

# **FRESENIUS LEARNING CENTER**

## **QUICK START GUIDE**



**FRESENIUS  
MEDICAL CARE**

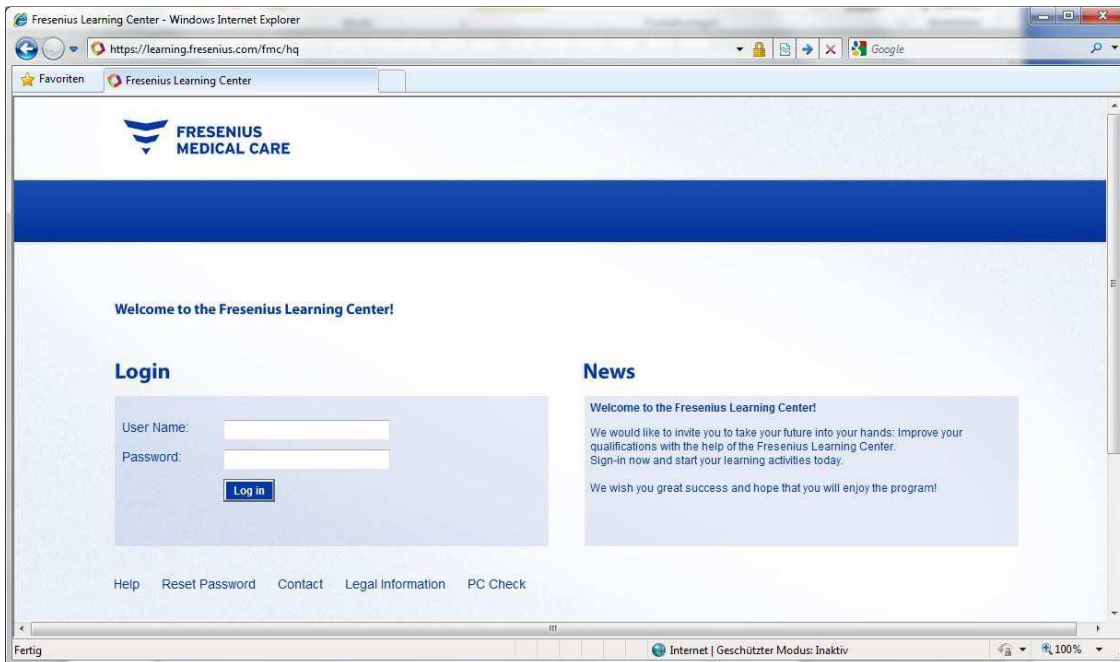
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## 1. How do I get to the Fresenius Learning Center?

The Fresenius Learning Center is available on any computer via the normal Internet. Open a web browser (Internet Explorer is recommended) and type in the following web address:

[https://learning.fresenius.com/fmc/ext\\_gb](https://learning.fresenius.com/fmc/ext_gb)



Please make sure you open the Fresenius Learning Center with a web browser and not within your email system as the internal browser may not support all the functions needed, which will lead to problems.

If you are using a non-Fresenius computer you can use the "PC Check" function at the bottom of the login screen to ensure the computer has all required software installed.

## 2. How do I login?

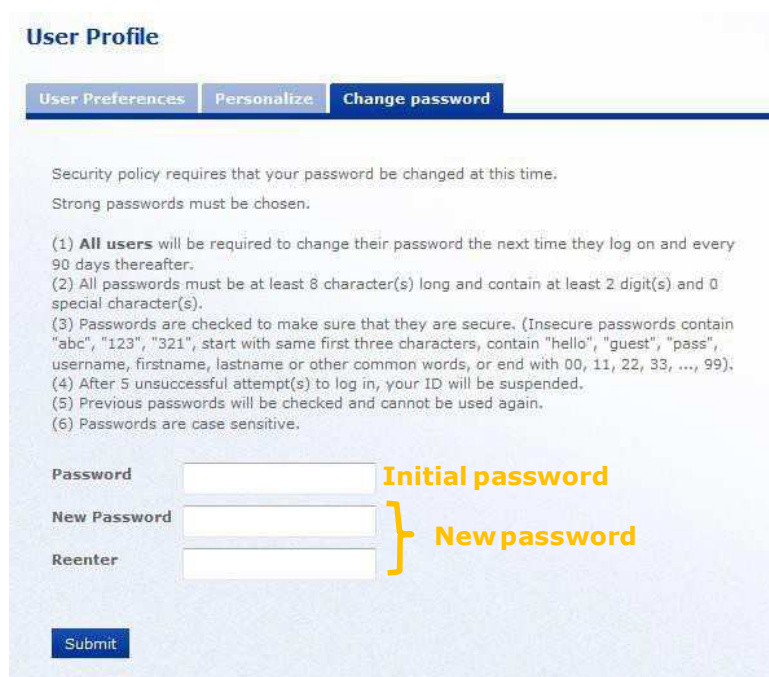
A user account for you has been set up. The login credentials have been sent to you by e-mail.

