KINDRED AT HOME LEARNING
LEARNER & SUPERVISOR TRAINING GUIDE

Kindred
at Home

Welcome to Kindred at Home Learning!

- Simple, learner-friendly design
    - Kindred at Home Learning – Learning Management System (LMS) – Relias
- Additional course offerings through Relias
    - Courses developed by Kindred at Home coupled with Relias-developed courses offer an expanded library of materials to meet your professional licensure / continuing education needs (exception: Speech Language Pathologists (SLP))
- Faster, mobile-friendly access to the system

Welcome to Kindred at Home Learning!

Kindred at Home Learning is powered by the learning management system, Relias, which offers a simple, learner-friendly design that is easy to navigate. And, whether you hear Kindred at Home Learning, LMS, or Relias, these terms are used synonymously.

This extensive educational library is fully stocked with courses, job aids, tutorials, and more! These materials are designed to help meet all of your continuing education needs. In addition to the courses developed by Kindred at Home, you will also have access to courses developed by Relias, all of which will be housed in Kindred at Home Learning.

Training Overview

- System Highlights
- User Interface Tour for the Learner and for the Supervisor
  - Add a Course
  - Taking Courses
  - Printing Certificates & Transcripts
- Transition Tips

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This first section of this document will provide a system overview from the learner's perspective. Here, key features will be highlighted and the system's functionality will be described. In addition, a description of the user interface will be provided.

The second section of this document will provide a tour of key features available to all Supervisors. This training will also provide some tips to help you successfully transition from your former learning management system to Kindred at Home Learning.
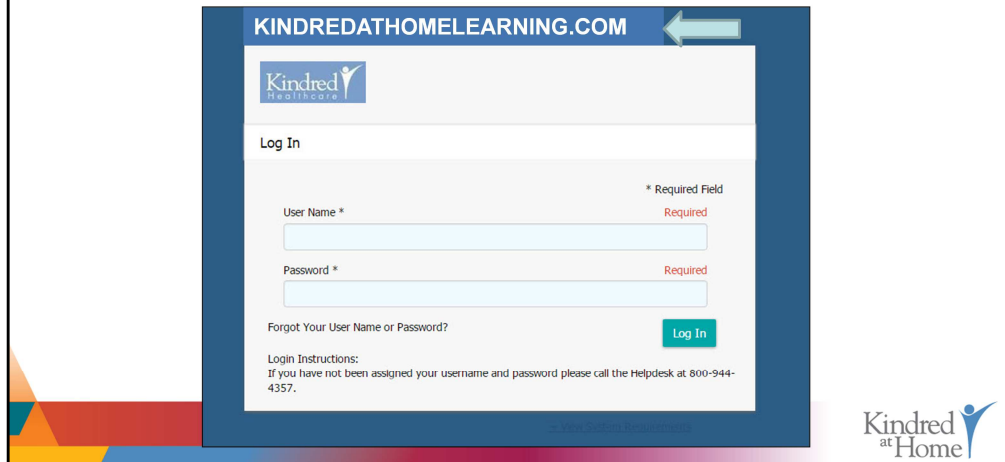
By the end of this training, you will be able to:
• Add a Course
• Take a Course
• And Print Certificates and Transcripts

Learner Interface Tour

Log-In PAGE

- Prompt to input recovery email and answer security questions.
- Administrators and Supervisors will no longer be able to view users' passwords.
- Administrators and Supervisors will instead be able to mimic Log-In as a learner for troubleshooting and assistance with resetting passwords.

To access Kindred at Home Learning, type kindredathomelearning.com into your internet browser. Upon landing on the Log-in Page, you will be prompted to type in your username and password. This information will be provided to each employee's manager via email.

If, for any reason, your manager does not have this information or the information you have received does not provide access to the system, please contact the Helpdesk. Their phone number is referenced on the Log-In page and is also provided at the end of this training guide.

Upon logging in the first time, you will be prompted to provide a recovery email and answer security questions. This will allow you to reset your own password. Please note that system administrators and supervisors will no longer be able to view your password; however, they will be able to walk you through troubleshooting and assist with resetting your password.

