My Online Education

Student Guide

My Online Education

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My Online Education

Tell me about Ascension Health University…….

Sacred Heart Health System has joined with the hospitals that make up Ascension Health to create Ascension Health University. Our "My Online Education" system (MOE) is accessed through the Ascension Health University log in page.

Mission: Rooted in our Mission and Values, the Ascension Health learning system will develop the knowledge, skills and abilities to improve individual performance and positively contribute to professional, personal, spiritual and ministry growth.

Ascension Health University is a concept that supports associates' careers by providing training opportunities to address regulatory requirements and career growth and development.

Learning Management System (LMS)

The Ascension Health University Learning Management System is a tool that provides on-line training opportunities, the ability to register for instructor-led courses, and a transcript that allows associates to track progress.

This on-line tool provides easy, windows-based navigation, flexible reporting options (i.e. transcripts), on-line help, and a straight-forward process to launch courses.

All Sacred Heart Health System Associates are provided a login ID which consists of SHHS + their badge number (example: shhs12345). Enter the following internet address (URL) to access the LMS.

<div align="center">

www.ascensionhealthuniversity.org

</div>

There are a few basic requirements for optimal system performance

This system requires a PC or a MAC operating Windows.

You must use Internet Explorer version 4.0 or higher.
This system will not function properly using Mozilla Firefox or Apple Safari.

If you must use a MAC Operating System with Safari or a PC with Mozilla, your courses will not mark complete and you will be required to print out your results and turn them in to the Organizational Development and Education Department to be marked complete.

To Access the system, Click on the MOE Icon from the SHHS Intranet home page, or from home, enter the following internet address (URL): **www.ascensionhealthuniversity.org**

► Search for Learning Activities by entering a portion of a learning activity name in the **Search** window and clicking **Go**

► Access the catalog of learning activities by clicking on **Learn**, then **Catalog**
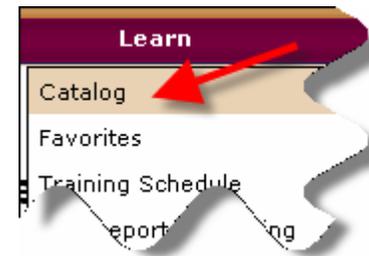
► Enroll in a course by clicking on **Register** to the left of the learning activity name
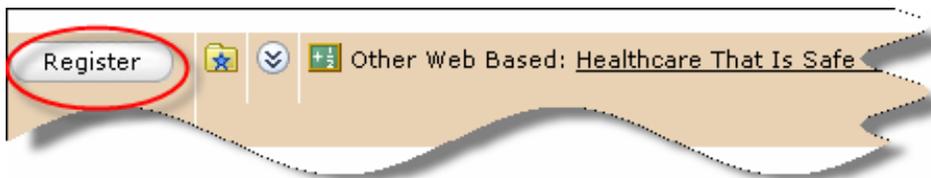
► Access your transcript by clicking **Learn**, then **Learning Activity Reports**, then **Training Transcript**
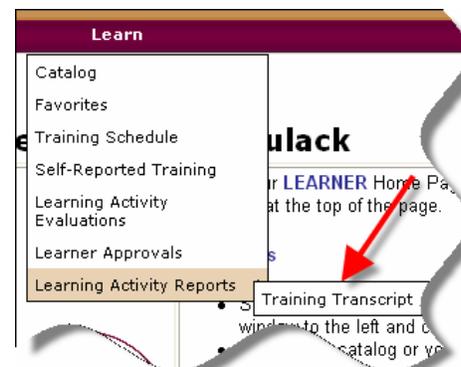
OR click on **View My Training Transcript** in the **Getting Started** section on your Learner homepage

► Locate your Planned Learning Activities at the bottom of the News window located at the bottom of your Learner homepage (*see below*)

