

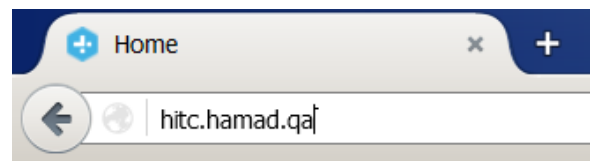
HITC eLearning Modules – Quickstart Guide

This Quickstart Guide has been designed to help you access the Hamad International Training Center (HITC) eLearning platform and course content. The Online Learning Environment to access the courses has been specifically designed by iheed for Hamad Medical Corporation (HMC) staff.

Log in & Change Your Password

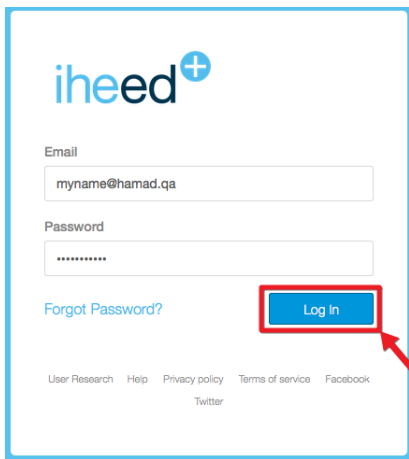
To log in to the HITC Online Learning environment using HMC computers, you must:

1. Open a new blank page in your **Mozilla Firefox** browser (on HMC computers you can find Mozilla Firefox either on your start menu or on your desktop).
2. Enter the URL hitc.hamad.qa
3. Click **eLearning** (on top menu of the page)
4. Scroll down and click the **Login** button
5. Once on iheed logon page, please follow the instructions below.



Note: You can also logon using any other computer with Firefox, Chrome or IE11.

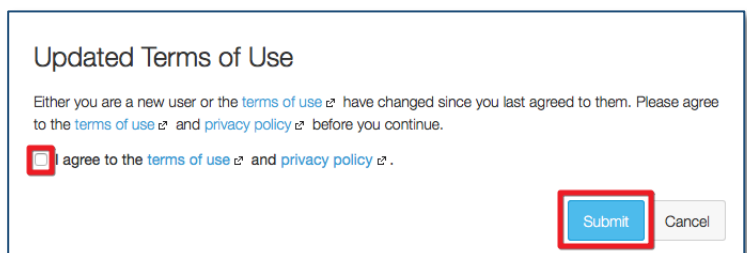
If you have followed the instructions above but can't see the iheed box shown below, please contact a member of HICT for help on (9)1444.



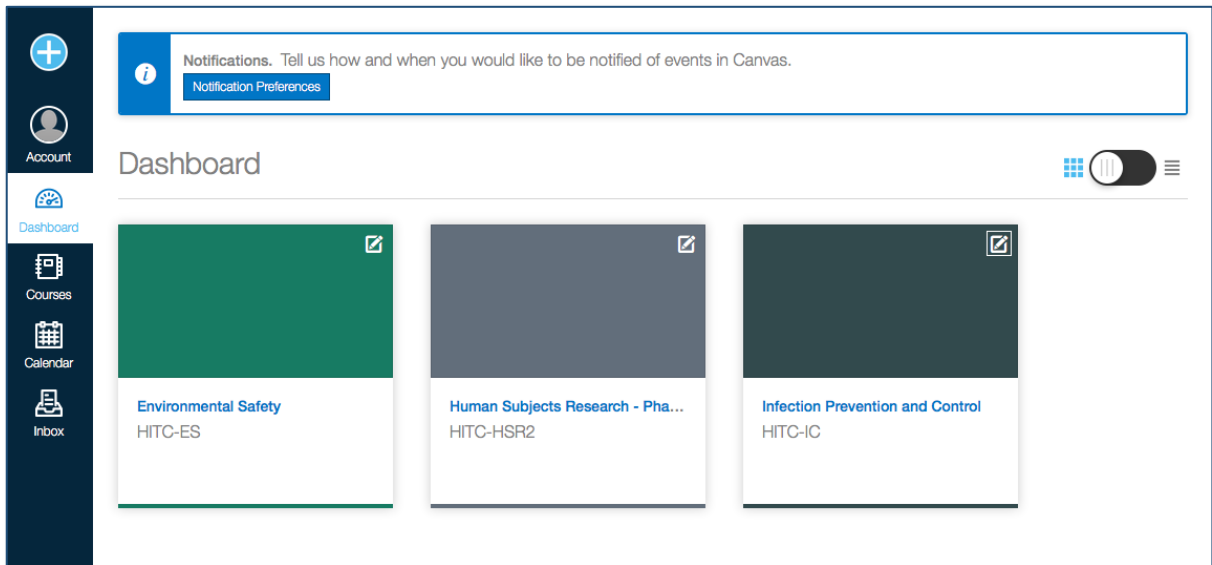
1. Next, type your **corporate email address** (e.g **yourname@hamad.qa**) into the Email box
2. Use the temporary password **'TempPassword1234'** and
3. Press the **Log in** button.

