

How to run eLearning from MLE

LEaD has tried to ensure that PC's across Hampshire, Oxfordshire, Bucks, Wilts and Dorset are set up to allow eLearning to launch. However, there are still instances where the eLearning fails to launch.

Please see below to troubleshoot any problems you may experience:

Searching for my course

From your statutory and mandatory requirement on your homepage:

Click the topic you need to update.

You will be directed to a list of courses, either Face to Face or online which will put you in date.

Click on the eLearning option which will take you to the course outline

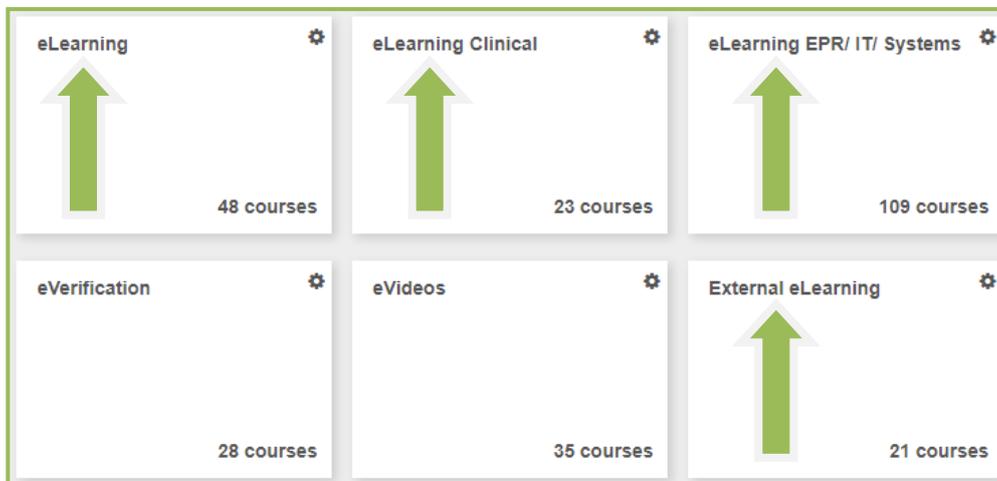
Alternatively you can search for the course using the Course Search function

From the Course Search area

Go to 'course search'

Select one of the eLearning options from the tiled options OR use the search option and type in the title/code.

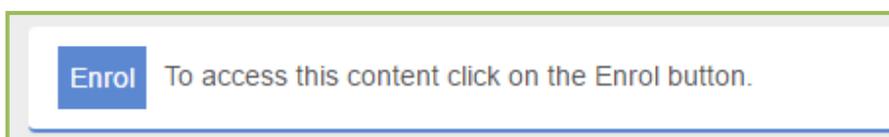
Please Note: when searching for a course, using quotation marks will make searching easier and limit the search to more specific words or phrases. E.g. Searching "Information Governance" will ensure that only courses with those 2 words together in that order will appear. Without the quotations the search will return any course where it finds the word 'Governance' and/or 'information'



Once you have found the right eLearning course, either click the link or click on the play icon



You will then need to select 'Enrol' (as below) and then continue.



Launching eLearning

If you are taking this course for the first time, click **'Play'** to launch the course

Your eLearning will launch in a new window

eLearning course

eLearning - Information Governance [SH-ELM1805]

Status	Incomplete	Last access	01 Jul 2019 10:21:02
Competence	Unknown	Completed	[Not completed]
Average score	[zero, Not available, Or Not yet taken any tests]		
Total time	00:00:29		



If you are continuing from any **saved** progress click the **'play'** option.

If you need to restart due to an update or update your skill button, click the **'re-enrol'** option to **delete** your previous progress.

eLearning course

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Reset my progress and launch the course with a fresh enrolment

****Please be aware that you may get a message at the top of your screen. If a box appears stating 'Your Browser is not compatible with this course' click on the top bar, and click 'Allow Pop Ups' or 'Install Active X'**

What if my course did not update

On the PC/Laptop you completed your eLearning, go into your 'Task List' on your home page.

Then click on the eLearning link which might be ready 'incomplete/unknown'

You will then go back to the same page as above

Click 'Play' – (DO NOT click re-enrol)

You will be asked if you would like to start where you finished, click 'Yes'

Once the page has opened, check it is the end of the course then exit out of the course again.

