

## ECHO user guide

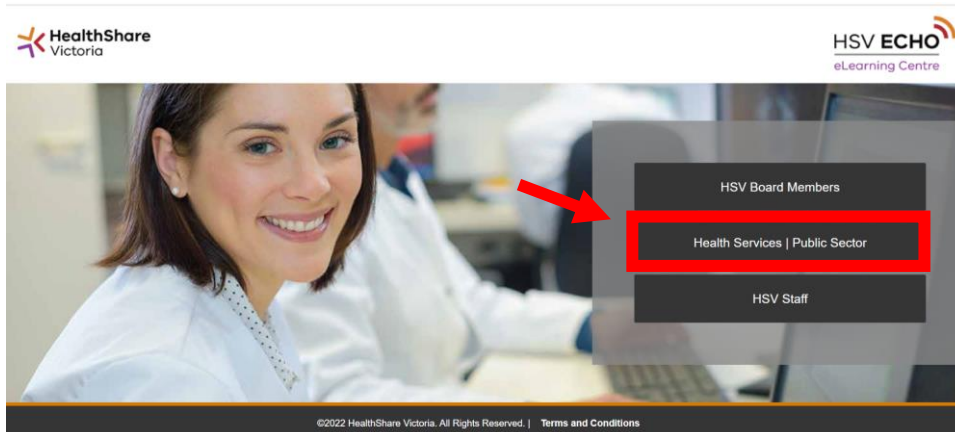
### Introduction

HSV's learning management system (ECHO) is our online training centre for health services, HSV employees and Board members. This guide outlines the steps required to access ECHO online learning activities.

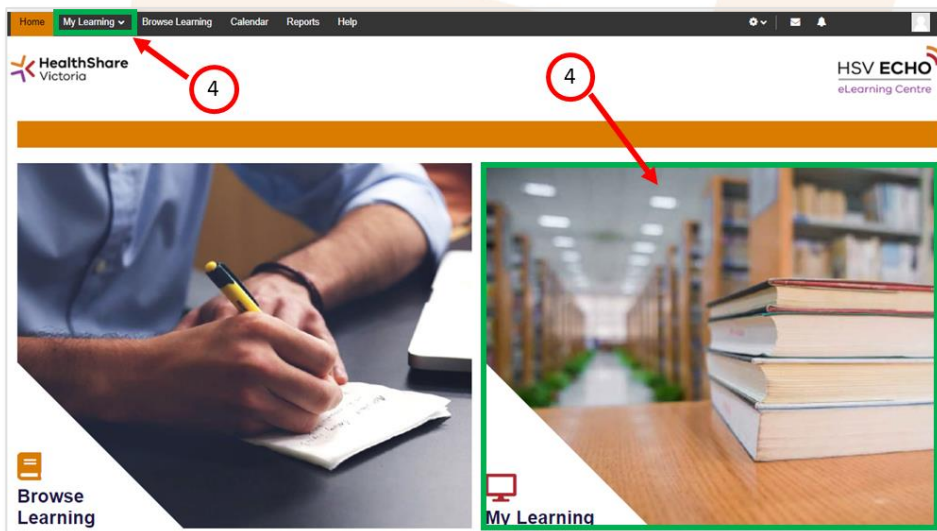
### Access ECHO via the HealthShare Victoria website

You can access ECHO training centre via the HSV website at [www.healthsharevic.org.au](http://www.healthsharevic.org.au).

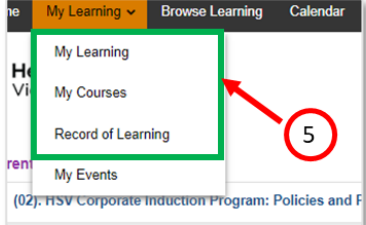
1. If you are not already registered for an account on the HSV website, you can do so via the Register link in the website's main navigation.
2. Once signed into the website, you can access ECHO from My Dashboard by clicking on the ECHO quick link button on the My Dashboard landing page.
3. When the ECHO sign in screen appears, click on **Health Services / Public Sector**.




