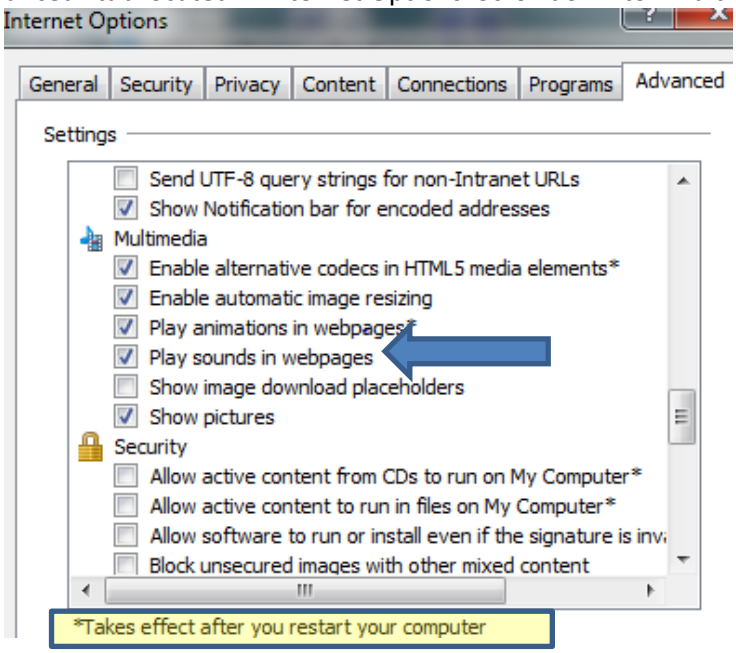
HealthStream Quick Tips and Troubleshooting Guide

Browsers	HealthStream works best in Internet Explorer. Firefox, Chrome and Safari work but may require some configuration setting changes. Microsoft Edge is not recommended.
Using HealthStream with MAC devices	If you are using an Apple MAC, Firefox is the recommended browser when accessing HealthStream.
Accessing Healthstream from a Main Line Health PC	For employees at work using a Main Line Health PC or laptop, the recommended method to access Healthstream is via PeopleSoft Employee Self Service using your MLH network user ID and password.
Accessing Healthstream remotely using a personal PC	If accessing remotely from a personal device, you will need to access the HealthStream site directly in order to have sound play on those programs that use audio. Go to the www.mainlinehealth.org web page and click on "MLH Employee Resources", then scroll down to "Computer-based training (CBT)". You will need your MLH employee number and the password that you may have previously set up in HealthStream. If you have forgotten your HealthStream password, you can request a reset by clicking on "Forgot your password?" button. A link will be sent to your MLH email account that will allow you to create a new password.
No sound	Sound will not work if you are accessing HealthStream remotely through the PeopleSoft Employee Self Service portal. See "Accessing HealthStream using a personl PC" above and follow those instructions. If you are accessing HealthStream directly from the HealthStream website and audio is not working, perform the following steps: • First, verify that your audio is turned on and the speaker volume is at an appropriate setting. • Try viewing a video on YouTube (if on a personal device) or another site that you know has audio to confirm that audio is working on your devices. • If using Internet Explorer, make sure the "play sounds in webpages" is checked in the "Advanced" tab located in Internet Options. Scroll down to "Multimedia".  If neither of the steps above work, try accessing using a different browser (e.g., use Firefox or Chrome instead of IE or use IE instead of Firefox).

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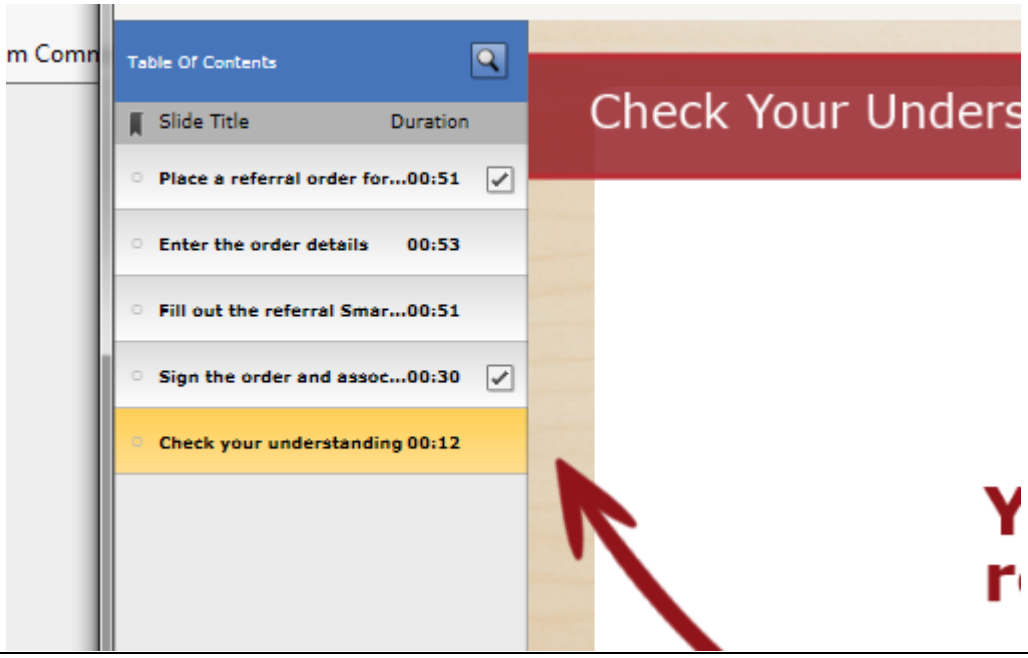
Video frozen/can't advance	If the course does not advance after a video ran, you may have skipped over the video or did not allow it to run in its entirety. Click on the "play" arrow. These steps may also resolve the issue: • Make sure the "Zoom" is set to 100% in your browser. • Always make sure that the pop-up blocker is turned off in your browser. If neither of the steps above work, try accessing using a different browser (e.g., use Firefox instead of IE or use IE instead of Firefox). If you need assistance with browser settings, please contact the IT Help Desk at 484-596-HELP.
"I finished the course but it is not marked complete"	In almost every CBT there is a table of contents on the left hand side or at the beginning of the course. A check mark should appear next to each section. If it does not show a check mark, you have to go back and finish that particular section. 
Pop up warning	When accessing HealthStream directly from the HealthStream website, you may occasionally see a message appear at the top of the login screen indicating "something is missing in order for HealthStream to run properly". You can ignore this message and continue and it will disappear when you enter the application.