

# USER GUIDE

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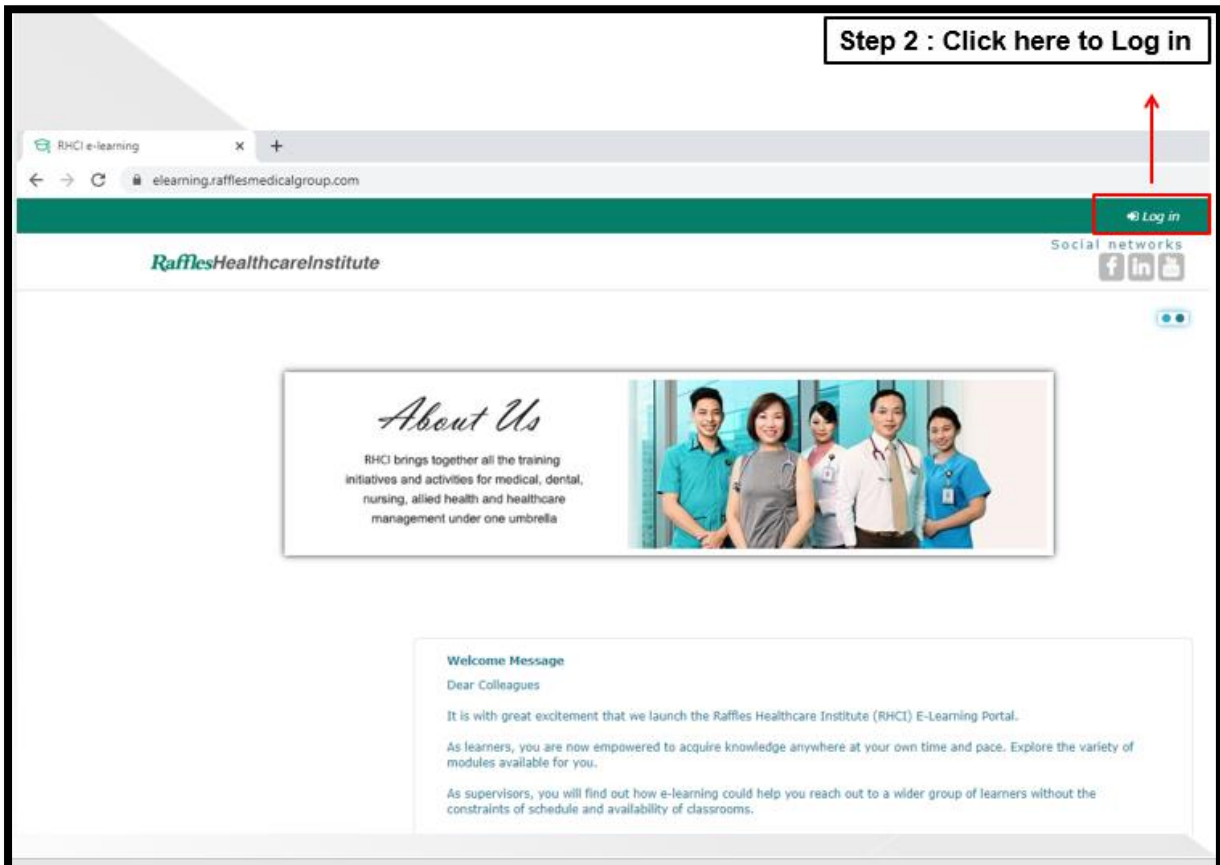
## STEP-BY-STEP GUIDE

**Step 1 : Click via our Intranet to access to E-Learning Portal**



The screenshot shows the Raffles Healthcare Institute intranet homepage. The top navigation bar includes links for Connect!, Healthcare Institute, Hospital, Medical, Dental, Online Services, Telephone Directory, Sharepoint, QM, CEM, and RH Chongqing. The main content area is divided into sections: HOME, ABOUT US, E-LEARNING PORTAL (highlighted with a red box), LEARNING PARTNERS, POLICIES & FORMS, ABOUT US, E-RESOURCES, CALENDAR, and CONTACT US. A red arrow points from the 'E-LEARNING PORTAL' link to the 'Hospital' dropdown menu in the top navigation bar.

**Step 2 : Click here to Log in**



The screenshot shows the RHC e-learning portal login page. The browser address bar displays 'elearning.rafflesmedicalgroup.com'. The page features the Raffles Healthcare Institute logo and social network icons. A red box highlights the 'Log in' button in the top right corner. A red arrow points from this button to the 'Log in' button in the top right corner.

