



## Using MyLearningLink

### MyLearningLink for Connect Care

“MyLearningLink” (MLL) is Alberta Health Services’ (AHS) online learning management platform. It facilitates registration, scheduling, delivery, completion tracking and assessments (End User Proficiency Assessments, or EUPAs) for Connect Care training. Users can find information about their course requirements and the dates, times and locations offered.

A guide covers key information for prescribers:

- [Guide: MyLearningLink for Connect Care](#)

### Purpose

This tip offers advice for clinicians who use personal computing devices to access MLL materials.

MLL is optimized for Microsoft Internet Explorer or Edge in the Windows 10 operating system on a computer attached to the AHSRestrict network.

Not all physicians use Windows computers on AHS networks. The CMIO has tested MLL with other configurations in other contexts. Apple desktop computers can work well when completing courses and EUPAs, but some configuration is needed. Google Chrome proves to be the most reliable Internet browser for Apple operating systems.

### Access and Networks

Use Internet Explorer on AHS computers, or Chrome on non-AHS computers to open the following Internet shortcut (inside and outside AHS):

- [mylearninglink.ahs.ca](http://mylearninglink.ahs.ca)

The web page will present logon request for an AHS (“Healthy” active directory) username and password. If connecting from outside an AHS network, there will be two logon screens: the first to get access to the AHS intranet and the second to get access to MLL. Use the same credentials that are used for AHS network, email and Connect Care access (“Healthy” active directory account).

Physicians anticipating Connect Care participation should have MLL accounts automatically enabled. If the MLL screen does not accept a physician's AHS username and password, please contact [medicalstaff.mllaccess@ahs.ca](mailto:medicalstaff.mllaccess@ahs.ca) to request account activation.

### Windows Computers – Internet Explorer Browser

Although the Chrome browser works well in Windows environments, easy access to Internet Explorer (full IE or Edge) makes it convenient. The guides found on the MLL website work well for Windows users.

### Apple Computers – Chrome Browser

Any Apple desktop or notebook computer works well, with the Chrome Internet browser best for MLL.

### Chrome Browser Configuration

The following actions increase the likelihood that MLL will work well in Chrome:

- Ensure that both the Macintosh operating system and Chrome version are current (updated).
- Open the Chrome Internet Browser.
- **Turn “Popup Blocking” off** for the “[\*].ahs.ca” and “[\*].albertahealthservices.ca” locations (MLL needs popups):
  - Go to the “Preferences” menu item, then “Site Settings” under the “Privacy and Security” area, then “Pop-ups and redirects” from the content section.



- Or simply enter "<chrome://settings/content/popups>" in the Internet location (URL) box.
- Seek the "Allow" section and use the "Add" button to enter the following two locations (exactly as typed) where Pop-up windows will be allowed:
  - `[*.]ahs.ca`
  - `[*.]albertahealthservices.ca`



- **Add a "Trusted Site"** for the "`[*.]ahs.ca`" and "`[*.]albertahealthservices.ca`" locations (MLL needs special permissions):
  - Go to the "Preferences" Chrome menu item, then seek "Site Settings" under the "Privacy and Security" area then "Cookies" in the "Permissions" area.
  - Or simply enter "<chrome://settings/content/cookies>" in the Internet location box.
  - Seek the "Allow" section and use the "Add" button to enter the following two templates (exactly as shown):
    - `[*.]ahs.ca`
    - `[*.]albertahealthservices.ca`.



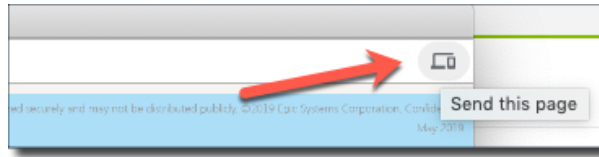
- **Clear the Chrome history** (cache)
  - Go to the "Preferences" Chrome menu item, then seek "Clear browsing data" from under the "Privacy and Security" area, then check the boxes for "Browsing history", "Cookies and other site data" and "Cached images and files" before selecting the "Clear data" button.
  - Or simply enter "<chrome://settings/clearBrowserData>" in the Internet location box and take the same action.

### Course Access

- Open the Chrome Internet Browser and go to <http://mylearninglink.ahs.ca>
- Log on using your AHS username and password (same as used for AHS mail or CIS access)
- Go to "My Courses" in the "Learning Home" section of the left-column outline to check for courses assigned to you as required, "Required Courses", or already registered among "My Courses"
- Go to "Courses & Registration" to look up and register for any courses (e.g., optional self-directed e-learning) not required of you.
- Once a course is opened, be sure to enable audio.

### Course Completion

When completing eLearning courses, be sure you have finished all sections and have reached the end of the course material.



Position the mouse pointer at the top right of the window that the course appears in, hovering over the rightmost section of the header bar that the course address appears in. This will be blank. On mouse-over or left-click, a computer icon with the word “send” will appear. Click on this to ensure that course completion status gets sent to MLL.

### Safari Browser Configuration

The Apple Safari browser should not be used with MLL. There are known compatibility issues that result in e-Learning and EUPAs not marking as complete.

If you do not have another browser available, and seek MLL access just to review course materials (not needing completion or EUPA credit), you must log on to MLL then open Safari preferences and:

1. Go to the Websites tab
2. Click Pop-up Windows
3. In the drop menu for When visiting other websites, change the selection to “Allow”
4. Go to the Privacy tab
5. In the Cookies and website data section, uncheck “Block all Cookies”
6. Uncheck Prevent cross-site tracking in the Website tracking Section

### Mobile Devices

MLL will open on mobile devices (smartphones, iPads, or tablets), allowing such actions as registering for or withdrawing from a course, or viewing learning records. Some e-learning courses will work but only if explicitly marked as mobile-ready. Most Connect Care courses are not designed for or compatible with mobile device use.

MLL may work on tablet-style devices running Microsoft Windows and Internet Explorer browser (e.g. Surface tablet).

### Getting Help

If, despite following the instructions above, a training track EUPA does not get credited or appropriately assessed as “pass”, prescribers (physicians, nurse practitioners, midwives, clinical associates, etc.) should complete an “attestation” process to document EUPA completion and grade assignment. This will allow progression to Connect Care access and the next stage of training:

- **Attestation: Connect Care EUPA Pass** (<http://ahs-cis.ca/attestation>)

If EUPA recognition difficulties persist, contact the MyLearningLink Support Centre [HelpMyLearningLink@ahs.ca](mailto:HelpMyLearningLink@ahs.ca) with the Subject Line: **“EUPA Move to Pass”**. Please provide the support agent with the following information:

- **YOUR NAME / EMAIL ADDRESS / COURSE NAME / SESSION NUMBER / FINAL GRADE (%)**

For prescribers who need additional support while using personal computers, contact:

- [help.cmio@ahs.ca](mailto:help.cmio@ahs.ca)

If the tips and supplemental documents provided in this document do not resolve your issue, please contact the AHS IT Service Desk at 1-877-311-4300.