4. From the ECHO dashboard select **My Learning** using one of the two options highlighted below.



5. The **My Learning** drop down list displays three options to view learning activities:

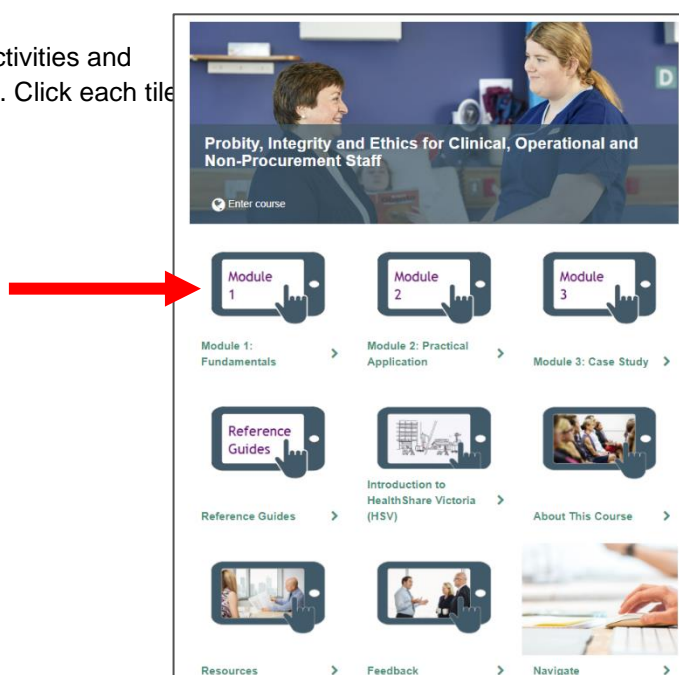
	<p>My Learning – Completion dashboard</p>	<p>Provides a detailed view and status of the courses you are enrolled in and/or assigned to complete.</p>
	<p>My Courses</p>	<p>Only displays courses with the status of 'in progress' or 'incomplete'.</p>
	<p>Record of Learning</p>	<p>Provides a snapshot and status of the courses you are enrolled in and/or assigned to complete.</p>

Note: You can access any course assigned to you within any of the above three options by clicking on the course name. When you hover over a course name a hand  will appear indicating the course is active.

6. Click on **My Learning**
  - i. From the dropdown list click on **Record of Learning**
  - ii. On the **Record of Learning: All Courses** screen three Probity courses are available to select from. **Only** complete the course which aligns best to your current role. Click on the course name to the access it and commence.

	Probity, Integrity and Ethics for Board and Executives
	Probity, Integrity and Ethics for Clinical, Operational and Non-Procurement Staff
	Probity, Integrity and Ethics for Procurement Professionals

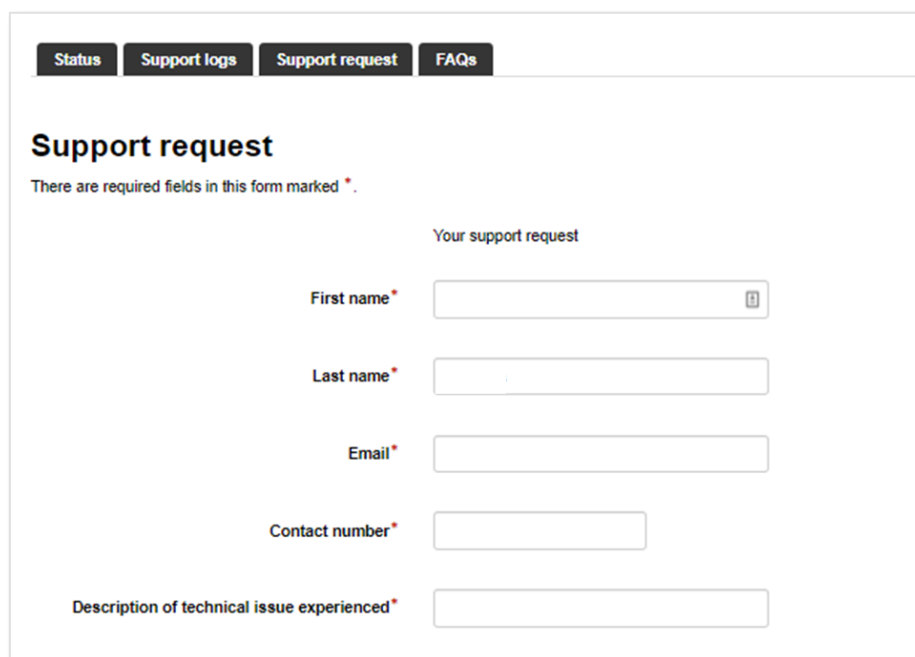
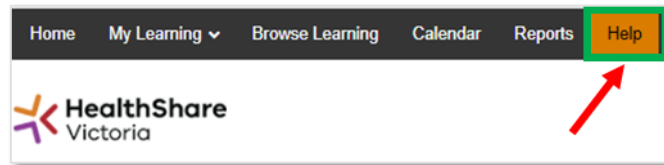
7. The course launch page will display the activities and resources attached to the course/program. Click each tile to commence the learning activity.



8. Click **Enter** to begin the course.
9. As you work through each learning activity, a tick will appear to indicate your completion.

## Support

To log a support request click **Help** on the top menu bar of the screen and fill in the details.

A screenshot of the 'Support request' form. At the top, there are four tabs: Status, Support logs, Support request (which is active), and FAQs. Below the tabs, the title 'Support request' is displayed, followed by the text 'There are required fields in this form marked \*'. The form is titled 'Your support request' and contains five input fields: 'First name\*', 'Last name\*', 'Email\*', 'Contact number\*', and 'Description of technical issue experienced\*'. Each field has a red asterisk indicating it is a required field.

## Frequently asked questions (FAQs)

From the Support request screen, click on the FAQs tab for frequently asked questions.