DO NOT USE your personal email address

When prompted please accept the **terms of use** and **privacy policy** by checking the check box and pressing the **Submit** button.



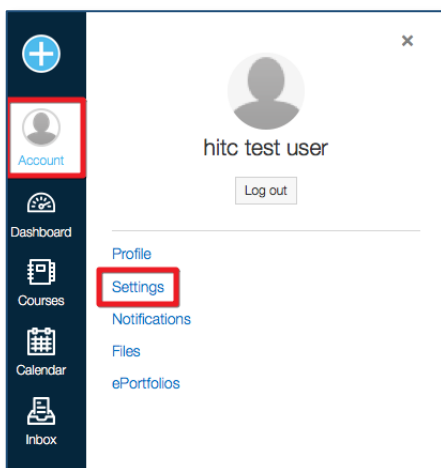
Next you will see the main Student Dashboard page, which will list the courses in which you are already enrolled.



Change the temporary password

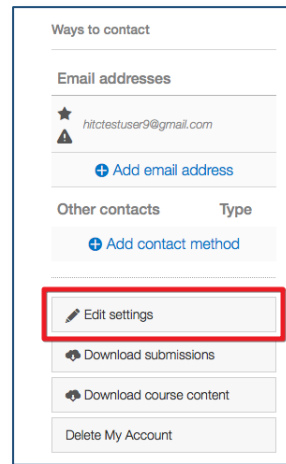
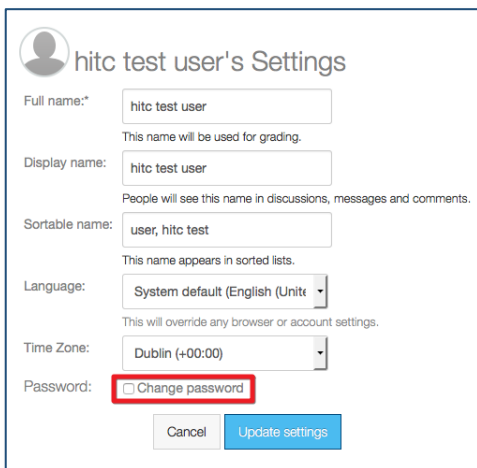


Before doing anything else, please change the temporary password to a password that you will remember.



1. Click on **Account** in the left hand menu
2. Click on **Settings**

- Click on **Edit Settings** in the right hand panel.
*You can also add another email address if you would like to receive notifications (e.g. announcements) at an alternate email address by selecting the **Add email address** option. Ensuring that you 'star' your preferred email address once it has been added. All notifications and certificates will be sent to the 'starred' email.*
Please note however that you must always log in ONLY with your corporate email address.

hitc test user's Settings

Full name:* hitc test user
This name will be used for grading.

Display name: hitc test user
People will see this name in discussions, messages and comments.

Sortable name: user, hitc test
This name appears in sorted lists.

Language: System default (English (Unit))
This will override any browser or account settings.

Time Zone: Dublin (+00:00)

Password: Change password

Cancel Update settings

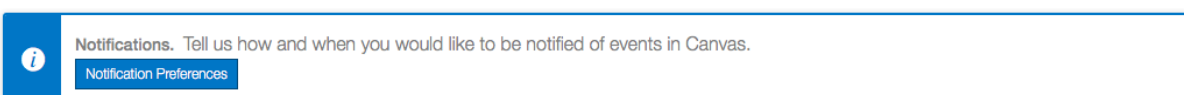
- Click on the **Change Password** check box to enter your old (TempPassword1234) and new password.
- From here you can also add a picture of yourself by clicking on the image to the left of your name and you can make any corrections to how your name is displayed via the Full name and Display name boxes.
- Remember to press the **Update Settings** button when you have made your changes.
- Click on **Home** to bring you back to the Dashboard page.