*About Us*

RHCI brings together all the training initiatives and activities for medical, dental, nursing, allied health and healthcare management under one umbrella

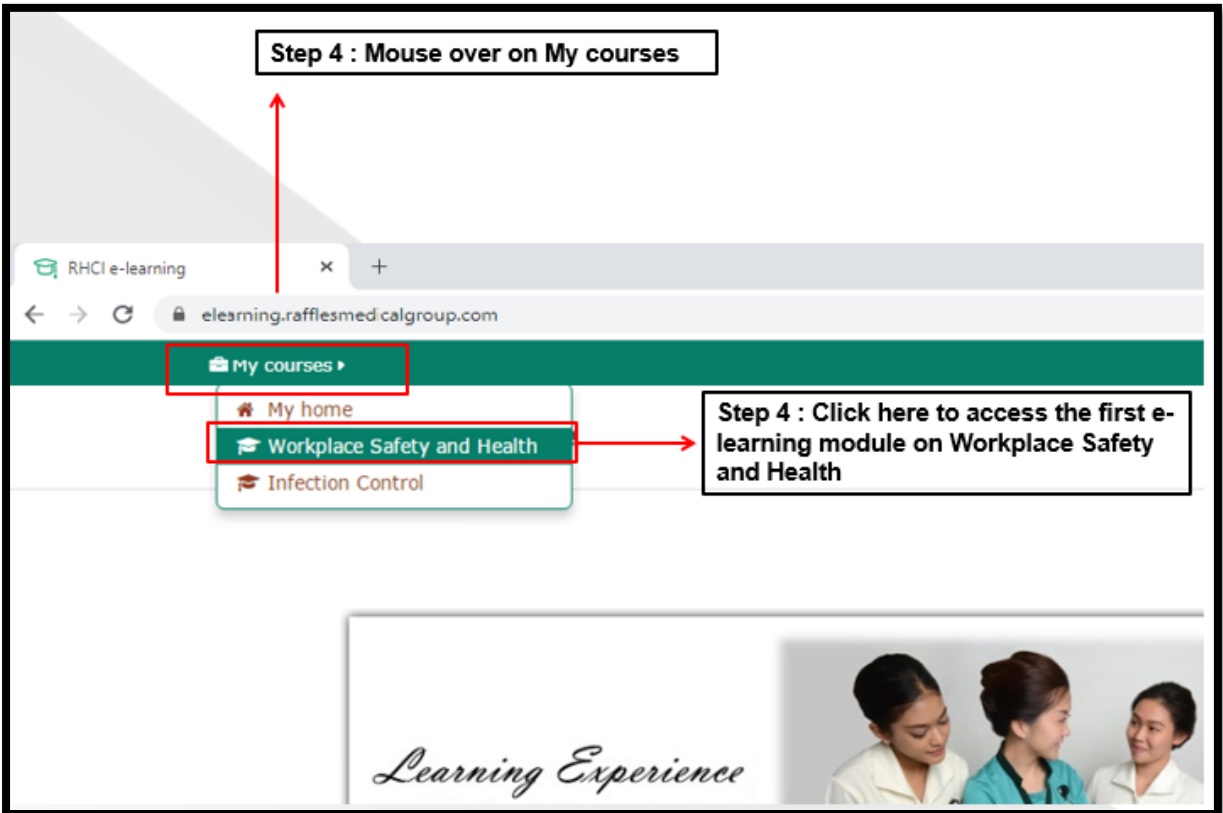
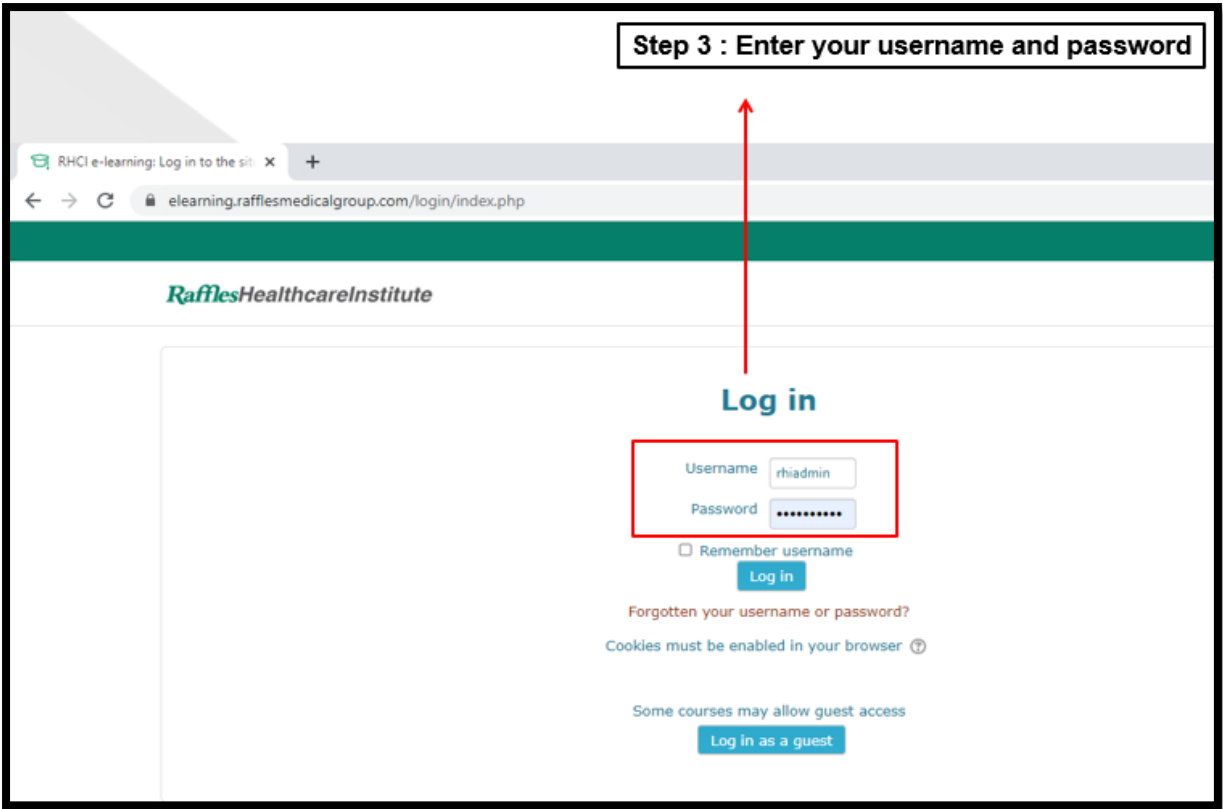
**Welcome Message**

