Mandatory Employee Training

Instructions:

This document will walk you through 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 <u>completely</u> before starting your eLearning.**

Expectations of New Hires

During this Mandatory Employee Training session, you are provided with 3.5 hours of time to complete eLearning. You will see a number of courses that have been assigned to you based on your positon and department within KHSC.

> **!**
>
> **The <u>six</u> courses that must be completed first are:**
>
> 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
>
> *We will be following up to ensure that the courses listed above have been completed.*

What is KnowledgeNow?

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

Accessing KnowledgeNow

You can access KnowledgeNow a couple of different ways:
1. **KHSCNow page**: The link to KnowledgeNow can be found in the purple bar at the top of the KHSCNow page
2. **Email Notification**: You will receive a notification to your KHSC email when a course is assigned, which will include a link to the system.
3. **URL**: https://knowledgenow.kingstonhsc.ca

Logging In

You can log in to KnowledgeNow using your KHSC domain. For more information on how to log into your account, click here.

If you are accessing KnowledgeNow from home, you will need to use Multi-Factor Authentication (MFA), for more information see last page of this document.

If you do not know your username/password, please reach out to the Help Desk at x4357.

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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 internet browser or computer (Apple or PC). However, if you run into any issues with courses not loading correctly or not marking you as complete, try switching to an alternate internet browser (i.e. if you are using Internet Explorer, switch to Chrome).

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 courses listed above 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

Multi-Factor Authentication
Note: You will only need this if you are outside of KHSC.

How to Enroll:

To enroll yourself in Multi-Factor Authentication, you will need your mobile device and a computer connected to the KHSC network.

1 On your mobile device go to the Google Play Store (Android devices) or the App Store (Apple Devices) and search for Google Authenticator.
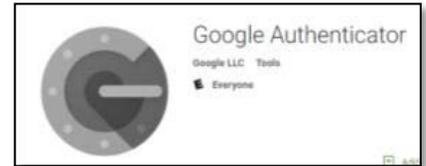
Note: if you do not have a phone with internet access, or use a BlackBerry and do not have access to the Google Play Store, please email KHSC.IMIntegration@kingstonhsc.ca or call KHSC HELP Desk at extension 4357.

2 Install Google Authenticator on your mobile device.

3 Open Google Authenticator and click 'Begin Setup.' Follow the instructions on your device until you are prompted to add an account and select 'Scan a Barcode.'

4 On a computer connected to the KHSC network, go to https://otp.kingstonhsc.ca/ and login using your KHSC username and password.
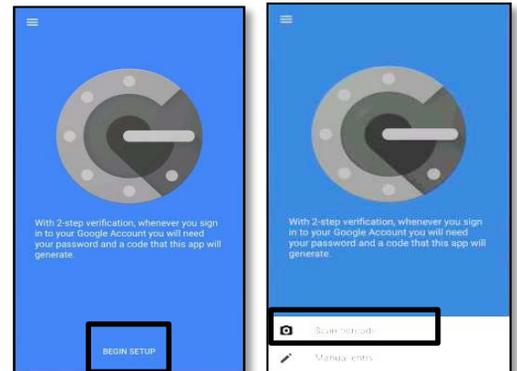
5 You will be brought to the 'Enroll a New Token' screen. Click 'Enroll Token' and a barcode will appear.
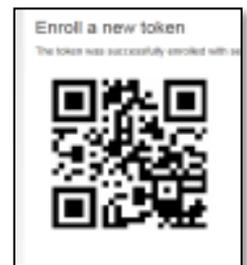
6 On your mobile device, ensure that Google Authenticator is open and select 'Scan a Barcode.'.

7 Following the instructions on your device, point your device's camera to scan the barcode on the computer. Your mobile device will then add KHSC to the Authenticator App and provide you with a six-digit temporary code that is renewed every 30-45 seconds.
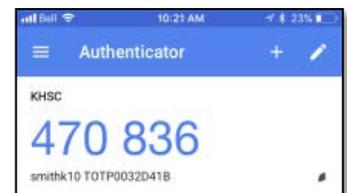
Kingston Health Sciences Centre

Hôpital Hotel Dieu Hospital

KGH Hôpital Général de Kingston General Hospital

Centre des sciences de la santé de Kingston