

Sanford NA Training Program

Technology Troubleshooting Guide

This guide will help answer many common Sanford NA Training Program technology questions. Please utilize this guide before calling IT. If this guide doesn't answer your questions, please call IT as soon as possible.

This guide covers:

Online Course Issues

Virtual Textbook Issues

Remote Textbook Access including Smartphone Access

Download the Textbook App to Your Mobile Device

Remote Textbook Access

How to View your Courses in Success Center

Online Course Issues

Internet Browser

1. It is recommended to use Microsoft Edge or Google Chrome.
2. If the course does not work on one internet browser, try switching to the other browser.

Clearing Cache

Sometimes clearing cache and cookies can assist with fixing the error.

Microsoft Edge

- Open Microsoft Edge
 - Select Menu (3 dots icon on top right corner of the browser)
 - Select "Settings"
 - Select "Privacy, search, and services"
 - Under "Clear browsing data now", select "Choose what to clear"
 - Select "Cached images and files" and "Cookies and other site data"
 - Select Clear now

Google Chrome

- Open Google Chrome
 - At the top right, click More 
 - Click "Clear browsing data..."
 - At the top, choose a time range.
 - To delete everything, select All time.
 - Select "Cookies and other site data" and "Cached images and files"
 - Click Clear data

Devices / Platforms

1. Mobile devices such as cell phones and tablets are not recommended when completing courses in Success Center.
2. It is recommended to use a PC (desktop or laptop) when using Success Center. Mac devices are not recommended.
3. If using a tablet or Apple device, ensure your operating system for your device is upgraded to the latest software version (for example, upgrading to the latest iOS or latest macOS version).

Course Navigation

1. If you cannot find the navigation buttons on the course (next button, previous button), ensure that the course window is fully maximized on your screen by clicking on the maximize button on your internet browser window.
2. If the course is not marking as complete on your transcript, ensure that you have reached the last slide and have properly exited the course using the course navigation buttons.
3. Logging in and out of success center might assist with completing the course.
4. Changing browsers may also assist with completing the course.

Sanford Technology Support

If you have tried all the above troubleshooting options and you are still having course issues, please contact Sanford IT (TechPoint) as soon as possible. It is available 24/7. They will create a service ticket. Do not delay contacting IT. The sooner they are contacted the sooner the error will be fixed.

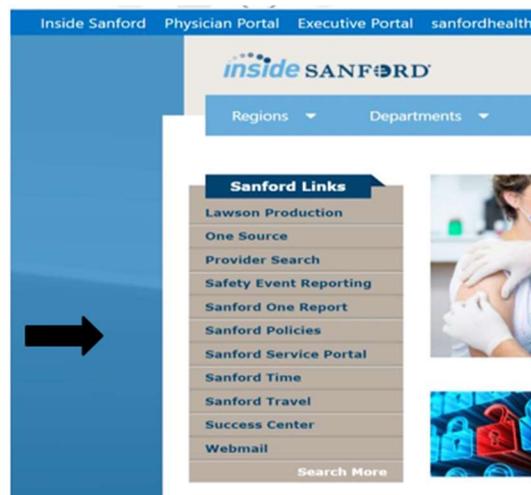
*Tech***POINT**

☎ (877) 949-5678 Opt. 2

✉ Help@sanfordhealth.org

🖱 Service portal

- Once an IT service ticket has been submitted, IT will update the case in the employee's email and/or call the employee directly.
- You can check the status of an IT service ticket in Sanford's Service Portal.



Virtual Textbook Issues

Having trouble accessing the virtual textbook? Please try the following quick fixes.

Option 1

Please Note: you must open the textbook in either GOOGLE CHROME or MICROSOFT EDGE internet browser.

- Go the NA Training Program Resources website:
<https://sanfordcareers.com/Sanford-NA-Program/>
- Scroll down until you see the blue boxes
- Click on the box that says "Link to e-book"