Enter your User Name and Password and click 'Log in'.



The screenshot shows the login interface of the Fresenius Learning Center. At the top, it says "Welcome to the Fresenius Learning Center!". Below this is a "Login" section. It contains two input fields: "User Name:" with the text "peter smith" and "Password:" with masked characters (dots). A "Log in" button is positioned below the password field. The entire login form is highlighted with a yellow rectangular border.

At the first login you will be asked to change your initial password. Type in the initial password (the one sent to you in the welcome e-mail) and then your new password twice. A strong password is required. Please see the guidance in the 'Change password' tab.



The screenshot shows the "User Profile" page with the "Change password" tab selected. It displays a security policy notice and a list of password requirements. Below the requirements are three input fields: "Password", "New Password", and "Reenter". The "Password" field is labeled "Initial password" in orange. The "New Password" and "Reenter" fields are grouped by an orange bracket and labeled "New password" in orange. A "Submit" button is at the bottom.

**Security policy requires that your password be changed at this time.**  
Strong passwords must be chosen.

- (1) **All users** will be required to change their password the next time they log on and every 90 days thereafter.
- (2) All passwords must be at least 8 character(s) long and contain at least 2 digit(s) and 0 special character(s).
- (3) Passwords are checked to make sure that they are secure. (Insecure passwords contain "abc", "123", "321", start with same first three characters, contain "hello", "guest", "pass", username, firstname, lastname or other common words, or end with 00, 11, 22, 33, ..., 99).
- (4) After 5 unsuccessful attempt(s) to log in, your ID will be suspended.
- (5) Previous passwords will be checked and cannot be used again.
- (6) Passwords are case sensitive.

Password:  **Initial password**

New Password:

Reenter:  **} New password**

For security reasons the password needs to be changed every 90 days. Once your password has expired and you try to login, the 'Change Password' tab will automatically be shown.

### 3. What do I do if I can't remember my password?

If you have forgotten your password for the Fresenius Learning Center you can reset it yourself by clicking on the 'Reset Password' link at the bottom of the Login page.



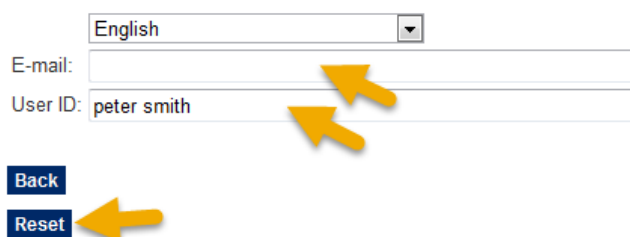
Please also note that after 5 failed attempts to login, your account will be suspended, at which point you will only be able to regain access to your account by using the 'Reset Password' function or contacting your local administrator.

After clicking on the 'Reset Password' link you will be taken to the 'Reset user password' screen.

**Please fill in either your E-mail address or your User ID but not both and click on 'Reset'.**

#### Reset user password

Please enter *either* your e-mail address or your user ID. Only one is required.



#### Please note:

Only enter the e-mail address here if you have a personal Fresenius e-mail address. Do not use your private or clinic e-mail address.

Providing the system can identify you, an e-mail with a new password will then be sent to the e-mail address registered to your account. If you don't have a personal Fresenius e-mail address your e-mail will be forwarded to your direct appraiser or a group/clinic e-mail address.

