

# **FRESENIUS LEARNING CENTER**

## **QUICK START GUIDE**



**FRESENIUS  
MEDICAL CARE**

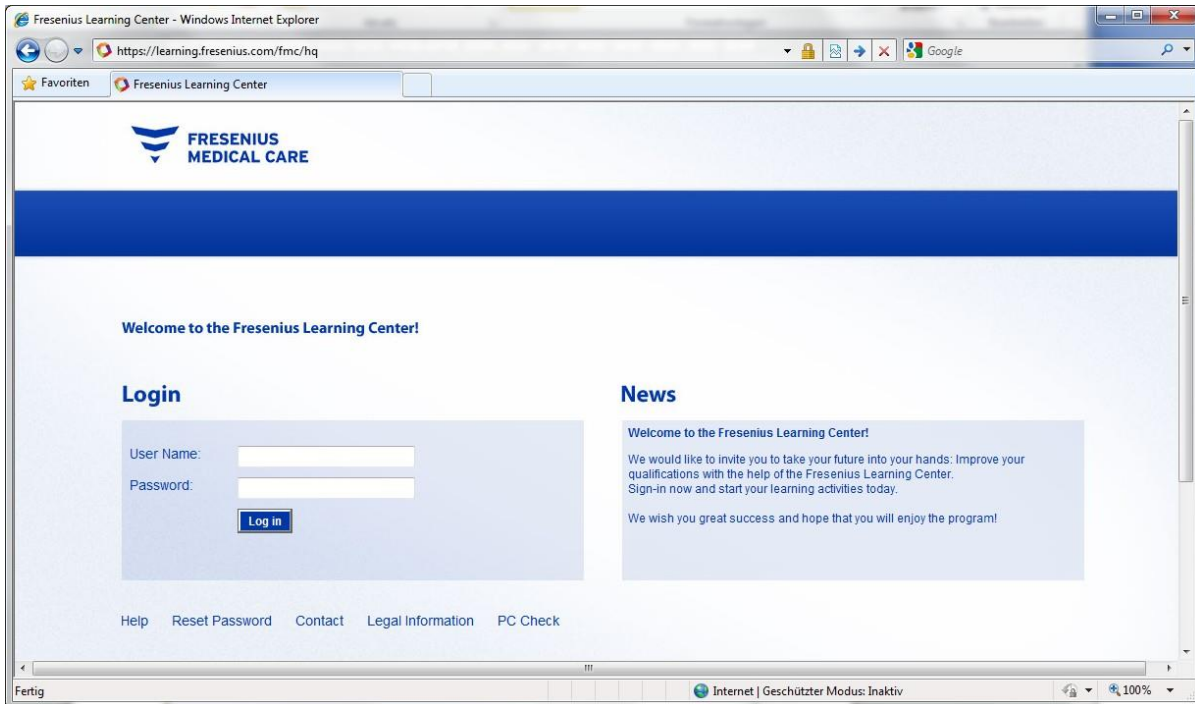
## TABLE OF CONTENTS

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.

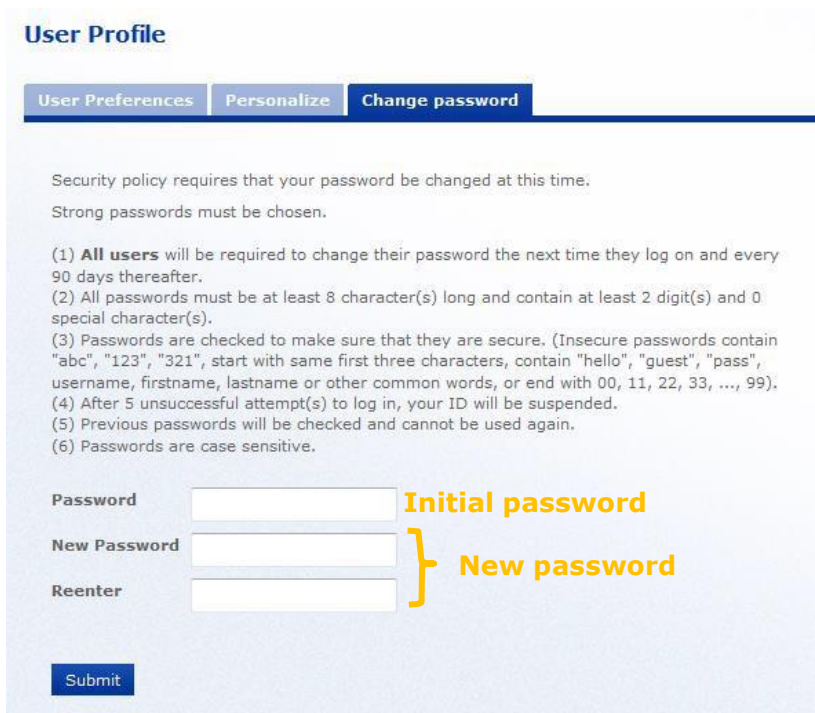
## 2. How do I login?