NA Program Resources

Student Checklist

Syllabus

Student Performance
Record

Virtual Orientation & Study
Group Links

Skills Videos

Meet the Team

Link to e-book

Technology Troubleshooting
Guide

Remediation Resources

Option 2

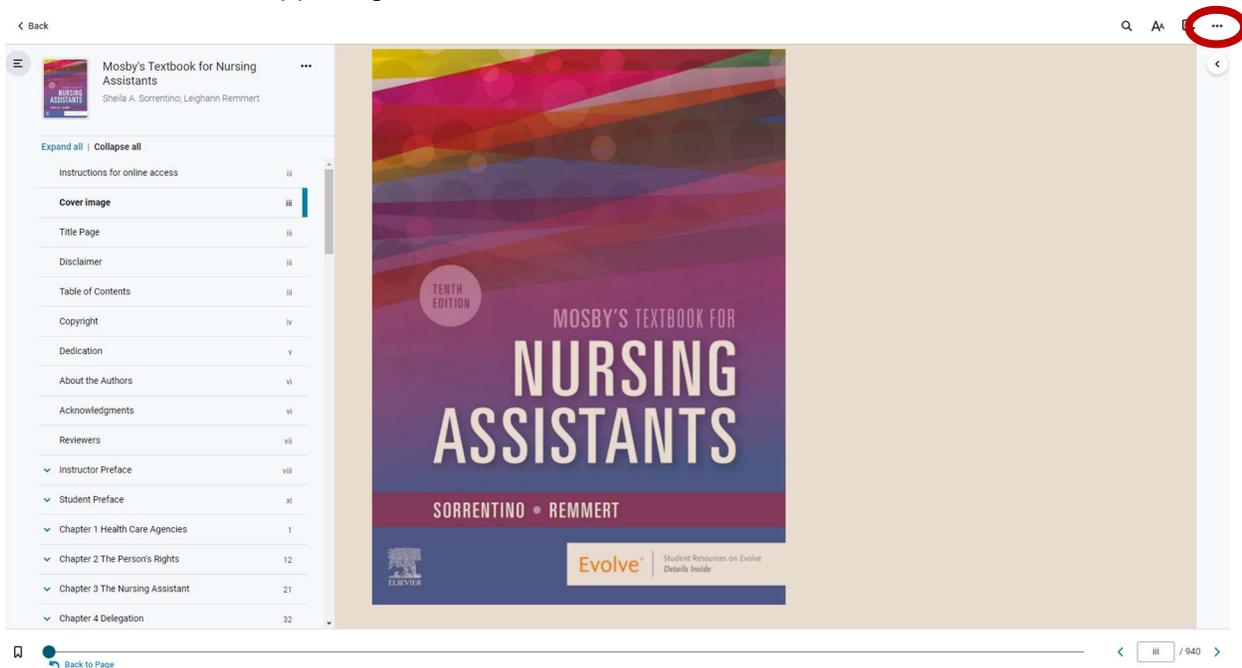
Copy and paste the following link into either GOOGLE CHROME or MICROSOFT EDGE:

bc.vitalsource.com/tenants/sanfordhealthplancornerstone/books/9780323655620

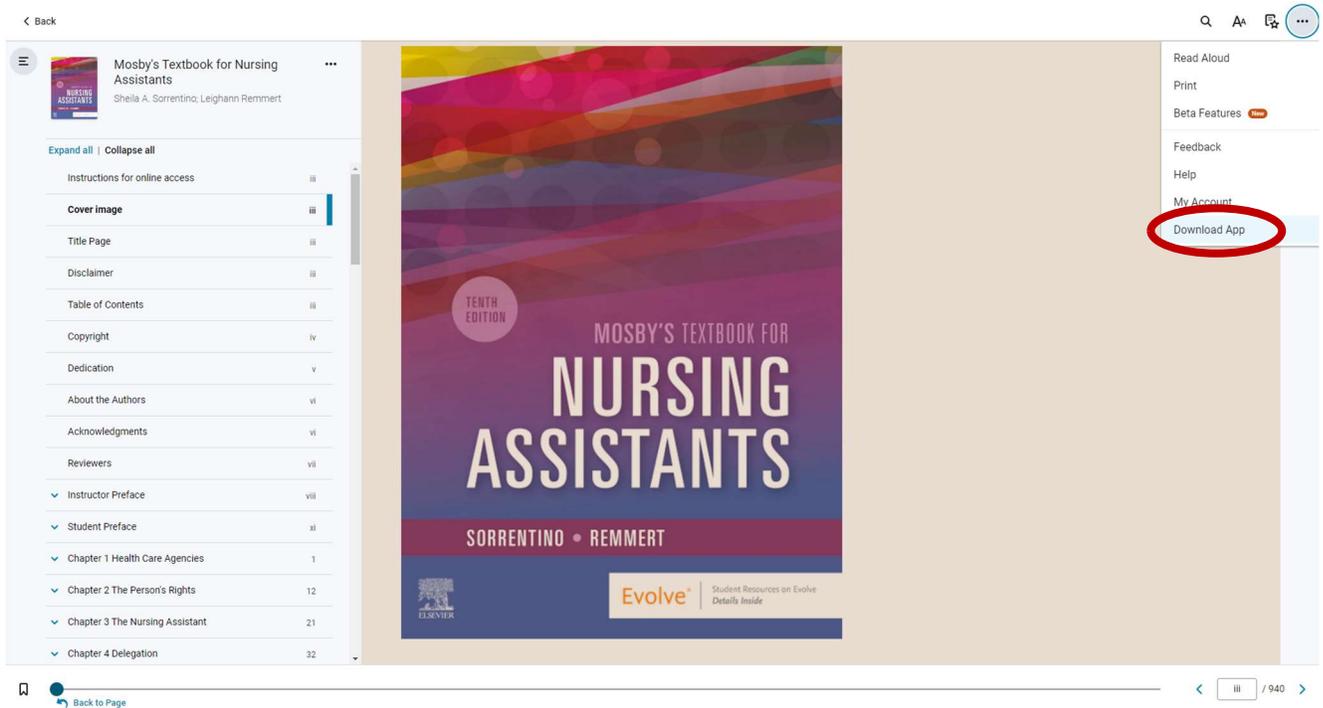
**If you are continuing to have issues, please see the directions above on how to clear cache.*