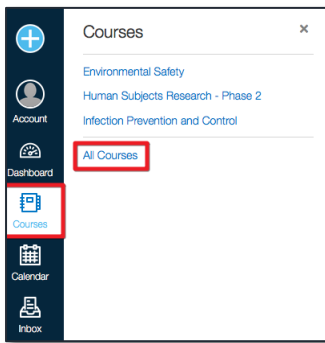
We suggest that you **bookmark** the URL hitc.hamad.qa so you can access your eLearning modules quickly in the future.

Getting Started

Once you login, you will see your dashboard which provides a summary of all recent activity on any courses in which you are taking part (e.g. Infection Prevention and Control).

Also, there will be a notification that prompts you to customise your Communication Preferences. This enables you to choose how you would like to be notified about changes on your courses, e.g. would you like to be emailed or to receive a text message immediately, daily or weekly about announcements, quiz results etc? You can review and change your notification preferences by clicking on the link from your dashboard.

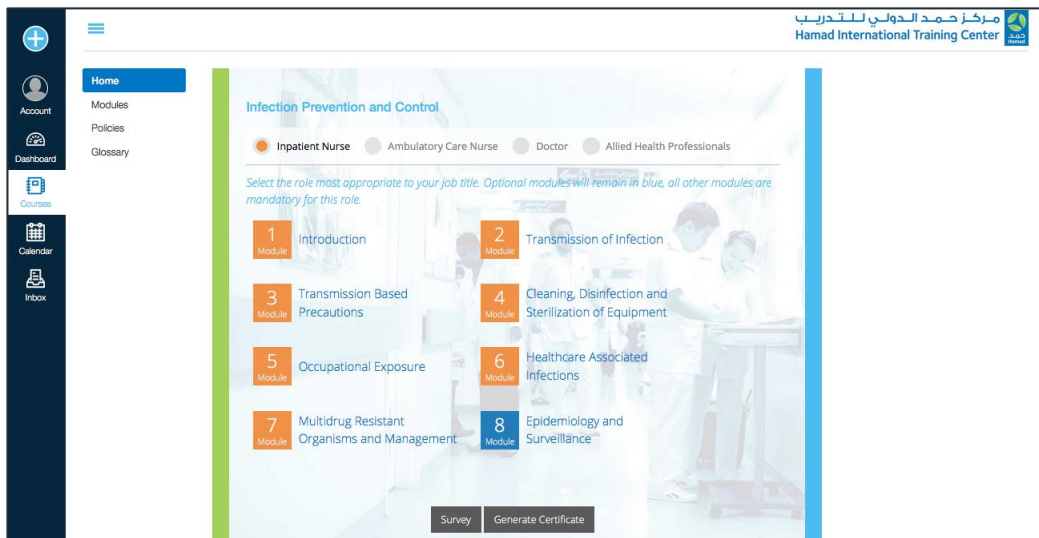




To begin a Course or eLearning Module select it from the Courses menu in the left hand navigating panel, or simply click on the course icon on your Dashboard. A full list of all the eLearning Courses and Modules in which you are enrolled will appear in this dropdown. This list will grow over time as more eLearning modules are added.

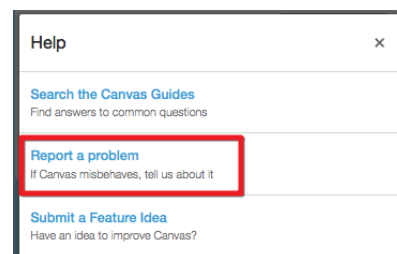
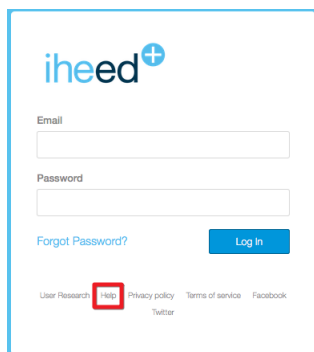
Click on All Courses to see courses that you have already completed.

This will bring you to the Home page of the course/eLearning Module you selected (figure below).



Having trouble logging in?

