OLM e-learning User Guide

Running the PC Check

Before logging into OLM e-learning, you should run the PC Check to ensure your computer has all the required software.

Access HPFT NEWS, by double clicking on the Internet Explorer icon on your Desktop.

Access the OLM e-learning website by clicking on “OLM e-learning” under the Useful Links section:

<table>
<thead>
<tr>
<th>USEFUL LINKS</th>
<th>USEFUL LINKS</th>
</tr>
</thead>
<tbody>
<tr>
<td>Annual Plan 2011-12</td>
<td>UCPF Straight Allies Network</td>
</tr>
<tr>
<td>CareNotes</td>
<td>OLM e-learning</td>
</tr>
<tr>
<td>Choice and Medication</td>
<td>Staff Disability Forum</td>
</tr>
<tr>
<td>Cognos</td>
<td>Stepchange Recruitment Tracking System</td>
</tr>
<tr>
<td>Compass (formally Connect)</td>
<td>Trust events calendar</td>
</tr>
<tr>
<td>CQC Compliance</td>
<td>Working Together as One</td>
</tr>
<tr>
<td>Incident Reporting System (Datix)</td>
<td>Other useful links</td>
</tr>
<tr>
<td>Impact Ethnic Minority</td>
<td></td>
</tr>
<tr>
<td>Staff Network</td>
<td></td>
</tr>
</tbody>
</table>

On the OLM e-learning website, click the red “PC CHECK” button on the right hand side.

![OLM e-learning User Guide](image-url)
A new window will open displaying the results of your PC Check:

![PC Check Results](image)

Depending on whether your computer has passed, each result will be displayed in **RED**, **AMBER** or **GREEN** under the column labelled “Your PC”. If the result is:

**GREEN** – Test is passed and you can proceed to the next section on Page 3.

**AMBER** – Although not the recommended version or setting, you can proceed to the next section on Page 3.

**RED** – This indicates that software on your computer has not been installed and must be corrected for OLM e-learning to work correctly.

If any of the results on your PC Check are **RED**, please **DO NOT** proceed to the next section.

Please e-mail the Service Desk on servicedesk@hertfordshire.nhs.uk with your Computer Name and a Screen Shot of your PC Check. Refer to the FAQ section for instructions of how to do this.

If your PC Check has returned **GREEN** and **AMBER** results then you may proceed. Close the window for the PC Check only by clicking the close button in the top right hand corner.

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For help refer to the FAQ section on the website
Or call 01707 294080 selecting
Option 1 followed by Option 6
You can also e-mail servicedesk@hertfordshire.nhs.uk
Identifying e-learning required for your staff group

Select your staff group from the drop down list in the top left hand corner and click the “Go” button:

The resulting page will display the mandatory training requirements for your specific staff group – both e-learning and classroom. This may not be exhaustive, and other requirements may be identified with your manager.

Click on the print icon at the top and **print out** the document that opens which contains information you require to enrol onto courses in OLM e-learning:

**IMPORTANT**
Please click here to print out the information on this page before logging into OLM e-learning

After printing the document, close it by clicking the close button in the top right hand corner.

For help refer to the FAQ section on the website
Or call 01707 294080 selecting Option 1 followed by Option 6
You can also e-mail servicedesk@hertfordshire.nhs.uk
Logging into OLM e-learning with a Username and Password

Login to OLM e-learning, by clicking the “Login” button on the right hand side:

Enter your **Username and Password** provided to you by e-mail into the respective fields displayed and click “Login”:

You will be requested to change your Password upon first login. Enter your Current Password in the top field and a New Password in the remaining two fields and click “Submit”.

Your New Password must be at least 6 characters long contain at least one letter and one number and cannot have repeating characters.

**IMPORTANT:** Once you click “Submit”, the New Password you enter here will be the one you use to access OLM e-learning from now on. Please therefore ensure you will remember it. Your 367 Username will remain unchanged. Now proceed to Page 7.
Login Assistance

You are able to reset your password and/or get a reminder of your Username directly from the Login Screen by following the instructions below:

Select the “Login Assistance” link on the OLM e-learning login screen:

The Login Assistance screen will be displayed providing you with two sections for “Forgot Password” and “Forgot Username”:

Forgot Password

If you have forgotten your OLM e-learning password and need to reset it, enter your 367 Username into the Username field and click on the “Forgot Password” button:

Now access your e-mail inbox and you will have received an e-mail from PROD Workflow Mailer similar to that shown below:

Open this e-mail and click on the link within it to access the reset password screen:
Enter your Username in the top field and a new password in the two remaining fields.

