HEALIX LEARNING MANAGEMENT SYSTEM (LMS) USER GUIDE

hx global®

Welcome to the Healix e-Learning platform

This platform is the gateway to the e-learning purchased by your company from Healix International covering a range of travel, medical and security advice.

This User Guide provides an overview of the platform for the user to enable learners to access the platform itself and register their user profile, then access and complete courses, download certificates and log out.

We have also included a couple of troubleshooting suggestions to include forgotten user details and issues with accessing certain courses using iPhones.

Contents

Accessing the Platform

To access the platform, use the below URL:

https://elearning.healix.com/

Code: CUR213178

The platform tends to work best on **Chrome** and **Internet Explorer** and it is helpful to use a private browsing or incognito window as well as clear your history.

Registering to Use the Platform

The first time you use the platform you will need to register. To do this, you will need the **Unique Registration Code** provided by your HR team.

To register, please access the above URL and click "Register" underneath the 'Login' button.
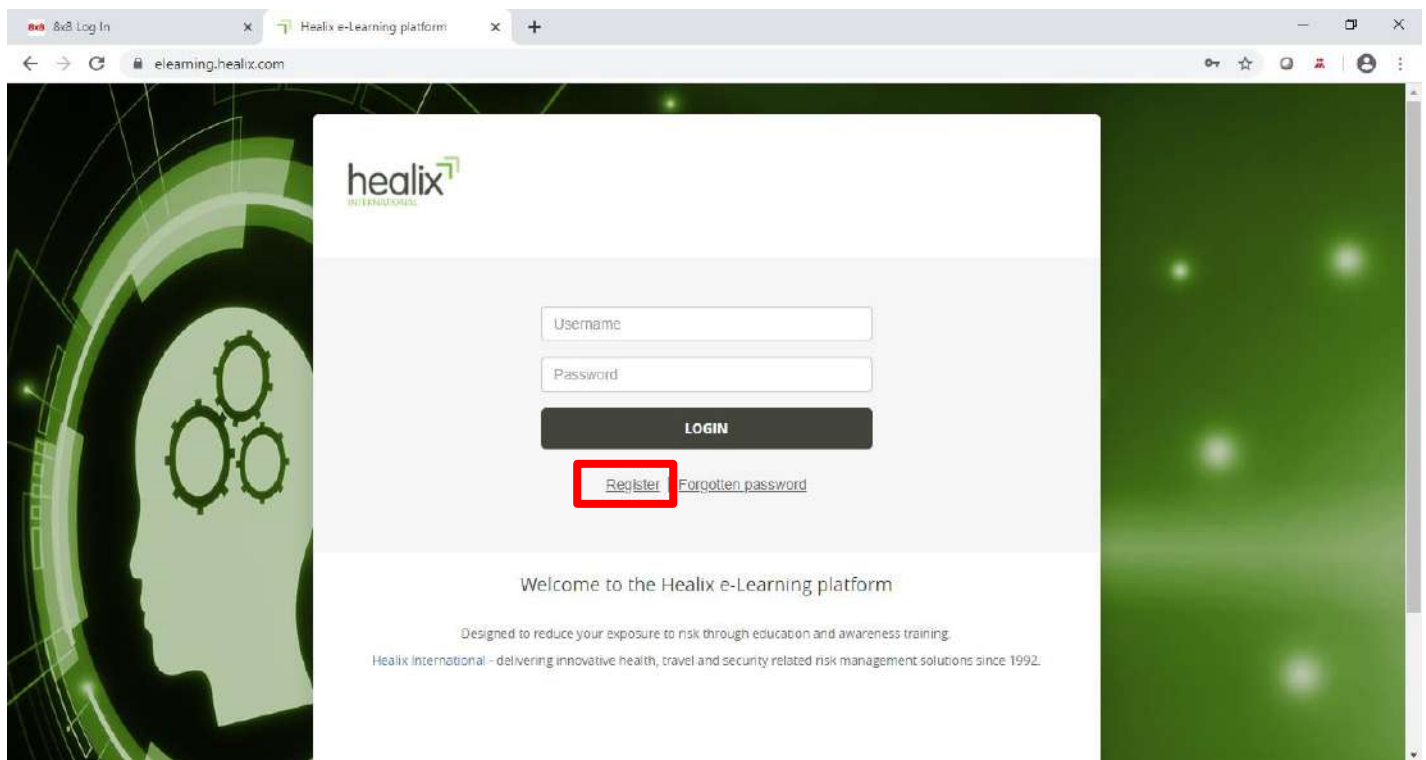
Once on the registration screen, create a Username [1] for yourself and enter your email address [2], personal details and language [3].