Learner Interface Tour
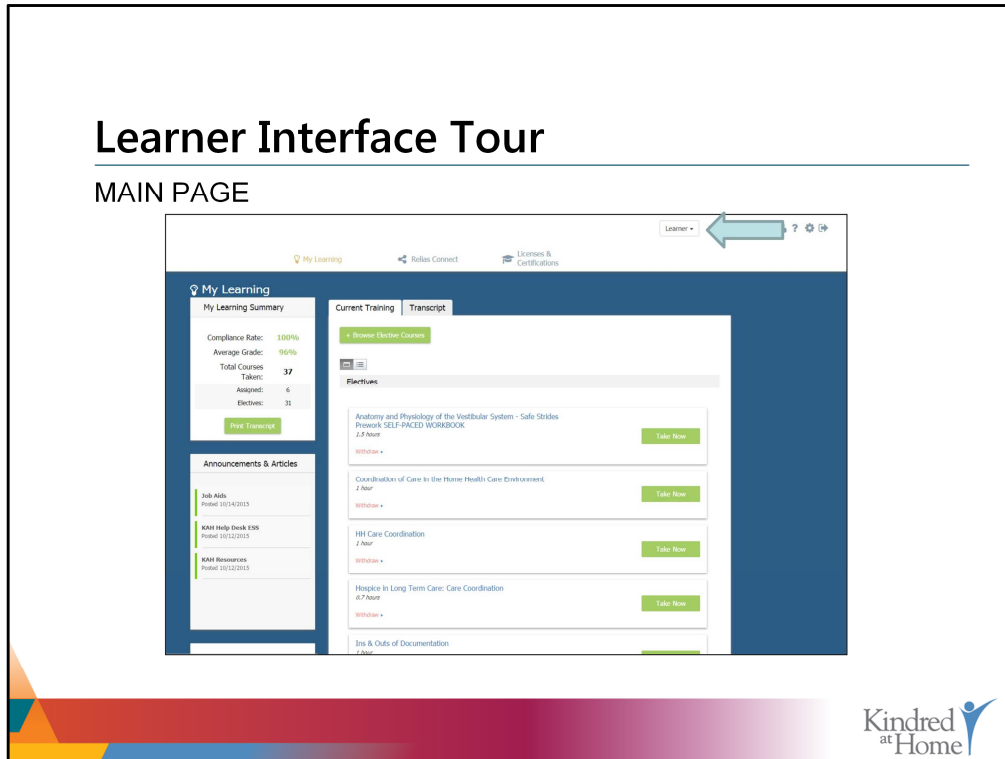
MAIN PAGE

Once you've logged in, you will begin at the main page. This page will be different, depending on your role. The system will automatically log you in at the highest level based on your role. You will see your default role displayed in the drop-down box in the upper right corner of the screen.

The majority of our users will be logged in as learners. For those with direct reports, you'll be logged in as a supervisor. For those with supervisor access, you can change your role to 'learner' by simply selecting the Learner role from the drop down box.

More information regarding the Supervisor view in Kindred at Home Learning is provided in a separate section of this manual.

Learner Interface Tour
MAIN PAGE
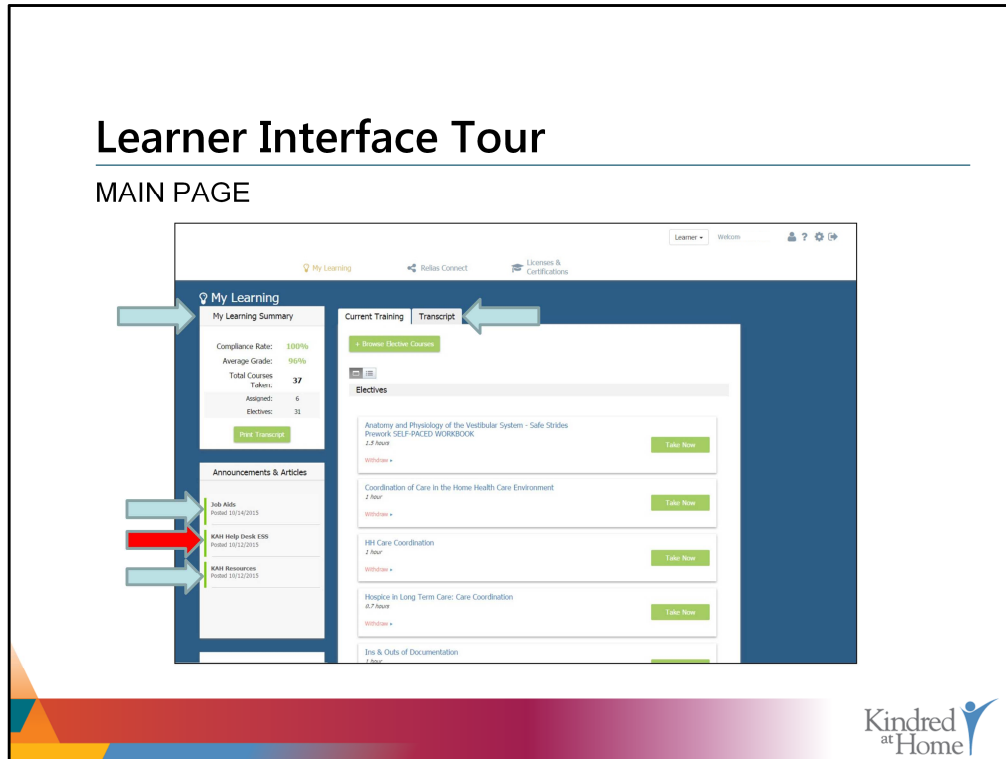
Included on the main page are additional resources such as job aids, in-service calendars, clinical decision support tools, home exercise programs, and more. A summary of each learner's learning progress is also available, as well as a list of their current, incomplete training, which is found in the 'Current Training' tab. Any completed training can be located on the learner's transcript, found in the 'Transcript' tab.

Just a quick note, as we work towards completing this transition, we will continue to migrate resources like job aids to Kindred at Home Learning. Also, the KAH Help Desk Employee Self Service (ESS) link has been removed for now. Please stay tuned for changes regarding this feature in future updates.

