

## HEN NEW VIEWER QUICK START

### Step 1: Log In

Go to [www.hospiceonline.com](http://www.hospiceonline.com) and click on LOGIN in the upper left corner.

Enter the following information for your personal account access:

Organization:

Login:

Password:

Click the LOGIN button.

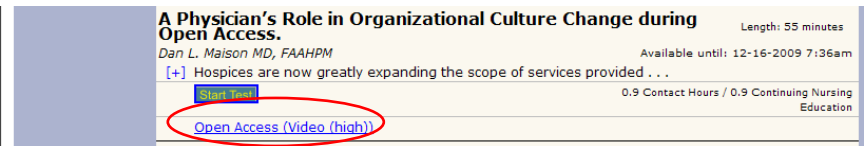


### Step 2: Viewer Acknowledgement

Read the Viewer Acknowledgement (it appears one time only), type in your name and click SUBMIT.

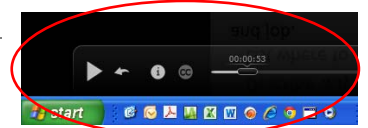
### Step 3: Course Catalog

The Course Catalog includes all the programs to which your hospice subscribes. Click on the blue link to the course you wish to view. You will be immediately taken to the streaming video screen.



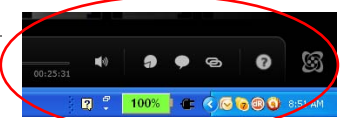
### Step 4: View the Program

The video launches automatically. You can use the controls to stop, pause, or rewind. If you have to stop viewing and return at a later time, the video "bookmarks" and remembers where you left off.



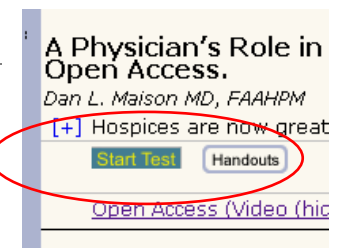
### Step 5: Download the Handouts

Click on the "paper clip icon" in the lower right corner to obtain a copy of the handouts for the course you are viewing. All handouts are in Adobe Acrobat and may be saved to your computer for later use or immediately printed.



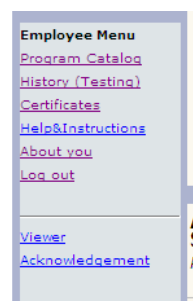
### Step 6: Program Evaluation and Post Test

Most HEN courses also include a post test. When you have finished the course, close the video and click on the green Start Test button from the catalog page. A course evaluation form will ask your opinion of the course and the speaker. *Please complete this form as we value and carefully review your feedback.* After completing the evaluation, click the START button to begin the test. A Certificate of Completion is generated if you achieve a score of 70% or greater. If CEs are offered through this course, that will be noted on the certificate.



### Step 7: Certificates | Help & Instructions | About You

Immediately following the test, you can link directly to the certificates page or click on the Certificates link in the Employee Menu on the left side of the screen. Click on the Display Certificates link. Print a copy of the certificate to maintain in your personnel files. The About You link can be updated with your email for automatic login and password retrieval, primary licensure, and support contact info.



For support, please contact your HEN Administrator or email [support@hospiceonline.com](mailto:support@hospiceonline.com)