

# Accessing My Learning and Performance in HealthStream

## Instructions for accessing My Learning and Performance in HealthStream for non-Ballad Health-employed providers and Ballad Health providers needing remote access to their Epic training

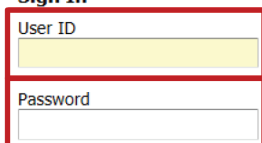
### 1. Access My Learning and Performance site.

Type the following address into your web browser: **www.healthstream.com/hlc/wellmonths**

### 2. Log in

- Ballad Health team members:  
User ID: your team member number;  
Default password: Ballad123
- Non-Ballad Health-employed team member:  
User ID and password will be provided by your instructor.
- You will be asked to change your password the first time you log in.

#### Sign In



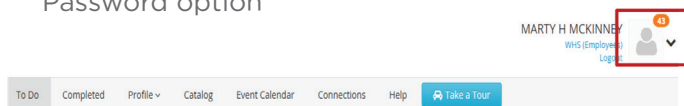
User ID

Password

Login

### 3. Change your password

Select the account icon to display the Manage Password option



MARTY H MCKINNEY  
WHS (Employees)

To Do Completed Profile Catalog Event Calendar Connections Help Take a Tour

### 4. Select Manage Password to change your password and add a password reminder.



MARTY H MCKINNEY  
WHS (Employees)

Account Settings Alerts 43 Purchase History

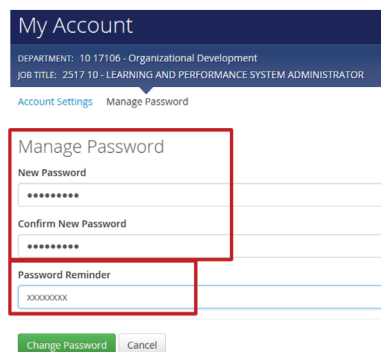
Manage Password

### 5. Change your password

Your password must be eight characters and include one capital letter and one number.

#### Set password reminder

Scroll to the Password Reminder field and enter something that will help you remember your password.



My Account

DEPARTMENT: 1017106 - Organizational Development  
JOB TITLE: 251710 - LEARNING AND PERFORMANCE SYSTEM ADMINISTRATOR

Account Settings Manage Password

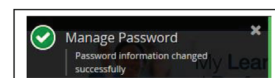
Manage Password

New Password

Confirm New Password

Password Reminder

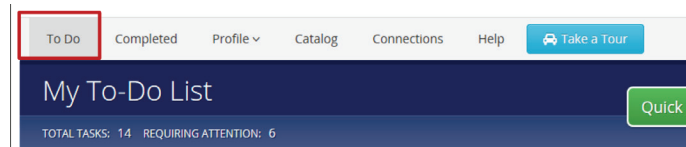
Change Password Cancel



Manage Password  
Password information changed successfully

### 6. Complete assigned courses

Select the **To Do** tab. The **My To-Do List** page has information about the education you are required to complete.



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My To-Do List

Quick Start

TOTAL TASKS: 14 REQUIRING ATTENTION: 6

(continued on next page)

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**7. The My To-Do List** page lists the courses you are required to complete within a certain time frame. You will see the **Name of the Course**, the **Due Date** and the **Status**.


Advance Directives COURSE STATUS: Assigned	Due: Feb 28, 2017	Start
Combating Medicare Parts C and D Fraud, Waste, and Abuse COURSE STATUS: Not Yet Started	Due: Jun 30, 2017	Start
Medicare Parts C and D General Compliance Training	Due: Jun 30, 2017	Resume

(When a course has been successfully completed, it will no longer be visible on the **My To Do List** page. You may view it by selecting the **Completed** tab.)

**8. To complete a course**, click on the course title or on the **Start** button to open the course.

Advance Directives COURSE STATUS: Assigned	Due: Feb 28, 2017	Start
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The course activities will be displayed. Complete each activity to successfully complete the course.

Advance Directives  
COURSE STATUS: Not Yet Started EST. TIME: 1h 2m

Learning Activities Overview

Learning Activities in this Course

Advance Directives  
ONLINE STATUS: Not Yet Started

Start

Exam  
TEST STATUS: Not Yet Started

Locked

## Technical requirements.

For optimal performance, view courses on Google Chrome or Internet Explorer.

If you experience difficulty viewing course content, contact Organizational Development for assistance at 423.979.2196 or 423.979.2133.

## Browser Requirements

- Minimum: Microsoft Internet Explorer 8.0
- Recommended: Microsoft Internet Explorer 8.0 and higher

## Plug-ins

Many of HealthStream's courses offer audio or animations, requiring a plug-in for your browser. The plug-ins most often required by HealthStream courses are listed below. Contact your IT administrator for information about downloading programs from the web. Even though these plug-ins were current as of the time these requirements were written, please be aware that computer technology evolves at a rapid pace, and there may be a newer version available. HealthStream recommends using the latest version of a given plug-in if available.

- Adobe Acrobat Reader 6.0 or above
- Adobe Flash Player 7.5.1 or above