

Requirements for My Health Learning (MHL) via Non-Health Devices

Systems Check within My Health Learning (MHL)

My Health Learning also known as MHL can be accessed via any standard internet browser with internet access. No client-side software installation is required.

In general, most modern Operating Systems and browsers will be able to access My Health Learning (MHL).

Web Browsers

Supported standard browsers include:

- *Recommended*
 - Internet Explorer 11 ( Document Mode: 11 | **(NOT Edge** (
 - Google Chrome 52 or Higher 
- *Functional*
 - Firefox 47 or Higher 
 - Safari 9 or Higher 
- *Trusted URL Site:*

Please use the following URL when attempting to access My Health Learning:

- Type <https://myhealthlearning.citc.health.nsw.gov.au>



Content Specific Requirements:

- **Pop-Ups**

Please check to make sure that your browser allows for Pop-Ups to occur. If this is not set it may interfere with the courses completing correctly. (Please refer to the Browsers Support Page for assistance in making these changes)

- **Clear Browsing History**

Please clear your browsers history as previous stored history may interfere with courses completing correctly. (Please refer to the Browsers Support Page for assistance in making these changes)

- **Flash Player**

Please make sure the device you are using allows for Flash and is up to date, as some courses may require the use of Flash Player.

<https://helpx.adobe.com/au/flash-player.html>

- **Microsoft Office and PDF Reader**

Please have MS Office or similar and a PDF Reader installed as some links within the courses open documents that provide further information.

- **Video Player**

Please ensure that your devices video player is up to date and working.

- **Course Description**

Please ensure you read the course description before starting the course and any further instructions contained within, as these may contain information regarding the correct completion of the course.



- **Browser Check**

Upon clicking the **Play** button to launch a course, a window may open with the following checks.

Important Tips on Using the Course Player

To launch, exit and track your progress in courses successfully there are a few important steps that you should follow.

- **Use the Home button to Save & Exit:** The most important step is exiting your course. When you have finished your session in the course, always use the Home button to save and exit. This will minimise the risk of losing your session progress.
- **Avoid closing browser windows:** Do not close any browser windows that the system or course opens until you have finished your session. Once you have finished your session, use any save & exit buttons provided by the course as well as the Home button provided by the system.
- **Avoid opening multiple Course Player windows:** Opening multiple course player windows can result in losing your progress and results in a session. Always ensure you save & exit and open course prior to launching another.
- **Your session must not exceed 4 hours:** 4 hours is the maximum time that can be spent in the Course Player. After 4 hours your session will timeout, which can result in losing your progress and results.

Browser Test

Description	Status	Details
Browser Check	✔ PASS	IE 11.0 is supported.
Cookie Check	✔ PASS	Cookies are enabled.
Ajax Enabled	✔ PASS	Ajax functionality is supported.
Popup Blocker Check	✔ PASS	Popups are enabled.
Flash Check	✔ PASS	You have Adobe Flash Player plugin version 29,0,0,140.
View PDF Files	✘ FAIL	Your browser does not support viewing PDF files.

Re-Try Continue

(Example appearance)

Please check that these settings are in order before attempting courses in My Health Learning (MHL).