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'.

A screenshot of the Fresenius Learning Center login page. At the top, it says "Welcome to the Fresenius Learning Center!". Below that is a "Login" section. Inside a yellow rectangular box, there are two input fields: "User Name:" with the text "peter smith" and "Password:" with masked characters "••••••••". Below the password field is a blue "Log in" button.

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.

A screenshot of the "User Profile" page, specifically the "Change password" tab. The page has three tabs: "User Preferences", "Personalize", and "Change password". Below the tabs, a message states: "Security policy requires that your password be changed at this time. Strong passwords must be chosen." This is followed by six numbered security policy points. Below the text are three input fields: "Password", "New Password", and "Reenter". A yellow bracket groups the "New Password" and "Reenter" fields, with the label "New password" next to it. The "Password" field is labeled "Initial password" in yellow. A blue "Submit" button is at the bottom.

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.



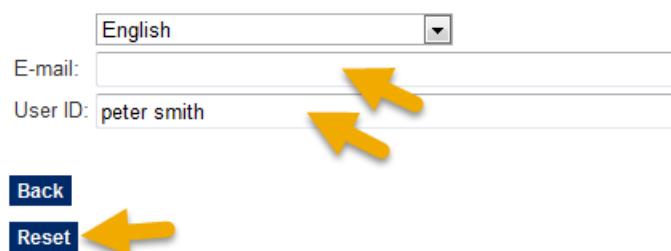
Please also note that after 5 failed attempts to login, your account will be suspended, at which point you will only be able to regain access to your account by using the 'Reset Password' function or contacting your local administrator.

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:

**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

**Send**

## 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 '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 'No certification is expiring/expired.' with a 'View all Certifications' link. The 'Personal Calendar' shows the month of October 2014 with dates 1 through 4 highlighted.

**Main navigation**

**Quick links to courses in which you are currently enrolled**

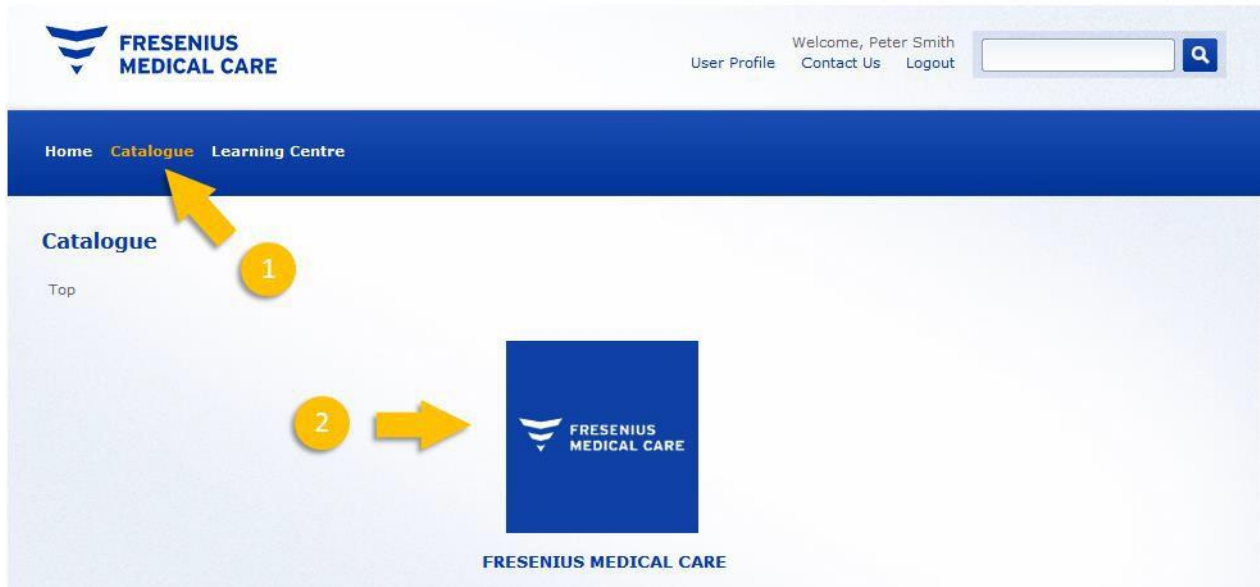
**Showing news relevant to your target group**

