



## Epic eLearnings on Apple Computers

### Bottom Line

A number of excellent self-directed learning resources are available to help clinicians continually improve Connect Care skills. The most immediately useful are screened for Connect Care and delivered through [MyLearningLink](#). Many others are provided by Epic Systems through its [UserWeb](#), accessible by Connect Care users after registering for an user name and password (use AHS email when prompted).

Most eLearnings and demonstrations use HTML5 or MP4 video file formats, which should work well on all modern browsers and operating systems. We find the Chrome browser to be most reliable all-round. However, learning modules produced before 2017 may require Adobe Flash installed on the user's computer so that "ShockWave" (SWF) media can play in an Internet browser.

While AHS computers running the Windows operating system and Internet Explorer should work, SWF modules may not work reliably on personal computers (Windows or Apple) because most Internet Browsers have moved away from Flash support. This tip explains how to configure Apple computers so that 2017 or older Epic e-learning modules can be viewed in the Epic User Web. Although these instructions relate to the Chrome browser, similar confirmation steps apply to Safari and FireFox.

### Need

- Clinicians preparing for Connect Care sessions (training, courses, direction-setting, testing, system design, etc.) and required to review Epic online e-learning modules.
- Clinicians preferring e-learning on personal devices, not configured or maintained by AHS or Epic.

### How To (Mac Flash)

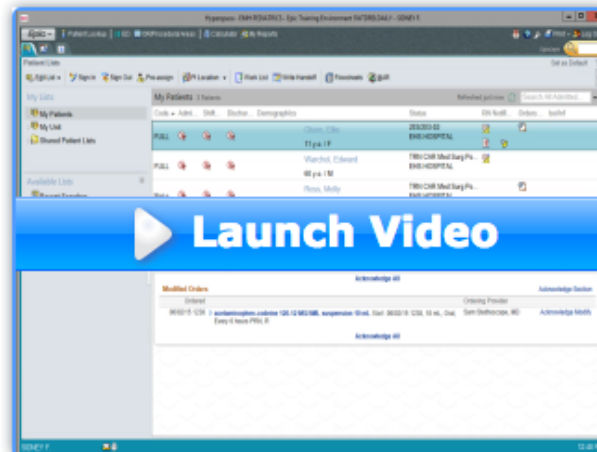
1. Install and run the [Chrome browser](#) for Mac OS.
2. Run Chrome and download or update the Adobe Flash Player for Macintosh OS X systems.
  - Go to [get.adobe.com/flashplayer/](http://get.adobe.com/flashplayer/) and follow the instructions.
3. Activate the Flash helper program for the Chrome Web Browser
  - Go to: `chrome://settings/content/flash`
  - Ensure that the "Ask first" switch is turned on for Adobe Flash.



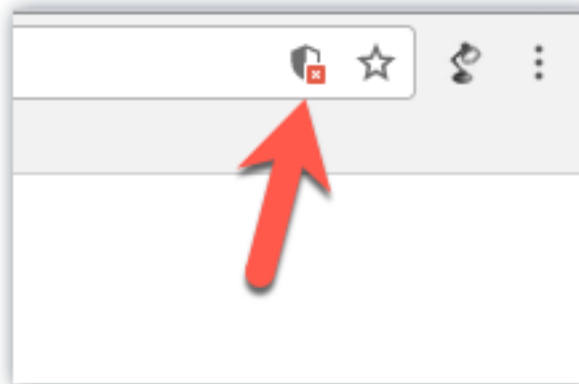
- "ADD" a new allowed site and provide "[\*].epic.com" as the site name.



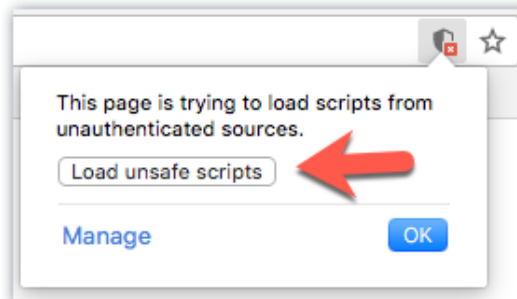
4. Go to the Connect Care Handbook ([handbook.ahs-cis.ca](http://handbook.ahs-cis.ca)) or any WeLearning ([welearning.epic.com](http://welearning.epic.com)) title on the Epic User Web and pick a specific training demonstration or mini-course to view. The course page will have a “Launch Video” image. Click this.



5. A new page or tab or window will open but will likely stay blank. Look to the top right of the browser window where the page URL (location) is displayed.
  - Note the “Unsafe” icon and click on it.



- Click on the button entitled “Load unsafe scripts and the Flash content should play.”





---

## Next Steps

If you have succeeded with the “Allow Flash” step, this setting should persist for the Chrome browser on the configured computer. You will need to repeat this setting for any other computer-browser combination you use.

Unfortunately, the “Load unsafe scripts” step will have to be repeated for every e-learning module you open.

## For More Information...

Check the Handbook from time to time, as we will update Tips for users as new workarounds are suggested by your peers. Search using “Tip” as a term.