If the system cannot identify you, you will be taken to another screen with a longer, more detailed form to complete. When you click 'Send' an e-mail will be sent to the local system administrators to manually identify you and reset your password. An e-mail will then be sent to your registered e-mail address with a new password.

### Reset user password

No users match the specified e-mail address/user ID.

Please enter either your e-mail address or your user ID. Only one is required.

English

E-mail:

User ID:

Please complete in the following information.

First Name: \*

Last Name:\*

Social Security Number:

City: \*

Country: \*

Clinic/Department:\*

Superior, Name: \*

Superior, E-Mail:\*

Comment

#### 4. What do I find on the home page after login?

Your Home page will automatically appear after login where you will find the following information:

The screenshot shows the Fresenius Medical Care Learning Centre home page. The top navigation bar includes the logo, 'FRESENIUS MEDICAL CARE', and links for 'User Profile', 'Contact Us', and 'Logout'. A search bar is also present. Below the navigation bar, the 'Main navigation' section includes links for 'Home', 'Catalogue', and 'Learning Centre'. The 'Your Enrollments' section lists four courses: 'Hand Hygiene', 'Dr. Combe - DOPPS - Lessons learned for better patient outcome', 'Patentability', and 'Chronic Kidney Disease - causes, stages, tests'. The 'News' section displays a welcome message. The 'Expiring Certifications' section shows a message that no certification is expiring/expired. The 'Personal Calendar' section shows a calendar for October 2014 with dates 1, 2, 3, and 4 marked. Callouts point to these sections with the following descriptions:

- Main navigation**: Points to the top navigation bar.
- Quick links to courses in which you are currently enrolled**: Points to the 'Your Enrollments' section.
- Showing news relevant to your target group**: Points to the 'News' section.
- List of your certifications which are going to expire/are expired**: Points to the 'Expiring Certifications' section.
- Personal Calendar showing the dates of your booked classroom trainings**: Points to the 'Personal Calendar' section.



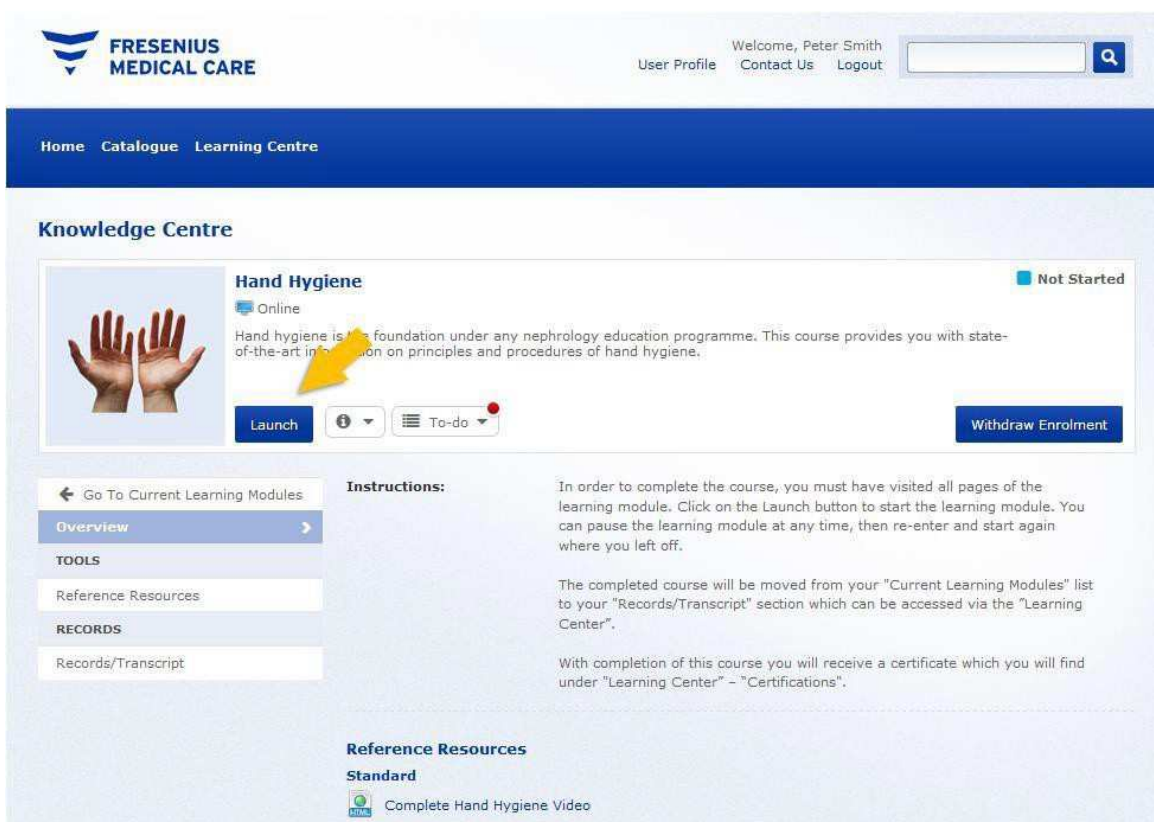
## 5. How do I start a course?

