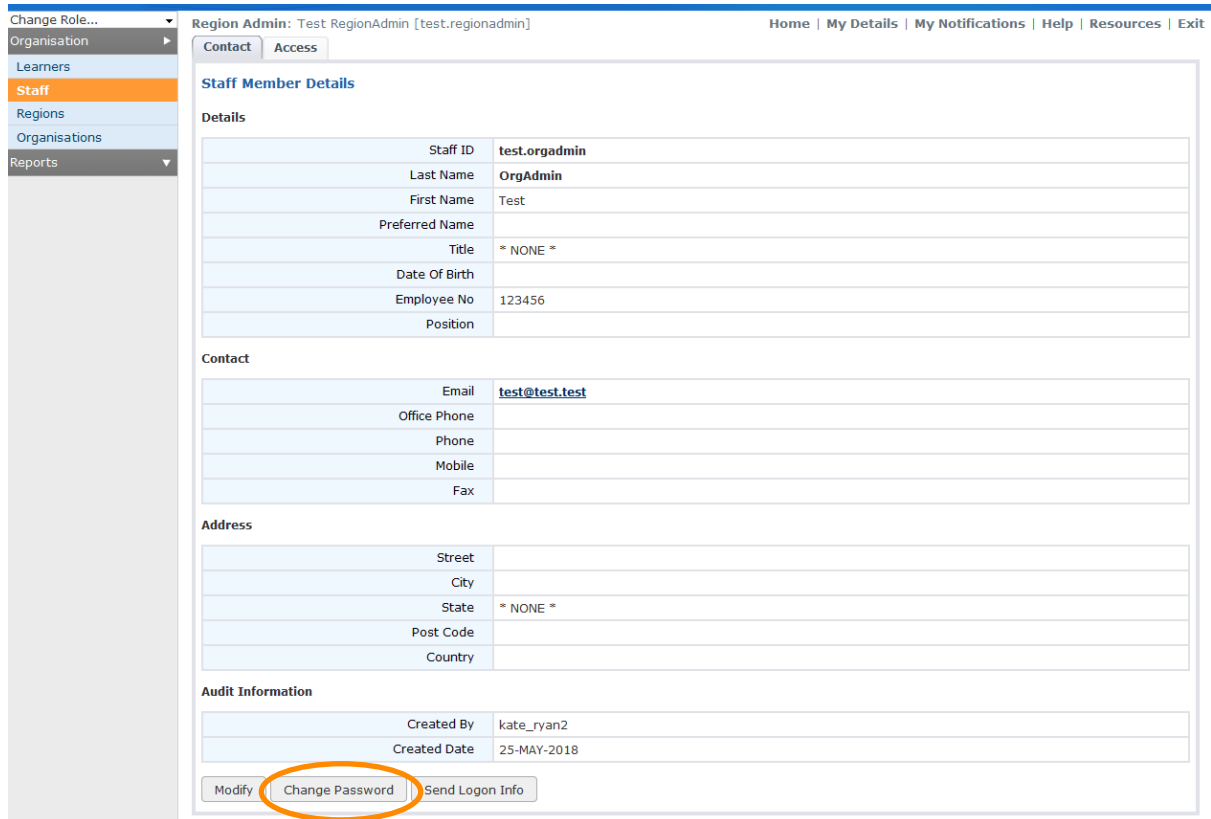
Street	
City	
State	* NONE *
Post Code	
Country	

Audit Information

Created By	kate_ryan2
Created Date	25-MAY-2018

Change an Organisation Administrator's password

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



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

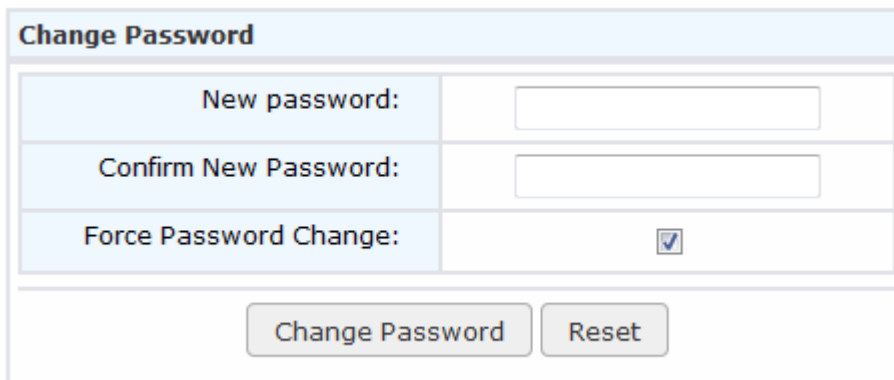
Street	
City	
State	* NONE *
Post Code	
Country	

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="text"/>
Confirm New Password:	<input type="text"/>
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:

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

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

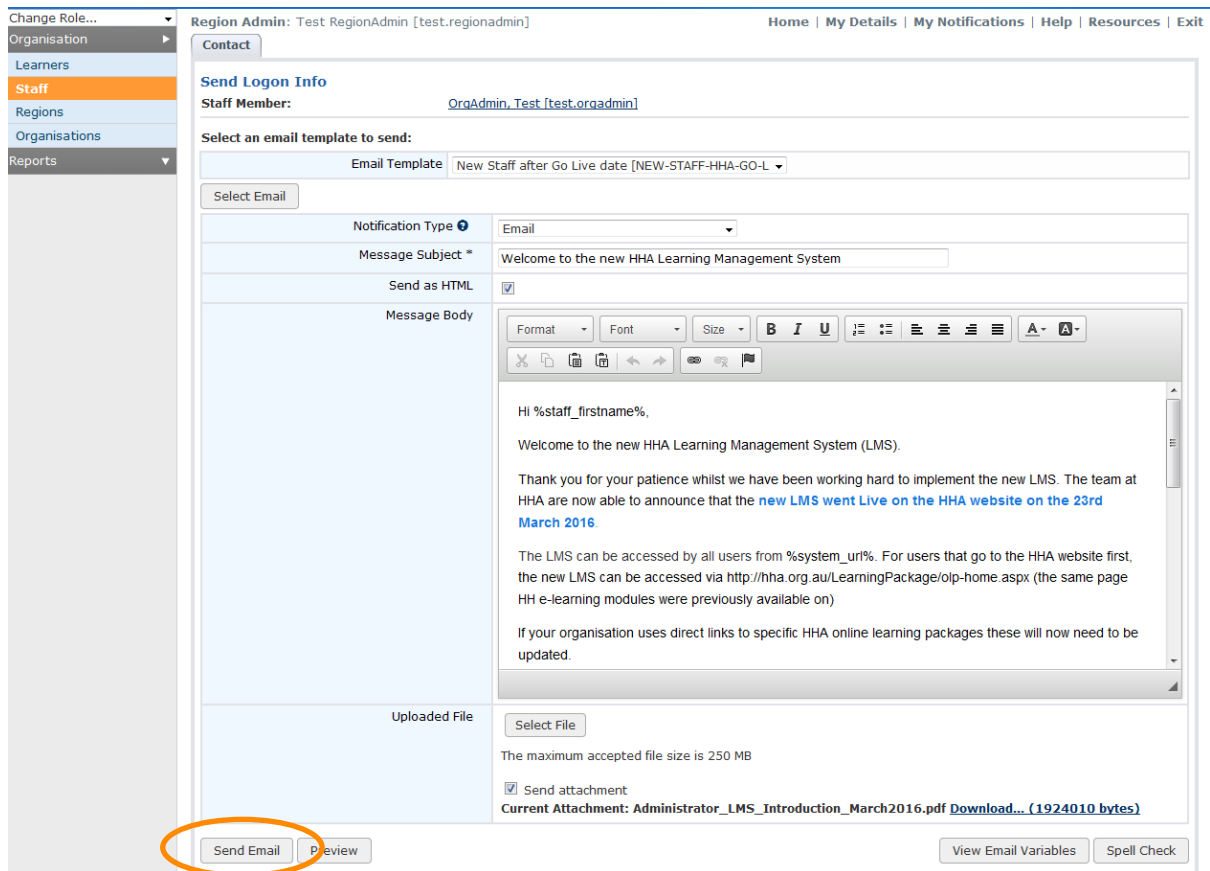
Street	
City	
State	* NONE *
Post Code	
Country	

Audit Information

Created By	kate_ryan2
Created Date	25-MAY-2018

Modify Change Password **Send Logon Info**

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



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

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

Contact

Send Logon Info
Staff Member: [OrgAdmin_Test \[test.orgadmin\]](#)

Select an email template to send:
Email Template: New Staff after Go Live date [NEW-STAFF-HHA-GO-L]




Select Email

Notification Type: Email

Message Subject: Welcome to the new HHA Learning Management System

Send as HTML:

Message Body

Format Font Size **B** *I* U   

Hi %staff_firstname%,
Welcome to the new HHA Learning Management System (LMS).
Thank you for your patience whilst we have been working hard to implement the new LMS. The team at HHA are now able to announce that the [new LMS went Live on the HHA website on the 23rd March 2016](#).
The LMS can be accessed by all users from %system_ur%. For users that go to the HHA website first, the new LMS can be accessed via <http://hha.org.au/LearningPackage/olp-home.aspx> (the same page HH e-learning modules were previously available on)
If your organisation uses direct links to specific HHA online learning packages these will now need to be updated.