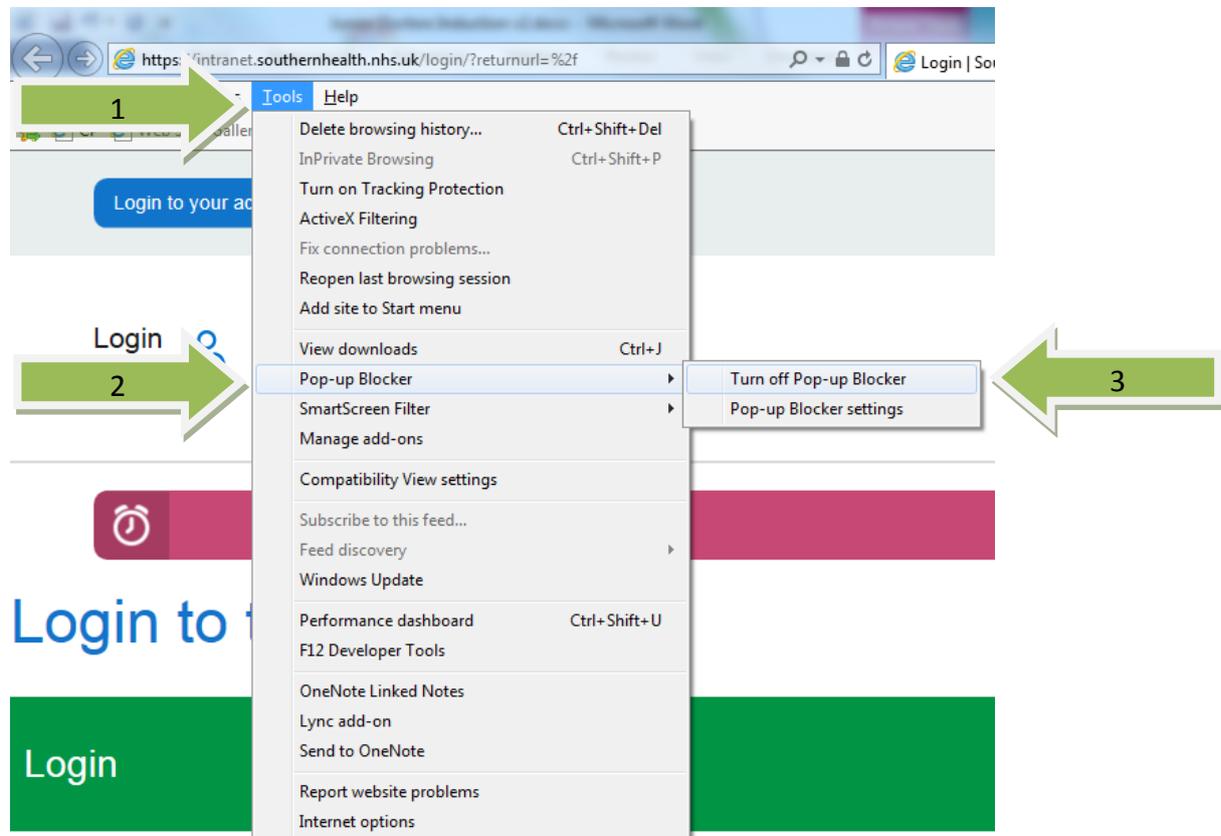
If this doesn't work, take a screenshot and please contact MLEsupport@southernhealth.nhs.uk

Pop up Blockers will not allow my course to launch

Pop up blockers can be switched on for your Internet Browser but some PC's have an extra toolbar and the pop up blocker needs to be switched off for that as well.

Turn off Pop up Blockers on your Internet Browser

Not all screens look exactly the same; however please follow the instructions below:



1. Select 'Tools' on internet explorer
2. Select 'Pop up Blockers'
3. Select 'Turn off Pop up Blockers'

Log out of LEaD and then back in and rerun your eLearning

If the above does not work or the pop ups are already off please see below.

The Course window displays that 'my computer is not compatible'

This is usually displayed if you do not have an up to date version of flash player.

You will need to contact IT to get an updated version installed on your PC and to check the activeX controls.

Unfortunately LEaD cannot do this for you as we are unable to make changes to PCs and have limited ability to access your PC to help you.

PLEASE NOTE: The above will only make changes to the PC not your log in or website. You may experience the same problem on a different PC/laptop.

If you have problems with the pop up blockers and the above does not help you, please call LEaD and we will do our best to help you. However, we may have to refer you to IT.

If your problem is compatibility, please contact your IT helpdesk.