Learner Interface Tour

MAIN PAGE
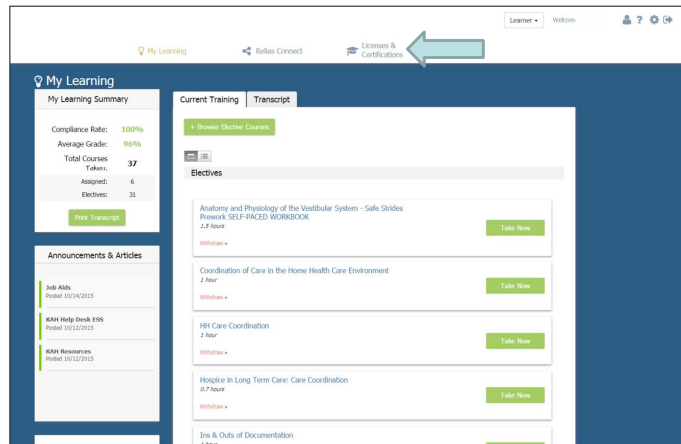
While not the official tracking source for licenses and certification, you may add your professional license and certification information to your Kindred at Home Learning account. To do so, select the Licenses & Certifications tab located in the navigation bar.

Learner Interface Tour

LICENSE/CERTIFICATION
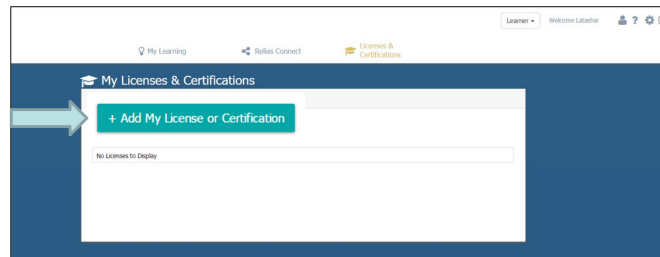
On the My Licenses and Certifications page, click the "Add My License or Certification" button.

Learner Interface Tour

LICENSE/CERTIFICATION

Once your professional license or certification information has been properly completed, the system will display the board name and various CE resources that correspond to your license or certification.
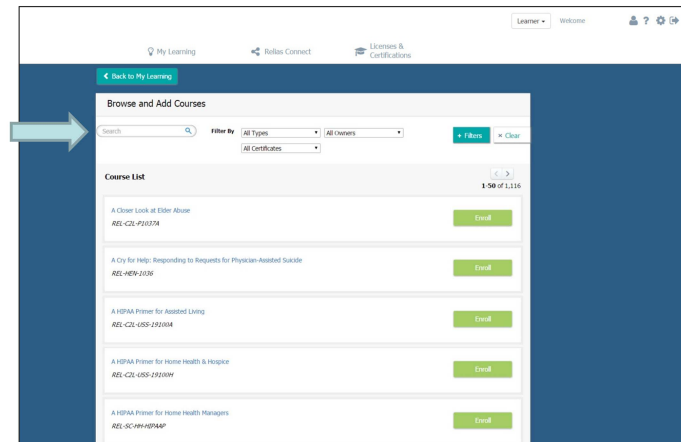
Learner Interface Tour
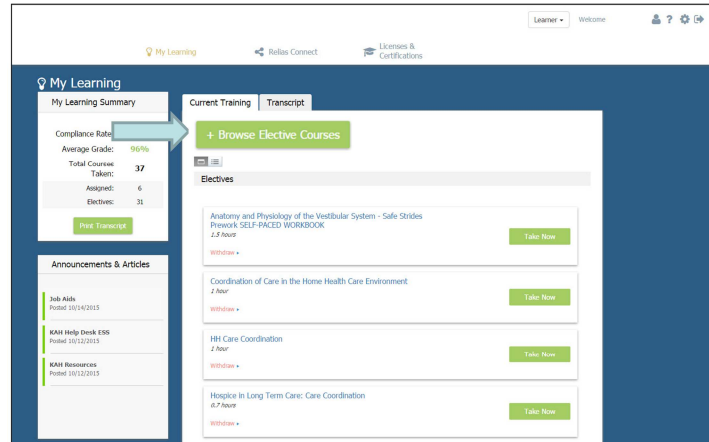
ADD A COURSE

To self-enroll in a course, first ensure that you are on the My Learning page and the Current Training tab and then click on the 'Browse Elective Courses' button.

A new window will open and all courses available to you will be displayed in alphabetical order.

Kindred at Home Learning makes it easy to search for a specific course using "plain language" search and/or filtering. Plain language search allows you to enter a term in the search bar, which will then prompt the system to show you all courses that contain that term or terms. If a term is referenced somewhere in the course title or description, the system will display it.

To use this search feature, enter the term into the search field and then select the magnifying glass icon or hit Enter. The easiest way to ensure that you locate a specific course is to search by course title or number.