Uploaded File

Select File

The maximum accepted file size is 250 MB

Send attachment
Current Attachment: [Administrator_LMS_Introduction_March2016.pdf Download... \(1924010 bytes\)](#)

Send Email Preview View Email Variables Spell Check

The email can be sent to the Organisation Administrator with the generic information set up by HHA, 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 HHA 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.

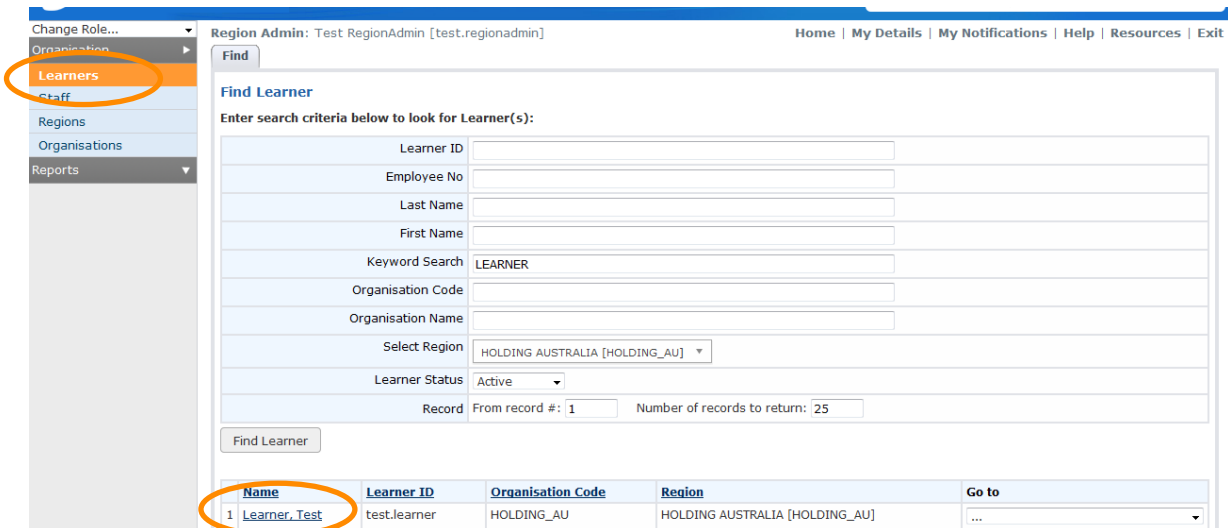
[FORGOTTEN LOGIN ID OR PASSWORD](#)

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:



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.

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

Address

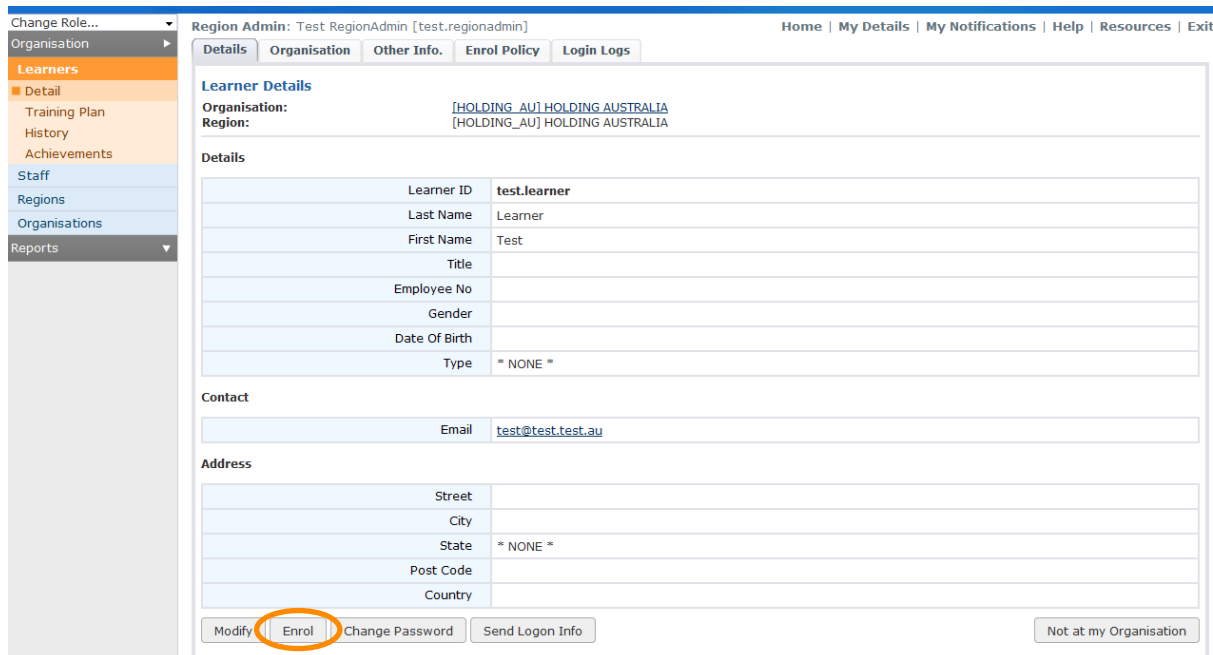
Street	
City	
State	* NONE *
Post Code	
Country	

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:

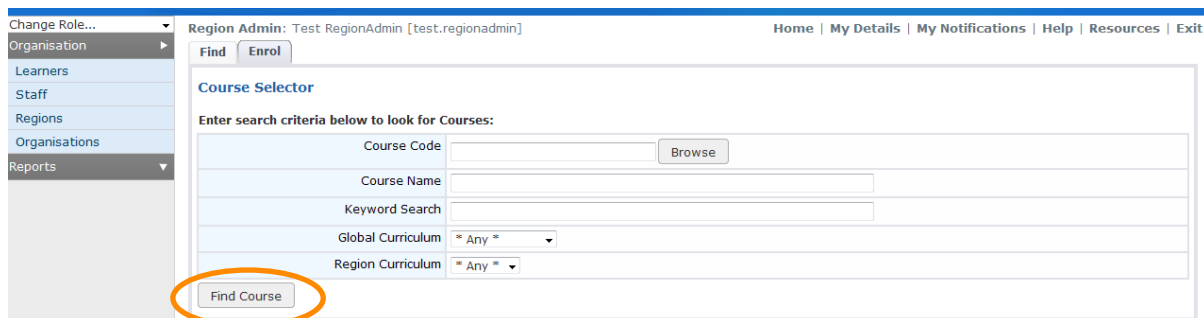
- Ensure Hand hygiene auditors are enrolled in the mandatory annual auditor module
- Ensure participants in your local auditor training are enrolled in the mandatory pre-workshop online module
- Assist a learner having difficulty enrolling themselves.

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 sidebar with navigation options like 'Learners', 'Staff', and 'Regions'. 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, 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 has a sidebar with navigation options like 'Learners', 'Staff', and 'Regions'. The main content area has tabs for 'Find' and 'Enrol'. The 'Find' tab is active, showing a search form with fields for 'Course Code', 'Course Name', 'Keyword Search', 'Global Curriculum', and 'Region Curriculum'. There is a 'Browse' button next to the 'Course Code' field and a 'Find Course' button at the bottom. The 'Find Course' button 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 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"/>	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"/>	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