Dear Colleagues

It is with great excitement that we launch the Raffles Healthcare Institute (RHCI) E-Learning Portal.

As learners, you are now empowered to acquire knowledge anywhere at your own time and pace. Explore the variety of modules available for you.

As supervisors, you will find out how e-learning could help you reach out to a wider group of learners without the constraints of schedule and availability of classrooms.



Course: Workplace Safety and Health

My courses > This course >

RafflesHealthcareInstitute

Home > Co > Qu > Workplace Safety and Health

## Workplace Safety and Health

ADMINISTRATION

SEARCH FORUMS

Go

Advanced search

LATEST ANNOUNCEMENTS

Add a new topic...

(No announcements have been posted yet.)

RECENT ACTIVITY

Activity since Monday, 13 July 2020, 10:49 AM

Full report of recent activity...

No recent activity

### Introduction to WSH

Course Overview

This module will provide learners with the basic understanding of Workplace Safety and Health Act (WSHA).

Course Objective

At the end of the module, you will be able to:

- Have a basic understanding of Workplace Safety and Health Act (WSHA)
- Identify the types of unsafe acts that will be punished by law

E-Learning

**Step 5 : Click on the e-learning scorm package**

Course: Workplace Safety and Health

My courses > This course >

## Biological Hazard

Course Overview

This module will provide you with the basic understanding of biological hazards, their consequences and control measures that learners can apply to ensure patient, staff and visitors' safety.

Course Objective

At the end of the module, you will be able to:

- Have better understanding on the types of biological hazards present on the workplace
- Identify biological hazards in their workplace and be able to protect themselves and their colleagues from injuries and illness, reducing the number of workplace incidents.

E-Learning

## Chemical Hazard

Course Overview

This module will provide you with the basic understanding of chemical hazards, their consequences and control measures that learners can apply to ensure patient, staff and visitors' safety.