Learner Interface Tour

ADD A COURSE
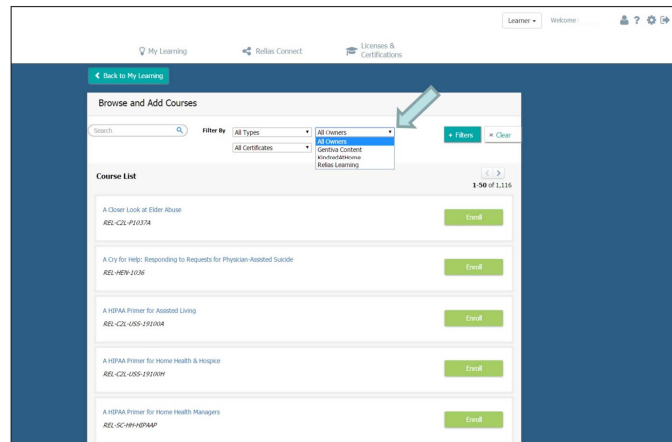
You can also filter the list of courses to find content that matches a specific criteria. There are a number of filters to choose from, but the two most useful are the "Owner" filter and the "Certificates" filter.

The owner filter allows you to limit your results to who created the training. For example, if you are searching for courses only created by Kindred at Home, you can select that option from the drop-down box.
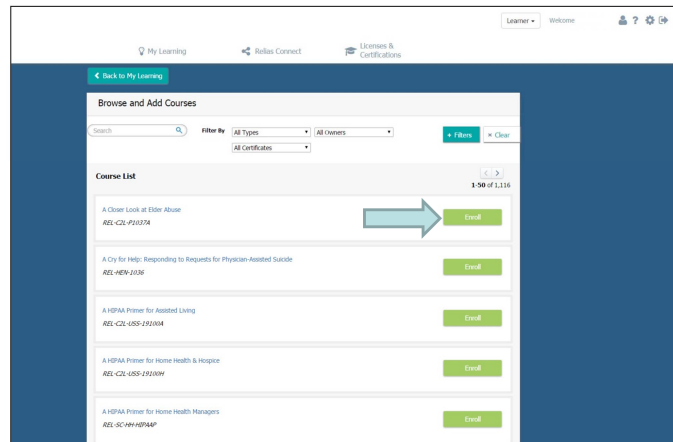
Learner Interface Tour
ADD A COURSE

Another very useful filter is the "Certificates" filter. This filter allows you to see just the courses that offer continuing education (CE) credit for the board you select. Upon selecting the desired board from the drop down list, a list of CE courses associated with that board will display.

It's worth noting that you will see some boards with Gentiva or KAH listed in parenthesis after its name. Selecting any of these options will only expand your continuing education opportunities and is strongly encouraged!

If you need CEs, it is worthwhile to use both of these options.

Learner Interface Tour

ADD A COURSE

Now, let's take a look at how to enroll in a course. Enrolling is as simple as clicking on the Enroll button to add the course to your current training.

Learner Interface Tour
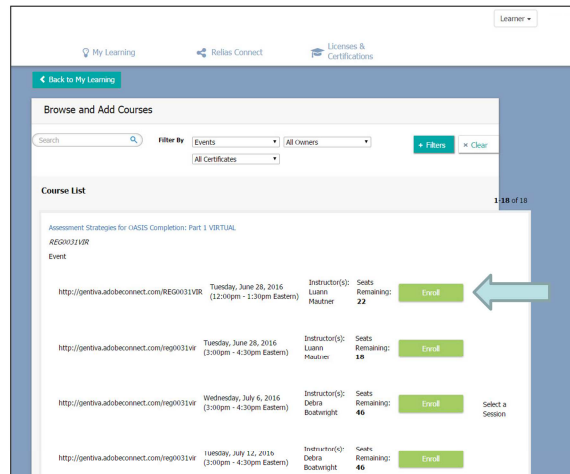
ADD A COURSE

To enroll in a virtual course, you must select a session to attend.

Learner Interface Tour

ADD A COURSE
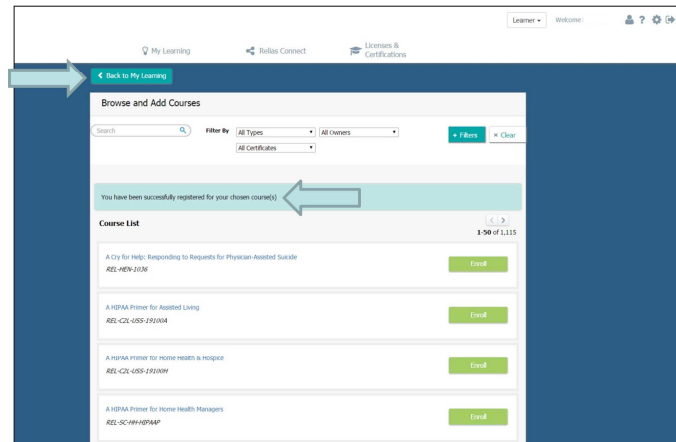
The system will display a message confirming that you are now registered for the course and/or event session. If you would like to enroll in another course that is displayed, or continue searching, you can still do so from here.

Otherwise, to start taking your new course, simply click on the 'Back to My Learning' button.