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	

Email Notification

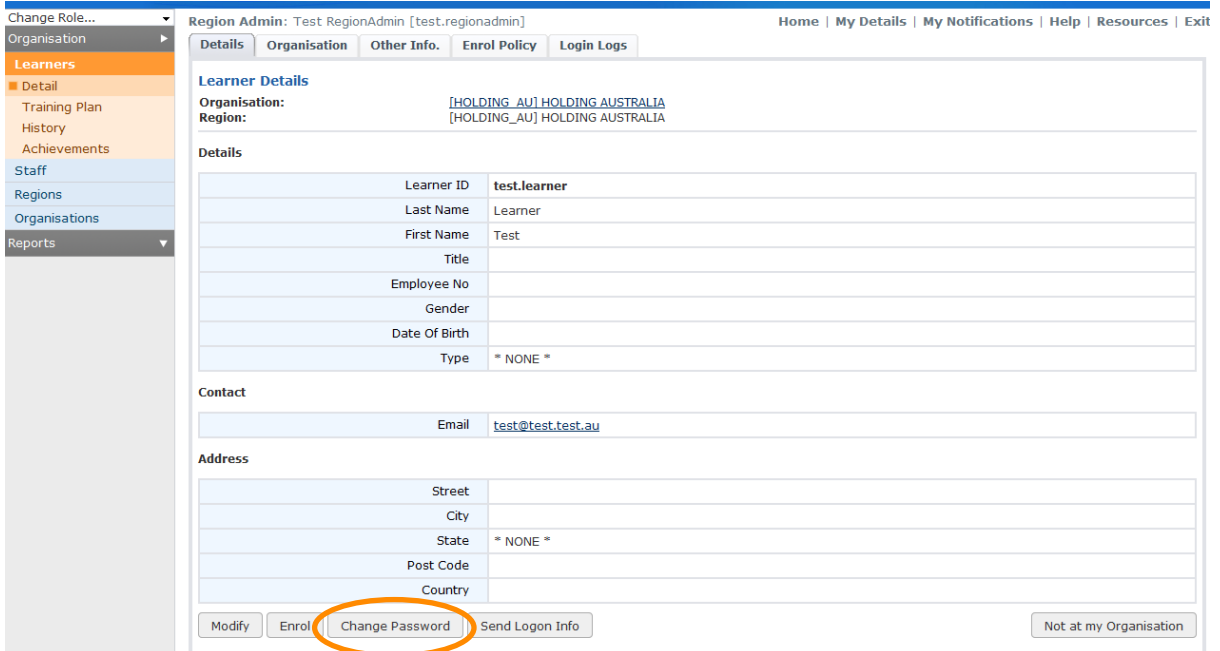
Enrol Learner in another Course »

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:



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

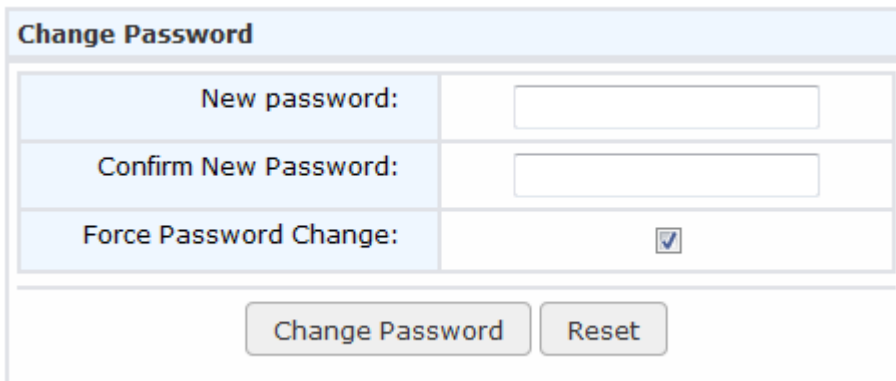
Email: test@test.test.au

Address

Street	
City	
State	* NONE *
Post Code	
Country	

Modify Enrol **Change Password** Send Logon Info Not at my Organisation

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

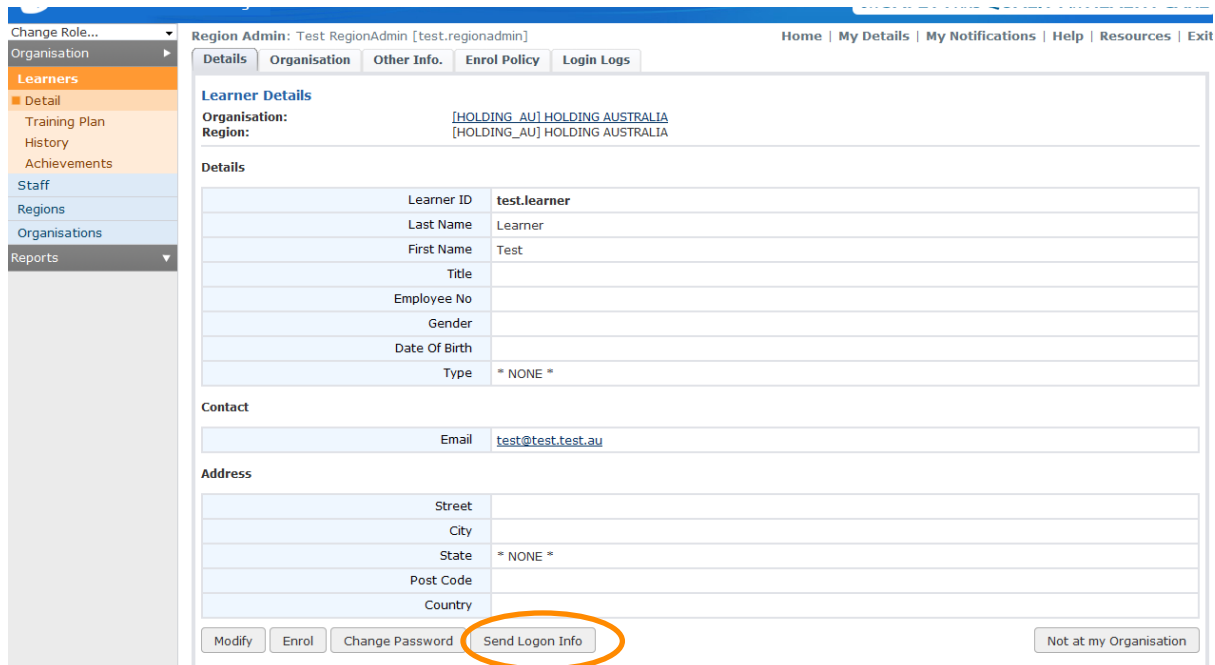
New password:	<input type="text"/>
Confirm New Password:	<input type="text"/>
Force Password Change:	<input checked="" type="checkbox"/>

Change Password Reset

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

Send login details to 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 the 'Learner Details' page in the Hand Hygiene Australia system. The page is titled 'Region Admin: Test RegionAdmin [test.regionadmin]' and includes navigation links for 'Home', 'My Details', 'My Notifications', 'Help', 'Resources', and 'Exit'. The left sidebar shows a menu with 'Learners' selected, and sub-items for 'Detail', 'Training Plan', 'History', 'Achievements', 'Staff', 'Regions', 'Organisations', and 'Reports'. The main content area 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

Details

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

Contact

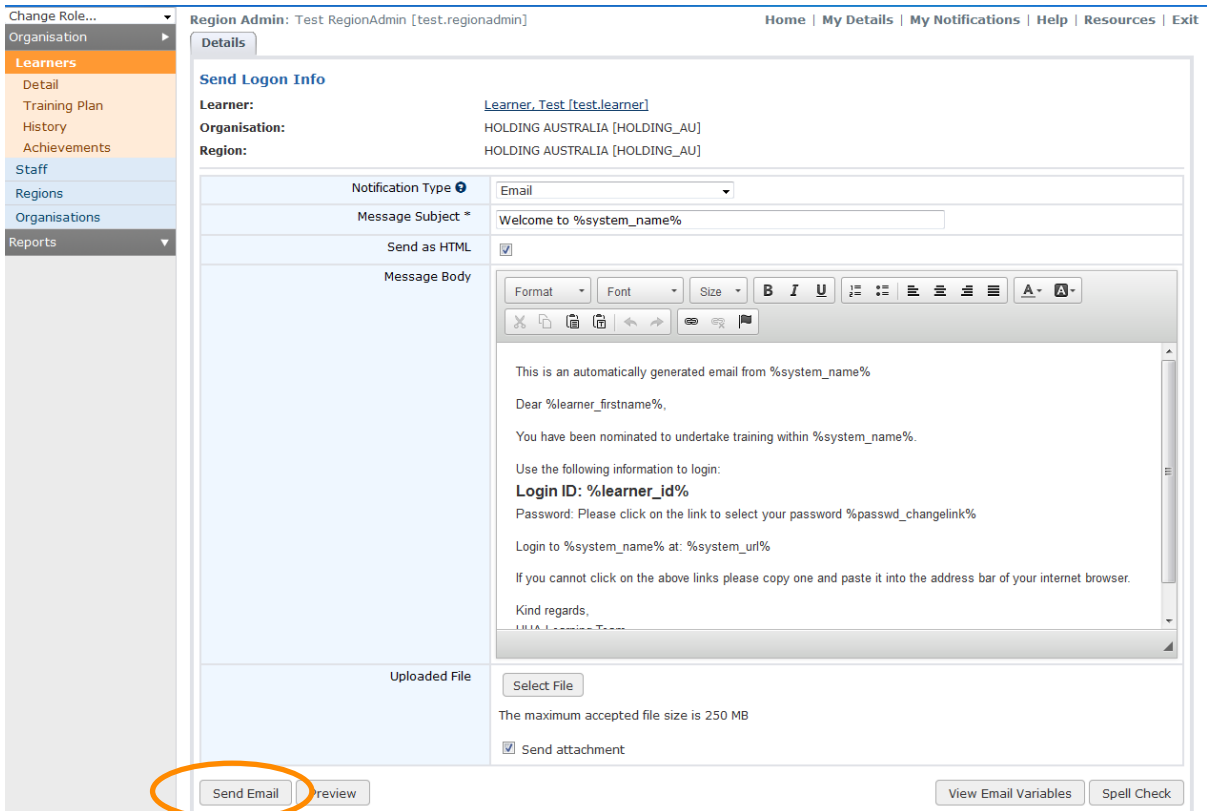
Email	test@test.test.au
-------	-------------------