► Launch a learning activity from your **Current Training** list at the bottom of your homepage by clicking on the green launch arrow to the left of the listed learning activity (*see below*)
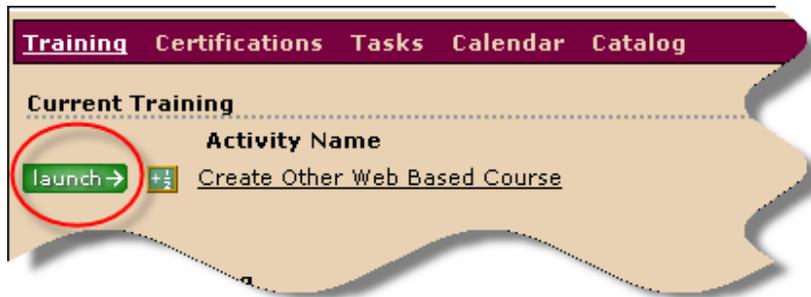
Pop Up Blockers

Courses WILL NOT launch if you have a pop-up blocker active on your computer. Disable your pop-up blocker to permit the courses to run properly. (see page 4 for instructions on how to turn off pop-up blockers)

For Assistance

► Click the **Help** link at the top, right of your screen
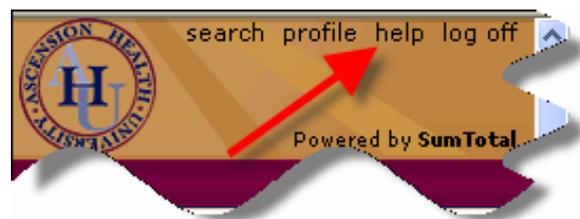
► Contact Organizational Development and Education at 850-416-7264

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Turning Off Pop-Up Blockers

Turning off pop-up blockers is essential to assure there are no problems logging in or launching courses in the Ascension Health University Learning Management System (LMS). You may have multiple pop-up blockers active on your system. ALL pop-up blockers must be turned off.

Internet Explorer

- Select **Tools** from the Internet Explorer toolbar
- Select **Pop-Up Blocker**
- Select **Turn Off Pop-Up Blocker**

To Confirm Pop-Up Blocker is off…

- Select **Tools** from the Internet Explorer toolbar
- Select **Internet Options**

- Click on the **Privacy** tab
- Be sure the **Block Pop-Ups** box is *UNCHECKED*

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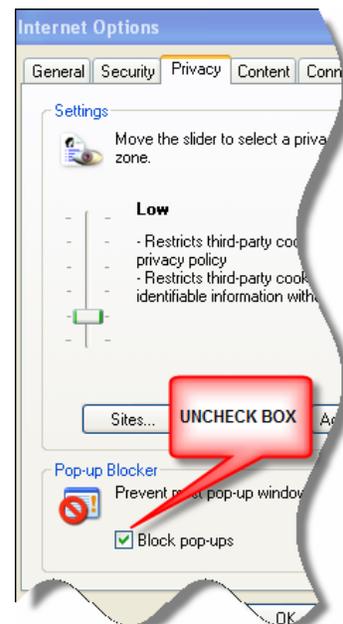
Yahoo Toolbar

To remove Pop-Up Blockers from your Yahoo Toolbar…

- Click on this button to allow pop-ups

- Click on **Enable Pop-Up Blocker** to *UNCHECK*
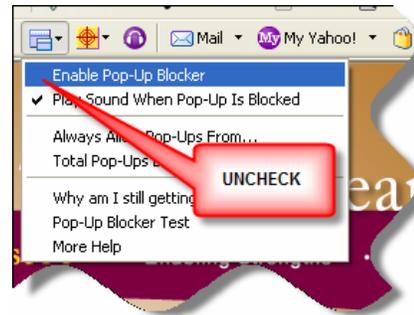
Google Toolbar

- From your Google toolbar choose **Settings** – on the far right

- Click on **Options**

- From the **Toolbar Options** screen choose the **More** tab

- *UNCHECK* **Enable Pop-Up Blocker**
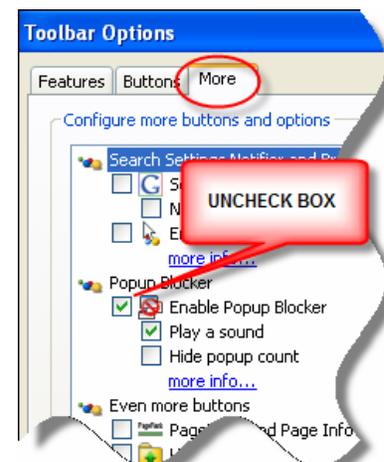
To remove toolbars that may contain Pop-Up Blockers…

