



eHealth



MY HEALTH
LEARNING

Issue Date: 03/05/2021

Systems Check within My Health Learning (MHL) Non-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 Non-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



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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:

- Windows 8.1, 10

2.2 Functional but non-certified operating systems include:

- Mac OS X (10.5) and later



2.3 Tablets/Smartphones

- **iPad/Android Tablet/iPhone/Android Phone**
 - 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 () – Microsoft de-supporting in 2021 in line with support for Office 365.
- Opera
- 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... 

Important

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

4. Content Specific Requirements:

4.1 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)

4.2 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)

4.3 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.

4.4 Video Player

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

4.5 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.

4.6 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").



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5. Contact

For further assistance regarding the above details please see the below details:

- NSW Health Staff - lodge a ticket in [SARA](#) and ask it to be assigned to “NSWH-LMS-eH State Wide Support” with “MyHealthLearning - Staff Enquiry” in the subject, or contact SWSD on 1300 28 55 33.
- Non-NSW Health Staff - email [My Health Learning Support](#).
- Clin Connect Students - email [Clinical Placements Team](#).