Address

Street	
City	
State	* NONE *
Post Code	
Country	

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

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



The screenshot shows a web interface for sending login information. On the left is a navigation menu with 'Learners' selected. The main area is titled 'Send Logon Info' and contains the following fields:

- Learner:** [Learner, Test \[test.learner\]](#)
- Organisation:** HOLDING AUSTRALIA [HOLDING_AU]
- Region:** HOLDING AUSTRALIA [HOLDING_AU]

Below these are configuration options for the email:

- Notification Type:** Email
- Message Subject:** Welcome to %system_name%
- Send as HTML:**

The **Message Body** field contains a rich text editor with the following text:

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,
HHA Learning Team

At the bottom, there is an **Uploaded File** section with a 'Select File' button and a note: 'The maximum accepted file size is 250 MB'. A checkbox for 'Send attachment' is checked.

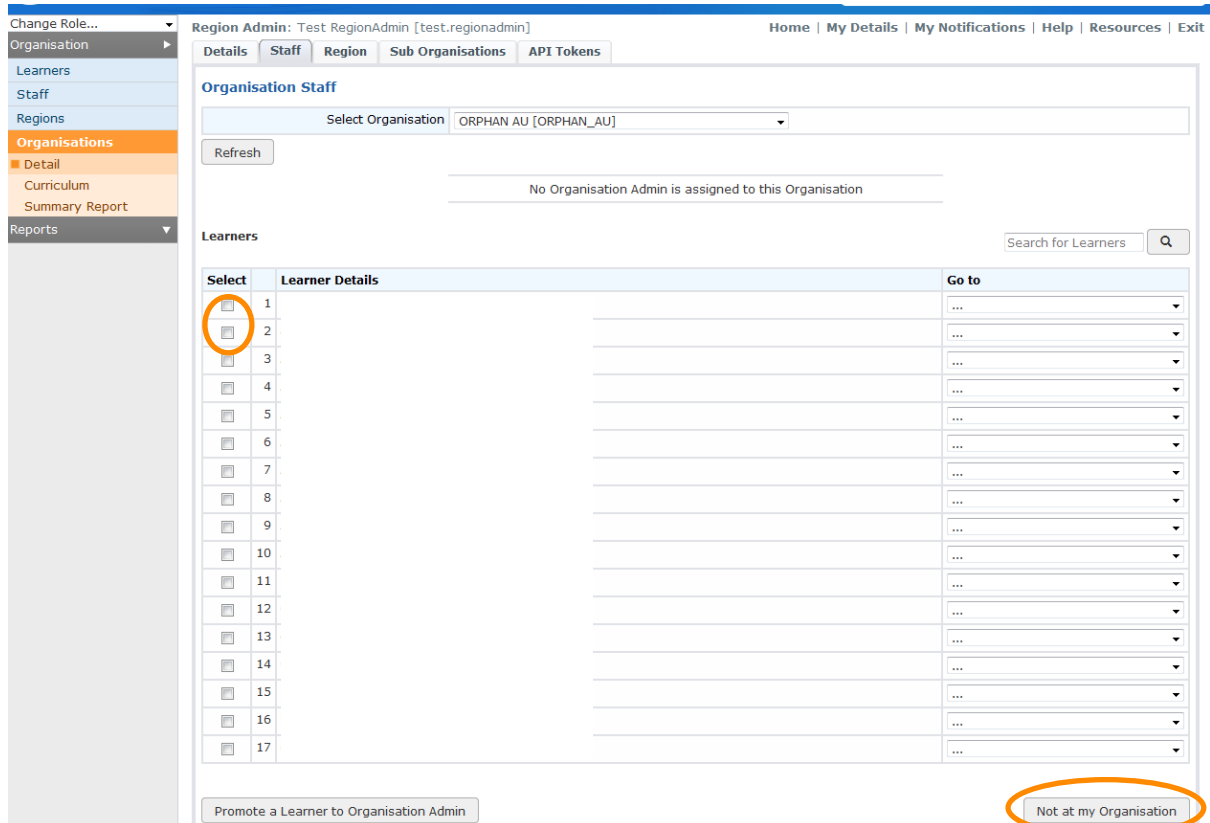
At the very bottom, there are two buttons: 'Send Email' (circled in orange) and 'review'. To the right are 'View Email Variables' and 'Spell Check' buttons.

The email can be sent to the learner with the generic information set up by HHA, 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 'ORPHAN AU [ORPHAN_AU]'. The page includes a 'Learners' table with the following structure:

Select	Learner Details	Go to
<input type="checkbox"/>	1	...
<input checked="" 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	...

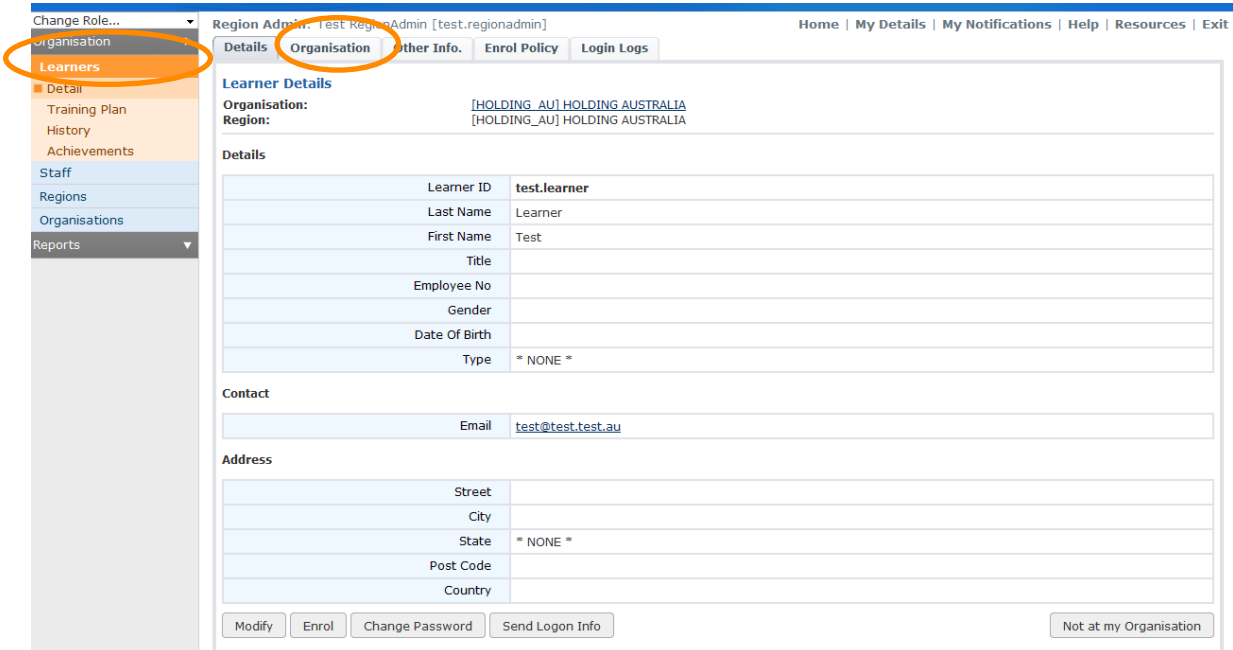
At the bottom of the page, there is a button labeled 'Not at my Organisation' which is circled in red.

