

Connect Care My Learning Link (MLL) Student and Post-Secondary Institution (PSI) Resource Guide

1. Educational Institutions request IT access from IT Provincial Spreadsheet;
2. Once IT access has created a network account and request for Connect Care, My Learning Link (MLL) may send the student/ instructor a welcome email (if student/ instructor is staff- material will be loaded into MLL, no email sent);
3. All role based e-learning will be assigned to you. You must register into each course in MLL and complete prior to classroom training. For assistance in navigating MLL, please refer to the [MyLearningLink for Connect Care User Guide](#);
4. In class Training (“ILT”) – Once scheduled, your session will appear in the My Courses (upcoming) tab under Learning Home in MLL.

Troubleshooting if notification is not received

1. If a student/ instructor **cannot** find the welcome message, they can just go to <https://mylearninglink.albertahealthservices.ca/elearning/> and use their AHS username and password to log on (the same one they use to log onto an AHS machine and AHS email).
2. The registration emails only go out at the time of registration and cannot be retriggered. But, if they log onto MLL with the link above they can see what they are registered in on either the **“My courses”** tab or the **“Required course”** tab (which details CC/Roles related required courses) and take the e-learning. Again, please refer to Appendix for a visual guide.

Computer Access

1. Students/ instructors do NOT need to be on an AHS computer to complete assigned e-learning;
2. Ensure that your computer adheres to MLL minimum system requirements, which include use of Internet Explorer 11 running on Windows 7 operating system or Microsoft Edge running on a Windows 10 operating system. Compatibility with other web browsers such as Google Chrome, Mozilla Firefox and Apple Safari cannot be guaranteed and is not supported.
3. Another point is that they keep MLL live while in the module. If you step away for 30 min, the module will still remain open and operate, but you will be logged out of MLL and work / training won't be recognized or saved. if you need to leave the course to perform other duties, please close the course and re-open it when you are ready to resume. Some MLL modules allow you to “bookmark” where you left off prior to logging out and allow you to resume where you left off when you log back in

APPENDIX

Troubleshooting if EUPA doesn't appear completed in MLL at the end of training

Directions for Clearing Cache in Internet Explorer require re-starting your computer:

1. Open Internet Explorer (make sure only one instance is running).
2. In the menu bar, under Tools, click Delete browsing history...
3. Make sure all the checkboxes are checked.
4. Click Delete.
5. A small pop-up will appear that says, "Internet Explorer has finished deleting the selected browsing history."
6. Close all windows and re-start computer.
7. Open Internet Explorer and log into MyLearningLink.
8. Relaunch the course, close it again and check to see if the course has moved to complete.

Need Help?

For questions about your Connect Care Role and training or if your role is incorrect, discuss with your clinical placement coordinator.

For questions about MyLearningLink contact MyLearningLink Support Centre.

Email: helpmylearninglink@ahs.ca