Course Objective

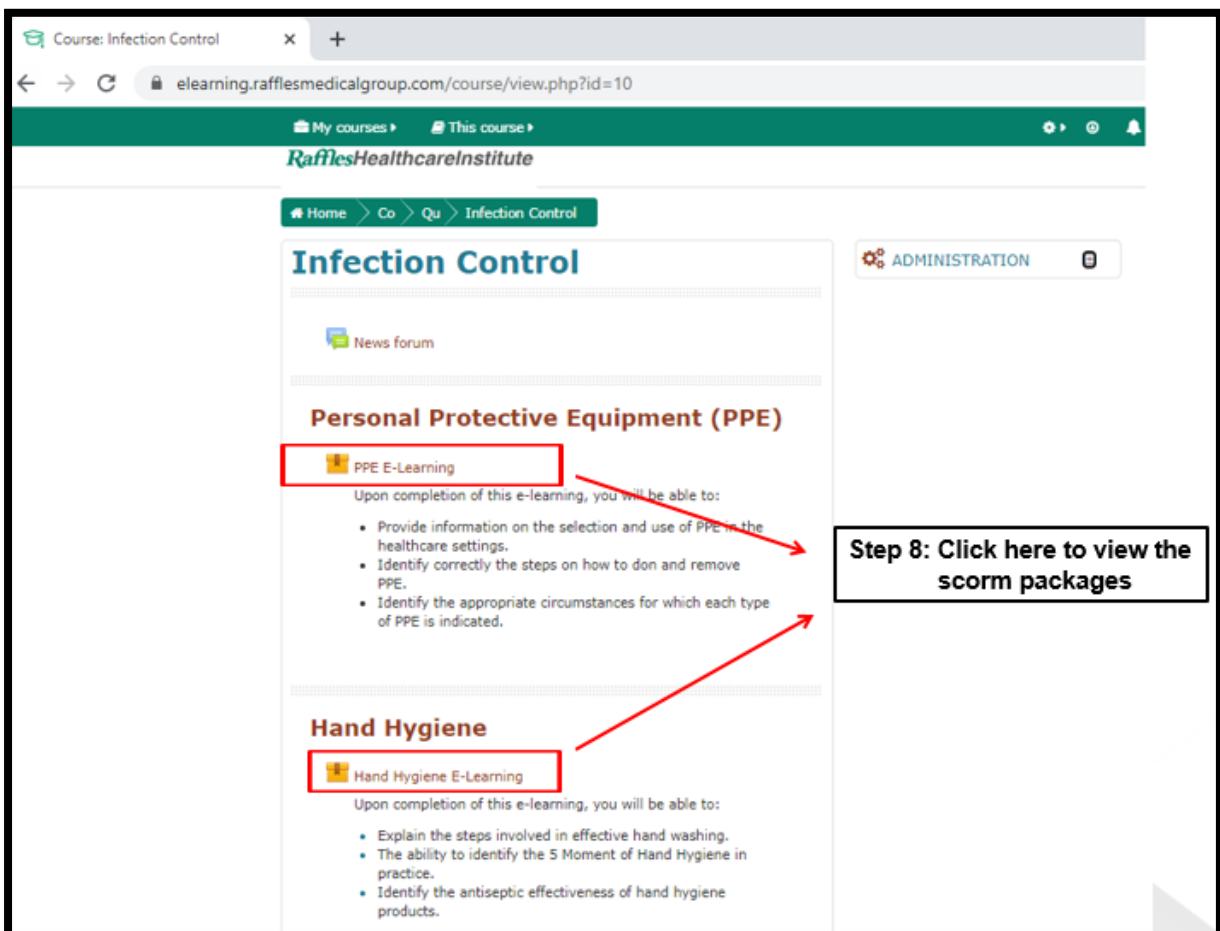
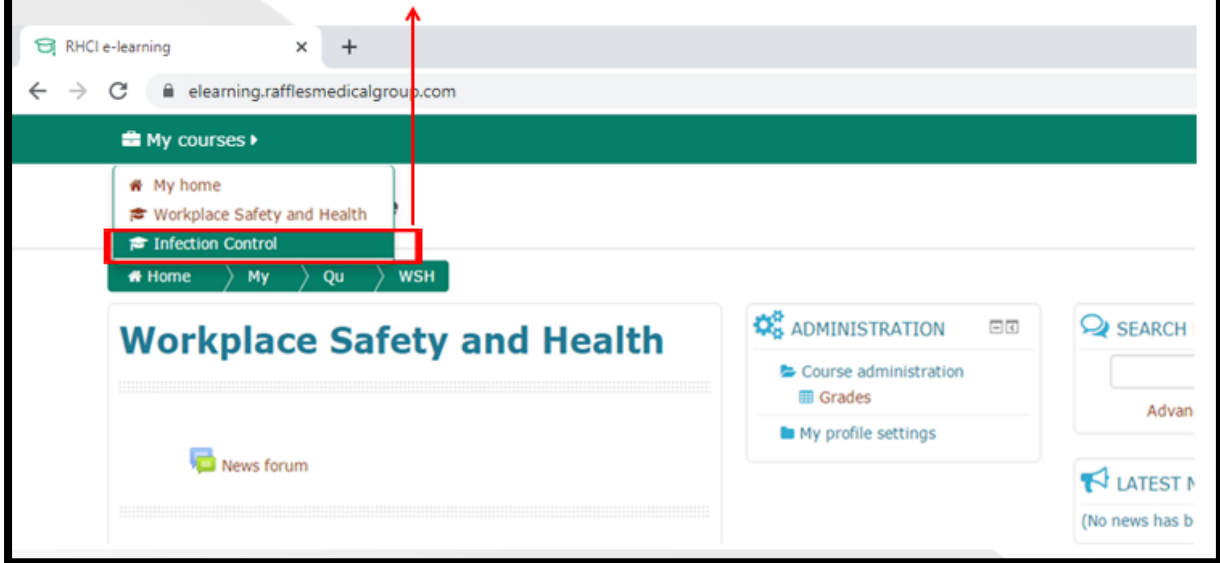
At the end of the module, you will be able to:

- Have better understanding on the types of chemical hazards present on the workplace
- Identify chemical hazards in their workplace and be able to protect themselves and their colleagues from injuries and illness, reducing the number of workplace incidents.

E-Learning

**Step 6 : Click on the next scorm packages to view the different type of hazards**

**Step 7: Once you have completed the Workplace Safety and Health modules, mouse over My courses and click on Infection Control**



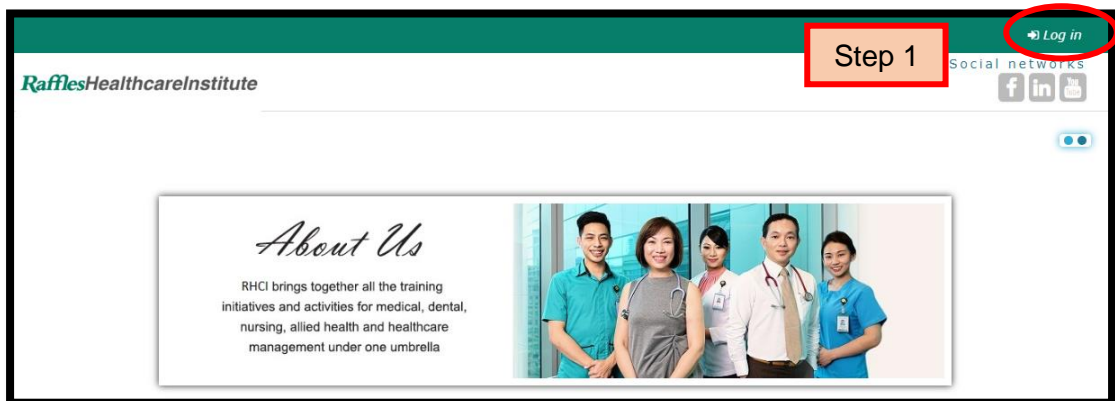
## LOGIN

Q1. How do I access the eLearning portal?

A1. You may access the eLearning portal at <https://elearning.rafflesmedicalgroup.com>.

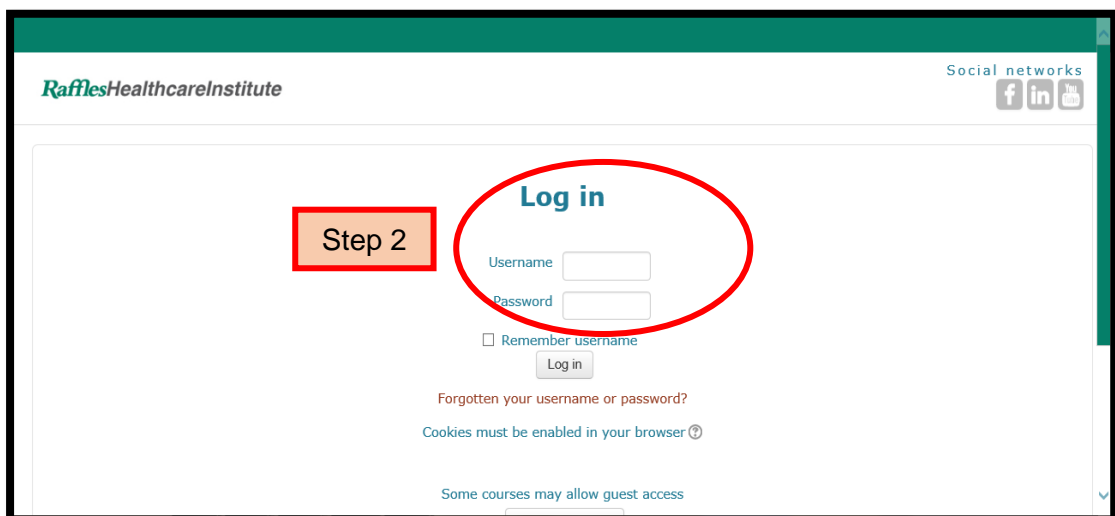
### Step 1:

Once you are in the eLearning portal, click the “Log in” icon on the top right hand corner.



