

FRESENIUS LEARNING CENTER

QUICK START GUIDE



**FRESENIUS
MEDICAL CARE**

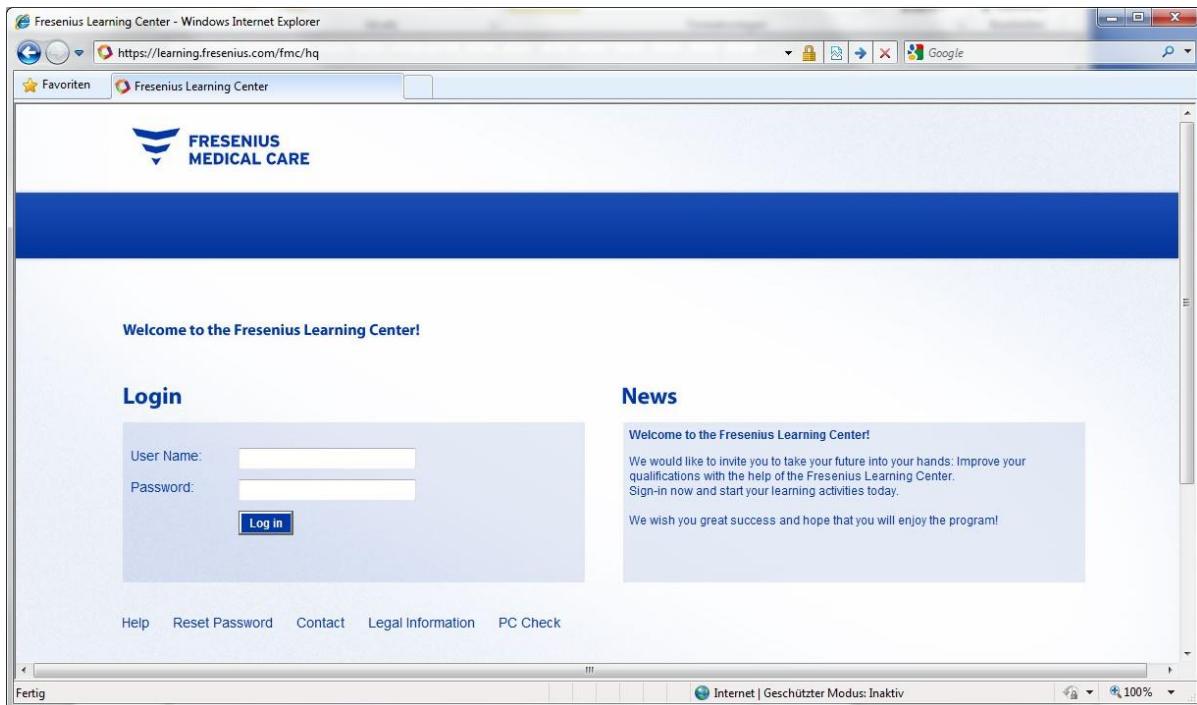
TABLE OF CONTENTS

1. How do I get to the Fresenius Learning Center?	03
2. How do I login?	04
3. What do I do if I can't remember my password?	05
4. What do I find on the home page after login?	06
5. How can I book a course?	06
6. How do I start a course?	10
7. Where do I find completed courses?	12
8. Where do I find my certificates?	13
9. How can I recall completed courses?	13
10. How can I remove completed courses from my Homepage?	14
11. Who should I contact in case of problems?	14

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

The Fresenius Learning Center is available via the Fresenius Intranet or 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/gb>



Please make sure you open the Fresenius Learning Center with a web browser and not within Lotus Notes as the internal browser does 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'.



Welcome to the Fresenius Learning Center!

