

## HLC Instructions for Non-Employees

The HPH Learning Center (HLC) is Hawai'i Pacific Health's online training system. You will need to access the HLC to complete certain training courses that are required for your assignment at Hawai'i Pacific Health.

To access the HLC:

1. Go to [HLC website](#).
  - Your **User ID** is your **6 or 7-digit** non-employee number.
    - This information is provided in your orientation email. Otherwise, please contact your Manager or HLC administrator.
  - Your temporary **Password** is **Le@rning1**. Upon your first log in you will be prompted to be change your password.
    - If you have changed your password and forgot it, enter your User ID and click **Password Reminder** or **Forgot Your Password**. If you still need assistance, contact the IT Service Desk at 808-535-7010 or [ITservicedesk@hawaiipacifichealth.org](mailto:ITservicedesk@hawaiipacifichealth.org).

NOTE: Once you've logged in successfully, be sure to verify that your name appears in the top right corner.

2. Enter your email information:
  - Click **Profile** → **Account Settings**.
  - Enter your email address to receive important email notifications regarding your HLC assignments.
  - Click **Save Account Settings** and the words "Account Setting changes saved successfully" will appear on the screen at the top left. Click the **To Do tab** to return to your assignments.
3. Complete an online course assignment:
  - The **To Do tab** provides a listing your courses: Assigned Learning (courses you are required to take), Elective Learning (courses you have elected to take).
  - Click the **Course Name** link to begin a course. The Course Details screen will appear.
  - If you are unable to finish a course in one sitting, click on **Exit Course** in the top right-hand corner, and the system will "bookmark" the place where you stopped, and save your work until you are able to come back and finish. Be sure to click on **Exit Course** and NOT the "x" in the top right-hand corner to ensure your work is saved.

**Pre-assessments (PA):** If the course title has a “PA” after it, you may “test out” of the course by passing a short pre-assessment. You will have only one opportunity to pass a PA. If you do not meet the minimum passing score on the first try, you will be required to go through the course content and take a post-assessment exam. *You must complete PAs in one sitting. If you leave your computer or exit a PA before you have finished, all unanswered questions will be scored as incorrect.*

NOTE: You are required to complete any course listed under “Assigned Learning” by the due date listed. Failure to complete an assigned course may result in the termination of your assignment with Hawai’i Pacific Health.

You may access the HLC from home and other off-site locations if you have obtained your supervisor’s *prior approval*. *Please be advised that IT Service Desk and HLC System Administrator support may not available for off-site users.*

4. Take and pass the exam to get credit for completing the course.

Note: You must finish all learning activities associated with the course before you are able to take an exam.

- Click **Exam** link
- Answer each question until you have reached the end of the exam → click **Submit**. You will see the graded exam and your score. The questions are listed along with your answer, the correct answer, and rationale.
  - If you passed the exam – you will see “**Congratulations! You have passed this exam!**” at the top of the screen. Click the **Return to Course Details** link. You can view your course completions from the **Completed** tab.
  - If you did *not* pass the exam –
    - Scroll down the page to review your answers, correct answers and rationale.
    - Click on **Exit Test** and click on the Course learning activity link to review the course again before retaking the exam.

**\*\*Exams must be completed in one sitting.**

5. To log out of the HLC:

- Click the **Logout** button (located on the top right-hand corner of the browser window)

IMPORTANT NOTE: If you do not exit, the system will automatically log you out after a period of time. BE SURE to use the special function buttons (as opposed to clicking the **X** in the upper right corner of the screen) to ensure that your work is saved to the system.

For assistance with assigned courses, please contact an HLC administrator:

Entity	Contact	Phone	Email
HPH Medical Group & HPH Shared Services	Lori Watanabe	808-774-1347	<a href="mailto:lori.watanabe@hawaiipacifichealth.org">lori.watanabe@hawaiipacifichealth.org</a>
KMCWC & KMS	Laurie Yamamoto	808-983-8166	<a href="mailto:laurie.yamamoto@kapiolani.org">laurie.yamamoto@kapiolani.org</a>
PMMC	Tristan Cullen	808-485-4671	<a href="mailto:tristan.cullen@palimomi.org">tristan.cullen@palimomi.org</a>
SMC	Tara Vaughn	808-462-5134	<a href="mailto:tara.vaughn@straub.net">tara.vaughn@straub.net</a>
WMC & KMC	Mark Walsh	808-245-1195	<a href="mailto:mark.walsh@wilcoxhealth.org">mark.walsh@wilcoxhealth.org</a>