User Interface Tour
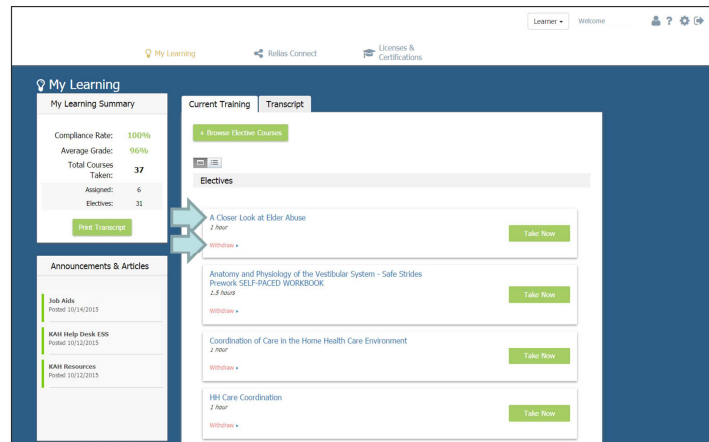
ADD A COURSE

You will now see the course you self-enrolled in listed in the Current Training tab under Electives. If you accidentally enroll in a course, simply click the Withdraw link.   Doing so will remove the course from your Current Training.

Learner Interface Tour

TAKE A COURSE
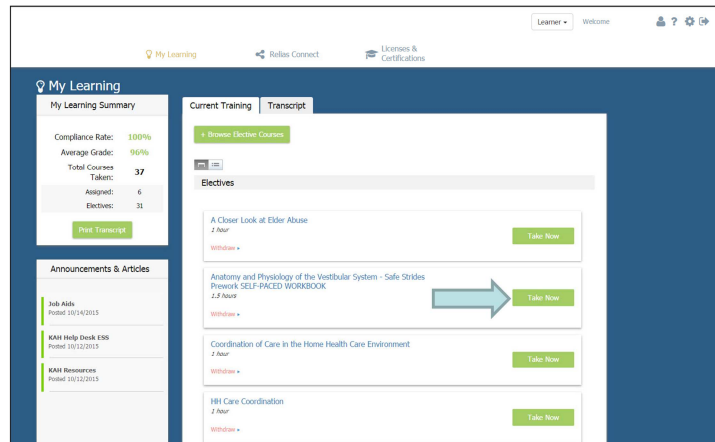
To take a course, simply click on the 'Take Now' button.
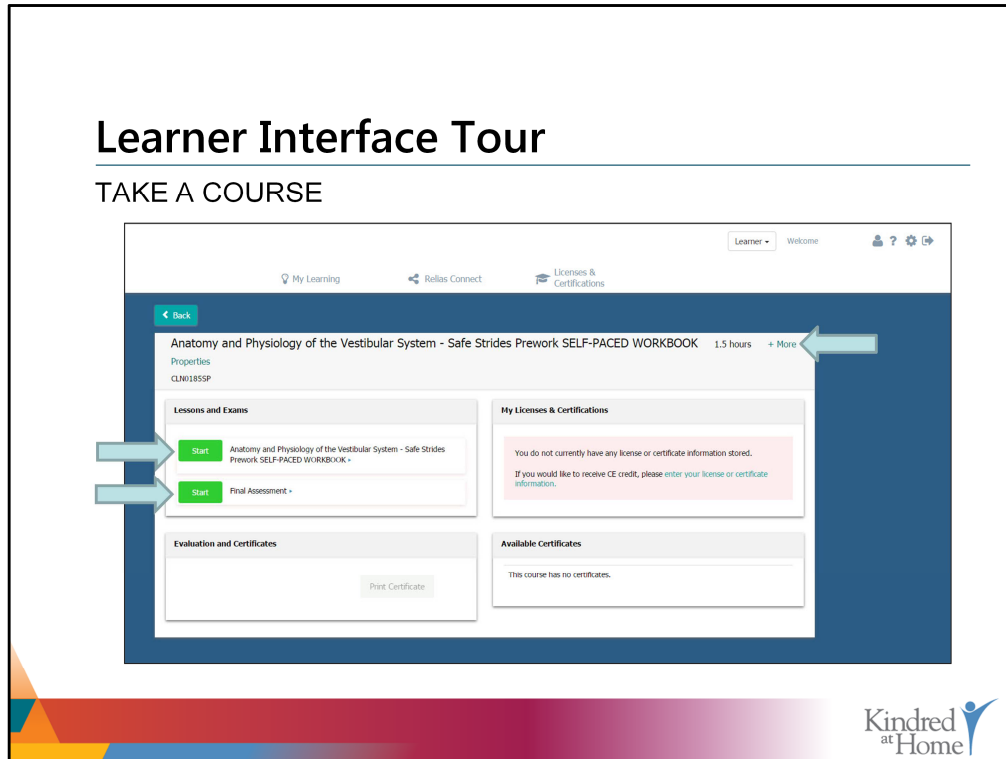
Clicking on the 'Take Now' button will navigate you to the course overview screen, where you can learn more about the course by clicking on the '+ More' link in the upper right-hand side of the screen.

To begin your course and take your final assessment, click on the 'Start' button next to each option.

User Interface Tour

PRINT CERTIFICATE

- Print from the Course Screen OR your Transcript
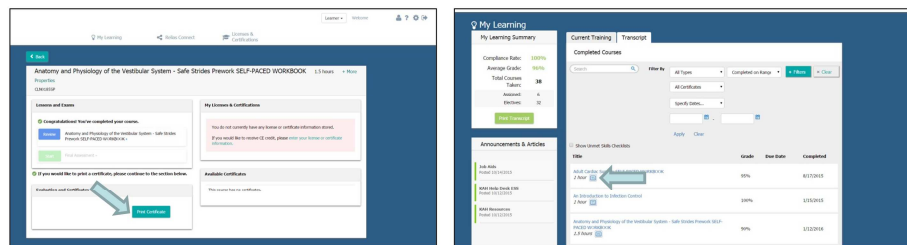
To print CE certificates or certificates of completion, simply:

- Navigate to your Transcript page located under the My Learning tab.

