HEALTHSTREAM TROUBLESHOOTING INSTRUCTIONS

CLEARING TEMPORARY FILES

Sometimes the screen says "lesson loading" and will not continue further than this screen or be able to launch the course but the buttons do not work. To fix this and stop this from happening, you will need to clear out your temporary internet files. Please follow the procedure below to fix this.

PROCEDURE:

- 1. Go to http://www.healthstream.com/hlc/ihn (or any web site other than cmecourses.com)
- 2. Click on "Tools" and then "Internet Options"
- 3. Click on "Settings"
- 4. Change your settings to "Every visit to the page".
- 5. Click on "View Files"
- 6. Click on "Edit" and then "Select All"
- 7. Hold down the "Shift" key and press the "Delete" key one time. If you get a prompt like the one below, click "Yes."
- 8. You should now very few, or no, files listed. Click on the X to close this window.
- 9. Click "Ok"
- 10. And click "Ok" again
- 11. Close and restart your browser.

You may have to complete these steps more than once, depending on your system.

How to STOP the Pop-up Blocker

When you go to the Intranet, look at the top of the screen. If you see this toolbar (as shown below) at the top, pass your arrow over the box that says "Pop-Up Blocker – see example above. Click this box with your mouse and a window will open. Click on the check mark next to "Enable Pop-Up Blocker" and it will remove the check-mark. Now the Pop-Up Blocker will be OFF.



Check Internet Explorer (le) Version...

For all users of IE10 and IE11, you must run Healthstream lessons in compatibility mode to emulate IE9.

- To see which version of IE your computer has, click on the question mark on your toolbar ("?") then click 'About Internet Explorer'. A box will open that tells you the version that is downloaded to your computer.
- 2. To set IE10 to compatibility mode, launch the browser. In the address bar, click on the compatibility mode icon located to the right. Clicking the icon again turns Compatibility Mode off.
- 3. To set IE11 to compatibility mode, select Tools from the menu bar and click on Compatibility View Settings. Add healthstream.com to the list of sites for Compatibility Mode.

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Can Log Into Healthstream, But Lessons Won't Open

- 1. Select the **Tools** menu and choose **Manage Add-ons.**
- 2. When the list of add-ons is displayed, scroll through and check for any add-ons named **Google Toolbar.** If it is displayed, click it and then click the **Disable** option. There may be more than one add-on to disable.
- 3. Close the list of add-ons, then close all the open Internet Explorer windows.
- 4. Once all Internet Explorer windows are closed, re-open Internet Explorer. You should now be able to access the HealthStream lessons.

Active X Controls



Healthstream is using "Unsigned" active X controls and by default, windows is saying no. These are internet explorer security settings. The only way to fix this is to:

- Go into the "**tools**" menu
- Then choose "Internet options"
- Then choose "Security"
- Then choose "Internet"
- Then choose "custom"
- You must select "Enable" on all of the options for Active X.
- Choose "OK" and it will ask if you "Are sure you want to change the security settings for this zone?"
- Choose "Yes" and then "OK"

iPrism Blocker Instructions

Some Inspira staff who do not have an e-mail username and password are getting the <u>iPrism blocker</u> when trying to complete some lesson assignments in Healthstream. These staff members can use the generic sign-on that's used for their unit's computer...

Example: "Username: RCAA password: RCAA" for the cardiac acute area.

This would be different depending on the unit. Check with your manager to find out your unit's log in information.