**List of your certifications which are going to expire/are expired**

**Personal Calendar showing the dates of your booked classroom trainings**

## 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.



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.



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

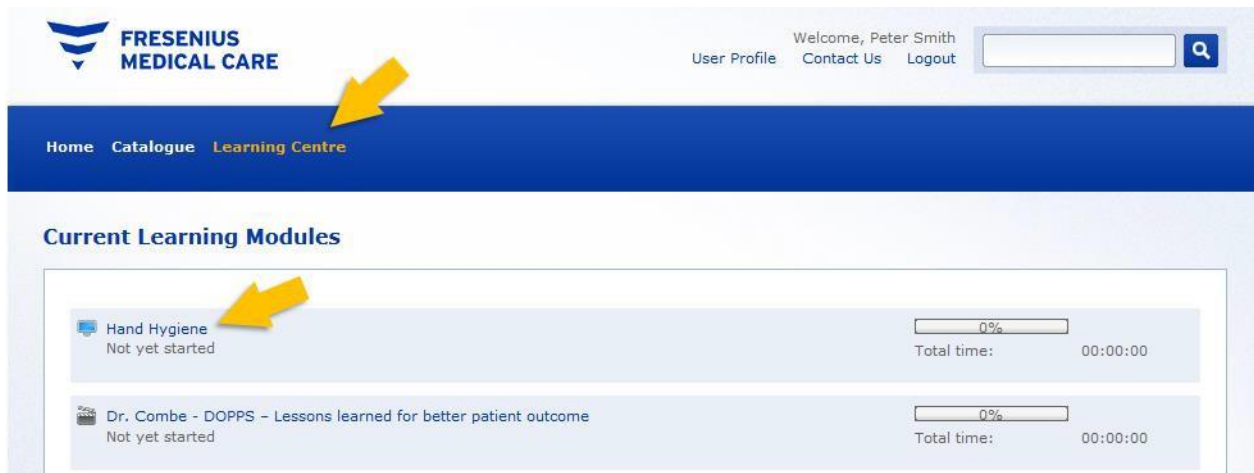
[Go to the Knowledge Centre](#)

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'.