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 'Learner Details' page for a learner named 'test.learner'. The 'Organisation' menu item in the left sidebar is circled in orange. The 'Organisation' tab at the top of the main content area is also circled in orange. The page displays the following information:

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

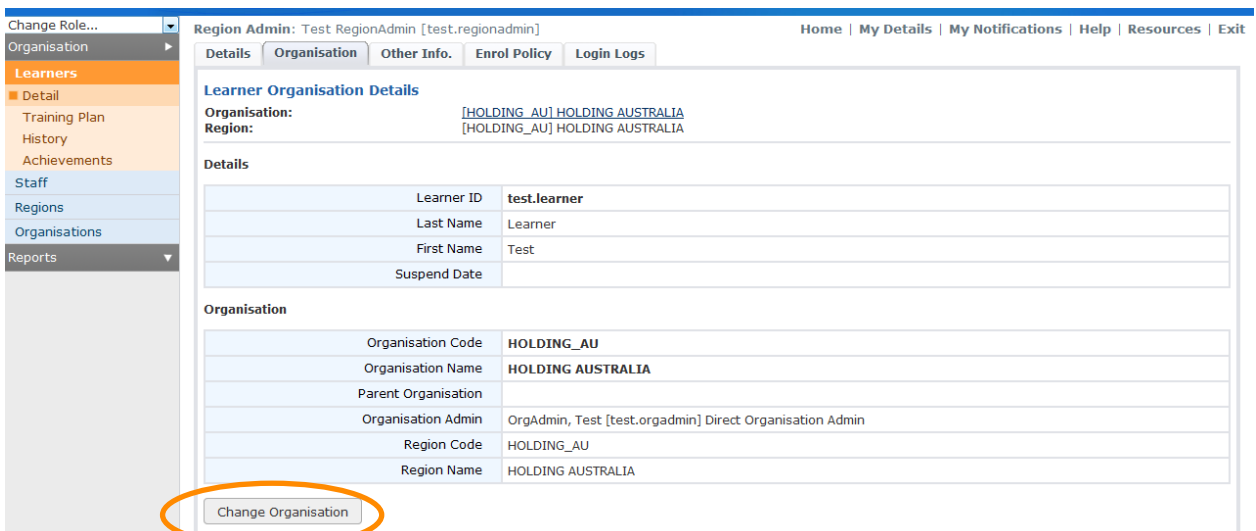
Email: test@test.test.au

Address

Street	
City	
State	* NONE *
Post Code	
Country	

Buttons: Modify, Enrol, Change Password, Send Logon Info, 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 'Learner Organisation Details' page. The 'Change Organisation' button at the bottom is circled in orange. The page displays the following information:

Learner Organisation Details

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

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

Organisation

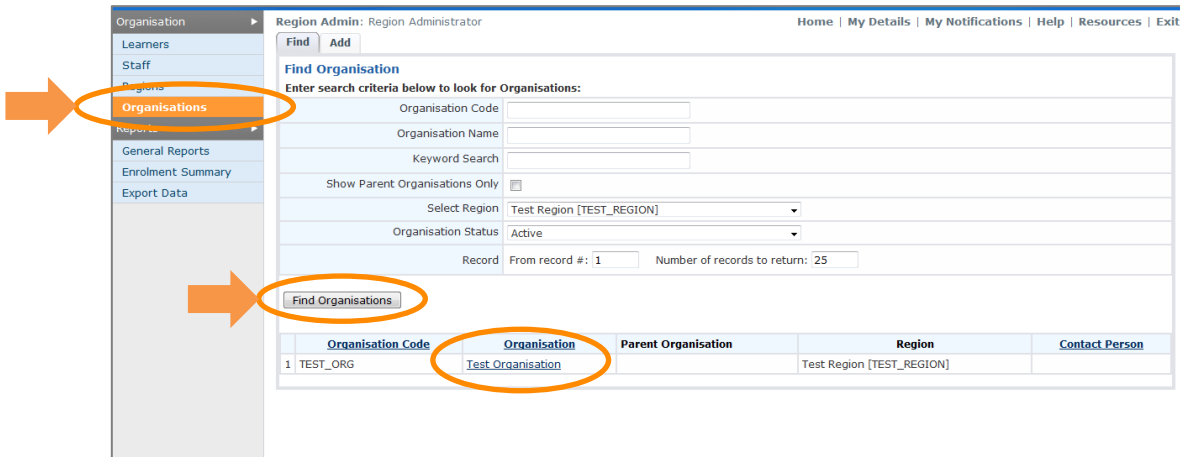
Organisation Code	HOLDING_AU
Organisation Name	HOLDING AUSTRALIA
Parent Organisation	
Organisation Admin	OrgAdmin, Test [test.orgadmin] Direct Organisation Admin
Region Code	HOLDING_AU
Region Name	HOLDING AUSTRALIA

Button: Change Organisation

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:



Region Admin: Region Administrator

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

Find Add

Find Organisation

Enter search criteria below to look for Organisations:

Organisation Code

Organisation Name

Keyword Search

Show Parent Organisations Only

Select Region Test Region [TEST_REGION] ▼

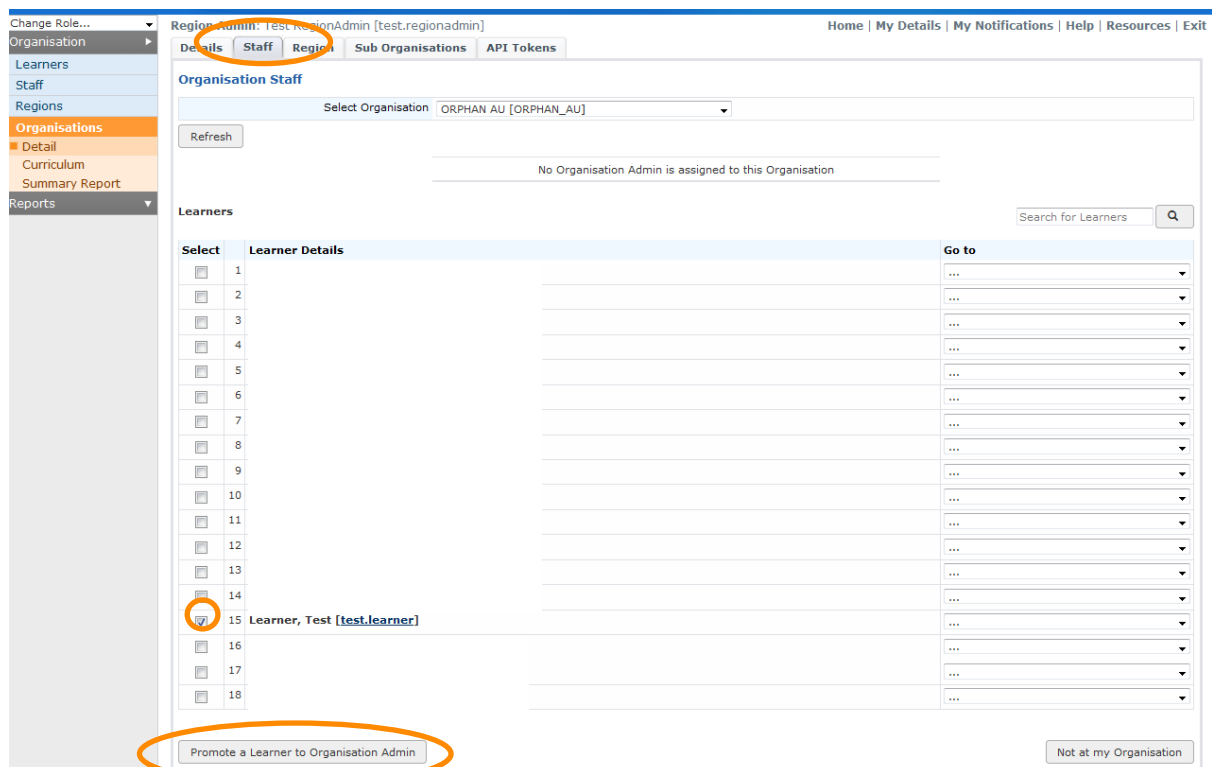
Organisation Status Active ▼

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

Find Organisations

Organisation Code	Organisation	Parent Organisation	Region	Contact Person
1 TEST_ORG	<u>Test Organisation</u>		Test Region [TEST_REGION]	

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



Change Role... Region Admin: TestRegionAdmin [test.regionadmin]