### Step 2:

Log in with your User ID and Password



Q2. What is my User ID?

A2. Your User ID is your employee ID. Employee ID is generated by HR when you first join RMG. If you are unsure of your employee ID, you may either:

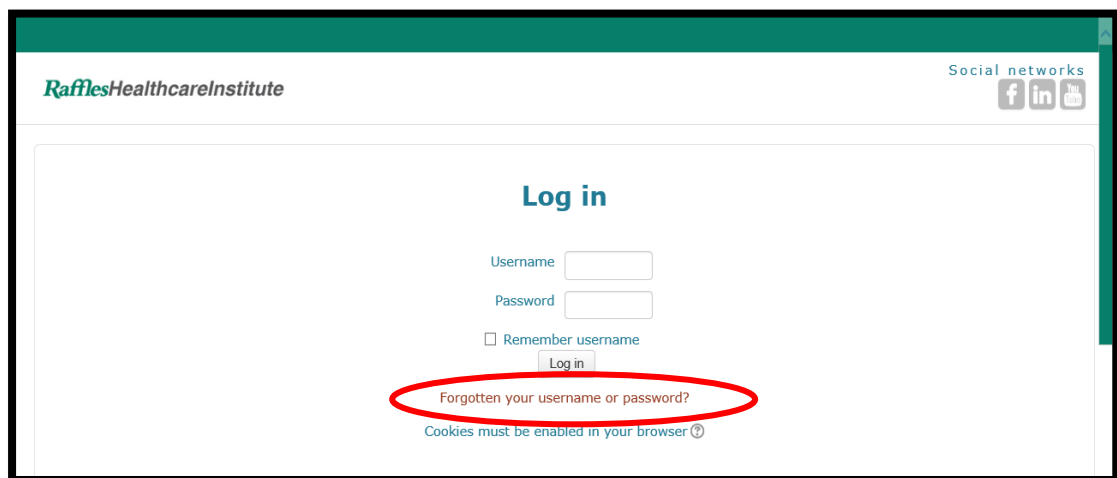
- Contact HR (Justin Soong) at 6311 2317.
- Alternatively, you may use a QR code scanner to scan the barcode on your employee pass.
  - The number that appear would be your Employee ID (i.e. RST1234 or 20230112)



Q3. What is my Password?

A3. For first time user, your password will be sent to you through your work or personal email address, within the first 2 months of employment.

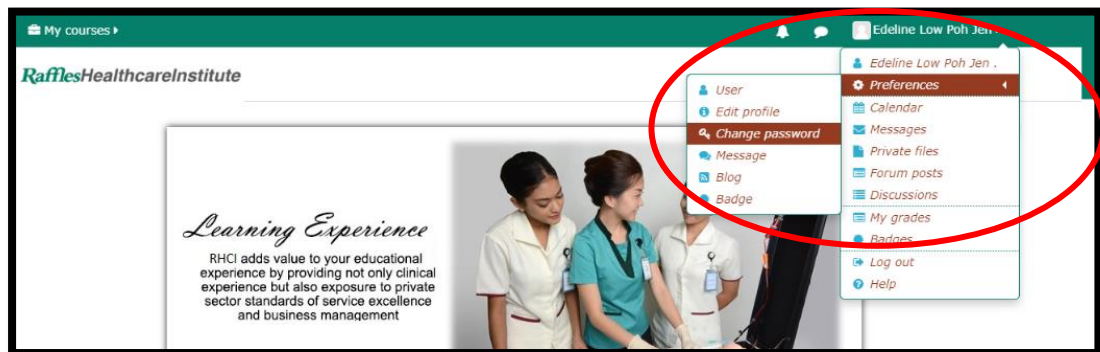
If you had forgotten your password, you may reset it by clicking on the “Forgotten your username or password” option. The password will be sent to your email address.





Q4. How can I change the Password?

A4. Upon your first login to the eLearning portal, you will be prompted to change the password. If you need to change the password again, click on your name on the top right hand corner, select “Preferences” followed by “Change password”.



Q5. I do not have an eLearning account. How can I create one?

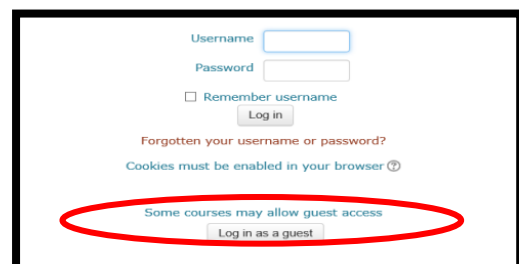
A5. You may email to RHCI with your employee ID, email address and eLearning module(s) that you are supposed to be enrolled in. From there, RHCI will create your eLearning account for you.

