Instructions for accessing I-Learn to complete courses in I-Learn:

Accessing I-Learn:

1) **On your hire date,** click **HERE** to access I-Learn via Novanthealth.org.

   If you have trouble with the link, go to Novanthealth.org. Select the **For Team Members** heading (at the bottom of the main page) > **Online Education Classes.** This will take you to the login screen.

   (**Note:** do not attempt to login prior to your hire date! Your account is not fully activated prior to your hire date.)

2) Your **Username** is your Email.

3) Then enter the **Password** you setup earlier in Password Manager. Visit **https://nh.team/secureNH** should you need to reset your Novant Health password.

Issues with logging on? please call the Support Center at 866-966-8268 for assistance and to make sure your account is fully activated on the Novant Health domain.

Completing Your Day 1 Courses

Your first day at Novant Health begins with two required trainings:

1st Course – Starting Line **CENHO009 –** In-Person Training

2nd Course

- **Novant Health - Starting Line Pre-work CENHO001** – Online computer-based learning (CBL)

OR

- **Novant Health New Hanover Regional Medical Center CENHO015** – New Team Member Orientation - Online computer-based learning (CBL)

  Time: Begin after **Starting Line Orientation CENHO009**

  Access: Launch this online course (CBL) from your New Team Member or New Leader Social Learning Community in I-Learn. It is listed under the Day 1 Tasks on the **Learning** tab.

CENHO001 Starting Line: Pre-Work (revised 05/03/22)
Due : 5/31/2022   Status : Registered

Launch
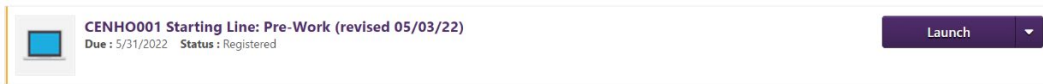
Note: See your **training schedule** for other training to be completed for the afternoon of Day 1 and for the rest of your first week.

Completing other Courses in I-Learn

1) From the learner home page, hover over **Learning** and click **View Your Transcript.** Your Active transcript will open, and the course will be listed.

2) Click the **Launch button** to the right of the course name. The course will open in a separate window as video, an online course CBL or a Zoom window for a virtual instructor led (vILT) course depending on course type.

DPS025 - Tables, Records, and Fields
Due : No Due Date   Status : Registered

Launch

3) Follow the instructions within the course.

Important Reminders:

- **The completion of ALL pre-work courses is required BEFORE you start work in your assigned department. You should have received emails for all the assigned pre-work courses that are required for your position.**
- **For the best experience, we recommend using a laptop or desktop computer with stable internet connection.**
- **Make sure the ZOOM software on your laptop or desktop computer is up-to-date with the latest version. Also, joining at least 15 minutes prior to the start of a virtual instructor-led session allows you to have a buffer of time for unexpected software updates or resolving technical issues.**

Troubleshooting:

I am unable to launch the course

1) **Close** Google Chrome and all other programs. **Restart** Google Chrome. Try the course again. If it still will not launch, proceed to step 2.
2) **Allow Flash and Pop-ups and redirects:**
   a. Click the **lock icon** to the left of the URL
   b. Click the options menu to the right of **Flash** and **Pop-ups and Redirects** and change to **Allow**
   c. Click the **X** in the top right corner of the window.
   d. **Relaunch** the course.
3) You may be prompted to Reload the page before launching the course.
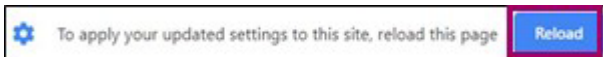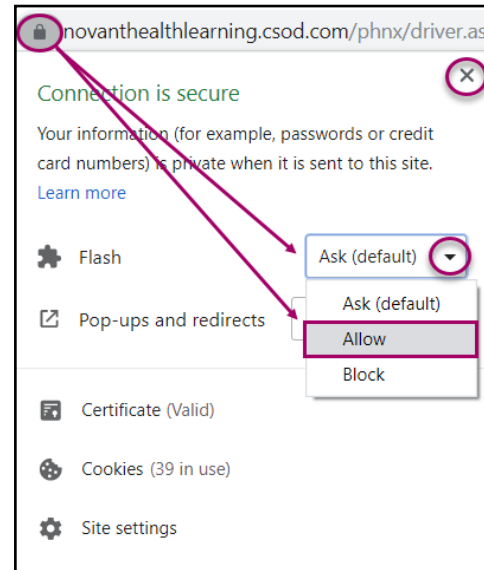
Note:
This may be in different locations depending on the version of Google Chrome installed on the computer. If you do not see Flash and Pop-ups and Redirects on the menu that opens:
- Click Lock Icon > click Site settings (or ellipsis in top left corner of Chrome window > click Settings) > expand Advanced options on left side of the screen and click Privacy and security > click arrow to the right of Site Settings > adjust settings for Flash and Pop-ups and Redirects.

The course stopped and I only see my I-Learn transcript. (I have been "kicked out" of the course)

If the course appears to stop or close and you see your I-Learn transcript, look at the Google Chrome icon at the bottom of the screen on your taskbar. Most likely the course is still open behind the I-Learn window. Hover over the icon to show the windows that are open and click on the one that shows the course.
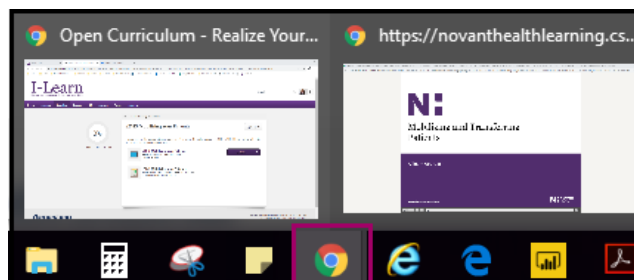
If these steps do not resolve your issue, please call our Support Center at 866-966-8268 for assistance.

When calling, please tell the Support Center that you are newly hired and are having trouble completing the Pre-Work courses required prior to starting work in your department. Make sure you provide the

specific pre-work course number, your name, your Corp ID, personal email, and a good callback phone number.