Once you are enrolled onto a course (either self-enrolled via the catalog or auto-enrolled by an administrator) you will find the course listed in your 'Current Learning Modules' within the 'Learning Center' menu or via the quick links in the 'Your Enrolments' section of the Home page.



You can view the course by clicking on its title.

In the Knowledge Centre of the course you will find all relevant information. Click on the 'Launch' button to start the learning module. The module will open in a popup window. Please make sure your popup blocker is switched off to allow this.





- (1) Click on the "To-do" list to see what is required before the course will complete.
- (2) You can find course specific instruction in the instruction section.
- (3) You can withdraw from the course by clicking on the "Withdraw Enrolment" button (if allowed). However please note that this can only be done before you launched the learning module. If you want to withdraw after starting the course you will need to contact your local administrator or the person in charge of the course.
- (4) Some courses may have additional materials or functionalities like reference resources, exams, forums etc. which can be found in the lower sections of the window or in the side navigation bar

**FRESENIUS MEDICAL CARE**

Welcome, Peter Smith  
[User Profile](#) [Contact Us](#) [Logout](#)

[Home](#) [Catalogue](#) [Learning Centre](#)

### Knowledge Centre

**Hand Hygiene**  
 Online  
 Hand hygiene is the foundation under any nephrology education programme. This course provides you with state-of-the-art information on principles and procedures of hand hygiene.

**Not Started**

[Launch](#) [To-do](#) [Withdraw Enrolment](#)

[Go To Current Learning Modules](#)

**Overview**

**TOOLS**

[Reference Resources](#)

**RECORDS**

[Records/Transcript](#)

**Instructions:**

In order to complete the course, you must have visited all pages of the learning module. Click on the Launch button to start the learning module. You can pause the learning module at any time, then re-enter and start again where you left off.

The completed course will be moved from your "Current Learning Modules" list to your "Records/Transcript" section which can be accessed via the "Learning Center".

With completion of this course you will receive a certificate which you will find under "Learning Center" – "Certifications".

**Reference Resources**

**Standard**

[Complete Hand Hygiene Video](#)

## 7. Where do I find completed courses?

Once you have done all required items in a course, the course will be completed and will be moved from your 'Current Learning Modules' list to your 'Records/Transcript' section.

Home Catalogue **Learning Centre** Career Centre Workspace Connect Reports Manage

**Records/Transcript**

Records/Transcript External Training Records

HIDE FILTERS

Module Title/ID Status Type Training undertaken between

Filter

Showing: 1 - 7 of 7

Bulk Actions

<input type="checkbox"/>	Learning Module Name	Status	Start Date - End Date
<input type="checkbox"/>	Hand Hygiene (fmc_hq_ncc_handhygiene)	Completed	25-Jun-2014 09:18 - 03-Jul-2014 09:32 CEST
<input type="checkbox"/>	English - United Kingdom ( en-GB )		
<input type="checkbox"/>	nc_hq_ncc_ext_fi_handhygiene)	Withdrawn	25-Apr-2014 12:54 CEST
<input type="checkbox"/>	nc_se_handhygiene)	In Process	19-Nov-2012 11:47 CET

View Transcript Details

Launch

Pin back to Active List

Print Transcript

Print Certificate

(1) To open your Records/Transcript section, click on 'Learning Center' > 'Records/Transcript'.

