



LEARN – FREQUENTLY ASKED QUESTIONS

Accessing LEARN



Q. Where can I find LEARN on StaffCentral?

A. Look in the Menu Applications for LEARN / eLearning or look for the icon.

Q. How do I access LEARN from home?

A. Use your internet search engine (such as Google or Mozilla Firefox) to search for Northland LEARN - you will then be able to register or login using your Northland DHB email address as your username. Once you are logged in, look for the menu Find Courses then Northland DHB.

Registration and Login

Q. I have not received an email confirmation to confirm my new log in account.

A. You may not have entered a valid Northland DHB email address. Remember your username is your work email and is all lowercase. eg. joe.bloggs@northlanddhb.org.nz

Q. The account confirmation link is not valid.

A. This sometimes occurs when logging in with WebMail. Please try to copy and paste the link into your browser address bar.

Q. I cannot remember my username

A. It should be your work email address eg. joe.bloggs@northlanddhb.org.nz or joeb@manaiapho.co.nz and is all lowercase

Q. I cannot login but am sure I have the correct password.

A. Are you using the exact email address you used to set up your account? Remember your username is your work email and is all lowercase.

If you still have not been able to login please use the 'Forgotten your username or password?' option on the login page. If all else fails, contact the Northland DHB eLearning support.

Q. How do I change my password once I'm logged in?

A. Click on your name at the top-right corner of the screen, and then select Preferences. Then click on Change Password.

Q. How can I edit or update my profile details?

A. Click on your name at the top-right corner of the screen, and then select Preferences Click on Edit Profile to make the required changes.

Completing Courses

Q. I selected the learning resource but it opens in a blank window

A. Try using an alternative browser such as Mozilla Firefox or Google Chrome.

Q. I cannot access a policy referenced in Northland course

A. You may need to be logged into the Northland DHB network to access the policies directly.

Q. I have used up all of my quiz attempts but have not passed the course. What can I do?

A. Please email the course facilitator to discuss the options available to you. You will be able to have another attempt.

Q. I am having trouble completing a course, what do I do?

A. In the first instance please email the course facilitator. You will find their details at the start of the course.

Q. How do I contact the course facilitator?

A. The course facilitator is identified at the start of the course, along with their contact details.

Q. What is an enrolment key, and how to I access one?

A. Some courses have an enrolment key, like a password, to register to access it. This will be available from the course facilitator. Please contact them to access the key.

Q. I am not sure where I am up to in my course, how do I check this?

A. Most Northland DHB courses have a course completion box in the top-left corner of the screen. Use this to track the activities you must complete to pass the course.

Alternatively, you can check your progress using the Grades menu item which is found under the Administration menu on the side of your screen.

Q. I have completed a course but it isn't showing up in my training history in Yourself.

A. Check that you have successfully completed the course by looking in the course completion box, and if complete then it may be a due to the timing of processing. Courses are updated into employees' training history overnight. Please check again the next day and if the course is not in your history contact the Northland DHB eLearning support.



Q. I have completed a course online as a workshop pre-requisite and want to take my learning record to the workshop as proof.

A. You can do this a number of ways – 1) print your training history from Yourself 2) take a print screen or a photo of the course completion box from the LEARN course 3) Print out your My Learning report from the Home Page of LEARN

Q. I have completed a course online as a workshop pre-requisite but it still won't let me book through the training calendar in YourSelf. It says I haven't met the prerequisite.

A. It takes an overnight process for the record to come through from LEARN to YourSelf. You will be able to book the following day once the record is processed.

Q. I have found a course under another DHB, can I complete it?

A. You can but there will be no record captured as its not a Northland DHB approved course. You will only have completion and professional development hours recorded for courses that are within the Northland DHB category.