Download the Textbook App to Your Mobile Device

1. Open your virtual textbook using the instructions listed above.
2. Click the ... in the upper right corner of the screen.



3. Select “Download App”.



4. Scan the QR code and follow the prompts to download the textbook app to your mobile device.

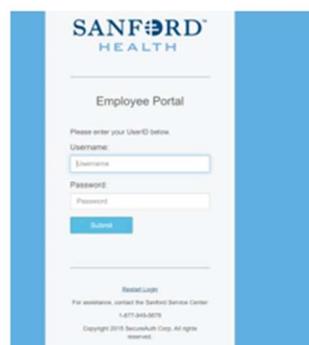
Remote Textbook Access

Follow these directions to access the textbook on your home device.

1. Copy and paste the following link into either GOOGLE CHROME or MICROSOFT EDGE:

bc.vitalsource.com/tenants/sanfordhealthplancornerstone/books/9780323655620

2. You will then be asked to log-in to your Sanford account. This should be the same log-in and password that you would use while at work. You will also need to verify it is you by having a code texted to your phone. Enter the code to continue.



How to View your Courses in Success Center

There are 2 options for opening your curriculum in **Transcript View** to help you complete the courses in the correct order.

Option 1

Step 1:



Step 2: Put your cursor over the word "View" and click on it



Step 3:

You will now see your courses in the order you need to complete them, select "launch" to begin a course

Search Results (23)

	cc-0116 Hazardous Drugs: Safety of Self, Others and Environment Due : 9/30/2022 Status : Registered	Launch
	sc-0102EN Workplace Safety (English) Due : 9/30/2022 Status : Registered	Launch
	sc-0137EN Infection Prevention 1 Due : 9/30/2022 Status : Registered	Launch
	sc-0170EN Workplace Violence Prevention (English) Due : 9/30/2022 Status : Registered	Launch
	sm-5738 Radiation Safety Basics: Know the Signs Due : 9/30/2022 Status : Registered	Launch

Option 2

Step 1:



SUCCESS CENTER

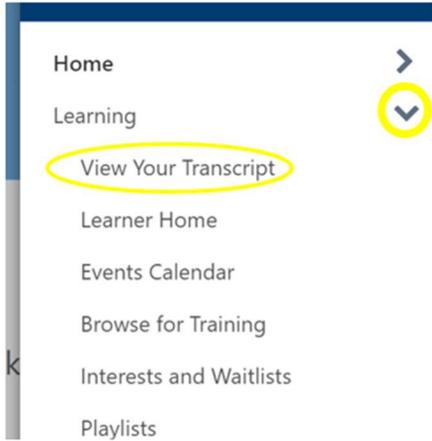
Welcome, JESSICA LETEXIER.

Step 1: Select the "hamburger" (3 stacked lines) from the top right corner of the Success Center homepage

SANFORD HEALTH

- My Learning
- Completed Training
- Learning Resources
- Elsevier Clinical Skills
- Support

Step 2: Click on the arrow to open the “Learning” menu and then select “View Your Transcript”



Step 3:

You will now see your courses in the order you need to complete them, select “launch” to begin a course

Search Results (23)

	cc-0116 Hazardous Drugs: Safety of Self, Others and Environment Due : 9/30/2022 Status : Registered	Launch
	sc-0102EN Workplace Safety (English) Due : 9/30/2022 Status : Registered	Launch
	sc-0137EN Infection Prevention 1 Due : 9/30/2022 Status : Registered	Launch
	sc-0170EN Workplace Violence Prevention (English) Due : 9/30/2022 Status : Registered	Launch
	sm-5738 Radiation Safety Basics: Know the Signs Due : 9/30/2022 Status : Registered	Launch