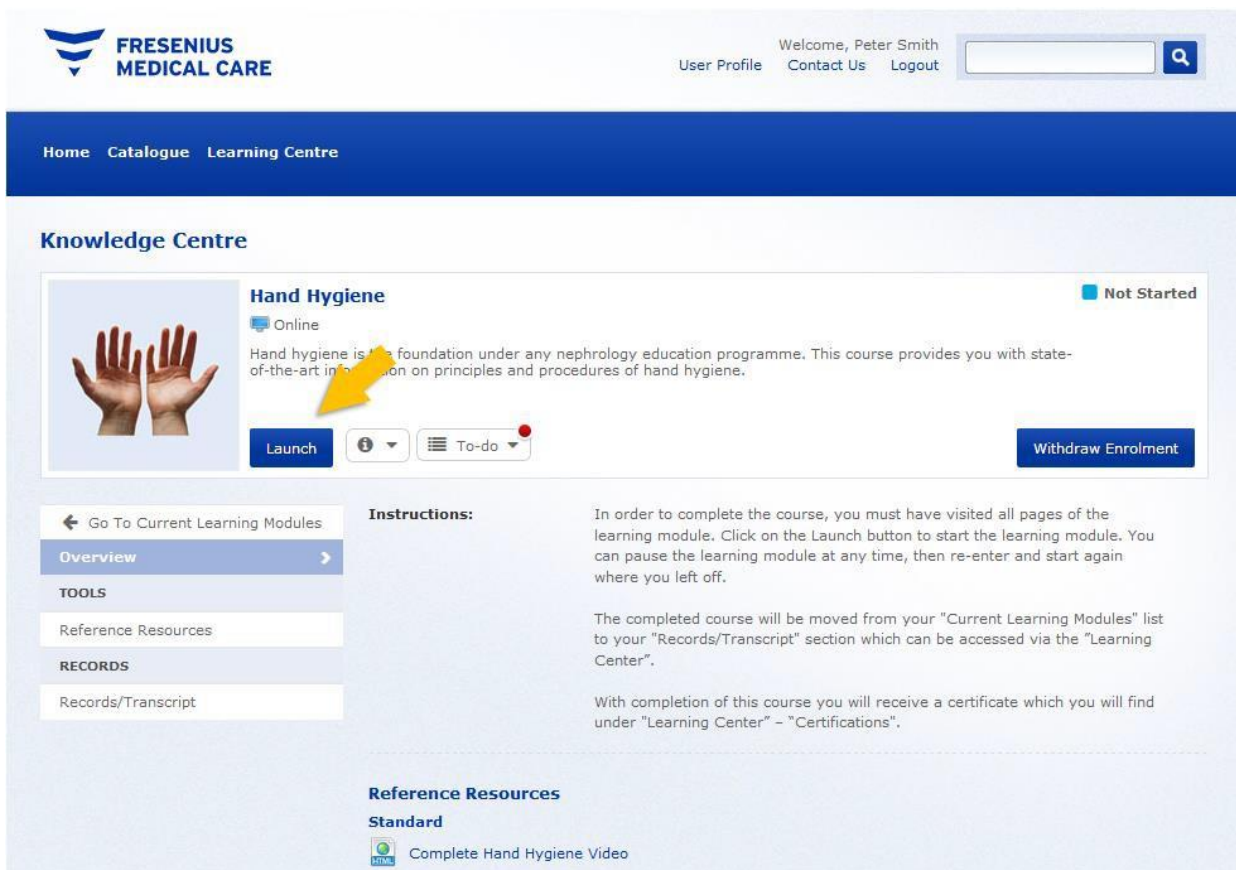
## 6. How do I start a course?

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.



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** Not Started

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.

Launch Info To-do Withdraw Enrolment

1 2 3 4

**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

Go To Current Learning Modules

**Overview**

**TOOLS**

Reference Resources

**RECORDS**

Records/Transcript

## 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.

The screenshot shows the Fresenius Medical Care Learning Center interface. At the top, the logo and navigation links are visible. The 'Learning Centre' menu item is highlighted with a yellow arrow and callout 1. Below the navigation bar, the 'Records/Transcript' section is displayed. It includes instructions on how to view course details and a dropdown menu to filter learning items by time period (currently set to 'past 12 months'). A table lists the learning programs/modules. The 'Patentability' course is highlighted with a yellow arrow and callout 2. The 'Hand Hygiene' course is highlighted with a yellow arrow and callout 3.

Learning Programme/Module	Date	Status	Score
Patentability	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.

The screenshot shows the Fresenius Medical Care Learning Centre interface. The top navigation bar includes 'Home', 'Catalogue', and 'Learning Centre'. The 'Learning Centre' section is active. Below the navigation bar, the title 'Certifications Awarded to SMITH Peter' is displayed. A status dropdown menu is set to 'All'. A table lists the certifications awarded. The first row shows a certificate titled 'Certificate Nephro-care' issued by 'NephroCare' on '29-Sep-2014'. The table has columns for Certification, Issued By, Issue Date, Expiration Date, Grace Period, and Comments. A yellow arrow labeled '1' points to the 'Learning Centre' link in the top navigation bar. Another yellow arrow labeled '2' points to the 'Certificate Nephro-care' link in the table.

