

Mandatory Employee Training

Instructions:

This document will walk you through expectations for the day, how to access KnowledgeNow to complete your eLearning, what to do if you have any issues, and other common questions that may come up. **Please read through this document completely before getting started.**

What is KnowledgeNow?

KnowledgeNow is a learning management system that provides anytime, anywhere access for our staff to learning on demand.

Expectations of New Hires

During this session, you are provided with 3.5 hours of time to complete eLearning. The expectation is that you will be working on eLearning until the end of the session (4pm); we will be running reports to confirm your time to provide to payroll for the day. When you sign into your account, you will see a variety of courses assigned to you based on your position and department; **please complete the courses listed below first and then move on to any other items that have been assigned to you.** For additional information, please refer to the Frequently Asked Questions on the next page.

Please complete the courses in the order noted below:

1. Accessibility Training
2. Annual Emergency Codes Review – Code Red, Green, and Orange
3. Health and Safety Awareness Training
4. WHMIS
5. Annual Privacy and ConnectingOntario Review for KHSC Staff
6. French Languages Services Act
7. *Any remaining items that have been assigned to you*

Accessing KnowledgeNow

You can access KnowledgeNow a number of different ways:

1. **[KHSCNow](#)** (intranet): The link can be found in the purple bar at the top of the page.
2. **kingstonhsc.ca**: The link can be found at the very bottom of the main page.
3. **Email Notification**: When a new course is assigned, you will receive a notification in your KHSC email that includes a link to the system.
4. **URL**: <https://knowledgenow.kingstonhsc.ca>

Logging In

To log into KnowledgeNow, use your KHSC domain. For more information on how to log into your account, click [here](#).

If you are accessing KnowledgeNow from outside of the KHSC, you will need to use Microsoft Authenticator (MFA). MFA instructions included separately. **If you do not have your KHSC domain or experience issues with MFA, please reach out to the Help Desk at 613-549-6666 x4357 as soon as possible.**

Kingston Health
Sciences Centre

Mandatory Employee Training

Helpful Hints

- All of the courses assigned to you will be listed in the **My Learning** tab of your KnowledgeNow account. You can search for courses using the Keywords search bar. If you would like more information on KnowledgeNow, click [here](#).
- KnowledgeNow is compatible with any computer (MAC or PC).
- The recommended internet browsers are Microsoft Edge (PC) or Safari (MAC).
- Using a smart phone is not recommended.

Frequently Asked Questions

What if I run into issues?

If you have any issues accessing KnowledgeNow or completing courses, please reach out to KnowledgeNow@KingstonHSC.ca.

What if I finish the 6 required courses before the end of the session?

If you finish the 6 course listed in this document, please move on to any of the remaining courses listed in your account.

What if I don't finish the 6 required courses before the end of the session?

If you are unable to complete all of the courses listed above within the time provided, please reach out to KnowledgeNow@KingstonHSC.ca for some guidance.

What if I finish all of the courses that have been assigned to me before the end of the session?

If you finish all of your eLearning before the end of the session, please email KnowledgeNow@KingstonHSC.ca to ensure you have met all the requirements.

Will I be provided with time after this session to complete the remaining courses?

Please speak with your Manager to discuss options for completing the remaining courses.

Computer Lab Locations

There is some space available for staff in the computer labs. We would ask that staff only attend the labs if they have been instructed to by the Recruitment team.

Site	Location	Capacity
KGH	Dietary 2	16 (8 per room)
HDH	Johnson 1	6

Kingston Health
Sciences Centre

Centre des sciences de
la santé de Kingston