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

Organisation

Details **Staff** Region Sub Organisations API Tokens

Organisation Staff

Select Organisation ORPHAN AU [ORPHAN_AU] ▼

Refresh

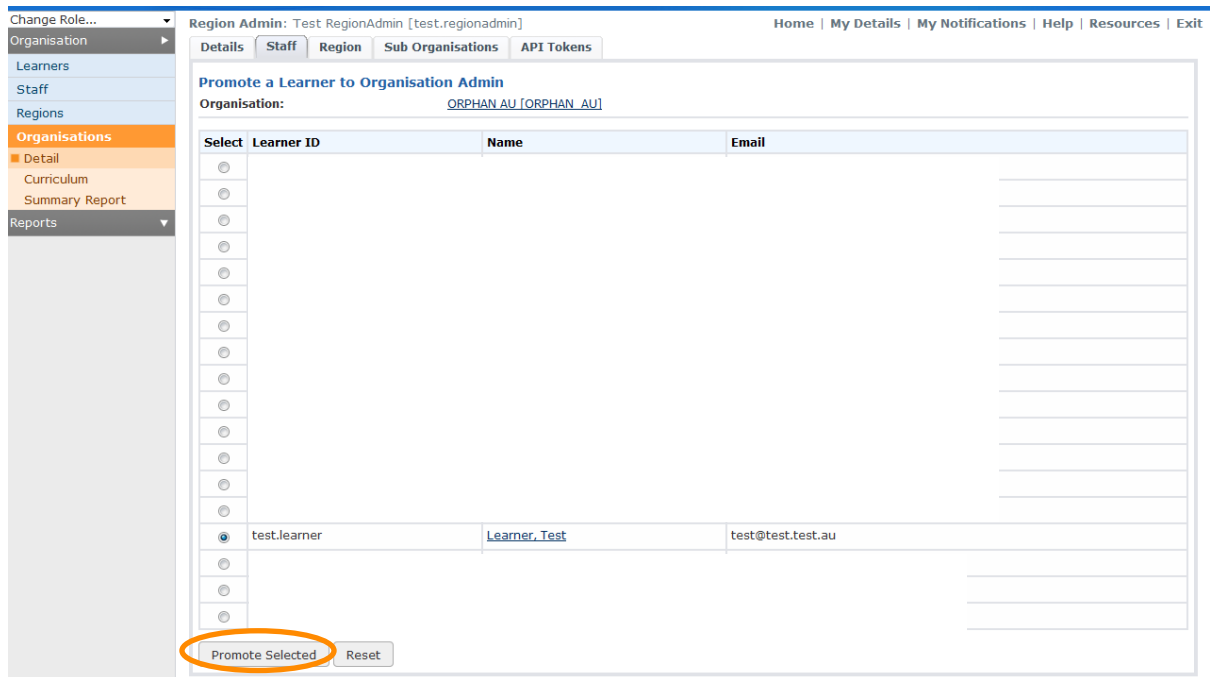
No Organisation Admin is assigned to this Organisation

Learners Search for Learners 🔍

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 checked="" type="checkbox"/>	15 Learner, Test [test.learner]	...
<input type="checkbox"/>	16	...
<input type="checkbox"/>	17	...
<input type="checkbox"/>	18	...

Promote a Learner to Organisation Admin Not at my Organisation

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

Details Staff Region Sub Organisations API Tokens

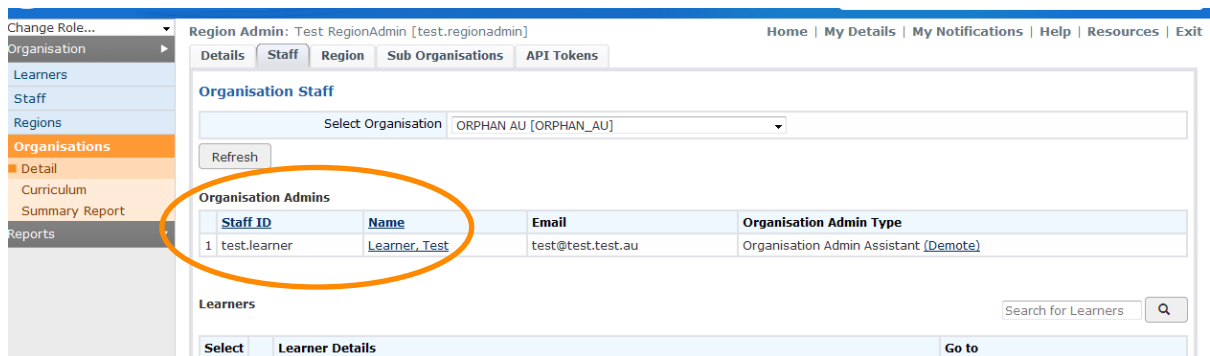
Promote a Learner to Organisation Admin

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 type="radio"/>			
<input checked="" type="radio"/>	test.learner	Learner_Test	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

Details Staff Region Sub Organisations API Tokens

Organisation Staff

Select Organisation: ORPHAN AU [ORPHAN_AU]

Refresh

Organisation Admins

Staff ID	Name	Email	Organisation Admin Type
1 test.learner	Learner_Test	test@test.test.au	Organisation Admin Assistant (Demote)

Learners Search for Learners Q

Select Learner Details Go to

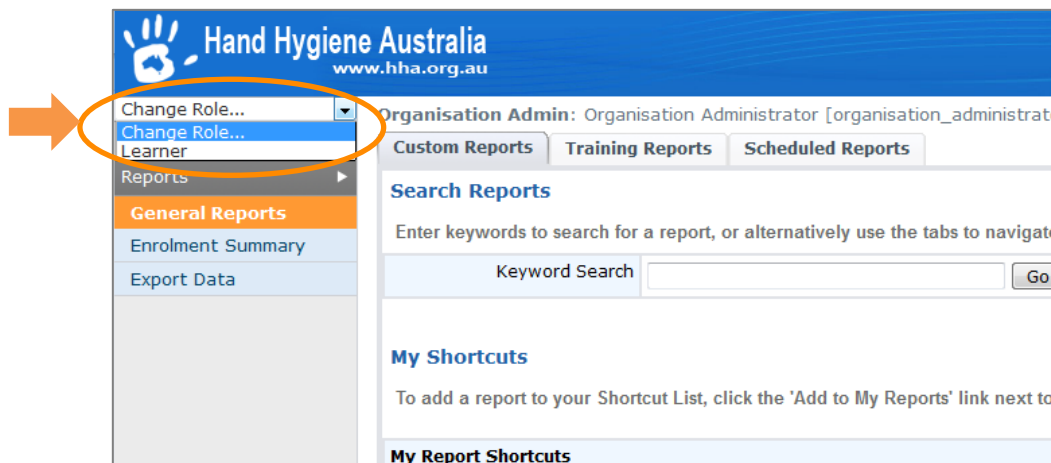
This role can be removed by pressing the (Demote) button, which returns the user to the role of *Learner*.

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.

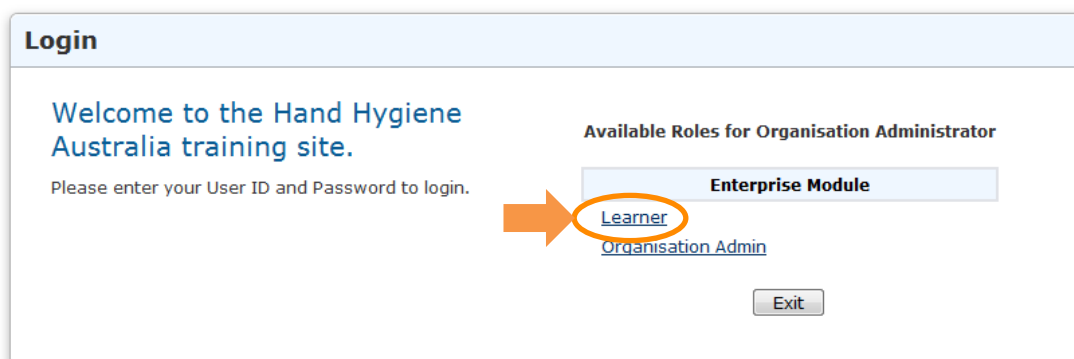
Learner Login

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 HHA](#).

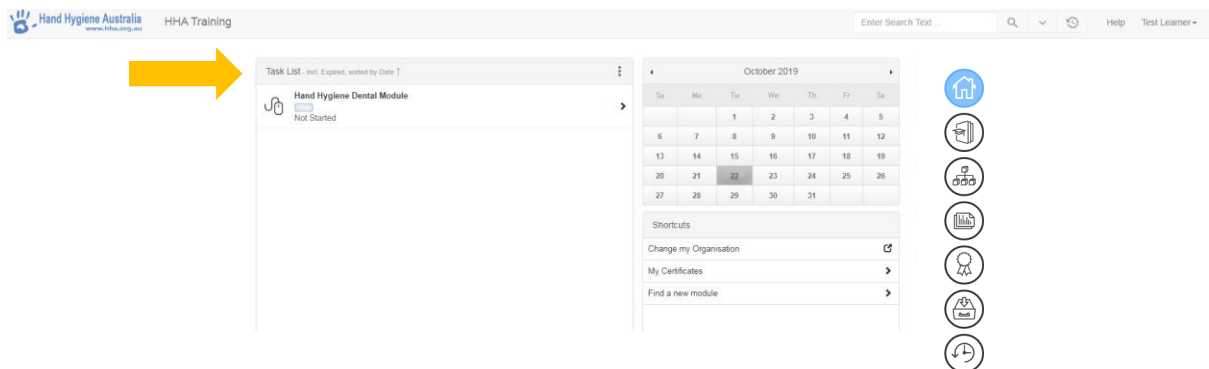


OR

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 HHA](#).