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)

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

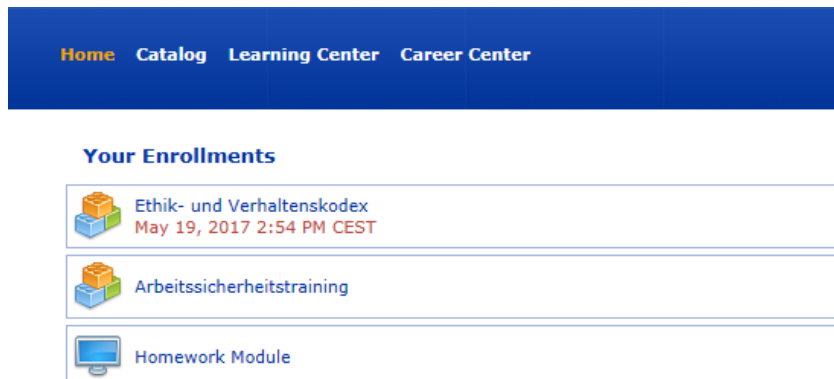
## 9. How can I recall completed courses?

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 'Records/Transcript' page in the Fresenius Learning Center. The 'Records/Transcript' tab is selected. The page displays a table of completed courses. The first row shows a course titled 'Ethik- und Verhaltenskodex' with a status of 'Completed'. A yellow arrow points to the 'Ethik- und Verhaltenskodex' course title, which has a small book icon next to it. The table has columns for Learning Module Name, Status, and Start Date - End Date. A 'Filter' button is visible on the left. A 'Bulk Action' dropdown menu is at the top left of the table. A 'Go to the Knowledge Center' button is next to the course title.

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

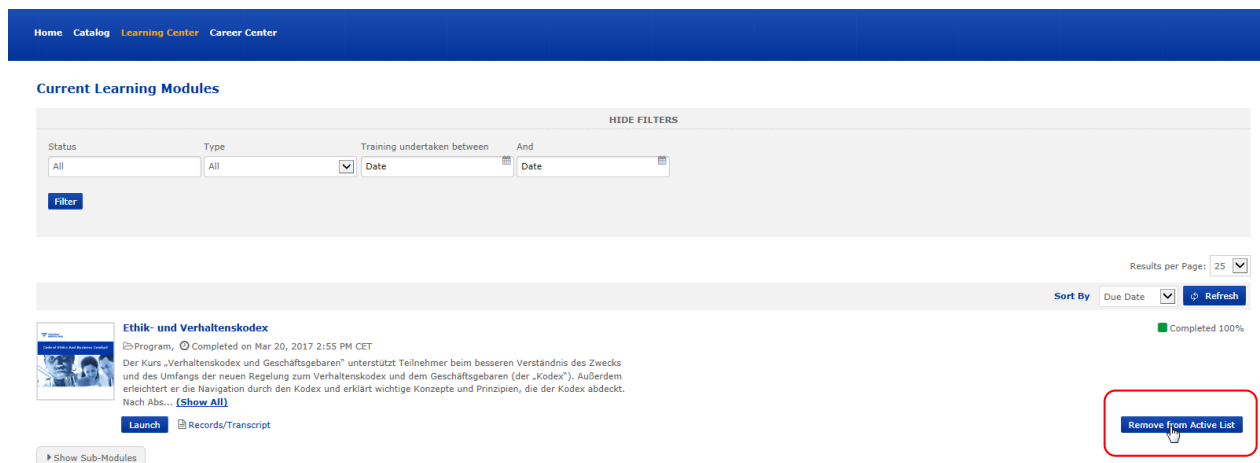
After you have clicked on the symbol and confirmed it the course is visible on your homepage and can be launched in the Knowledge Center.



## 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](mailto:flc-global.fme-support@fmc-ag.com)).