The next step is to create a password [4] that you will need to remember for future visits to the site. This will need to be re-entered correctly before you can proceed. Then enter the Unique Registration Code [5] mentioned previously.

Please familiarise yourself with terms of use and privacy policy and tick the box [6] to agree to these.

Once the form is complete and you have accepted the Terms of Use and Privacy Policy, you can proceed to click the 'Register' button.

The next screen will ask certain details as requested by your employer e.g. Country of Residence [1], please complete as required and click 'Register'[2] to continue.

Accessing and Completing Courses

Once registered you should arrive at your E-learning dashboard.

Your dashboard gives access to the courses you are enrolled on [1] and using the key at the top of the page [2] you can see which courses you have completed and which might be new to complete.

Courses can be filtered by clicking on the relevant icon to see only those courses that are new or those that have been completed as required.

TO ACCESS A COURSE MODULE

To open a course, simply click on the 'Enter' [3 above] button underneath the course description. This will bring you to a page listing the course modules.

To open a course module double click on the module itself [1].

Modules marked with ✔ have been started, but not completed.

Modules marked with ✔ have been completed.

Modules marked with ✉🔒 will not be available to complete until the previous modules have been completed.

If you have already started a module, but logged out before you have completed it, you can log in at any time in the future and when you open that course, the module should open the at the same place you left off, or choose to start from the beginning again.

If you have completed a course, but you wish to take it again you can either click the home button 🏠 or you can use any menu at the side of the course to navigate to the section you are interested in [1 below].

TO COLLECT ANY CERTIFICATES

Most of the courses in the Healix International E-learning platform award certificates for completion.

Certificates can be accessed by clicking 'YOUR NAME' [1] at the top right of the screen.
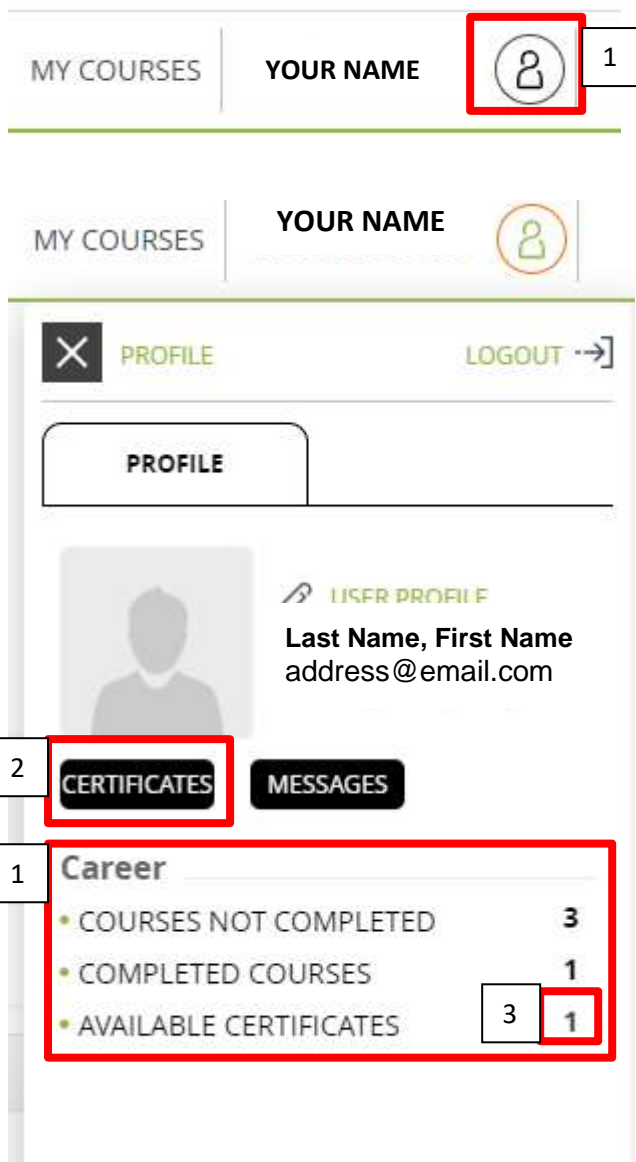
This screen will indicate the number of courses you have completed and not completed as well as the number of certificates you have available [1].

To collect a certificate you can either click the 'CERTIFICATES' button [2] or click the number next to 'AVAILABLE CERTIFICATES' [3].

