

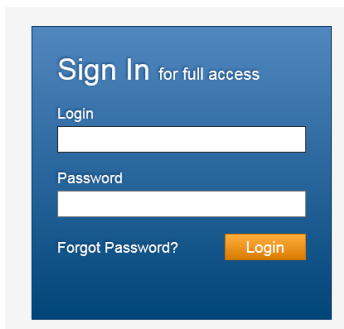
How to Access Virtual Orientation Using the Online Learning Academy (OLA)

*Please Note: The Online Learning Academy (OLA) **will only operate by using the Internet Explorer browser on a computer (no tablets or other mobile devices)**. If you do not currently have Internet Explorer installed on your computer, you may download a free version by visiting the Microsoft website. More information can found in the Troubleshooting section below.*

Virtual Orientation will be completed in the Online Learning Academy platform. New employees will be assigned eLessons to acknowledge the information has been received. This document will provide instructions on how to complete these learning assignments on your start date at Renown Health.

Logging in to Online Learning Academy (OLA)

- Access Online Learning Academy (OLA) using this URL:
<https://login.elsevierperformancemanager.com/systemlogin.aspx?virtualname=Renown>
- Enter your Employee ID in the Login box. Your Employee ID is listed on your welcome letter with Kronos log in details provided in this packet.
- Enter your temporary password in the Password box. Your temporary password is (all lower case): **hello**
- You will be prompted to change your password and log in with your new one.



Sign In for full access

Login

Password

Forgot Password?

1) Completing eLearning Lessons in OLA

- You have been assigned new hire e-lessons. Click on **“eLearning Lessons”** to see the current lessons assigned to you under **“Current Assignments”** box on the home page.

The screenshot shows the Renown Health OLA home page. At the top is the navigation menu: Home, System, Learners, eLearning, Discussion, Knowledge Manager, Content, Classes & Events, Custom, Sur. The main content area is titled 'My Activities Overview' and features a green box for 'Current Assignments (86)'. Inside this box, 'eLearning Lessons (85)' is highlighted in yellow, along with 'Classes & Events (1)' and 'All Current Assignments'. To the right, there is a 'Home' section with 'Recent Announcements' and a message stating 'There are no current announcements' with a link to 'All Announcements'.

- Each lesson title listed is a link to the eLesson, **click on a lesson** to get started.
*Please note; “Pop-ups” must be enabled for lessons to work properly in some cases. It is also recommended to use “Internet Explorer” as your web browser for all eLessons. If you are using Safari, Chrome, or Edge, you may see a white screen when trying to access your lessons.

Assigned Items

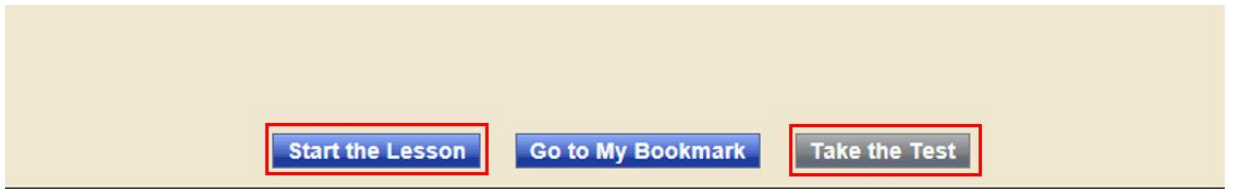
Assigned Items | eLearning Self Enroll

You Are Viewing Current eLearning Lessons.