Login

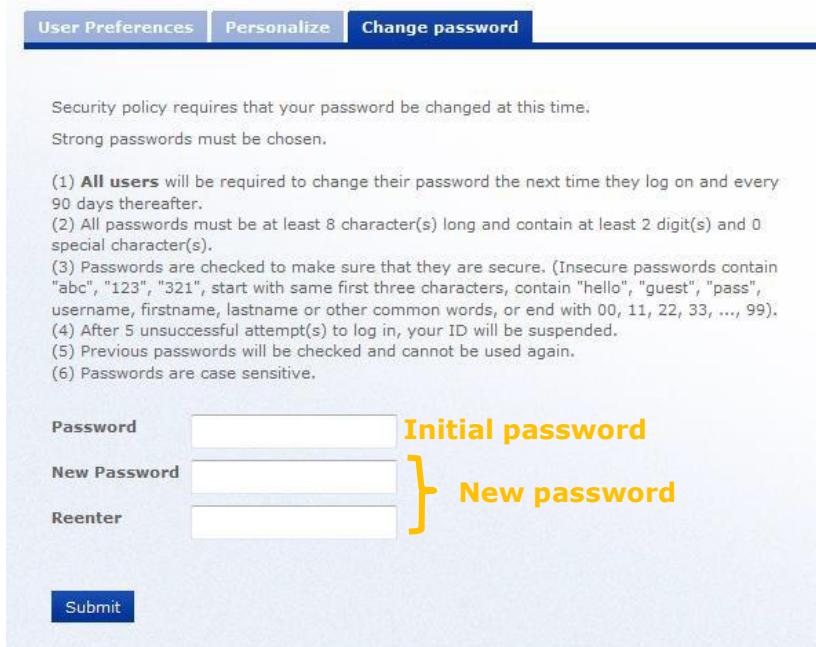
User Name: peter smith

Password: [REDACTED]

Log in

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.

User Profile



User Preferences Personalize Change password

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.

Initial password

New password

Reenter

Submit

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.



Welcome to the Fresenius Learning Center!

Login

User Name:

Password:

Help **Reset Password** Contact Legal Information PC Check

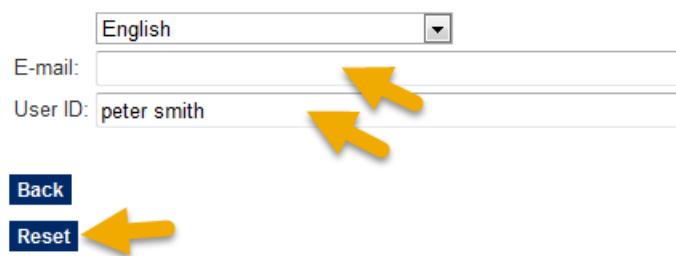
Please also note that after 5 failed attempts to login, your account will be suspended, at which point you will only be able to regain access to your account by using the 'Reset Password' function or contacting your local administrator.

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.



English

E-mail:

User ID: peter smith

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:

[Back](#)

[Reset](#)

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 Learning Centre home page. At the top, there is a header with the Fresenius Medical Care logo, a search bar, and user profile links (Welcome, Peter Smith, User Profile, Contact Us, Logout). Below the header, a blue navigation bar contains links for Home, Catalogue, and Learning Centre. The main content area is titled 'Your Enrollments' and lists four courses: Hand Hygiene, Dr. Combe - DOPPS - Lessons learned for better patient outcome, Patentability, and Chronic Kidney Disease - causes, stages, tests. To the right of this list is a collage of medical images. Below the enrollment list are three sections: 'News', 'Expiring Certifications', and 'Personal Calendar'. The 'News' section welcomes the user to the Learning Centre and provides a link to view all certifications. The 'Expiring Certifications' section indicates that no certifications are expiring or expired, with a link to view all certifications. The 'Personal Calendar' section shows a calendar for October 2014, with the 1st of October highlighted. Yellow callout boxes with arrows point to various parts of the page: one points to the 'Main navigation' bar, another to the 'Your Enrollments' list, a third to the 'News' section, a fourth to the 'Expiring Certifications' section, and a fifth to the 'Personal Calendar' section.

