Issue Date: 03/05/2021

Systems Check within My Health Learning (MHL) NSW Health Devices

Task Information	
Description	This task guide will detail steps to configure common browser related issues to run My Health Learning within your local browser for NSW Health Devices
Role	ALL USERS
Business Rules	N/A
Pre-requisites	Users may require administrative rights to adjust Browser Settings. If users are unable to access certain areas within the Testing Procedures, you will need to contact your Local IT Team to make this change.
Post-requisites	N/A

Contents

1.   Introduction

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.

Type https://myhealthlearning.citc.health.nsw.gov.au

2.   Operating Systems

2.1   Certified operating systems:
  o   Windows 8.1, 10

2.2   Functional but non-certified operating systems include:
  o   Mac OS X (10.5) and later

2.3   Tablets/Smartphones

  o   **iPad/Android Tablet/iPhone/Android Phone**

  o   Please note while the My Health Learning system can be accessed via a Tablet or Smartphone, courses may not be compatible and therefore may not launch or complete correctly.

3. Web Browsers

3.1 Supported standard browsers include:

3.1.1 Recommended

- Microsoft Edge 79 or Higher
- Google Chrome 79 or Higher

3.1.2 Functional but not supported

- Firefox 47 or Higher
- Safari 9 or Higher

3.2   Non-Supported and Non-Functional Browsers

- Internet Explorer 11 ( ) Document Mode: 11 – Microsoft de-supporting in 2021 in line with support for Office 365.
- Microsoft Edge Legacy ( )

Upgrading Edge Legacy

As of January 2020, the original branch of Microsoft Edge has been discontinued and is now considered the "legacy" version. It won't receive updates and security fixes, so anyone who is still running it should upgrade immediately.

Original Edge Logo Should become...

If Microsoft Edge Legacy is still installed, please report the Computer issue to the Local IT Team or update browser if possible

Important

The Microsoft Edge Legacy desktop has reached end of support and will not receive security updates.

4. Site Specific Requirements:

4.1   Trusted Sites

It is recommended that the following trusted sites are added to your internet setting to optimise the use of My Health Learning:

- o   https://myhealthlearning.citc.health.nsw.gov.au
- o   myhealthlearning.health.nsw.gov.au
- o   hetionline.health.nsw.gov.au
- o   *.health.nsw.gov.au
- o   nswhealth.seertechsolutions.com.au
- o   nswhealthcontent.seertechsolutions.com.au
- o   analyticsnswh.seertechsolutions.com.au
- o   nswhealthtest.seertechsolutions.com.au

Note: Please also ensure that https inspection exceptions are added to the proxy server for the above domains.

4.2   Content Specific Requirements:

- JavaScript.
- Enable Cookies
- Enable Ajax
- Adobe Acrobat Reader

- **Adobe Flash** – This is no longer supported by My Health Learning in line with Adobe's announcement of Flash Player End of Life (EOL) after 31 December 2020 ("EOL Date").

5. NSW Health CIT Document

5.1 Update Request for 2021 onwards

5.1.1 Learning Management System Requirements
- Recommended Browsers – As above
- Additional Supported Browsers – As above

5.2 Browser Settings Required

Pop-Ups
- For all Browser types and versions allow for pop-ups to occur for the external website:

  ➢ Allow Pop-Ups for: *.seertechsolutions.com.au
  ➢ This will allow content to be launched in a new window.

5.2.1 Internet Explorer 11

As per 3.1.2 - Microsoft de-supporting in 2021 in line with support for Office 365.

- *Group Policy* **Object** (*GPO*) Internet Explorer 11.
  ➢ Remove *.seertechsolutions.com.au URL from the Enterprise Mode Site List as per the standards used for Internet Explorer 11 forcing to open in Document Mode 11.

5.2.2 Microsoft Edge
- Version 79 or Higher

- *Group Policy* **Object** (*GPO*) Microsoft Edge.
  ➢ Remove *.seertechsolutions.com.au URL from the Enterprise Mode Site List as per the standards used for Internet Explorer 11 forcing to open in Document Mode 11.

5.2.3 Google Chrome
- Version 79 or Higher

6. Browser Testing

6.1 Browser Testing

6.1.1 Microsoft Edge (Chromium)

- Check for updates

  1. In the new Microsoft Edge , Select Settings and more *(Three-dot More icon* … *)*
  2. At the bottom of the drop-down menu, hover your mouse over **Help and Feedback**
  3. Select **About Microsoft Edge**
  4. This will bring you to a page that will automatically **check for updates**
  5. If an update is available, it automatically download and then ask you to restart browser once installed.

- Allow for pop-ups in Microsoft Edge (Chromium)

  1. In the new Microsoft Edge , Select Settings and more *(* … *)*
  2. Select **Settings**
  3. Select **Cookies and site permissions** (See Left-Hand Column).
  4. Select **Pop-ups and redirects**.
  5. Move the **Block (recommended)** toggle to **Off** *(As per the image* *)*

- Clear browsing data in Microsoft Edge (Chromium)

  1. In the new Microsoft Edge , Select Settings and more (…)
  2. Select **History**
  3. In History Column that appears on the screen Select (…) next to a pin icon
  4. Select **Clear browsing data**
  5. Under **Clear browsing data**, Choose what to clear.
  6. Choose *All time* from the **Time range** drop-down menu.
  7. Choose the following *Browsing History*, *Download History*, *Cookies and other site data*, *Cached images and files*; and *Autofill form data* as the types of data you want to clear.
  8. Select **Clear now**.

- Course Reattempt

  1. Go to https://myhealthlearning.citc.health.nsw.gov.au and Login
  2. Select My Learning
  3. Select My Current Learning
  4. Select Affected Course
  5. Scroll down to Course Structure
  6. Click Play
  7. If you receive the message - "Would you like to resume from where you left off" or something similar after opening the course - Click No/Cancel

6.1.2   Google Chrome

- Check for updates

  1. Open Google Chrome at the top right, click ⋮ (3 Dots on top of each other)
  2. Click Help
  3. Click Google Chrome
  4. Click Update Google Chrome. (If you don't see this button, you're on the latest version.)
  5. Click Relaunch.

- Allow for pop-ups in Pop-Up Google Cheome

  1. At the top right, click More ⋮ (3 Dots on top of each other)
  2. Click Settings.
  3. At the bottom, click Advanced.
  4. Under "Privacy and security,"
  5. Click Either "Content Settings" and/or "Site Settings".
  6. Click Popups.
  7. If Blocked Click on Block Then Click on "Blocked (Recommended)".
  8. This should change to "Allowed". Click Back to Content Settings/Site Settings.

- Delete Your Browsing Data

  1. Open History (Ctrl+H).
  2. On the left, click Clear browsing data. A box will appear.
  3. Choose time-period, The Beginning of Time.
  4. Once Delete History Completes Close Google Chrome

- Course Reattempt

  1. Go to https://myhealthlearning.citc.health.nsw.gov.au and Login
  2. Select My Learning
  3. Select My Current Learning
  4. Select Affected Course
  5. Scroll down to Course Structure
  6. Click Play
  7. If you receive a message about System Check Flash Fail. Please select the 'Continue' button at the bottom of the page. IF anything else fails please let us know.
  8. If you receive the message - "Would you like to resume from where you left off" or something similar after opening the course - Click No/Cancel

7.   Contact

For further assistance regarding the above details please contact the My Health Learning Statewide Support Team via the SARA Portal (StaffLink Login) or contact the StateWide Service Desk on 1300 285 533