    -This will display all completed coursework, including the course title, final exam grade, due date, and completion date.

- Locate the certificate icon next to the course title. Clicking this icon will allow you to print a certificate for that course.

- Complete the course evaluation by clicking on the 'Complete Evaluation' button. This is required if:

    - You need to print a certificate for a course that requires a completed course evaluation and it has not been completed.

    - Please note that some courses do require the completion of a course evaluation in order to obtain a CE certificate or certificate of completion.

If you do not need CE credit for a course or if the course does not offer CE credit, you will have the option of printing a Certificate of Completion (no CE credit).

Once you have selected the correct certificate you would like to print, click the Print Certificate button.

Learner Interface Tour

PRINT CERTIFICATE

If you have previously entered your professional license or certification information, the Print Certificate page will be pre-populated with information needed to print a CE certificate for your license or certification.

If you have more than one license or certification entered into Kindred at Home Learning, you will be able to select the license(s) or certificate(s) you would like to print.

Learner Interface Tour

PRINT CERTIFICATE

Here is an example of a Certificate of Completion.

Learner Interface Tour

PRINT CERTIFICATE

To print your transcript, simply click on the 'Print Transcript' button.

Learner Interface Tour

PRINT TRANSCRIPT

And the system will generate a learner-specific transcript displaying all completed courses, completion dates, and grades by course. This concludes the learner view of the training manual.

Training Overview

- Supervisor Access
  - Dashboard
  - Users
  - Reporting

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The following section will cover training from the Supervisor's perspective. Here, an overview of the Supervisor Dashboard, Users tab, and the Reporting tab has been provided.

Supervisor Access

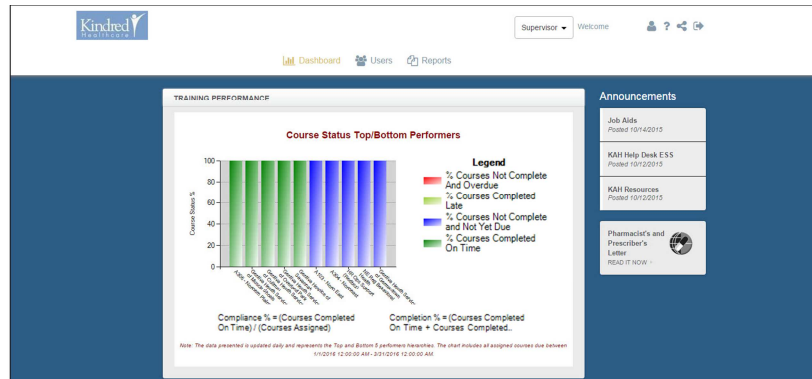OVERVIEW

- Available to anyone that is a supervisor in the system
  - Defined as anyone with direct reports

As a supervisor, you will automatically see the supervisor dashboard upon logging in. On the main dashboard page, you will see the training performance of your team displayed. Please note that your team consists of anyone who reports to you directly.

The dashboard provides the Supervisor with useful information such as:

• The percentage of courses completed for your direct reports,

• The percentage of completions done so on time and,

• The percentage of courses that are overdue or not due yet.

This information is updated daily.
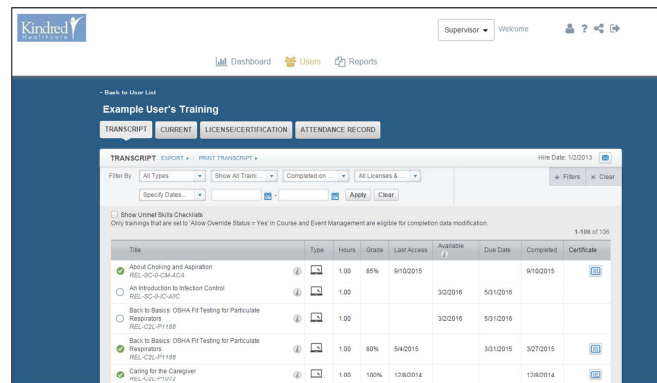
Supervisor Access

- **Users**
  - Quick access to the transcripts of all direct reports
  - View/print completed & in-progress training
  - Includes grades, due dates, and completion dates
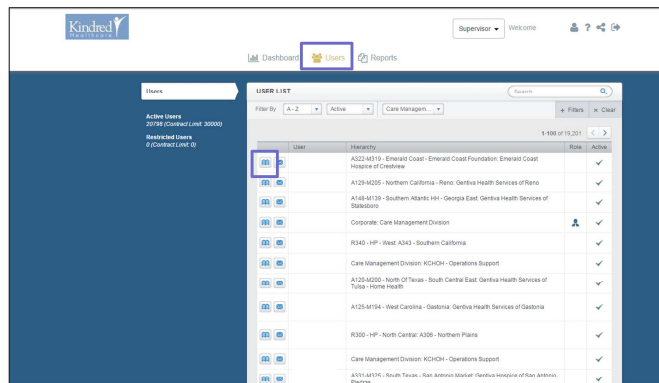
Under the USERS tab, you'll find a list of your direct reports. From here, you can review the training associated with each of them. To do so, select the book icon to the left of the user name. This will take you into the transcript view for that user, where you can view the user's learning.

