Frequently Asked Questions (FAQs)

June 2019

Can't find your answer? Please email your questions to **lms@oahpp.ca**

Accessing Online Learning

What is Online Learning?

Online Learning is a software application that manages the delivery of Public Health Ontario's (PHO) educational courses and training programs.

How do I access Online Learning?

You will need a PHO account to access Online Learning. To create an account:

1. Visit the PHO website.
2. Scroll to the bottom of the home page and click Register for MyPHO.
3. Complete the Account Registration form. A confirmation email will be sent to the email address you listed in your form.
4. Upon receiving the confirmation email, click on the activation link to complete the registration process.

Once you have created an account, you can log in to the PHO website and select Online Learning. You will be re-directed to the Online Learning home page or a list of available courses.

How do I create a website account or login to the PHO website?

There is additional information and guidance relating to website registration and login, on our website FAQs webpage.

What are the system requirements for Online Learning?

Online Learning is optimized for Internet Explorer 11 or Google Chrome v54. Other browsers may work, but it will work best with these two browsers.

Searching, Registering and Completing Courses

How do I search and register for a course?

You may refer to the course catalogue section to search and register for a course.

## I'm trying to launch a course for the first time, but am getting a pop-up blocker message. What do I do?

Internet Explorer

Select **Options for this site** and then select **Always allow**. You will not receive another prompt like this.

Google Chrome

1. Open **Settings > Advanced > Content Settings**

2. Select **Popups**.

3. In the **Allow** section, select **ADD**.

4. Enter **[*.]publichealthontario.ca** and select **Add**.
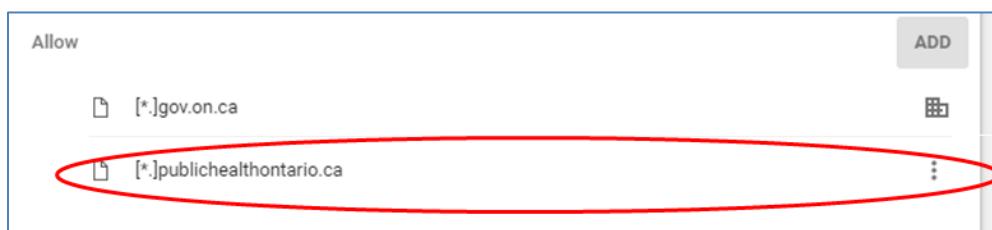
How long can I access a course after it has started (i.e., is there a time limit)?

Once you have registered for a course, you may access its content until the course close date. A course start and close date is listed beside the name of the course under My Learning > Enrolled and In-progress.

Can I start, stop and resume a course at a later time?

Yes. You will be prompted to resume the course where you left off.

How do I withdraw from a course?

1. Select the My Courses tab under Online Learning.
2. Scroll to the name of the course you wish to withdraw from.
3. Click on the "x" within the red circle.

How do I view my completed courses?

You can view your list of completed courses under the My Portfolio tab.

How do I view or print my completed certificates?

You can view your list of completed certificates under the My Portfolio tab. Scroll down to the Completed Certificates section and select the printer icon next to the certificate name. Follow your browser prompts to view or save the image to print.

NOTE - you cannot print your certificate from within the course.

Why can't I see my completed certificate?

If you have just completed a course with a related certificate, it could take up to three hours for the certificate to be processed. If a certificate does not appear three hours after you have completed the course, please refer to the Grades tab at My Information to confirm you passed the course successfully.

I completed a course but it is not listed under My Completed Courses. What do I do?

This can happen for several reasons:

For classroom courses

Check with the course instructor or the program area responsible for the course. Classroom courses are updated manually by the instructor and updates may not have been applied.
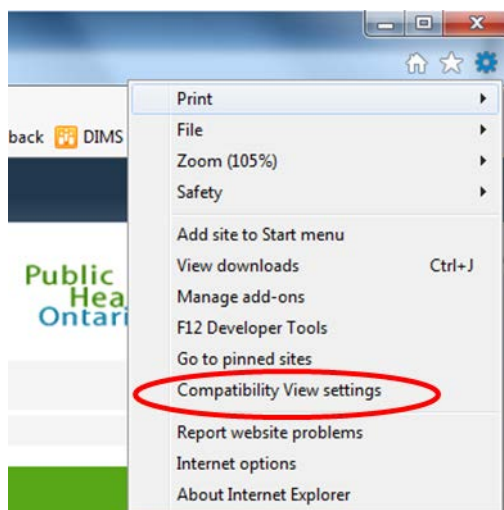
For online courses

- **Keep Online Learning open when you complete a course.** If it is not open, the system will not be able to connect to the course and register that it is completed.

- **Answer all questions.** Some courses have questions and comments sections and passing will include tracking whether comments or answers have been provided.

- **Meet the defined passing grade (if applicable).** Some courses have defined passing grades. In order to pass, you will need to meet the defined passing grade (this may not be apparent while taking the course). Check either the grades or transcript tab under the **My Information** page.

- **Take the course from the My Courses page under Enrolled and In-Progress.** If you click on a completed course name from **My Portfolio**, it will simply display the course for reference and not for tracking purposes.

- **Check your browser compatibility setting.** Some courses will not move to complete if the browser compatibility view settings are set to display. To fix this:

    o Restart your machine.

    o Open Internet Explorer and select the Tools icon from the browser menu.
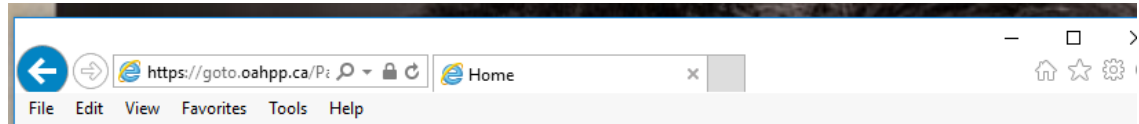
o Select **Compatibility View settings**.

o Deselect **Display intranet sites in Compatibility View** and close the window.
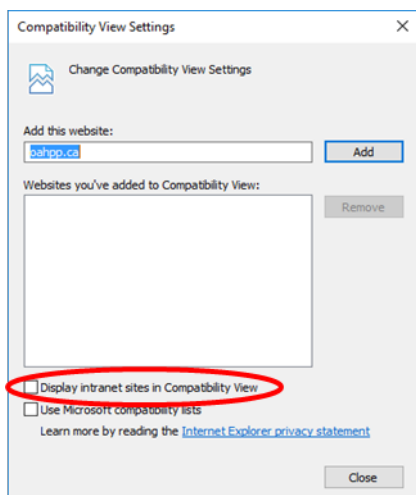
o Go back into Online Learning and click on **My Learning**. Select the course name under **Enrolled and in-progress**. The course should resume where it left off. Select Exit when you reach the last slide. The course should move to **My Portfolio** when you are finished.

Who do I contact if I have any questions about a specific course?

For course-related questions, please contact the program area for the course.