

New Colleague Orientation (NCO) – Day One Requirements

Job Aid – Completing Mount Carmel and Trinity Health NCO

1

Complete the *MCHS - New Hire All Colleagues Curriculum - Virtual Orientation Day 1* online learning assignment.

New colleagues must complete the *MCHS - New Hire All Colleagues Curriculum - Virtual Orientation Day 1* online learning assignment in HealthStream by **5:00 PM ET on the first day of employment (Monday)** to receive attendance credit and full pay for NCO. You will receive additional assignments to be completed in HealthStream. Please start the curriculum early in the day to ensure completion and verify the title to complete the correct assignment.

2

Attend the *Introduction to Trinity Health NCO Live Virtual Session*

New colleagues are expected to be present and participate in the live virtual session. Attendance is required and monitored. Arriving late or leaving early may impact your attendance. You must log in individually, even if viewing with other people, and are encouraged to have paper and pen available to use during the course.

Key Definitions for Getting Started

Your **NETWORK USER ID** and password provide access to the computer systems. The User ID has a 4-lower case letter/4-digit format (abcd1234). It's commonly referred to as your "4x4". If you need your password reset, please call TIS: 1 888 667 3003.

Your **COLLEAGUE ID** (6-7-digit number) is used when communicating with Human Resources, Payroll, and Trinity Information Systems (TIS). You will use your colleague or employee ID number as both your username and password to login to HealthStream the first time. If you need assistance locating your employee ID number, also known as your workforce ID number, please first contact your manager and if they aren't available, then contact TIS at 614-234-8700. You can also locate your employee ID number by logging into Workday.

Your **EMAIL ADDRESS** is used for internal and external email communications. You can find your email address in Workday.

Using HealthStream from Home

1. Open your internet browser and type in or click on the web address to access HealthStream:
<https://www.healthstream.com/hlc/trinityhealth>
2. Enter your Colleague User ID in the field provided (User ID is your Colleague ID number — i.e. 555699).
3. Enter your Password in the field provided (Password is also your Colleague ID number — i.e. 555699).
4. You will then be prompted to change your password after your initial log in.
5. When your "My To-Do List" page appears, you can use the links to complete the modules.

Attached you will find instructions on how to access HealthStream from home. If you are experiencing issues while completing an online module, we suggest you log out of HealthStream and log back in using another web browser. If you continue to experience issues, please contact HealthStream Support at cocshealthstreamsupport@mchs.com.

Logging-in to Your National NCO Session

1. Five to ten minutes prior to the session start time, log in by clicking on the link provided in your Welcome email. You'll be taken to WebEx.
2. Follow the prompts to join the session or download WebEx. If needed, [refer to instructions for accessing WebEx on your device](#).
3. **Important!** To join the session, please enter:
 - **Your Full Legal Name:** For example, if your legal name is Samantha Jones but you go by Sam, use Samantha Jones not Sam Jones. **Failure to do so may result in not receiving credit for the course.**
 - **Email address:** Enter your new work email address if you have received one.
 - If you are logging in using your own device or iPhone, you may also be asked for a **Session ID** and **Password**. This information is provided in your Welcome email.

If you have problems accessing your class on the day of your assigned National NCO session, please contact TIS at 1.888. 667.3003.

What if I Miss My Session? *Introduction to Trinity Health* must be completed within your **first 30 days**. If you cannot attend your assigned WebEx session, you should sign up for the recorded version, which will allow you to view the session anytime your work schedule permits.

Scheduling another Session in HealthStream

Important, you will need to wait until the Friday **after** your first day of work to schedule the recorded version in HealthStream.

1. Log in to HealthStream
2. Find *TH_Introduction to Trinity Health* in your **My To-Do List**. Click **Choose**
3. Under **Choose a Course**, locate *TH_Introduction to Trinity Health (Recording)*
4. Click **Enroll**
5. Under Learning Activities, click **View**. Your first learning activity will play.