HealthStream Troubleshooting Guide

In anticipation that some employees may experience technical issues with completing HealthStream courses during hours that the HR Employee Development office is not staffed, the following is a list of the most common issues that users might experience and the steps that may be taken to resolve problems them on your own:

1. You may need to set your Windows Media Player to recommended settings for the course to work properly. You should find this program listed in your start menu (if your computer is updated to Windows 10, it will be in your Windows Accessories folder). To verify that it is set up correctly, launch the program. You will receive a pop-up prompt to select the recommended settings if necessary. If you do, after selecting the recommended settings, close your web browser's window and then log back into HealthStream and complete items #4 & #5 below. If you do not see the pop-up described above, you can rule this out as the source of your issue.

2. You are attempting to complete your HealthStream courses on a MAC, tablet, or other mobile device. While some content provided directly from HealthStream should be viewable using these platforms, please be aware that with some Summa-authored courses (e.g. Facility Specific Safety) you may experience technical difficulties that will keep you from completing the coursework. If this is the case, you may need to try completing the course on a PC. If you do not have a PC available to you, we would recommend you use a computer station at the Medical Library on the Akron campus or the Learning Center at the Summa Health Corporate Office (1070 Gorge Blvd, Akron). To schedule an appointment in the Learning Center, please contact learningcenter@summahealth.org.

3. Your web browser may not be optimized to run HealthStream. For best experience, we recommend Microsoft Edge or Google Chrome. **If you are using a Summa computer** that has been upgraded to Windows 10, you should have a shortcut to Microsoft Edge on your Desktop. If not, you can find Microsoft Edge by:
   a. Clicking on the Start Menu (lower left corner) on your computer.
   b. In the program list on the left side of the menu that pops up, find Microsoft Edge" listed under M.

4. Some slides within presentations in HealthStream are timed. You will know because the time bar at the bottom of the slide will move to mark the amount of time that has passed on the current slide. Occasionally, you might move through the presentation too quickly to allow the time bar to reach the pre-determined end of time for one or more of the slides. When this happens, the system may not read that you reviewed that slide and keep you from moving on to the next part of the course. You can easily rectify this by playing through the presentation again, being sure to allow the time bar to stop on each slide before you advance.

5. When exiting the course, you closed the browser window rather than clicking the exit button within the presentation (usually the lower right corner of the slide). If you go back in and exit correctly, it should show completed.

6. You have a pop-up blocker enabled on your web browser. You will need to disable the blocker in your settings as HealthStream uses pop-ups to launch courses.

7. You have not completed part of the learning activity. The easiest way to verify your progress is to click on the class and, when you are asked if you want to resume where you left off, answer no. This will take you to the table of contents for the course, if applicable, and you will see green check marks next to all completed sections and a green half-circle next to any incomplete sections. If there is no table of contents, try steps #4 & #5 above to resolve the issue instead.
8. Your web browser's zoom is set to something other than 100%. This can be changed in your browser's settings (usually in the top right of the browser window).
9. Your monitor's resolution does not allow HealthStream to display the course properly. The current recommended resolution for HealthStream is 1280 X 1024. To change your monitor's resolution on a PC, right click on your desktop and choose the "Display Setting" option. Scroll down a little and you'll see your current resolution displayed with a drop down menu to allow you to change it.
10. You are using Citrix to access HealthStream on Summa@Work. Due to some compatibility issues we've experienced with Citrix, we recommend, instead, accessing HealthStream through the Employee Remote Site (www.summahealth.org/employeeremote) any time you must get access from a computer that is not currently on the Summa network. Once on the site, click the "Education" tab to reveal a link to the HealthStream login page.

If none of the above seems to resolve the issue, call HealthStream support at 234-312-2110 during normal business hours for additional support.

Employee Development Team
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