Instructions for Cerner E-Learning and Access

University of Illinois Hospital & Health Sciences System
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Introduction and Prerequisites

This document is designed to help provide users with instructions and troubleshooting tips for using the Learning Management System to obtain Cerner Access. Using this document users will:

- Understand accessing the UIHHSS Intranet on campus and remotely
- Understand how to access the Learning Management System (LMS)
- Understand how to troubleshoot the Learning Management System (LMS)

Prerequisites:
The following ___must___ be complete before training can be assigned.

- ✓ DSC must submit *Information Services - Request for Access to the UIMC Network or Applications* form to **ISHELP.**

- ✓ Network account created, user successfully logged in to network, and changed password.

- ✓ User must have an active **Learning Management System** (LMS) account.

For LMS Account issues:

- Email **uihlms@UIC.EDU.**

For Cerner or Network account/password issues:

- Call or email **IS Help Desk***: (312-413-7717)* **or ISHELP@uic.edu.** *(Please ensure SERVICE is in the subject line of the email).*

Accessing UIHHSS Intranet

On Campus

- Open "Internet Explorer" by selecting the Internet Explorer Shortcut on Desktop.

> **Please note:** If completeing the Powerchart Basics or the Powerchart View Only module please open Internet Explorer from the Application Portal.

- Once Internet Explorer loads follow the instructions on pages 5-6 on "Accessing Learning Management System (LMS)".

Remote Access (*Logging in to the UIHHSS Portal page remotely from home or laptop*)

- An active Hospital Network Account (NetID) is required.

    o   If you have not reset your password you cannot access the LMS system.

- Using your browser, go to the University of Illinois Medical Center at Chicago Homepage: https://employee.hospital.uic.edu/my.policy.

- Enter your Active Director credentials (Username (NetID) and Password) to log in.

- If your PC or laptop **does not** have Citrix Client installed, select the link and follow the prompts to install the file.
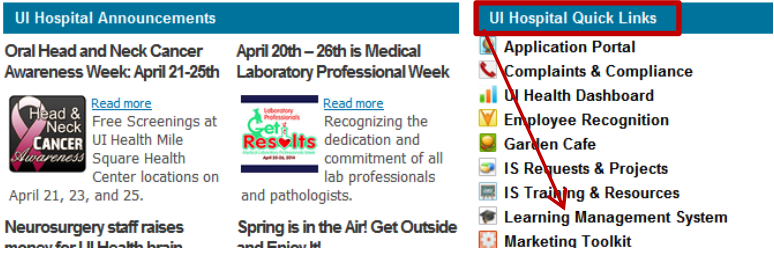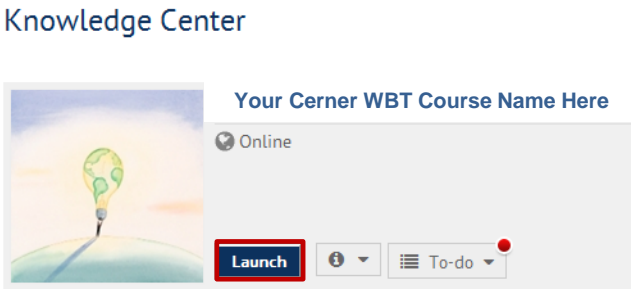

- Once Internet Explorer loads follow the instructions on pages 5-6 on "Accessing Learning Management System (LMS)".

> **Please note:** The Apple Operating System is not supported by Information Services.
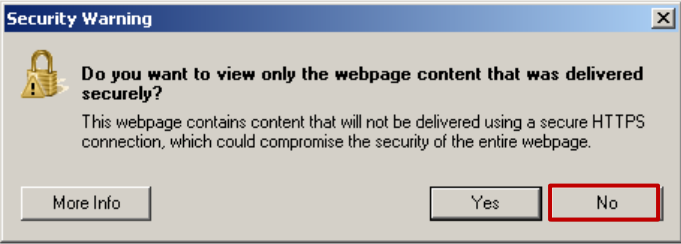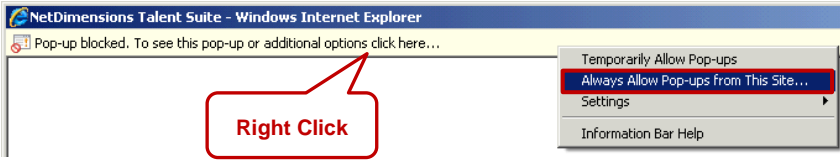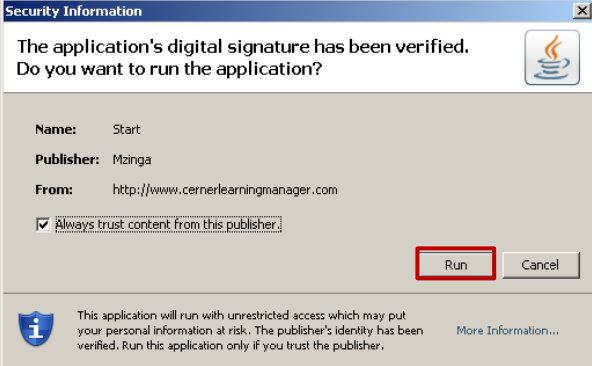
Accessing Learning Management System (LMS)