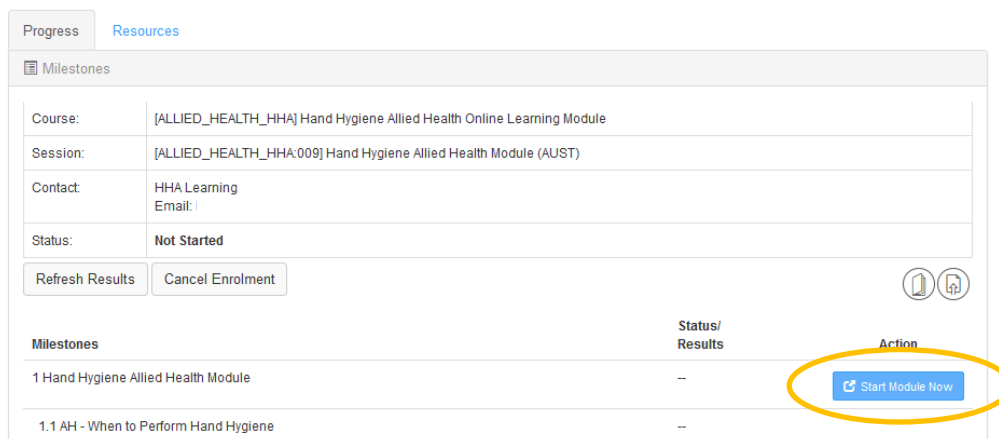


On your initial registration you selected the **Hand Hygiene** learning module you wanted to complete. All modules that you are currently enrolled in are visible on your Task List on the Home screen:



How to complete a learning module

1. Click on the module you wish to complete from your task list
2. Press the Start Module Now button:



3. A new window will open with the module content



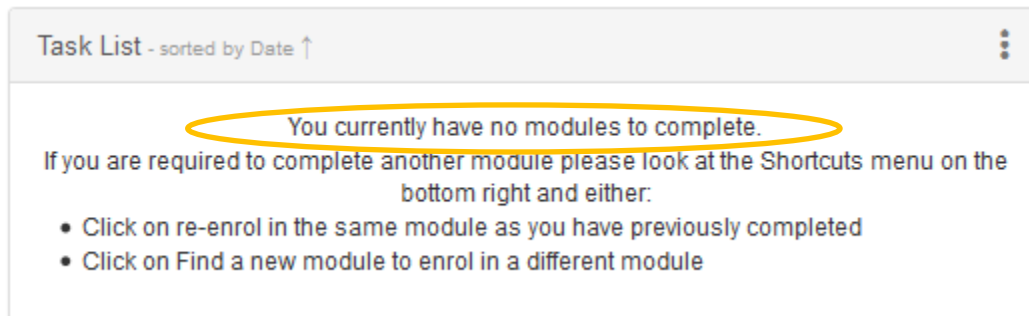
4. Click on the blue hand 'Start' button
5. Read the content on each page, use the navigation buttons to move between pages, and answer the quiz questions correctly (100%) for each section

Troubleshooting

If the module is not opening when you press 'Start Module Now' please check if your internet browser is set to 'block pop-ups'. 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 HHA learning site, and the module should open.

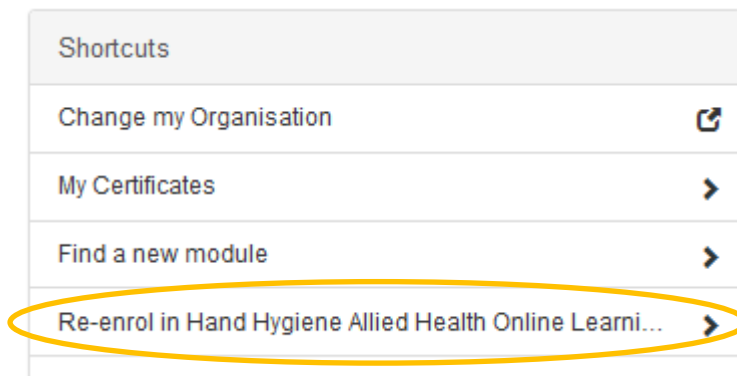
My task list does not have any modules to complete

If you have completed the module(s) that you chose on registration, then you will not have any active modules on your task list.



How to re-enrol in the same learning module

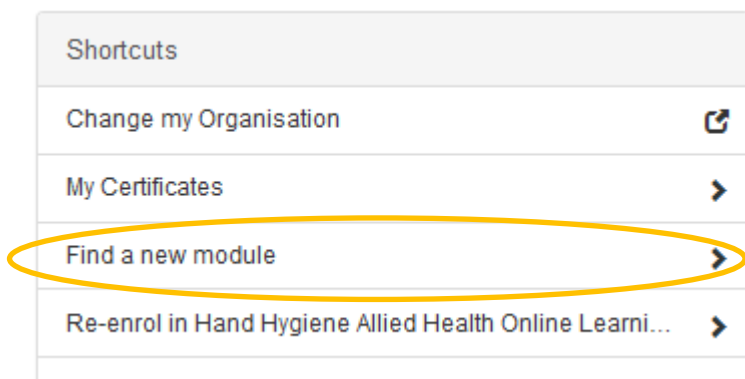
If you have previously completed a learning module, then you are able to re-enrol in the same module by using the menu item in the **Shortcuts menu**.



Pressing the re-enrol button automatically enrolls you in the module and takes you to the 'Start Module Now' screen.

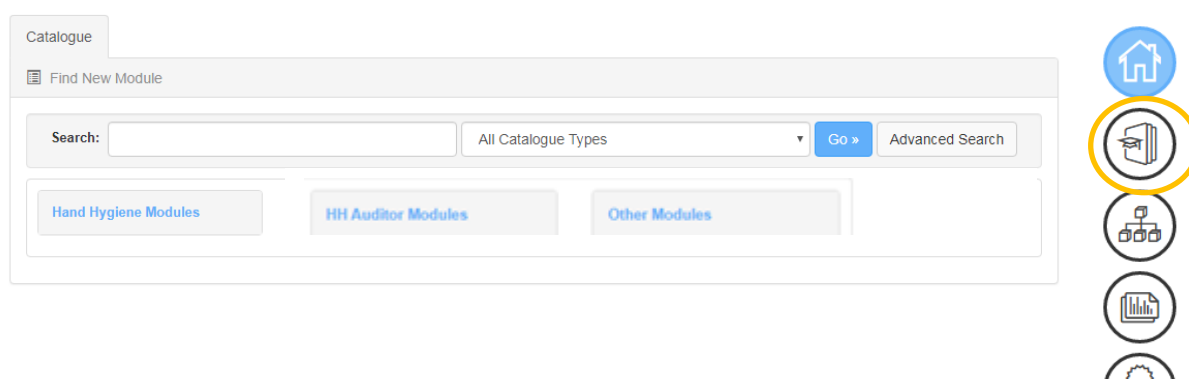
How to enrol in a new learning module

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, or the button at the top of the Home page





OR

Click on the catalogue menu icon, then select from the available options to find the course you wish to enrol in



Please note: Auditor modules are recommended only for those who are about to attend face to face auditor training, or have already completed the auditor training workshop.

1. Scroll through the module listings to select the module you require.
2. Click on the name of the module
3. Click on the Enrol button


 Hand Hygiene Student Health Practitioners Online Learning Module
 

Overview

The Student Hand Hygiene Education Package has been developed to improve knowledge of hand hygiene practices required in clinical practice, prior to clinical placement as:

Effective hand hygiene is the single most important strategy in preventing healthcare associated infections

The aims of the program are to:


- Ensure students integrate evidence based practice related to hand hygiene into their clinical practices
- Encourage awareness of personal hand hygiene practices

Credits	Course Contact	Vendor
No information entered	HHA Learning	No information entered

Booking Details

[Hand Hygiene Student Health Practitioners Module \(AUST\) \(from: Australia\)](#) ⓘ
Dates: 03-NOV-2016 09:00 AM to 31-JAN-2019 05:00 PM






Capacity: 28401/Unlimited Enrolments
Session Contact: Hand Hygiene Australia




How to cancel your enrolment in a learning module


If you have accidentally enrolled in the wrong module, you are able to delete your enrolment at any stage.

