

HEN VIEWER QUICK START

Step 1: Log In

After you receive your organization ID, login, and password information from your HEN Administrator, go to www.hospiceonline.com. Click on the LOGIN link in the upper left corner. Enter the organization ID, name, and password. Click the LOGIN button.



Step 2: Viewer Acknowledgement

Read the Viewer Acknowledgement (one time only), type in your name and click SUBMIT.

Step 3: Course Catalog

The Course Catalog includes all the programs to which your hospice subscribes. Click on the link to the course you wish to view. You will be immediately taken to the streaming video screen.

Step 4: View the Program

You may use the controls to stop, pause, rewind or fast forward the presentation.

Step 5: Download the Handouts

Click on the "paper clip icon" above the video to obtain a copy of the handouts for the course you are viewing. All handouts are in Adobe Acrobat and may be saved to your computer for later use or immediately printed.



Step 6: Program Evaluation and Post Test

Most HEN courses also include a post test. When you have finished the course, click on the POST TEST link (usually in the top right). A course evaluation form will ask your opinion of the course and the speaker. *Please complete this form as we value and carefully review your feedback.* Click the START button to begin the test. A Certificate of Completion is generated if you achieve a score of 70% or greater. If CEs are offered through this course, that will be noted on the certificate.

Step 7: Print a Certificate

Click on the CERTIFICATES link in the Employee Menu on the left. Check to see which courses you have passed. Click on the DISPLAY CERTIFICATES link. Print a copy of the certificate to maintain in your personnel files or to give to your supervisor.

**For support questions, please contact the designated
HEN Administrator at your facility.**