5. How can I book a course?

- (1) Click on 'Catalog' in the main navigation bar.
- (2) Then click on the catalog picture or title to open the Fresenius Medical Care catalog.

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

1

2

**FRESENIUS MEDICAL CARE**

Inside the Fresenius Medical Care catalog you will find the FMC Corporate catalog with English corporate courses and your country specific catalog with local courses.

Click on the catalog you are interested in to view available courses.

[Home](#) **Catalogue** [Learning Centre](#)**Catalogue**[Top](#) > Fresenius Medical Care**FMC CORPORATE****FMC UK & IRELAND**

Click on a title of a course to see its details.

Home Catalogue Learning Centre

Catalogue

Top > Fresenius Medical Care > FMC Corporate > NephroCare > 01 Basic Education > Basics in Dialysis Treatment

Catalogue Content Results 1 - 2 of 2

Title	Learning Type
Chronic Kidney Disease - causes, stages, tests	Online
Hand Hygiene	Online

Catalogue Content Results 1 - 2 of 2

If you want to book on the course, click on the blue 'Enroll' button.

 **Hand Hygiene**

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.

Learning Type: Online.

Language: English United Kingdom

Duration: 30 minutes

Target Audience:

- Healthcare personnel entering nephrology nursing
- Staff members already working in the field of dialysis

Objectives:

- Identify indications for hand hygiene
- Identify indications for handrubbing and handwashing
- Perform hand antisepsis and hand washing techniques correctly
- Identify indications for gloving

Support Contact: Maria Teresa Parisotto (maria-teresa.parisotto@fmc-ag.com)

Sessions:  **Hand Hygiene** Seats: Unlimited

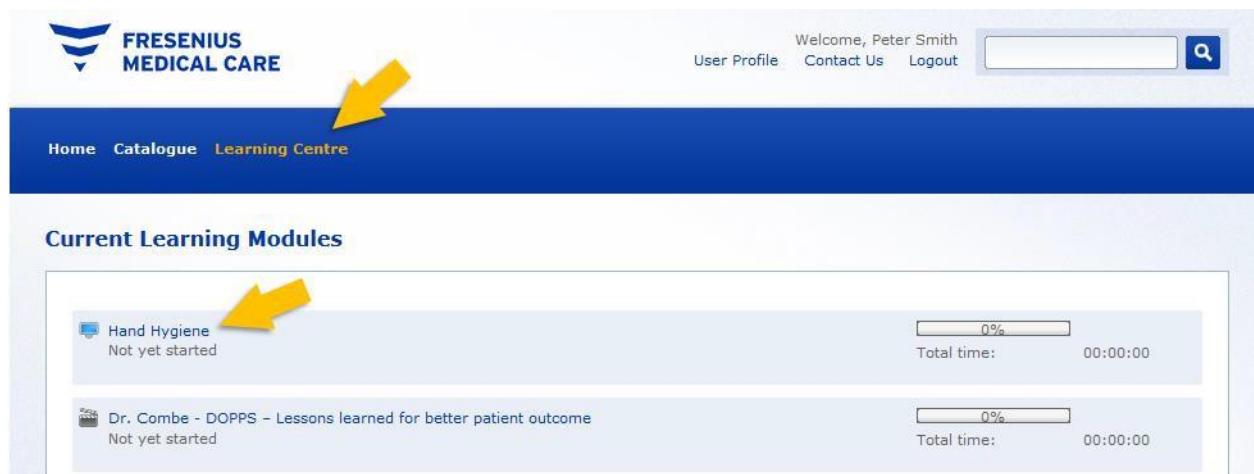
Go to the Knowledge Centre

After enrolling, you can directly start studying by clicking on the 'Go to the Knowledge Centre' button.

Also the course will now be listed on your Home page and in your 'Current Learning Modules' list within your 'Learning Center'.