Supervisor Access

- **Users**
  - Quick access to the transcripts of all direct reports
  - View/print completed & in-progress training
  - Includes grades, due dates, and completion dates

From here, you can view and print a list of the courses that have been completed or are in-progress by your direct report, which will also include grades, due dates, and completion dates.

Supervisor Access

- **Reports**
  - 20+ reports spanning 6 categories (including Enrollments & Completions)
  - Each report offers description and sample use case
  - Can filter on multiple criteria (specific classes, dates, complete/incomplete)
  - Can be saved for future use
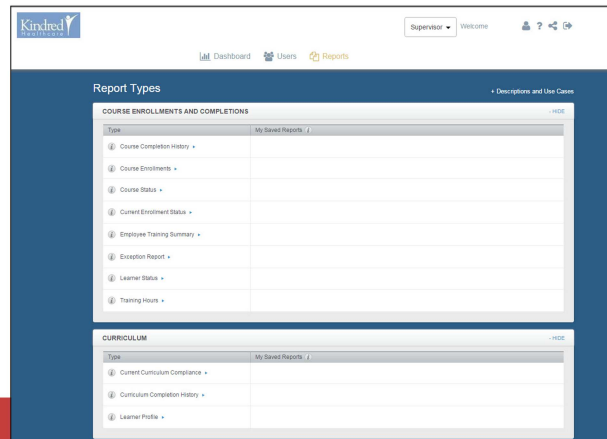
For reporting, you will have access to more than 20 reports covering 6 categories to help you manage and monitor the training that your direct reports engage in, whether required or elective. Each report provides a description and a sample use case for you to determine its relevance in your day-to-day. In addition, you can filter these reports as you need to and save them for future use.
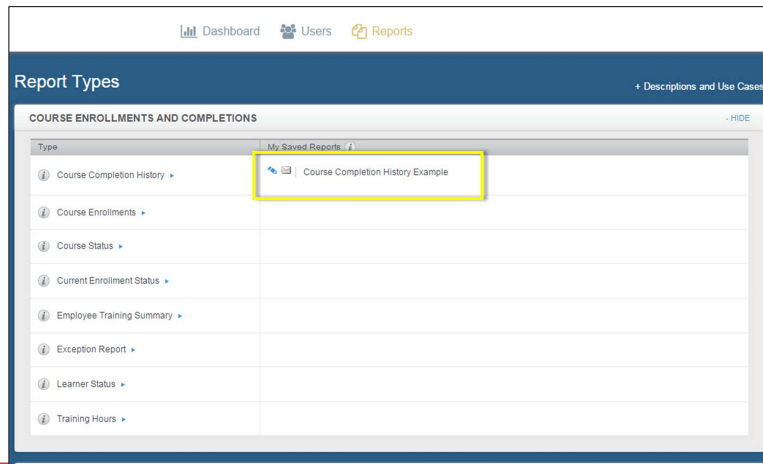
Supervisor Access

- **Reports**
  - Can be scheduled to run & emailed on weekly/monthly basis

Kindred at Home Learning takes it one step further and allows you to schedule reports to run and be sent to your email on a weekly or monthly basis. Once you have set up a report, you will need to save it for future use (if applicable). To do so, click on the Save My Report Button.

Once the report has been generated, go back to your Report Types screen, where the report will now be displayed. To set up automatic emails, click on the 'envelope' icon next to the report, now housed under 'My Saved Reports'.

Supervisor Access

- **Reports**
  - Can be scheduled to run & emailed on weekly/monthly basis

Doing so will display a scheduling change, from which you can specify the frequency in which you'd like to receive this report, the day of the month you'd like to receive it, as well as the file format.

Prior Achievement Records

- Legacy Kindred employees will have access to previous achievements via Knect.
  - Completed courses will not be transferred to Kindred at Home Learning.

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For those with prior access to SumTotal, please note that while your completed courses will not transfer into Kindred at Home Learning, you will still have access to a report of all of your previous achievements via Knect. You can do so by using the following path to submit a request:

Knect > Global> Learning Management System > LMS Reporting

If you do not have access to Knect, you may contact the Help Desk to request your achievement report.

New Hires & Contractors

- New hires will automatically feed into Relias when they are active employees in SAP
- When contractors are keyed correctly into Security Master they will feed into the application
 - Note: Not all contractors require new hire training.

New hires will be automatically feed into Relias as soon as they are active in SAP, our HR Information System. New hires **should not** be entered into Relias manually.

Also, contractor employees will also feed into Relias; however, they, too, must be keyed correctly into Security Master, our SAP equivalent, before they are fed into the application.

No help desk tickets are required for this process as long as the HR system is functioning as intended. Also, please note, that, depending on the employee's job code, they may not have any training required.

