

**Q: What is the website to login to HealthStream?**

**A:** [www.healthstream.com/hlc/aspirus](http://www.healthstream.com/hlc/aspirus)

**Q: I don't know what my HealthStream Username and/or Password is.**

- Check your IT Credential Sheet that should have been included in an email to you from Human Resources. You will use your Employee ID to login to HealthStream.
- Your password is the last 4 digits of your social security number.
- Still trouble? Call the IT Service Desk at 715-847-2300.

**Q: What do I do once I log into HealthStream?**

**A:** Once you login to HealthStream, please select the "To Do" tab and complete all assignments **in order**. The goal is to complete ALL assignments regardless of due date during your New Employee Orientation. Note: Items marked with "LIST" in the title will not be able to be completed at this time.

**Q: I can login to HealthStream, but it is not working properly.**

**A:** You may need to "reboot" the computer, so it can update any changes. Also, you may have a "pop-up" blocker turned on. You will want to allow all pop-ups within HealthStream for it to work correctly. Please use Google Chrome as your internet browser. If you continue to have problems call the NEO hotline at 715-847-2000 extension 31292.

**Q: What HealthStream assignments do I need to complete now?**

**A:** We want you to complete your assignments that have a short due date first. You should complete them in the order they appear within HealthStream. Please complete as much of your assignments as you can within the allotted 16 hours, ideally having them all finished before your first day. Note: Anything with COMP or LIST in the title cannot be completed. These are competencies that you will need to demonstrate at a skills day or by a preceptor.

**Q: I work in a non-clinical position, why do I have clinical modules to complete?**

**A:** The 2 modules: "FY21 Rapid Regulatory Compliance: Clinical Part 1 and Part 2" modules are required for all employees of Aspirus to complete. This meets Joint Commission requirements.

**Q: I am unable to get a course to work, for example, "Information Security – Introduction to Phishing."**

**A:** Courses that involve videos may not work properly if you are using Internet Explorer as your internet browser. To have it run properly, you will need to use Google Chrome or Microsoft Edge as your internet browser.

**Q: What is my To-Do tab?**

**A:** The default screen for your HealthStream will be your “To-Do” tab. Your To-Do List displays all the items that you need to complete. They are arranged in chronological order: the closer an item is to being due, the closer it is to the top of the list. Items that need your immediate attention are always at the top of the list and in orange.

**What are assigned courses:** Courses you are required to complete within a certain timeframe. These assignments help to monitor and track annual regulatory mandates. Users will receive emails indicating they have an assignment, or an assignment is past due. Annual assignments are generally released July 1<sup>st</sup> of each fiscal year.

**Q: Where are my completed assignments?**

**A:** The “Completed” tab is similar to a transcript and once you complete all components of an assignment, it will appear under the “Completed” tab. You can always review a completed module here if you choose. A Transcript is a record of every course you have completed within HealthStream. This will provide a complete record of your professional education and training. It is not necessary to print your transcript; all information is available to you and your department leaders.

**Q: I’m not able to complete the items that start with LIST?**

**A:** Yes, that is true. The items that start with “LIST” are competencies that will be addressed later in your employment. You will need to show your competency for each these to a supervisor/fellow employee that is qualified to check you off.