6. How do I start a course?

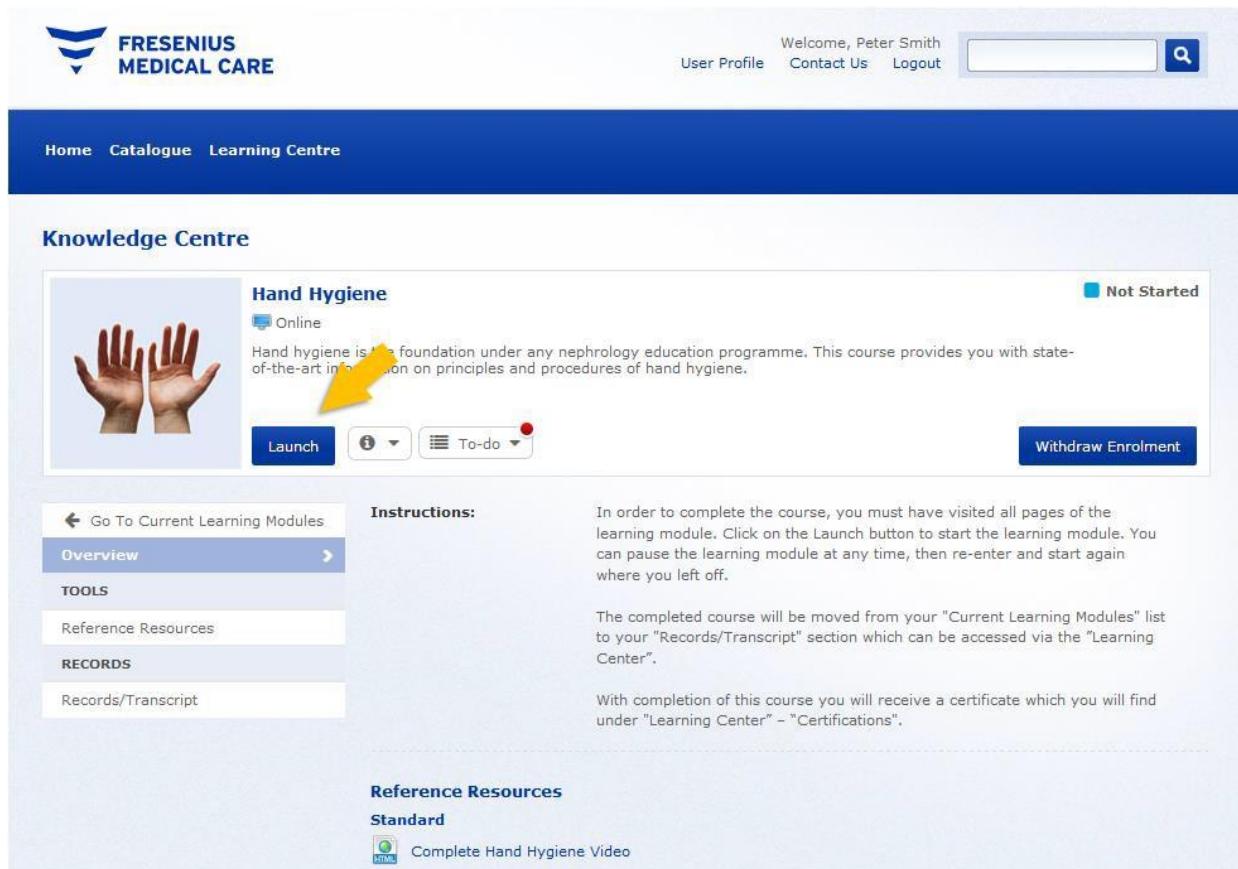
Once you are enrolled onto a course (either self-enrolled via the catalog or auto-enrolled by an administrator) you will find the course listed in your 'Current Learning Modules' within the 'Learning Center' menu or via the quick links in the 'Your Enrolments' section of the Home page.