From the screen that opens, the require certificate can be selected and downloaded by clicking 'Download' [1].
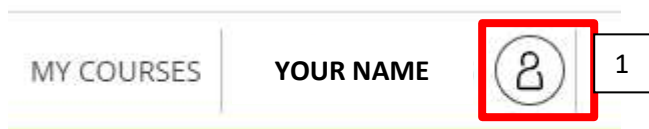
Certificates will open as pdfs and can be saved or printed as required.

Updating User Profile

Should your details change, you can update your User Profile by clicking 'YOUR NAME' [1] at the top right of the screen.

Then click 'USER PROFILE' to open the profile screen

To add a picture to your profile, click the picture box [1] – please note that your picture will be resized if it exceeds 150 pixels and will be visible to your company administrator.

Options to change the user profile are available at the bottom right of the screen as follows:

- To edit the profile, click ✎ Edit [1]

- To change a password, click 'Change Password'
- To edit the view rights, click 'Fields Visibility'

Logging Out

The LMS will automatically log you out if there is no activity after 10 minutes, the screen will not automatically return to the log in page, but the system will appear to freeze, simply follow the below Log out process and log back in again if you need to continue using the system.

At all other times, it is advisable to log out of your e-learning account when you have finished with the courses.

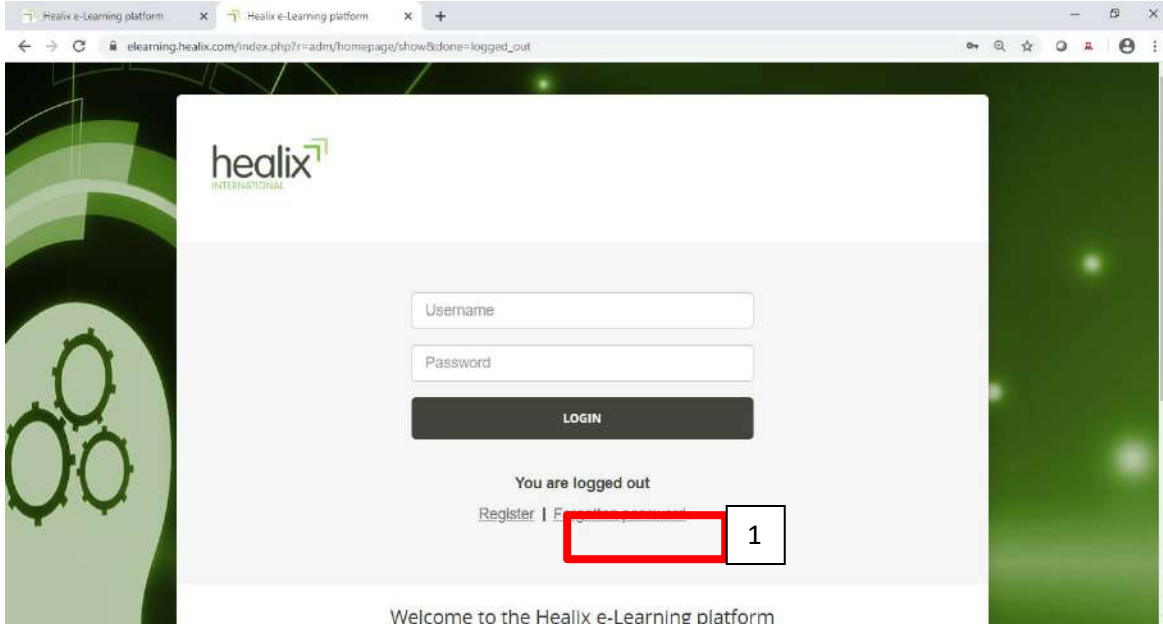To do so click 'YOUR NAME' [1] at the top right of the screen.

