Public Health Ontario Online Learning

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Introduction

This document provides common questions about Public Health Ontario's Online Learning Courses. You will find answers for System Requirements, Searching, Registering and Completing Courses how to manage your courses.

 If you can't find your answer in this document, please email your questions to lms@oahpp.ca

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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?

For information and guidance relating to website registration and login, visit PHO's FAQs page.

Once you have created an account, you may login to the PHO website and select **Online Learning.**

System Requirements for Online Learning

Online learning is optimized for Microsoft Edge (MS Edge) or Google Chrome.

The following courses do not work in Firefox or Safari browsers. These courses are also not compatible with mobile phones and tablets and must be completed using a desktop computer or laptop:

- IPAC CDI Case Scenarios

- IPAC Reprocessing modules

- Health Equity Impact Assessment modules

Online learning modules can be media heavy for the purpose of an enhanced learning experience. Your network and/or internet bandwidth may affect the performance of these courses.

- Please allow course pages and videos time to load and wait until narration completes before selecting "Continue" from each page.

- Navigate the course using the menu options and not slide controls, ensuring that each slide plays through to the end.

# Searching, Registering and Completing Courses

How do I search and register for a course?

Please 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?

Microsoft Edge

1. Open Settings > **Cookies and Permissions**
2. Select > **Pop-ups and redirect.**
3. Click the blue toggle icon to turn off the **Blocked (recommended)** setting.
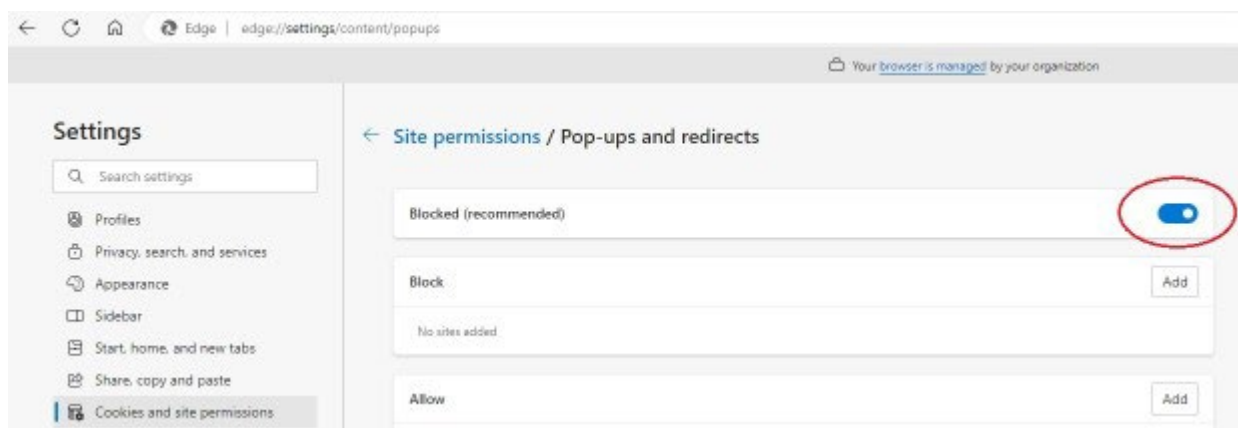
Google Chrome

1. Open Settings > Privacy and security > **Site settings**
2. Select> **Pop-ups and redirects**
3. In the **Allowed to send pop-ups and use redirects section**, select **ADD**.
4. Enter **[*.]publichealthontario.ca** and select **ADD**.
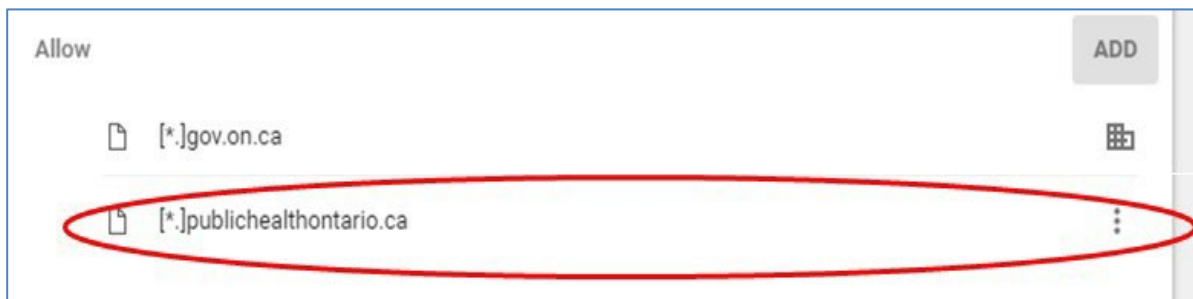
How long can I access a course after the start date? (i.e., is there a time limit)?

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.

> **Online learning will time-out after 20 minutes of inactivity, if a launched course is left idle**. A course may appear to function correctly, however, a prolonged period of inactivity severs the communication between the system and course, and course results will not be recorded under a learner's profile. The results will be the same for each repeated attempt thereafter. This can be corrected by deleting the cache and browser history, and the course must be retaken.

How do I withdraw from a course?

Select the **My Courses** tab under **Online Learning**.

1. Scroll to the name of the course you wish to withdraw from.

2. 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.

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

This can happen for several reasons:

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.

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.

Why can't I see my completed certificate?

- Course registration pages will note whether a learner will be granted a certificate upon successful completion of the course.

- Once you have completed a course with a related certificate, please refer to the Grades tab under My Information to confirm you passed the course successfully.

Who do I contact if I have any questions?

Please contact LMS@oahpp.ca with any questions.

Public Health Ontario

Public Health Ontario is an agency of the Government of Ontario dedicated to protecting and promoting the health of all Ontarians and reducing inequities in health. Public Health Ontario links public health practitioners, front-line health workers and researchers to the best scientific intelligence and knowledge from around the world.

For more information about PHO, visit publichealthontario.ca.

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