

careLearning Questions / Answers

- 1) All of my coworkers have received an email about having to do some type of training, what is it?

Answer: As we have mentioned in the Pulse and in the Stethoscope (nursing newsletter), careLearning is replacing Inquisiq and is the system that will contain JPMC's educational modules. As you are assigned courses to complete, you will receive notifications through your hospital email (gmail or Outlook). The email is coming from an outside vendor and can be identified as "[EXTERNAL] careLearning - Login Information". Open the email and you will receive instructions along with your username and password.

- 2) I have never received an email about this; why?

Answer: This is a very common question we are hearing. Because the email is coming from an outside vendor (careLearning) and is marked as "[EXTERNAL] careLearning – Login Information", most people are overlooking the email. Be sure you look for an email that reads "[EXTERNAL] careLearning – Login Information".

We have discovered for the people who have Outlook accounts, those emails break the traditional gmail format of firstname.lastname@jpmc.org that is set up when you are first hired and as people are migrated over to an Outlook account, the accounts are not being linked correctly. HR, Corporate Education, and IS are working together to resolve these types of issues.

- 3) I cannot access careLearning from home; how am I supposed to do my courses?

Answer: careLearning is accessible from intranet (inside the hospital) and now can be accessed from the internet (outside the hospital) via the JPMC website's Employee page. Should the JPMC website experience downtime, you can access careLearning by going to www.carelearning.com. From the careLearning main page, select Student Login.

- 4) I have a course called demographic survey assigned to me; am I supposed to take this?

Answer: JPMC has received careLearning through a grant from the Greater Delta Health Alliance. The survey is a requirement for all participants of the grant. So yes, you should complete the survey.

- 5) When I login, I do not see any courses; what should I do?

Answer: Once you are logged in to careLearning, there is a menu on the left-hand side. From the menu, click on 'My Courses'. On the next screen click on the button titled "Enter Classroom". You will then see 3 courses you have been assigned. To start any course, click the 'Go' arrow.