Q6. On what platform can I access the eLearning Portal?

A6. You may access the eLearning portal on your own desktop, laptop, tablet or personal mobile device, connected to any WiFi network.

Q7. Can I use the “log in as a guest” option?

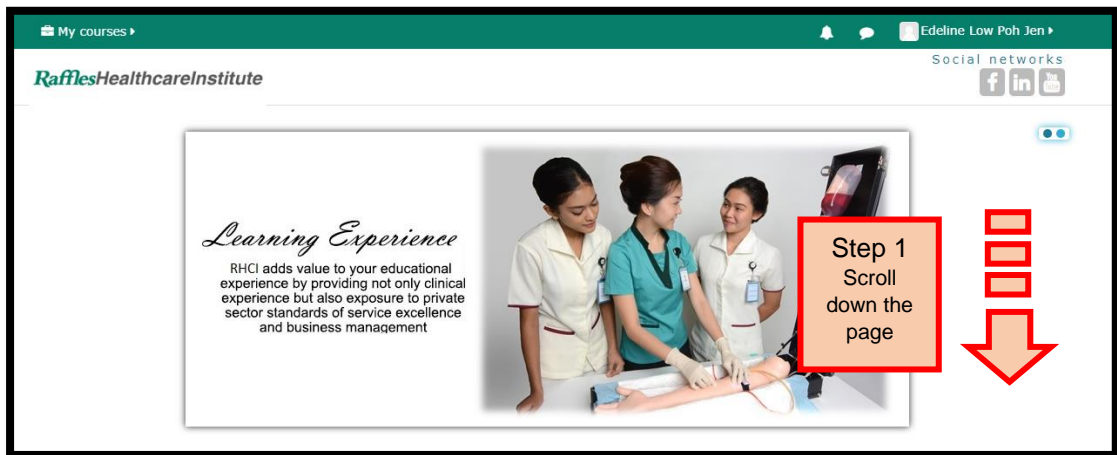
A7. No. Guest login are for selected external participants only.



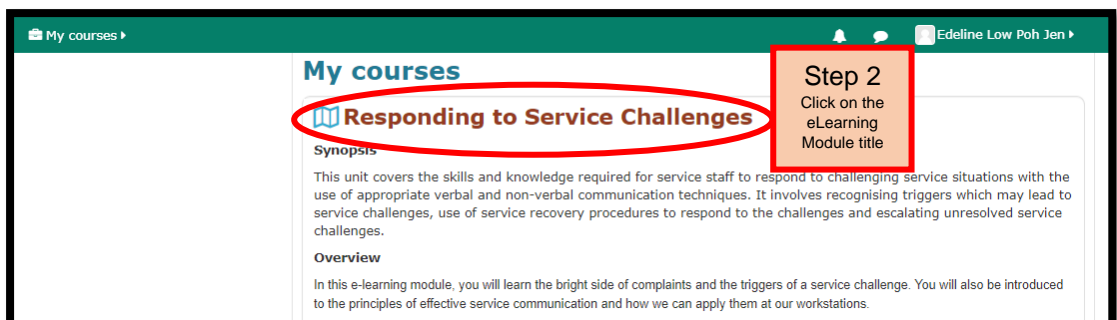
## ACCESSING YOUR ENROLLED eLEARNING MODULE

Q8. How do I access the eLearning module on the portal?

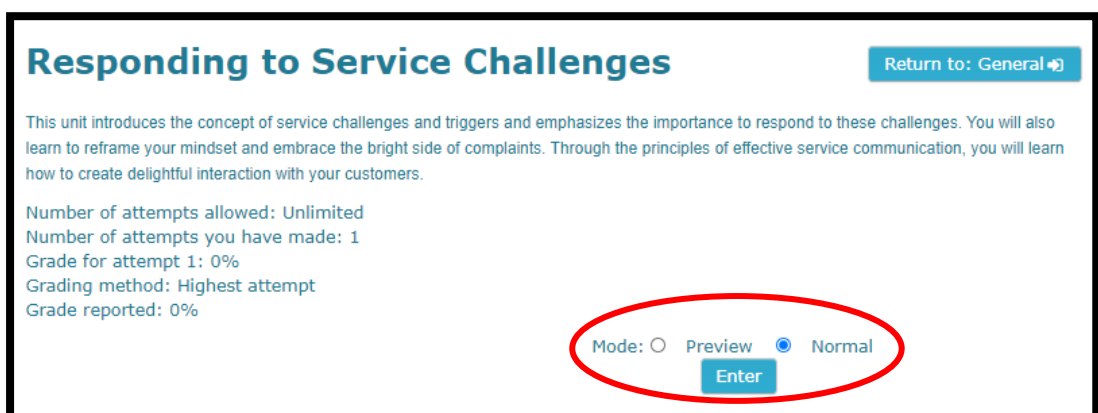
A8. Step 1: Once you have log into the eLearning portal, scroll down to view the eLearning module(s).