The Learning Management System (LMS) is the system used to complete all web-based training. Users will access the Learning Management System (LMS) from the UIHHSS homepage.

From the UIHHSS homepage, 1) Select **Learning Management System** from the Quick Links on the right	**UI Hospital Announcements** / **UI Hospital Quick Links** Oral Head and Neck Cancer Awareness Week: April 21-25th / April 20th – 26th is Medical Laboratory Professional Week Application Portal, Complaints & Compliance, UI Health Dashboard, Employee Recognition, Garden Cafe, IS Requests & Projects, IS Training & Resources, Learning Management System, Marketing Toolkit
2) Select **LMS LOGIN**	To access the LMS, you will need to know your NETID and UIC computer/E-Mail password. Click the box to login to the LMS. [LMS LOGIN]
3) Enter your **NetID** 4) Select **Enter**	**NetID** [ ] [Enter] Enter your University NetID, then press Enter.
5) Enter your **NetID Password**. 6) Select **Enter**	**Password** [ ] [Enter] Enter password* for NetID _____, then press Enter. *ACCC common password or UICMC password
Assigned WBTs will be available under Enrollments from the LMS Home Page. 7) Select the Course Name.	Home Training Records Catalog Home **Enrollments** 🌐 Your Cerner WBT Course Name Here **Double Click**
8) Select **Launch**.	Knowledge Center **Your Cerner WBT Course Name Here** ⊙ Online [Launch] ⓘ ▾ ☰ To-do ▾

Please note: If you are logged into the **Learning Management System** (LMS) for more than 90 minutes, your score may **not** record. It is recommended that at about 75 minutes you log out of the system and log back in. The system will allow you to continue where you left off prior to logging out . Once you complete the module your score should load properly to the LMS and you should be able to see the module listed as "completed" on your LMS transcript.

Key Steps in Accessing Training Modules

Below are troubleshooting steps to help when experiencing issues accessing training modules.

Security Warning Appears 1) Select **No**. **Please note:** The wording of the security warning varies depending on your Operating System. **Allow both Secure and Non-Secure items to load.**	
Pop-up blocked message appears in toolbar 1) Right click on message in toolbar. 2) Select **Always Allow Pop-ups from This Site**.	
"**The application's digital signature has been verified. Do you want to run the application?**" **(Mzinga) appears** 1) Select **Run**.	
Please note: If you are still experiencing issues after doing all of the above, please contact ISHELP at (312)-413-7717 or 3-7717.	

Receiving Cerner Access via Secured E-mail

1) Upon successful completion of all assigned Cerner Training modules an email confirming completion of training is auto-generated and sent to the user and IS Security.

Sample- Completion Email

Description:
Dear John Doe,

This email indicates that you have completed the Powerchart (Basics) - Cerner EMR Training Program.

A copy of this email was sent to the IS Security/Access Team for validation and creation of your Cerner account.

For purposes of creating your account, the following information is included for the IS Security/AccessTeam:
Full Name: John Doe
User ID: jdoe1
Department: 467032-CLINICAL APPLICATION Completion date:

Best Regards,

IS Training Team

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2) Once IS Security receives the auto-generated completion email they will process the email and fully provision the user's Cerner account.

3) Within two business days of completing training the user should receive an email from IS Security that contains their temporary Cerner password.

Please note: If your module(s) still appears **In Process** within the **Knowledge Center,** please take a screen shot of the **Review My Progress** screen and email it to ISTRAINS@UIC.EDU. *Ensure that your screen shot states the course title and the user's name.*

Sample- Review My Progress Screen