Technical Support – Relias
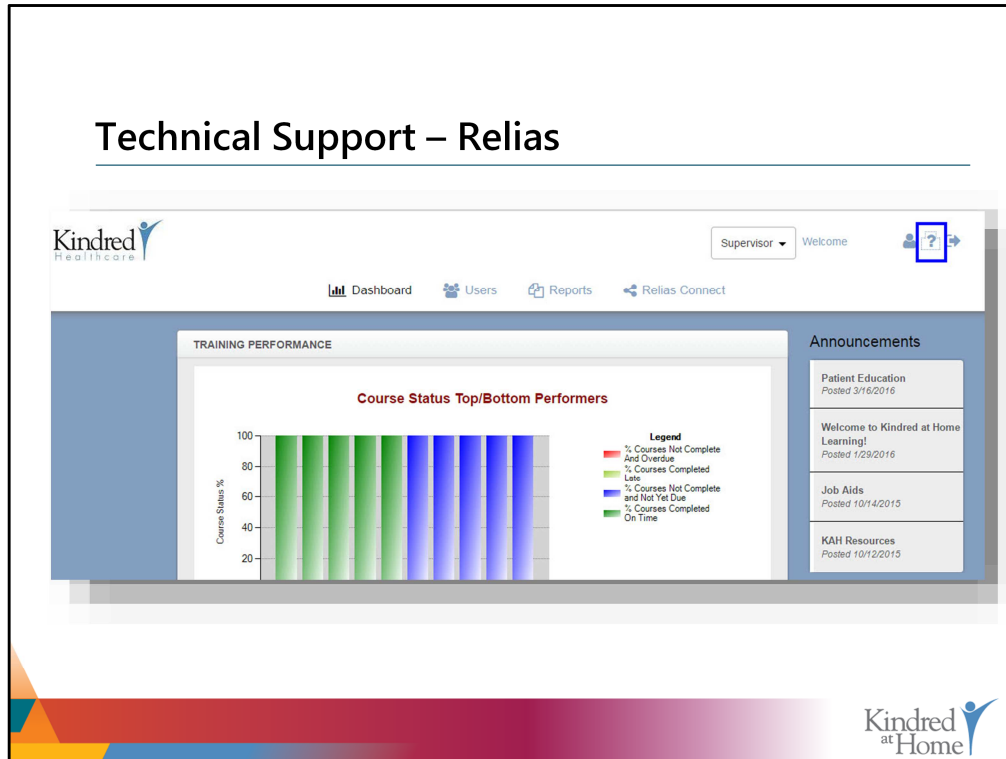
For general inquiries in navigating the system (i.e. enrolling learners into courses), click on the Question Mark icon in the upper right-hand side of your screen. Doing so will navigate you to the Relias Support Page.

Technical Support – Relias Connect
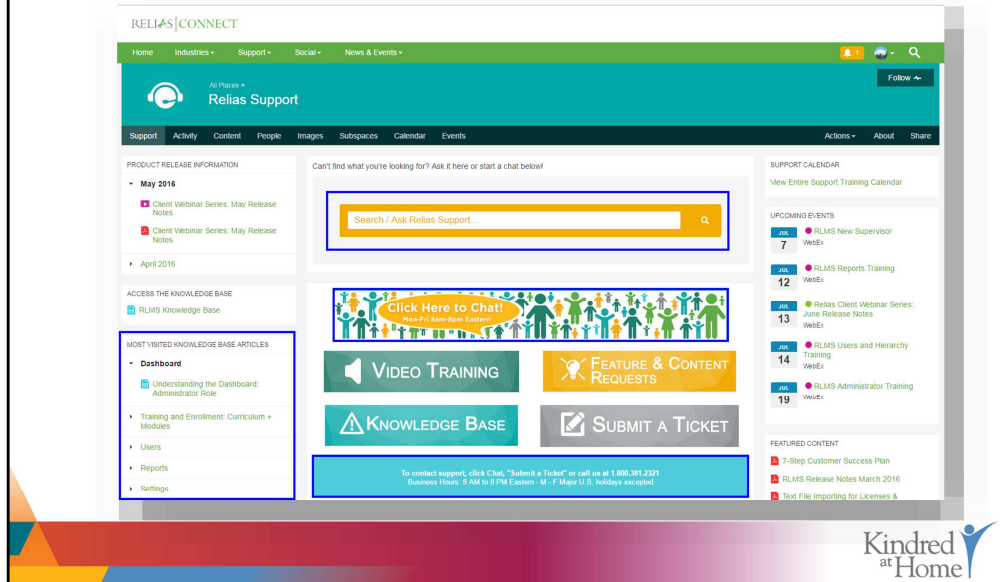
From here, you can search for answers using the 'Search / Ask Relias Support' feature, visit commonly referenced Knowledge Base articles, chat with Relias Support, or register for upcoming webinars. Relias support is available Monday – Friday from 8 AM to 8 PM EST.

Technical Support

- For assistance while in the application please reach out to the Help Desk
  - Password resets
  - Help adding courses
  - How-to inquiries
- For assistance logging in please call: 1-800-944-4357
- For general system inquiries
  - Email: IS-LearningManagementSystem@Kindred.com

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For technical support such as password resets, adding courses, and other how-to knowledge, please contact our Help Desk via phone or email.