Your New Password must be at least 6 characters long contain at least one letter and one number and cannot have repeating characters.

Once you have entered this click the button “Confirm Password”

The following message will appear stating your password has been reset. Click “OK”

You will be returned to the Login screen where you can now login to OLM e-learning using the newly reset password.

**Forgot Username**

If you have forgotten your OLM e-learning Username enter your **work e-mail address** into the e-mail field and click on the “Forgot Username” button:

Now access your e-mail inbox and you will have received an e-mail from PROD Workflow Mailer similar to that shown below:

This e-mail will display your Username and provide you with two links. One directs you to the OLM e-learning login screen and one allows you to reset your password following the steps outlined above if you require.
Logging into OLM e-learning with a Smartcard

If you are an existing ESR Smartcard user and already access the ESR system using your Smartcard, you will login to OLM e-learning using your Smartcard by doing the following:

Enter your Smartcard into the Smartcard reader on your computer

Enter your Smartcard Passcode and select “Yes I accept and wish to proceed for the purpose of Patient Care” or press enter:

A confirmation message appears on the bottom right hand side of the screen:

Access your Oracle ESR Navigator as usual and click the User Role Profile called “367 e-learning User” and follow instructions on subsequent pages.
Accessing the OLM e-learning Home Page

Within the Navigator, click on “367 e-learning User”:

Click the “e-learning” option which appears on the right hand side:

A white window opens full screen loading OLM e-learning which displays “Logging into OLM” as shown below:

The resulting screen is your OLM e-learning Home Page:

For help refer to the FAQ section on the website or call 01707 294080 selecting Option 1 followed by Option 6. You can also e-mail servicedesk@hertfordshire.nhs.uk
Locating and enrolling onto an e-learning course

Refer to the printout of your e-learning requirements, and type in the appropriate OLM e-learning Course Code for the course you wish to complete into the search field and click “Go”.

Please Note: The entry into the search field must be exactly as stated on your printout. You must leave a space where appropriate otherwise the course will not be found. Please also note a prefix contains the number “0” and not the letter “O”.

For help refer to the FAQ section on the website
Or call 01707 294080 selecting Option 1 followed by Option 6
You can also e-mail servicedesk@hertfordshire.nhs.uk
All courses matching the search criteria you entered are returned. Click on the icon under “Choose or Enroll in class” for the **EXACT** course that matches the OLM e-learning Course Code on your print out.

On the following screen, check the course name is correct and click on either of the “Apply” buttons:

This will now take you to your OLM e-learning Home Page and your new enrollment will be listed within your enrollments section with a status of “Not Attempted”:
**Playing an e-learning course**

To play the e-learning course, click on the “Play” icon

If at anytime you receive this Security Information message, always click “Yes”:

If at anytime you receive this Security message, always click “No”:

If you get the following Security message, tick the box to “Always trust content from this publisher” and click “Run”:

For help refer to the FAQ section on the website
Or call 01707 294080 selecting
Option 1 followed by Option 6
You can also e-mail servicedesk@hertfordshire.nhs.uk
If you get the following Security message, tick the box to “Always trust content from this publisher” and click “Yes”:

You will now be at the first screen of the e-learning course. The e-learning will be playing full screen.

You can hide the outline/menu bar on the left hand side by clicking on the minimise icon in the top left hand corner (circled below), making the e-learning content appear full screen. This is recommended for local courses (those OLM e-learning Course Codes that begin with “367”).
National e-learning courses (those beginning “000”)

When playing some National e-learning courses, you will need to expand the outline tree on the left hand side of the screen by clicking on the “+” sign. This allows you to view all the topics/modules contained within that one course which you can select by clicking on the text. All modules will need to be completed to pass and complete the e-learning course. The circular symbols indicate the status of a module, a full circle “●” means complete.

To exit the e-learning course upon completion or at any time, please ensure you use the “Home Icon” in the top right hand side corner, this button will ensure your progress is saved. It is very important that you exit the e-learning course using this icon.
Once you click on this **Home Icon**, the screen will display “Processing your request – please wait” as shown below. You will then be returned to your OLM e-learning Home Page.