The screenshot shows the Fresenius Learning Center homepage. At the top, there is a logo for 'FRESENIUS MEDICAL CARE'. The top navigation bar includes links for 'Home', 'Catalogue', and 'Learning Centre'. On the right side of the top bar, there are links for 'User Profile', 'Welcome, Peter Smith', 'Contact Us', and 'Logout', along with a search bar and a magnifying glass icon. The main content area is titled 'Current Learning Modules'. It lists two courses: 'Hand Hygiene' (status: Not yet started) and 'Dr. Combe - DOPPS - Lessons learned for better patient outcome' (status: Not yet started). Each course entry includes a progress bar (0%), total time (00:00:00), and a small thumbnail image.

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.



The screenshot shows the 'Knowledge Centre' for the 'Hand Hygiene' course. At the top, there is a logo for 'FRESENIUS MEDICAL CARE'. The top navigation bar includes links for 'Home', 'Catalogue', and 'Learning Centre'. On the right side of the top bar, there are links for 'User Profile', 'Welcome, Peter Smith', 'Contact Us', and 'Logout', along with a search bar and a magnifying glass icon. The main content area is titled 'Knowledge Centre' and shows the 'Hand Hygiene' course details. It includes a thumbnail image of two hands, the course title 'Hand Hygiene' (status: Not Started), a 'Launch' button, and a 'Withdraw Enrolment' button. On the left, there is a sidebar with navigation links: 'Go To Current Learning Modules', 'Overview' (which is selected and highlighted in blue), 'TOOLS', 'Reference Resources', 'RECORDS', and 'Records/Transcript'. On the right, there is an 'Instructions:' section with text about completing the course, a note about completed courses moving to the 'Records/Transcript' section, and a note about receiving a certificate. At the bottom, there is a 'Reference Resources' section with a 'Standard' link and a 'Complete Hand Hygiene Video' link.

- (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

1 2 3

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".

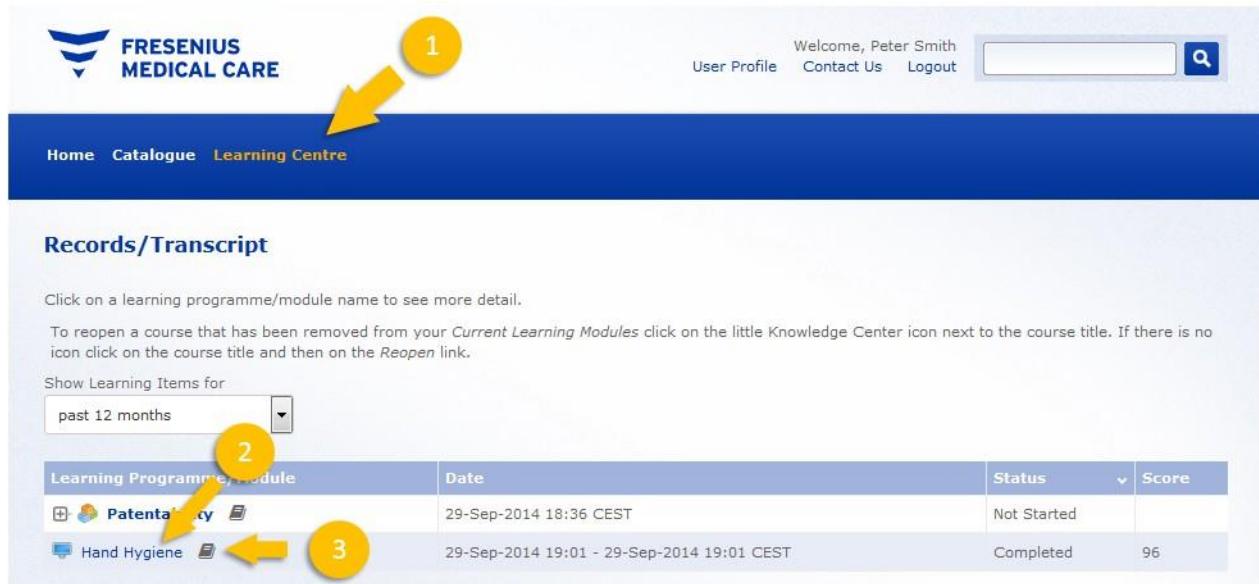
Reference Resources

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.