When your Profile is available, click 'LOGOUT' [1].
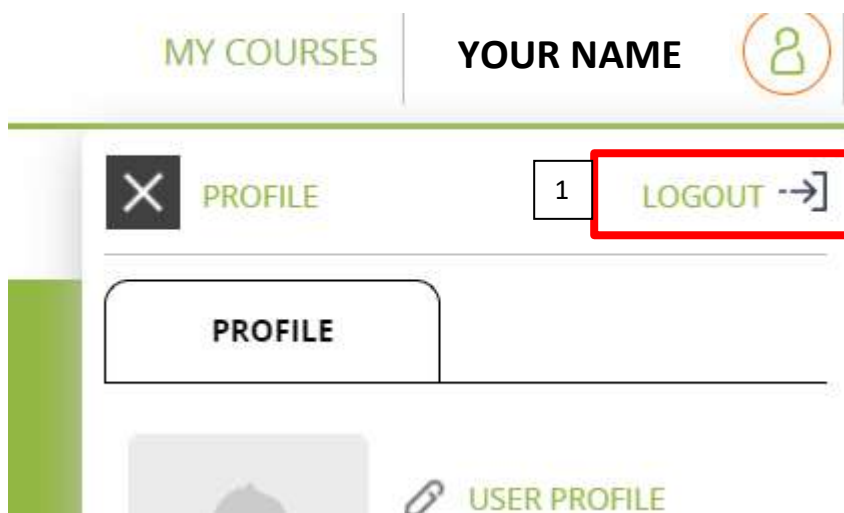
Troubleshooting

**FORGOTTEN PASSWORD OR USER NAME**

If you forget your username or password, you can use the 'Forgotten Password' option on the platform home page [1]

The same button is used for resetting both your password and your Username.

To reset your Username, complete your email address [1] and click 'Send' [2]. An email will be sent to your chosen email address to allow you to reset your Username.

To reset your Password, complete your Username in the box [3]and click 'Send' [4]. An email will be sent to your registered email account to allow you to reset your Password.
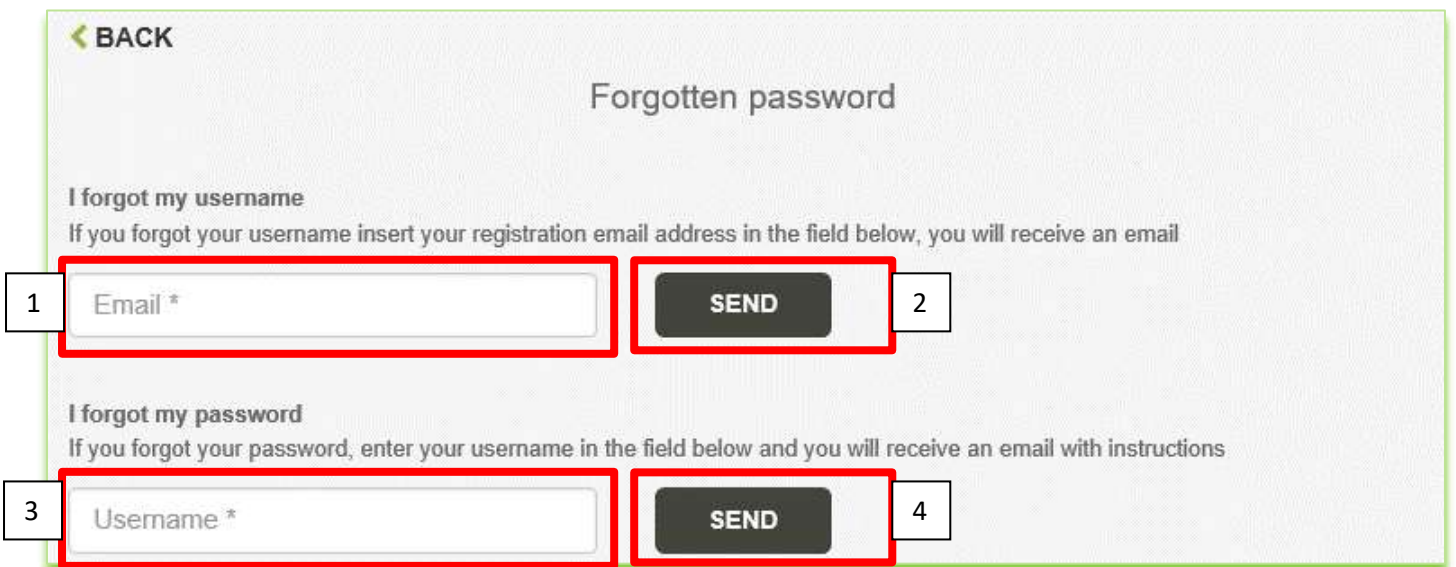
COURSE DOES NOT PLAY ON MY iPHONE

Some of the course content may not immediately play on iPhones, this is likely due to the iPhone settings relating to cookies.

Should problems be encountered, please change the iPhone settings as follows:

1. Choose 'Settings'
2. Scroll to 'Safari'
3. Under 'PRIVACY & SECURITY'
4. Make sure that 'Block All Cookies' is off

This should allow course content to play and can be reversed after the course is completed as required.