Available Filters: Current | eLearning Lessons | Select

| Assigned Item | Due Date | Priority | Started | C |
|---|------------|----------|------------|---|
| 2019 The Joint Commission/OSHA Compliance Course: Advance Directives | 05/07/2019 | 4 | 03/20/2019 | |
| 2019 The Joint Commission/OSHA Compliance Course: Hand Hygiene | 05/07/2019 | 4 | 03/21/2019 | |
| 2019 The Joint Commission/OSHA Compliance Course: Tuberculosis | 05/07/2019 | 4 | 03/21/2019 | |
| 2019 The Joint Commission/OSHA Compliance Course: Emergency Management: Infection Control | 05/07/2019 | 4 | 03/21/2019 | |
| 2019 The Joint Commission/OSHA Compliance Course: Bloodborne Pathogens and Exposure Control | 05/07/2019 | 4 | 03/21/2019 | |
| 2019 The Joint Commission/OSHA Compliance Course: Medication Management | 05/07/2019 | 4 | 03/21/2019 | |
| 2019 The Joint Commission/OSHA Compliance Course: Staying Healthy | 05/07/2019 | 4 | 03/21/2019 | |
| 2019 The Joint Commission/OSHA Compliance Course: National Patient Safety Goals | 05/07/2019 | 4 | 03/21/2019 | |
| 2019 The Joint Commission/OSHA Compliance Course: Population-Specific Care | 05/07/2019 | 4 | 03/21/2019 | |
| 2019 The Joint Commission/OSHA Compliance Course: Regulated Medical Waste | 05/07/2019 | 4 | 03/21/2019 | |
| 2019 The Joint Commission/OSHA Compliance Course: Incident Reports | 05/07/2019 | 4 | 03/21/2019 | |
| 2019 The Joint Commission/OSHA Compliance Course: Latex Allergy | 05/07/2019 | 4 | 03/21/2019 | |
| 2019 The Joint Commission/OSHA Compliance Course: EMTALA | 05/07/2019 | 4 | 03/21/2019 | |
| 2019 The Joint Commission/OSHA Compliance Course: Patient and Employee Confidentiality | 05/07/2019 | 4 | 03/21/2019 | |
| 2019 The Joint Commission/OSHA Compliance Course: Lifting and Protecting the Back | 05/07/2019 | 4 | 03/21/2019 | |
| 2019 The Joint Commission/OSHA Compliance Course: Viral Hepatitis | 05/07/2019 | 4 | 03/21/2019 | |
| 2019 The Joint Commission/OSHA Compliance Course: Ethics in Health Care | 05/07/2019 | 4 | 03/21/2019 | |

- Click on “**Start the Lesson**” on the bottom of the page to enter the lesson and get started. Further instructions within the lesson will show when needed.
- Once you have completed the lesson, if a test is required, navigate back to the lesson and click on “**Take the Test**”.
- Once you have passed the test, the lesson will show as complete on your transcript and automatically removed from the “Current Assignments” list.



- If you accidentally close the lesson and it no longer appears on your eLesson list before you have completed the lesson, select “All Assignments” from your available filters drop down menu. You can then access the lesson that you need to complete.

Home System Learners eLearning Discussion Knowledge Manager Content Classes & Events Custom Surveyor Tools Reports

Assigned Items

Assigned Items eLearning Self Enroll

You Are Viewing All eLearning Lessons.

Available Filters: All Assignments eLearning Lessons Select

| Assigned Item | Due Date | Priority | Started | Completed | Pretest Score Date |
|---|------------|----------|------------|------------|--------------------|
| 2018 Renown Health Education: Ebola | 07/22/2018 | 4 | 06/25/2018 | 06/25/2018 | |
| 2018 Renown Health Education: Rapid Response and Stroke Updates Ancillary | 09/30/2018 | 4 | 07/18/2018 | 07/18/2018 | |
| 2018 Renown Health Education: Immunization Release of Information | 09/30/2018 | 4 | 08/01/2018 | 08/01/2018 | |
| 2018 Renown Health Education: Maximum Precautions; Donning and Doffing | 11/04/2018 | 4 | 08/06/2018 | 08/06/2018 | |

2) Troubleshooting

If you experience technical difficulties or barriers to completing your virtual orientation follow these steps:

- If you are not able to log in:
 - From the login page, enter your Learner ID (Employee ID) and click on “Forgot Password”. An email will be sent to your Renown email address. If you currently do not have access to your Renown email address, please call the IT Help Desk at 775-982-4042 for a password reset.

- If you experience issues launching lessons:
 - Use Internet Explorer as your web browser (Not Chrome, Safari, or Edge)
 - If you have a Mac Computer, download the Internet Explorer browser instead of using Safari. Contact Apple Support for troubleshooting and assistance.
 - Turn on Pop Ups (Turn off your pop up blocker)
 - Clear your cookies and cache from your Internet settings
 - Restart your computer

- If the test button is greyed out and won't allow you to take the test:
 - Make sure every page of the lesson is clicked on and every in-lesson quiz is answered first before the test will be accessible.

- If you are having trouble passing a test:
 - If the question states, “(select the correct answer(s))”, then it requires more than one answer to be correct. You should be able to find all correct answers in the lesson associated with the test.

- For all other inquiries:
 - Contact the **IT Help Desk: 775-982-4042**.