HealthStream Frequently Asked Questions
Stanford University School of Medicine

**LEARNERS:**
1. What is my password? (Password Reset)
2. I am not able to view a module or when I click on the course it is blank, what should I do?
3. I finished the course, but do not see the exam, what should I do?
4. What are my system requirements to view the learning modules?
5. My name is spelled incorrectly. How do I correct this?
6. I’m having trouble accessing my EPIC training, what should I do?
7. Why am I assigned HealthStream training? Which modules are required?

**ADMINISTRATOR/HR MANAGERS:**
1. I am a HR Manager or Supervisor. How do I get access to HealthStream to view training for my direct reports?
2. How do I run employee completion reports?
3. How do I look up my employees?
LEARNERS

1. **What is my password? (Password Reset)**

Your password is “SMR” (all in caps) followed by your 8-digit Stanford Employee ID #. The 8-digit identification number appears above your photo on your Stanford University ID card and on your payroll stub (in some cases, you may need to omit the 1st zero). This is both your HealthStream UserID and password.

2. **I am not able to view a module or when I click on the course it is blank, what should I do?**

Is your pop-up blocker on? Please try Internet Explorer. Go to the little wrench on the right top corner, click on “Options”. Then, click on Tools and uncheck “Pop-up Blocker”, then save. Open a new tab and enter www.healthstream.com/hlc/stanford. See screen shots below.
3. I finished the course, but do not see the exam, what should I do?

Did you read through all the chapters in the module? Click on Menu or summary. Each chapter should be green in order to advance. Click to the end of the course and close.

4. What are my system requirements to view the learning modules?

[Click here](#) to check your current browser configuration.

**Browser Requirements**
Minimum: Microsoft Internet Explorer 8.0
Recommended: Microsoft Internet Explorer 8.0 and higher

**Plug-ins**
Many of HealthStreams courses offer audio or animations, requiring a plug-in for your browser. The plug-ins most often required by HealthStream courses are listed below. Contact your IT administrator for information about downloading programs from the web. Even though these plug-ins were current as of the time these requirements were written, please be aware that computer technology evolves at a rapid pace, and there may be a newer version available. HealthStream recommends using the latest version of a given plug-in if available.

Adobe Acrobat Reader 6.0 or above
Adobe Flash Player 7.5.1 or above

**Please see the below requirements:**

<table>
<thead>
<tr>
<th>Item Description</th>
<th>Recommended</th>
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</thead>
<tbody>
<tr>
<td>Internet Browser</td>
<td>Internet Explorer 7.0 or above</td>
</tr>
<tr>
<td>Operating System</td>
<td>Windows XP or above</td>
</tr>
<tr>
<td>Popup Blocking</td>
<td>Popup blocking disabled</td>
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<tr>
<td>Cookies</td>
<td>Cookies enabled</td>
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<tr>
<td>Javascript</td>
<td>Javascript enabled</td>
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<tr>
<td>Speed</td>
<td>256Kb/s (32 KB/s) or above</td>
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<tr>
<td>Screen Resolution</td>
<td>1024 x 768 or above</td>
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<tr>
<td>Adobe Flash</td>
<td>7.5.1 or above</td>
</tr>
<tr>
<td>Adobe Acrobat Reader</td>
<td>6.0 or above</td>
</tr>
<tr>
<td>SSL enabled</td>
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</tbody>
</table>
5. My name is spelled incorrectly. How do I correct?

Send an email to hssc-support@lists.stanford.edu to correct your profile on HealthStream.

6. I’m having trouble accessing my EPIC training, what should I do?

Please send any EPIC related questions to: EpiCenterUniversity@stanfordmed.org

You can also search for additional EPIC related information here: https://stanfordhc.service-now.com/self-service/search.do

7. Why am I assigned HealthStream training? Which modules are required?

Applies if you are a SoM (non-faculty) employee or postdoc who: 1) may be assigned duties with potential for occupational health exposures related to clinical research participants and 2) performs job duties (including Epic access) within SHC, LPCH, and/or other Stanford affiliated research patient care locations.

FY14-New Hire & Annual Non-Employee Training Curriculum (Clinical)

- Abuse Reporting
- Preventing Harassment in the Workplace
- Respiratory Therapy
- SHC Quality Improvement & Patient Safety
- SHC Prevention of Respiratory Diseases
- Stanford Hospital and Clinics Service Standards
- Stanford Medical - Confidentiality
- Stanford Medical - Cultural Diversity
- Stanford Medical - Prevention of Flu
- Stanford Medical - Safety Training (Clinical)
- Stanford Medical - Code of Conduct
- Stanford Medical- Globally Harmonized System update for Hazard Communication
- C-I-CARE Overview
ADMINISTRATOR/HR MANAGERS:

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2. How do I run employee completion reports?
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1. I am a HR Manager or Supervisor. How do I get access to HealthStream to view training for my direct reports?

Please send an email to hssc-support@lists.stanford.edu with your SU Employee ID#, department code(s), and the names of your direct reports. You will receive access to view your department/division status and your direct reports.

2. How do I look up my employees and check their status?

Administrators currently have access to view their department accounts.
   a) To login, go to www.healthstream.com/hlc/stanford
   b) Enter “SMR” in front of your SU employee ID # (8-digits).
   c) This is both your username and password.

Your log-in page looks like this:
d) Go to the “People” tab, click on Manage Students, and make sure “active” is selected to view only current employees.

- For **Individual Reports**: Type in the last name and first name or SMR+SU employee ID #, and then click on Search.
- For a **Full List**: Keep blank, and then click on Search.
e) Click on Name of Student to view their individual record.
f) Click on My Learning to check if courses have been completed. If there are no courses, all courses have been completed.

g) Click on My Transcript to view Course completion. Can customize and print, or save as an Adobe pdf file.
3. How do I run reports?

Go to the “Reports” tab, click on Delinquent/Past Due- Drill Through

Select Delinquent, add date range, under Items, click on “Select Assignment”, click on box “Select All”. Under Student, click on box Select All. Check box “Show User ID”, “Show Department”, “Show Job Title”, then click on Continue. Your report will be a pop-up.

Need more help with HealthStream? Go to the Site Map and click on HealthStream Knowledge Center.

This opens up a new window.

Additional questions? hssc-support@lists.stanford.edu