1

2

3

Records/Transcript

Click on a learning programme/module name to see more detail.

To reopen a course that has been removed from your *Current Learning Modules* click on the little Knowledge Center icon next to the course title. If there is no icon click on the course title and then on the *Reopen* link.

Learning Programme/Module	Date	Status	Score
Patent Policy	29-Sep-2014 18:36 CEST	Not Started	
Hand Hygiene	29-Sep-2014 19:01 - 29-Sep-2014 19:01 CEST	Completed	96

- (1) To open your Records/Transcript section, click on 'Learning Center' > 'Records/Transcript'.
- (2) You can see further transcript details by clicking on the course title.
- (3) You can reopen the course by clicking on the Knowledge Centre icon next to the course title.

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.



1

2

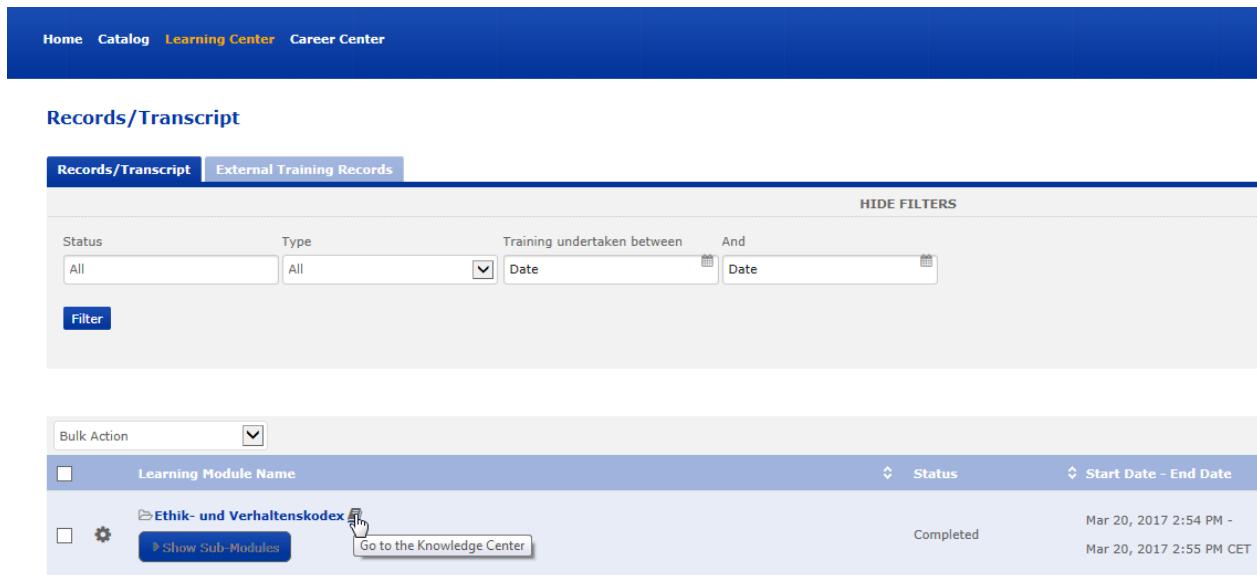
Certifications Awarded to SMITH Peter

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

- (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.



Records/Transcript

Records/Transcript External Training Records

HIDE FILTERS

Bulk Action	Learning Module Name	Status	Start Date - End Date
<input type="checkbox"/>	Ethik- und Verhaltenskodex	Completed	Mar 20, 2017 2:54 PM - Mar 20, 2017 2:55 PM CET

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.

Your Enrollments



Ethik- und Verhaltenskodex
May 19, 2017 2:54 PM CEST



Arbeitssicherheitstraining



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".

11. Who should I contact in case of problems?

If you have any questions or problems, please contact your local administrator or the global Fresenius Learning Center team in Bad Homburg (flc-global.fme-support@fmc-ag.com).