Step 2: The list of eLearning module(s) that you have been registered for, will be displayed. Click on the eLearning module title to access the eLearning module.

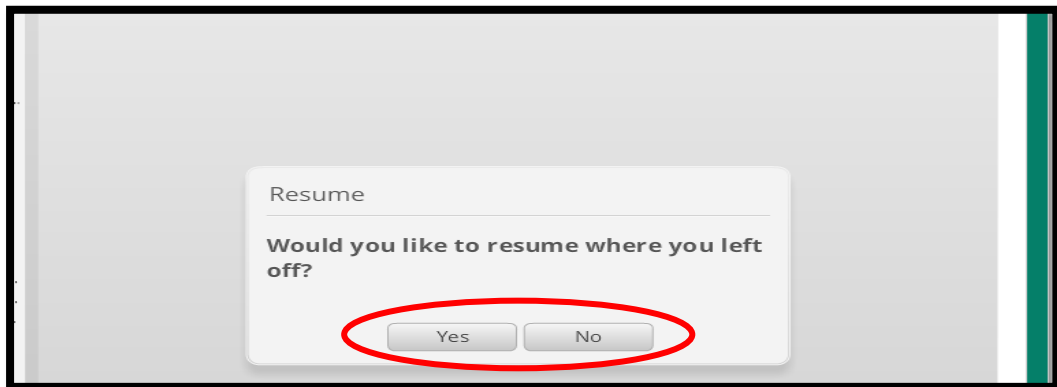


Step 3: Select "Normal" and click "Enter"



Q9. Can I pause and log out of the eLearning module, and continue later on?

A9. Yes. You have the option to resume from where you stopped at.



## TROUBLESHOOTING

Q10. The eLearning module is not loading. What should I do?

A10. Step 1:

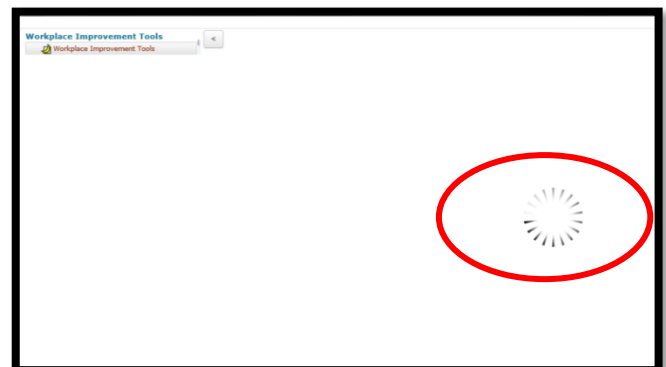
Disconnect from the RMG network.

Step 2:


Connect to any other public / home WiFi network (i.e. Raffles Hospital network)

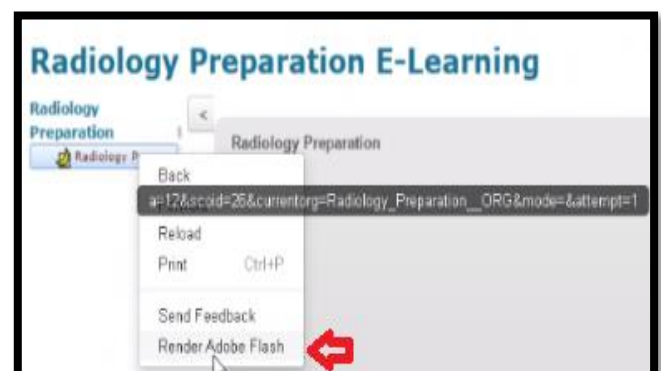
Step 3:

Ensure that you are using Google Chrome web browser to access the eLearning module



If the issue still persist:

- Right click on the module tab on the left column and click on 'Render Adobe Flash'
- Clear your browser cache.
  - Click on this icon  on the top right on your Chrome browser > 'More Tools' > 'Clear browsing data'
  - Or you may enter on your keyboard with 'Ctrl+Shift+Del'



Q11. I am unable to find the eLearning module that I am supposed to complete before attending the class. What should I do?

A11. Ensure that you are registered for the in-house training programme. You may contact the following personnel from the respective training division:

Training Division	Contact Person
General and Management	Ms Edeline Low
Life Support	Mr Muhammad Fardli
Nursing	Ms Khine Myat Thu