(2) You can see further transcript details by clicking icon next to the course title.

(3) You can reopen the course by clicking on "Pin back to Active List".

## 8. Where do I find completed courses and my certificates?

If the course provides a certificate, this will be created automatically by the system when you complete the course.

The screenshot shows the Fresenius Medical Care Learning Centre interface. The top navigation bar includes 'Home', 'Catalogue', and 'Learning Centre'. The 'Learning Centre' link is highlighted with a yellow arrow labeled '1'. Below the navigation bar, the page title is 'Certifications Awarded to SMITH Peter'. A status filter is set to 'All'. A table lists the certifications:

Certification	Issued By	Issue Date	Expiration Date	Grace Period	Comments
Certificate Nephro-care	NephroCare	29-Sep-2014	(none)	N/A	Completion of Hand Hygiene (fmc_hq_ncc_handhygiene)

A yellow arrow labeled '2' points to the 'Certificate Nephro-care' link in the table.

- (1) You can find your certificates under 'Learning Center' – 'Certifications'.
- (2) Click on the certificate title to open the PDF certificate to print out.

## 9. How can I recall completed courses?

In order to recall a completed course you just need to click on "Learning Center" first, then on "Records / Transcript" and at least on the small symbol of a "book" which you can find right next to the course title.

The screenshot shows the Fresenius Medical Care Learning Centre interface. The top navigation bar includes 'Home', 'Catalog', 'Learning Center', and 'Career Center'. The 'Learning Center' link is highlighted with a yellow arrow. Below the navigation bar, the page title is 'Records/Transcript'. A sub-header 'Records/Transcript' is followed by a tab 'External Training Records'. A 'HIDE FILTERS' button is visible. Below the filters, there is a table with the following columns: 'Learning Module Name', 'Status', and 'Start Date - End Date'. The table contains one row:

Learning Module Name	Status	Start Date - End Date
Ethik- und Verhaltenskodex <a href="#">Show Sub-Modules</a> <a href="#">Go to the Knowledge Center</a>	Completed	Mar 20, 2017 2:54 PM - Mar 20, 2017 2:55 PM CET

A yellow arrow points to the 'Ethik- und Verhaltenskodex' course title in the table.

After you have clicked on the symbol and confirmed it the course is visible on your homepage and can be launched in the Knowledge Center.

The screenshot shows a blue navigation bar at the top with links: Home, Catalog, Learning Center, and Career Center. Below this, the heading 'Your Enrollments' is displayed. Underneath, there are three course entries, each with a small icon and text: 1. 'Ethik- und Verhaltenskodex' with a date 'May 19, 2017 2:54 PM CEST'. 2. 'Arbeitssicherheitstraining'. 3. 'Homework Module'.

## 10. How can I remove completed courses from my homepage?

To remove a completed course from your homepage you need to click on "Learning Center" first, then on "Current Learning Modules". On the right hand side of the module you see a green button together with the information "Completed 100%".

In order to remove the course from your homepage and from the list of "Current Learning Modules" you need to click on the button "Remove from Active List".

The screenshot shows the 'Current Learning Modules' page. At the top is a blue navigation bar with links: Home, Catalog, Learning Center, and Career Center. Below the navigation bar, the heading 'Current Learning Modules' is visible. There is a filter section with fields for Status (All), Type (All), and Training undertaken between (Date), along with a 'Filter' button. Below the filter section, there is a table of course entries. The first entry is 'Ethik- und Verhaltenskodex', which is marked as 'Completed' on Mar 20, 2017 2:55 PM CET. To the right of this entry, there is a green checkmark and the text 'Completed 100%'. At the bottom right of the entry, there is a blue button labeled 'Remove from Active List'.

## 11. Who should I contact in case of problems?

If you have any questions or problems, please contact your local administrator or the UK & Ireland Fresenius Learning Center team. ([fmc.flc-uk@fmc.ag.com](mailto:fmc.flc-uk@fmc.ag.com)).