1. Click on the module on your task list that you wish to delete:


 HHA Training
 Enter Search Text...    






Task List - incl. Expired, sorted by Date ↑








	Hand Hygiene Dental Module	Not Started
---	----------------------------	-------------

October 2019

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		

Shortcuts

- Change my Organisation 
- My Certificates 
- Find a new module 

2. Click on the 'cancel enrolment' button

Progress Resources

Milestones

Course:	[ALLIED_HEALTH_HHA] Hand Hygiene Allied Health Online Learning Module
Session:	[ALLIED_HEALTH_HHA:009] Hand Hygiene Allied Health Module (AUST)
Contact:	HHA Learning
Status:	Not Started

Refresh Result **Cancel Enrolment** Withdraw Enrolment

Milestones	Status/ Results	Action
1 Hand Hygiene Allied Health Module	--	Start Module Now
1.1 AH - When to Perform Hand Hygiene	--	



3. Type a 'cancellation reason' and press 'cancel enrolment'

Progress Resources

Cancel Enrolment

Course:	[ALLIED_HEALTH_HHA] Hand Hygiene Allied Health Online Learning Module
Session:	[ALLIED_HEALTH_HHA:009] Hand Hygiene Allied Health Module (AUST)
Contact:	HHA Learning
Status:	In Progress

You are about to cancel your Enrolment in this Course. If you wish to proceed, please enter comments regarding your cancellation below.

Cancellation Reason Incorrect module chosen

« Return to Map **Cancel Enrolment** »



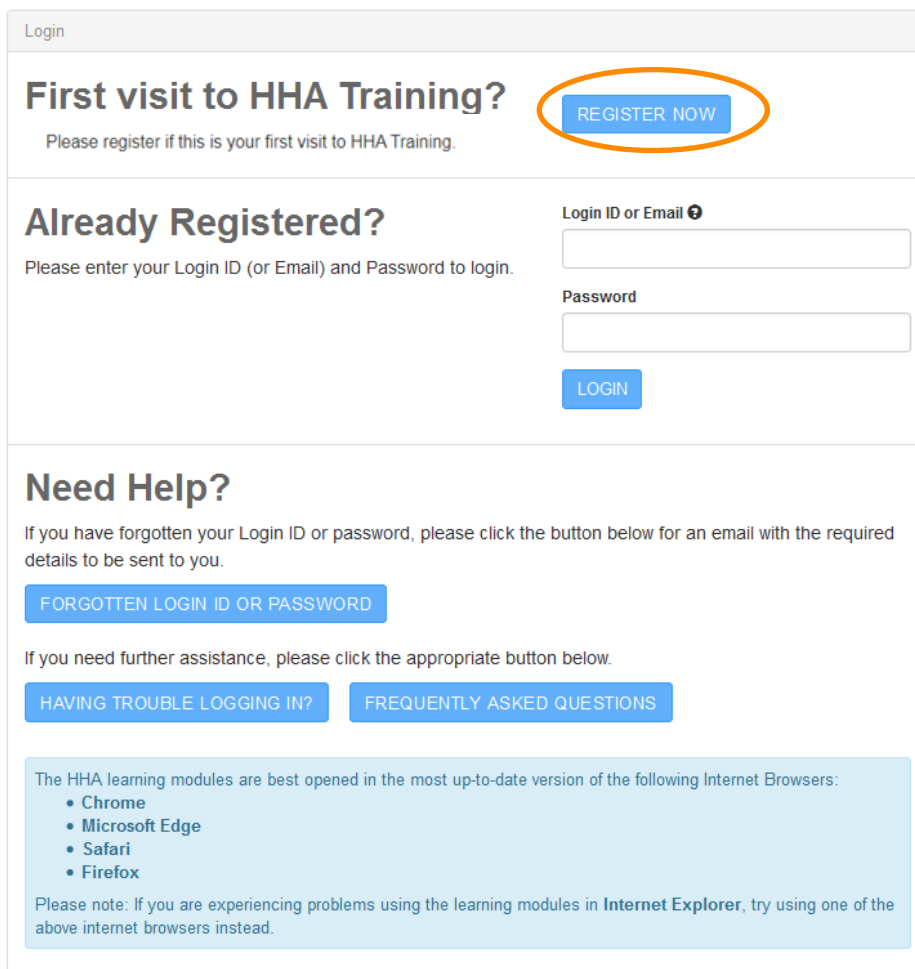
How to Invite your Staff/Students to use the HHA LMS

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://hhaustralia.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 HHA Training?

Please register if this is your first visit to HHA Training.

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

- Chrome
- Microsoft Edge
- Safari
- Firefox

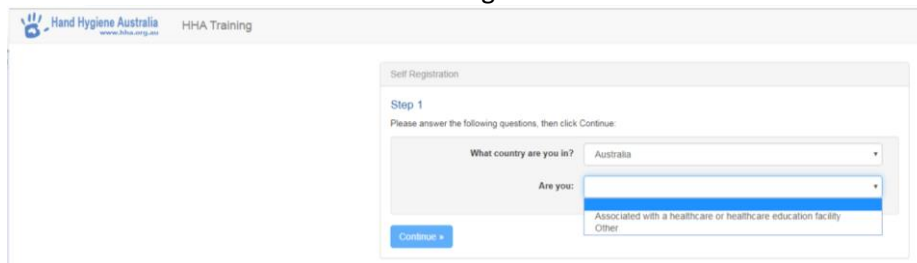
Please note: If you are experiencing problems using the learning modules in **Internet Explorer**, try using one of the above internet browsers instead.

Self-Registration

Step 1

Choose Country

Choose Affiliation – Associated with a healthcare organisation or healthcare education facility

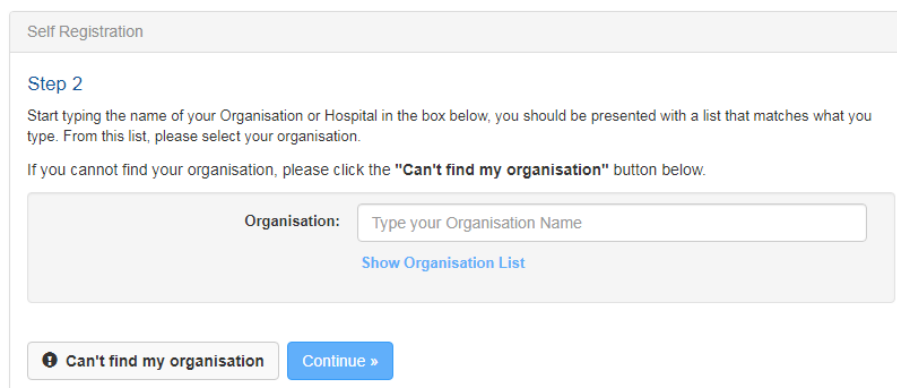


The screenshot shows the 'Self Registration' form for 'HHA Training'. It is titled 'Step 1' and asks the user to answer questions before clicking 'Continue'. The first question is 'What country are you in?' with a dropdown menu showing 'Australia'. The second question is 'Are you:' with a dropdown menu showing 'Associated with a healthcare or healthcare education facility' and 'Other'. A 'Continue >' button is at the bottom.

Step 2

Start typing your organisation name if given the option.

If your organisation name is not listed, please select the “Can’t find my organisation” button:



The screenshot shows the 'Self Registration' form for 'HHA Training' at 'Step 2'. It instructs the user to start typing their organisation or hospital name in a text box, which will show a list of matches. Below the text box is a 'Show Organisation List' link. At the bottom, there is a 'Can't find my organisation' button with an information icon and a 'Continue >' button.

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

Create a password

Accept the Terms and Conditions

Press the Sign up Now button

Frequently Asked Questions

Administrators

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

A: Data can be extracted from the HHA system automatically via an API. Please review the document on how to do this on the [HHA website](#), and please [contact HHA](#)

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

A: Please [contact HHA](#) 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.

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

A: Please [contact HHA](#) and provide the following details:

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

Learning Modules

Q: Which learning module should I complete?

A: The learning modules are labelled according to health profession categories. HHA recommend the following:

- 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 HHA learning site, and the module should open.

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: HHA 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: 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 HHA 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 HHA system, yet this is not being recorded on your local organisation’s training register, please contact your local organisation.

For example, HHA do not directly update your “My Learning” profile.

HHA 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 HHA 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 [contact HHA](#) 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 [contact HHA](#)

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 HHA Learning system.

The HHA 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 HHA system?

A: 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 HHA system keeps saying you are already registered?

A: As explained above the HHA 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 who has the same name as you has already registered. If this is the case, please [contact HHA](#) 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 HHA learning system?

A: The HHA 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 HHA 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 e.g. 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 HHA 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 HHA](#)

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 HHA](#)

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