



myLearning and New Employee Orientation (NEO)

Frequently Asked Questions (FAQs)

June 2021

<i>Question</i>	<i>Response</i>
<i>How do I access and log in to HHS' myLearning and the NEO?</i>	<p>From the HHS Learning Management System (myLearning) home page, go to “Log In” at the top right of your screen and enter your Citrix User ID and Password (what you use to log into your HHS Computer). You must select HHSC from the Domain drop down menu.</p> <p>You can access myLearning through your Citrix desktop or from any internet connection (<i>Note: Due to the discontinuation of Adobe Flash, learners accessing myLearning outside the citrix environment via the Internet Explorer (IE) browser might experience some issues completing some courses. Thus, learners are encouraged to access myLearning inside the citrix environment OR use other browsers (e.g. Google Chrome, Edge, etc.) when accessing outside the citrix environment</i>). In Citrix, click on the myLearning icon located in the ‘Training’ folder. To outside of Citrix, use the address: https://mylearning.hhsc.ca on any internet connection.</p> <p>The full course catalogue can be found by clicking on the link ‘Course Catalogue’ at the top left of your screen. Courses assigned to you are listed under ‘My Courses’, located at the top center of your screen. This is where the New Employee Orientation can be found.</p>
<i>I am trying to access the NEO, but I do not have access/it is not working.</i>	<p>If you already have a Citrix username and password, and it is at least one week after your start date, and you still do not have access: please contact mylearning@hhsc.ca for technical assistance and access.</p>
<i>Are new staff automatically enrolled in the NEO?</i>	<p>Yes, new hires will automatically be assigned.</p>

I am a contract staff with HHS, do I have access to myLearning?

Who do I contact if I have questions regarding myLearning (e.g. if my learning records are missing)?

How long will it take to complete the NEO?

I am trying to complete the NEO off-site and I am having issues with my internet connection.

I am having trouble with my password and navigating myLearning.

I am trying to complete the NEO but I am having difficulty understanding the material and/or completing the learning activities.

Who else can assist me with general inquiries re. the NEO?

For those who do not meet the auto-assignment criteria can simply locate the course and complete it on myLearning.

NOTE: If your employee number is lower than 112000 (due to being re-hired), you can self-register to the course on myLearning on the HUB.

Yes. All HHS staff (full time or contract) should have access to myLearning. If they cannot access after start date: contact myLearning@hhsc.ca.

If you encounter any issues, or have questions, send an email to myLearning@hhsc.ca.

It should not take no longer than an 8 hour shift (this includes time for 2x15 minute breaks and an unpaid 30 minute lunch).

Contact your internet provider. If you are unable to rectify the issue, notify your manager and make alternative arrangements to complete the required learning modules.

If you are completing the program within Citrix or on a HHS computer, consult the HHS Help Desk at (905) 521-2100 ext. 43000. If you have sought help and the issue has not been resolved, or if you are not accessing the learning in Citrix/on a HHS computer, notify your manager to make alternate arrangements for completion.

Please contact mylearning@hhsc.ca.

Discuss your concerns with your manager, clinical leader, supervisor, and/or educator/trainer.

For general inquiries, contact the Organizational Development team at: ODInfo@hhsc.ca.