- Right click on a blank area of the explorer tool bar

- When you see the tool bar menu it will show the active tool bars with a check mark

- Click on the toolbar you want to deactivate to uncheck it

- Do this for each toolbar you want to deactivate

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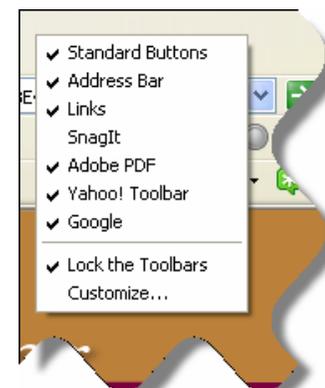
Setting your screen resolution to 1024 X 768 will allow you to view most learning activities in the Learning Management System (LMS) on a full screen without the need to scroll right, left, or up and down.

- Right click on your desktop to open this menu

- Click on **Properties**
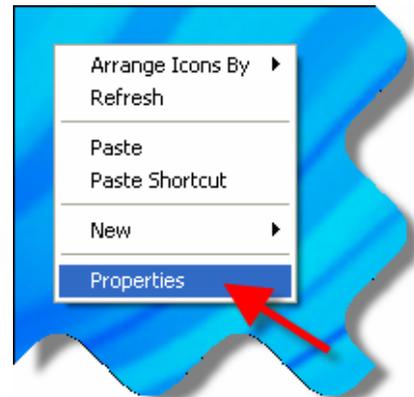
- Click on the **Settings** tab

- Slide the Screen resolution bar toward **More** until you see 1024 by 768

- Click **Apply**
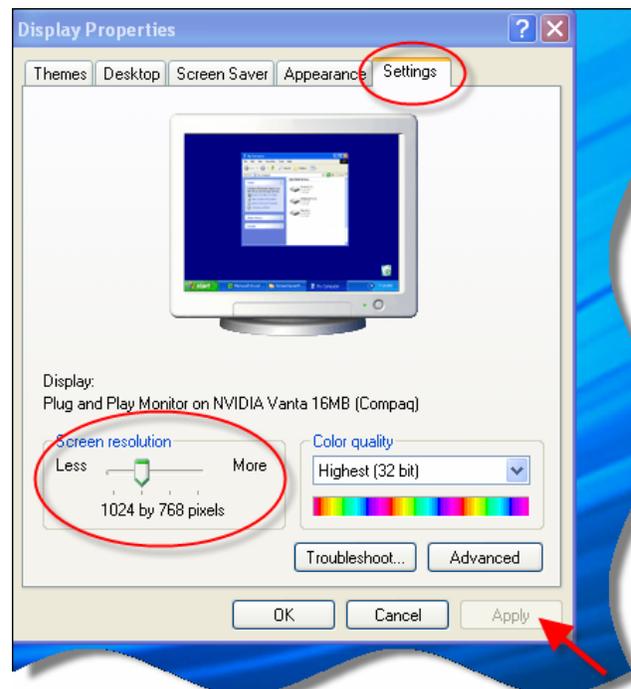
I'm a first time user and I need access to the online education system…

Answer: Every new associate is assigned a login ID and a password. At Sacred Heart Health System, that user ID is shhs + your badge number

I forgot my password…..

Answer: On the Ascension Health University login page, you can click on "Lost Password", enter your login ID and your email address and your password will be emailed to the email address provided. You can also contact your local Help Desk at 850-416-2220, or call Organizational Development and Education at 850-416- 7264.

I can not get a course to launch properly…..

Answer: First, check to assure that all pop-up blockers are turned off (instructions to turn off pop-up blockers are included in this guide). If you continue to have difficulties launching a course, contact the Organizational Development and Education office.

Is on-line help available?

Answer: Yes, on the top, right hand corner of your Learner homepage – click on **Help**

Organizational Development and Education Office:

Hours: Monday through Friday 7:30 am – 3:30 pm Central Time
Phone:850-416-7264
Fax: 850-416-6936

Help Desk:

850-416-2220

System Administrator:

Jessica Jones