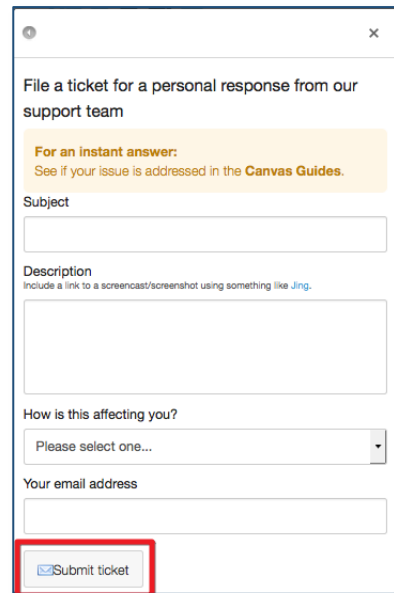
- **If you have any having trouble logging in, please follow the steps below:**
 - Click on **“Help”** on the Login Page
 - Click **“Report a Problem”**



- Enter the information below into the Report a Problem form:

Description box:

- Corporation Number
- First Name
- Last Name
- HMC email address
- Job Code and Job Title
- Facility (e.g. Medical Education, Al Khor Hospital)
- Activity Center (e.g Critical Care-ICU, Engineering-Engineering Services)
- How is this affecting you? (Select a reason from the dropdown list)
- Your (user@hamad.qa) email address
(Note: **Do NOT use your personal email address**)



File a ticket for a personal response from our support team

For an instant answer:
See if your issue is addressed in the [Canvas Guides](#).

Subject

Description
Include a link to a screencast/screenshot using something like Jing.

How is this affecting you?
Please select one...

Your email address

Submit ticket

- Click **“Submit Ticket”**

If you have logged in but are having trouble accessing a course / eLearning Module,

please click on the **Report a Problem** link, accessed by clicking on the help icon at the bottom of the left hand navigation panel.

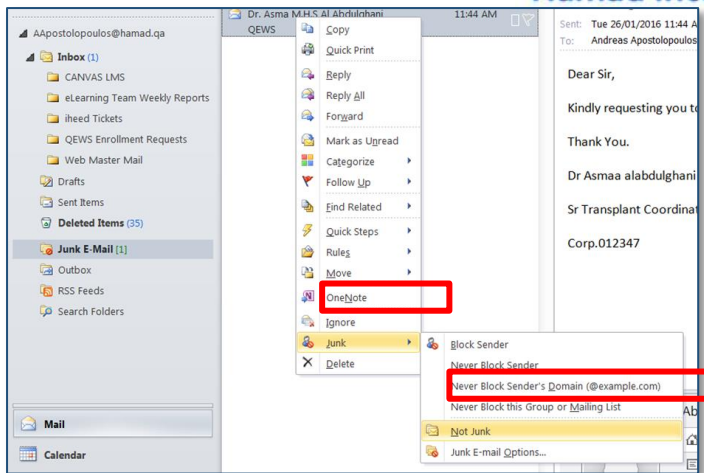
****Note:**

1. These are the **only ways** that issues should be raised. Once you have Reported a Problem a ticket is automatically created, which we will use to keep track of your issue and make sure it is resolved. **You will be notified of any updates to the ticket via email.** You can also reply to these emails directly with further questions or follow up.
2. Please **include your HMC Corporation Number** when reporting a problem, this will help us quickly locate your account and address your issue.
3. **You can change your profile settings** at any time by clicking on **Account** and then **Settings** in the left hand navigation panel. Here you can add your photo and add an additional email address, if required.
4. Add noreply@iheed.org to your **MS-Outlook contacts** to avoid email certificates from being marked as spam in your **“Junk”** email folder.

Common Issues and How to Solve/Report

Certificate Not Received

In some cases staff are not receiving their certificates but there are steps you can take to help prevent or address this issue.