When you have successfully completed a course your status in the OLM e-learning Home Page should show “Passed” or “Completed”. Once complete, click on “**Move to History**”:

<table>
<thead>
<tr>
<th>Course Name</th>
<th>Offering Name</th>
<th>Enrollment Date</th>
<th>Start/Completion Date</th>
<th>Status</th>
<th>Completion Status</th>
</tr>
</thead>
<tbody>
<tr>
<td>167 Moving &amp; Handling Back Awareness</td>
<td>167 Moving and Handling Back Awareness OLM e-learning</td>
<td>11-OCT-2011</td>
<td>11-OCT-2011 11:03:02</td>
<td>Passed</td>
<td>Completed</td>
</tr>
</tbody>
</table>

You can view your Learning History by clicking the “Learning History” tab at the top. The resulting screen will display 5 courses at a time.

**PLEASE NOTE:** The system providers have identified an error in the display of Learning History in OLM e-learning and therefore it may be displaying fewer courses than you have actually enrolled onto. The update of courses into OLM for compliance reporting takes up to a 24 hour period.

If your status shows “Incomplete”, it means that you are yet to pass the final assessment or complete the e-learning course completely.

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<tr>
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<td>167 Moving and Handling Back Awareness OLM e-learning</td>
<td>11-OCT-2011</td>
<td>11-OCT-2011 11:03:02</td>
<td>Passed</td>
<td>Incomplete</td>
</tr>
</tbody>
</table>

If you click on your status you are able to see details of the e-learning course to include duration and status of particular modules which may still be incomplete.

**Outline**

| 060 Infection Control: Principles of Infection Prevention 2012 | Status: Incomplete, Time: 00:03:24 |

If you wish to exit OLM e-learning at any point, click “Logout” on the top right hand side of your OLM e-learning home page:

For help refer to the FAQ section on the website
Or call 01707 294080 selecting
Option 1 followed by Option 6
You can also e-mail servicedesk@hertfordshire.nhs.uk
**Automatic time out of OLM e-learning**

If you were to remain logged into OLM e-learning for a period of 15 minutes or longer with no activity, it will automatically log itself out. It may then display either of the following screens:

*Your session has expired. Please log back in using the login server, and reload this page when finished.*

*Gone*

Access to the requested URI has been blocked by the URL Firewall.

If you believe that you have reached this page while performing valid operations within the application, please send mail to ESR Remedy SR explaining what you were doing when you got this error.

You will have to exit OLM e-learning using the Alt + F4 together keys as shown below:

Your task bar will be displayed at the bottom of the screen and you can log back into OLM e-learning using the OLM e-learning website.
**Setting up a Username and Password for Remote Access**

A key feature of OLM e-learning is that it can be accessed remotely meaning that you can do e-learning from any internet enabled computer (e.g. at home) not just on computers connected to the Trust network. Firstly, follow the steps below to create a separate Username and Password.

**PLEASE NOTE:** This is separate from using a RAS token to VPN into the Trust Network from home using a Trust laptop. The instructions below are to enable you to access OLM e-learning from a computer not issued by the ICT Service Desk. Any agreement to complete mandatory training e-learning outside of work should be made with your line manager.

Once you login to the Navigator and click on “367 e-learning User”, click on “Request Internet Access”

Choose a **Username** that you will use from home and enter it in the Username field. *Please Note: This must be different from your ESR Username stated at the top*

Choose a **Password** to use from home. It must be at least 6 characters long contain at least one letter and one number and cannot have repeating characters.

Click “Submit” and the resulting screen will display your status as “Approved”

You can now use this username and password to access OLM e-learning remotely.
Accessing e-learning via Remote Access

Open an Internet browser window and type the following website into the address bar: www.esrsupport.co.uk/nlms/

Click on “PC Check” on the top row:

Please note there is no technical support is available from the Service Desk for your access to OLM e-learning on a computer not issued by the ICT Service Desk. If you get a RED result, you can use the question mark icons to the right hand side under the “Help” section to access details of how to download the relevant software to your computer.

If your PC Check has returned has returned GREEN and AMBER results then you may proceed to Login.

Click on “Login” on the top row:

Click on “Login using remote access”:

Enter your Remote Access Username and Password that you created following the steps on Page 13 into the respective fields:
Resetting your Username and Password for Remote Access

If you lockout your password, you can reset it by clicking on “Request Internet Access” when logged into a Trust computer. Your account status will read “account Locked” as below. Click on the “Submit” button:

Enter your previous password and a new password in the respective fields. If you have forgotten your previous password, you can click “Forget Password” and you will be able to set a new password without having to enter your previous password.

Once you have entered a new password, you can click “Submit” and your password status will change to “approved” meaning it is now active.

OLM e-learning login details:
Username: 367______________
Password: __________________

OLM e-learning login details for Remote Access:
Username: ________________
Password: ________________