Security Health Plan Learning Connection External User Reference Guide

Learning Connection is a Learning Management System (LMS) utilized by Marshfield Clinic Health System (MCHS) - Security Health Plan (SHP) to access and record individual training. This document shows how to launch computer-based training (CBT) from Learning Connection.

System Requirements

Please use a computer, as mobile platforms have not been tested.

This program requires high-speed internet. If needed, please visit a local library or place that offers free high-speed internet connection.

Suggested Internet Browsers

To launch the training, this program requires:

- Disable pop-up blocker
- Enable cookies and JavaScript

The following internet browsers work best with Learning Connection:

- Edge (latest version)
- Google Chrome (latest version)
- Firefox (latest version)
- Safari (latest version)

Note: Instructions to disable pop-up blockers can be found by performing an internet search for "how to disable pop-up blocker" and enter the name of the browser you are using.

Log In to Learning Connection

1. If you are set up with access to Marshfield Clinic system & have an employee #:
   a. Launch from the desktop icon for VMware Horizon Client .
   b. Open Learning Connection .
2. If you do not have access to Marshfield Clinic system OR an employee #, click https://marshfieldclinic.csod.com/login/render.aspx?id=mchscornerstone

Note: Marshfield Clinic Health System Learning Connection displays on the page. Security Health Plan is part of Marshfield Clinic Health System.

3. Enter Username

Note: Forgot your username or need to verify username? Follow detailed instructions under Troubleshooting, Forgot Username section.

4. Enter password.
   a. First time user temporary password: **train123**
   b. Returning user: enter previous password.

Note: If user needs to reset password, click Forgot your password?. Follow detailed instructions under Troubleshooting, Forgot Password section.

Note: Learning Connection will automatically log out the user after 1 hour of inactivity.

Launch Training

1. Hover the mouse over **My Training** and click **My Transcript**.



2. Locate the training and click Launch.
3. **The CBT opens in a separate window.** Please wait as the CBT might take several minutes to load depending on internet connection.

Note: If the program does not load, review the Troubleshooting section in this document.

4. When clicking a hyperlink in the training, the information will open in a new tab or window.

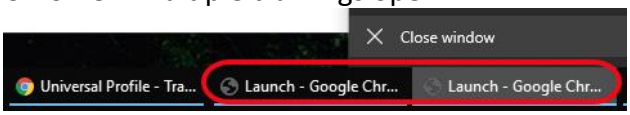
Note: Some programs may require the user to review a policy before progressing. Click the link to the policy & leave the policy open. Return to the CBT & click the forward button.

5. Return to the training.
   a. Either close the information tab or use one of the options below to return to the training:
      i. *Option 1:* Hover the mouse over the browser icon and click on the program to return to the program.
      ii. *Option 2:* Press Alt + Tab on your keyboard to navigate back to the training.

Note: Do not launch the training again after clicking a hyperlink. The training will not save your training progress.

If there are multiple browser windows with training open, close all training windows. Return to Learning Connection and click Launch to open one refreshed version of the training.

Chrome – multiple trainings open



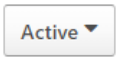
6. After completing the training, click (located in the address bar) to refresh the browser page.

View Transcript & Completed Training

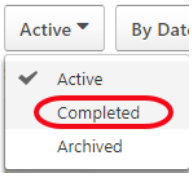
View the user transcript to verify the training is completed:

1. Hover the mouse over **My Training** and click **My Transcript**



2. Select drop down arrow  located on the left side of the screen.

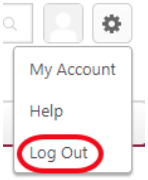
3. To view completed training, select **Completed**.



Log Out

1. Hover the mouse over , near the top right corner, near the search bar.


2. Click Log Out.



Troubleshooting

Launch – Additional Steps Required:

There are two options to follow:

Option 1 – Allow Training to Launch

Option 2 – Allow Pop-ups

Option 1 – Allow Training to Launch

Note: This prompt will appear each time after launching training.

1. After launching the training, the browser will display a blank page.



2. On the browser, in the middle of the page, click **here** to load the program.



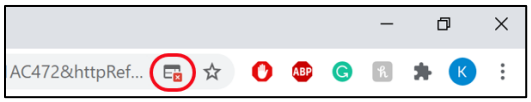
Option 2 – Allow Pop-ups

Note: This will always allow pop-ups from marshfieclinic.csod.com.

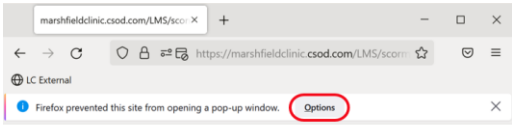
1. After launching the training, browser will display a blank page.



2. The browser will notify of blocking pop-up windows.
   a. Chrome: Click the icon in the top right of the browser.



   b. Firefox: Click Options button.



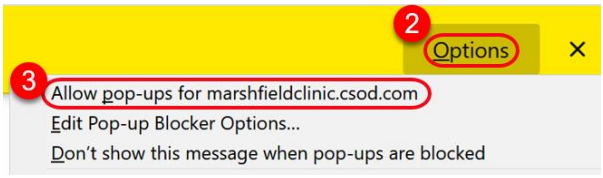
If the training doesn't load, click here to open it.

3. Choose "Always allow pop-ups…"
4. Click Done.

Chrome



Firefox



Forgot Password

1. Click https://marshfieldclinic.csod.com/login/render.aspx?id=mchscornerstone to access the log on portal.
2. Click Forgot your password? .
3. Enter the user name.
4. Click **Submit** .
5. Learning Connection sends an email to the user's email address associated with the account.
6. Open the email from learning.connection@marshfieldclinic.org.

Note: If you do not receive an email directing to reset the password contact Security Health Plan:

- Call SHP Compliance:
  - Toll Free: 1-800-274-5540
  - Local: 715-221-9570
- Email SHP Compliance department: shp.compliance.dept@securityhealth.org

State you attempted to reset your Learning Connection account password and provide the current email address.

7. In the email, click the link to complete the password reset.
8. Enter the new password.

Note: Password must be alpha and numeric, length of 6 – 20 characters, without spaces, and cannot be the same as the previous password, username, user id, or email address.

9. Click Submit.
10. The page will redirect to the log on page.

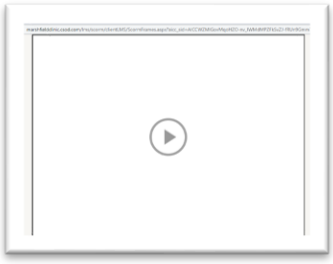
Forgot Username

Forgot your username or need to verify username for Learning Connection, please contact Security Health Plan:

- Call SHP Compliance:
  - Toll Free: 1-800-274-5540
  - Local: 715-221-9570
- Email SHP Compliance department: shp.compliance.dept@securityhealth.org

Load a White Screen

If the browser loads a white screen with a play icon, click the play icon to continue.



Not saving progress / Multiple trainings open:

If there are multiple browser windows with training open, close all training windows. Return to Learning Connection and launch training.

Getting Help

For Marshfield Clinic network issues call our I.S. Helpline at 715-389-3456.

For Learning Connection issues/questions contact Security Health Plan:

- Call SHP Compliance:
  - Toll Free: 1-800-274-5540
  - Local: 715-221-9570
- Email SHP Compliance department: shp.compliance.dept@securityhealth.org