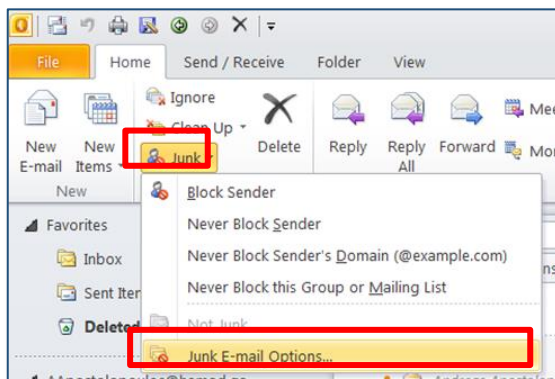


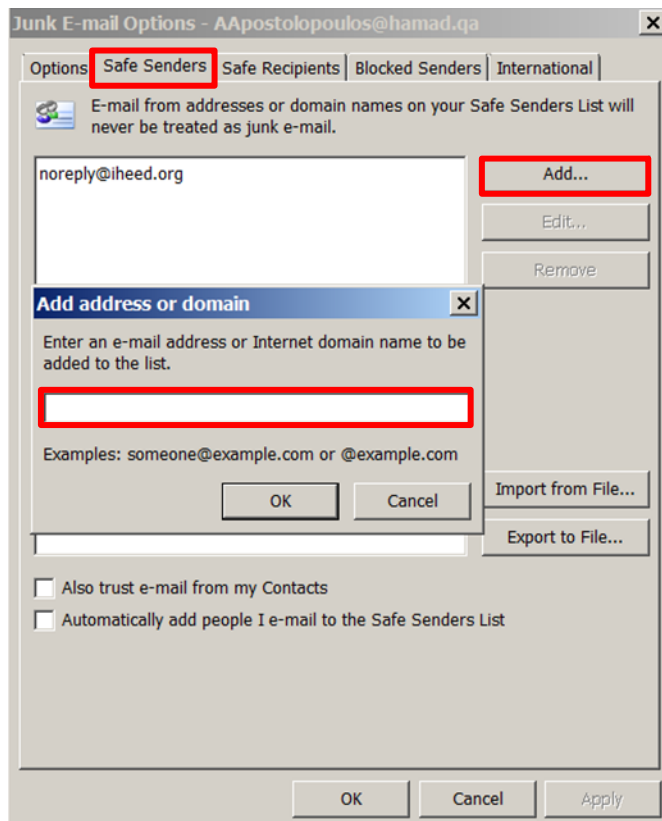
1. **First, look in your MS Outlook Junk Mail folder.** If the email is in your Junk Folder then:

- Right click on the email
- Click on the Junk Mail options
- Click on the Mark as Not Junk option – this will move the mail to your Inbox and should prevent future mails from being directed to Junk mail

2. **Add noreply@iheed.org to your Safe Senders list in your mail system, for example in Outlook:**

- a. Click the Home tab in the main Outlook menu
- b. Click on Junk
- c. Click on Junk E-mail Options





- d. Click on Safe Senders tab
- e. Click on Add and enter 'noreply@iheed.org'
- f. Click OK to save your changes

If neither of these resolve the issue then use the **Report a Problem** option from the Help menu of the eLearning Portal. When reporting a problem you should include the name of each eLearning module for which you did not receive a certificate.

Cannot Login or Cannot Change Password

In most cases this issue occurs because **the user is not setup on the eLearning platform**, often because they have joined HMC recently. If this happens use the **Report a Problem** option from the **Help** link, beneath the Login box.

When reporting a problem you should include the following:

1. Corporation Identification Number
2. First Name
3. Last Name
4. HMC email address
5. Job Code and Job Title
6. Facility (e.g. Medical Education, Al Khor Hospital)
7. Activity Center (e.g Critical Care-ICU, Engineering-Engineering Services)

New users are setup every weekend and **you will be notified by email** once you have been setup and enrolled in the appropriate modules.

Prompted for Plugin for Environmental Safety

The Environmental Safety module has particular requirements and cannot be launched on Apple mobile devices (iPad, iPod or iPhone) or in older browsers, such as Internet Explorer 8.

Firefox has been installed on all HMC devices and you should be able to successfully launch this module by logging into learn.iheed.org in Firefox.

If you are still being prompted to update your Plugin or update Flash, you'll need to contact ICT directly.

Name on Certificate is Incorrect

If the name printed on your certificate is not as you expect, you must first correct your name on the eLearning portal and then Report a Problem.

To correct your name:

1. Click on Account and then Settings (left hand navigation panel)
2. Click on the Edit Settings button
3. Make the changes to your Full Name (this is what is used in certificates)
4. Click the Update Settings button.

When reporting a problem you should include:

1. Which certificates need to be reissued
2. How your name should appear on the certificates

Other important things to remember

- You can change your profile settings at any time by clicking on Account and then Settings in the left hand navigation panel. Here you can add your photo, correct your name and add an additional email address, if required. [BC1]
- You should save a copy of your Certificates in case you need to access them in the future.
- You should review the HMC policies to determine the courses you should complete but some general guidelines are:
 - All staff must complete the orientation modules: [BC2] Major Incidents, Fire Safety and Environmental Safety
 - Clinical Staff must complete Infection Control, including doctors, nurses and allied health professionals
 - Clinical staff must also complete QEWS, in particular doctors and nurses but not allied health professionals
 - All hospital staff that may be involved in Research should complete the Human Subjects Research course.