

Oracle Health Sciences Learn

Quick Help



F33316-01



Oracle Health Sciences Learn Quick Help,

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Preface

This preface contains the following sections:

- [Documentation accessibility](#)
- [Access to Oracle Support](#)

Documentation accessibility

For information about Oracle's commitment to accessibility, visit the Oracle Accessibility Program website at <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=docacc>.

Access to Oracle Support

Oracle customers that have purchased support have access to electronic support through Support Cloud.

Contact our Oracle Customer Support Services team by logging requests in one of the following locations:

- English interface of Oracle Health Sciences Customer Support Portal (<https://hsgbu.custhelp.com/>)
- Japanese interface of Oracle Health Sciences Customer Support Portal (<https://hsgbu-jp.custhelp.com/>)

You can also call our 24x7 help desk. For information, visit <http://www.oracle.com/us/support/contact/health-sciences-cloud-support/index.html> or visit <http://www.oracle.com/pls/topic/lookup?ctx=acc&id=trs> if you are hearing impaired.

1

Can't sign in?

In this chapter

- [Why am I getting an error message when I try to sign in to Oracle Health Sciences Learn?](#)
- [How do I get to Oracle Health Sciences Learn to take my training?](#)
- [How do I create an Oracle Account for signing in to Oracle Health Sciences Learn?](#)
- [What if I forgot my user name or password for my Oracle Account?](#)
- [Why didn't I receive a training course assignment email?](#)

Why am I getting an error message when I try to sign in to Oracle Health Sciences Learn?

Are you using the right URL?

Make sure you are using the following URL to access Oracle Health Sciences Learn:

<https://oracle.learn.taleo.net/healthsciences>

Note:

Wait until Oracle Health Sciences Learn loads completely before adding a bookmark.

Are you signing in with the correct account?

You need an **Oracle Account** to access the training in Oracle Health Sciences Learn. If you don't have one, see [How do I create an Oracle Account for signing in to Oracle Health Sciences Learn?](#)

This Oracle Account is a separate account required to access Oracle Health Sciences Learn; it does not use the same credentials you use to log in to your study.

Was your Oracle Account created with the correct email address?

Your Oracle Account must be created with the email address where you received your Oracle Health Sciences Learn Course Assignment email.

Is your email address longer than 50 characters?

While you can create an Oracle Account with an email address that is longer than 50 characters, Oracle Health Sciences Learn has a 50-character limit. If your email address exceeds this limit, you won't be able to log in to Oracle Health Sciences Learn.

Send a request to your study administrator to be re-assigned to the training with an email address that does not exceed the 50-character limit.

Have you been assigned to training?

If you have an Oracle Account, but you haven't been assigned any training, you won't be able to sign in.

How do I get to Oracle Health Sciences Learn to take my training?

1. Go to Oracle Health Sciences Learn using the following URL: <https://oracle.learn.taleo.net/healthsciences>
2. Sign in to Oracle Health Sciences Learn using your Oracle Account user name and password.

You need an Oracle Account to access the training in Oracle Health Sciences Learn. If you don't have an Oracle Account, see [How do I create an Oracle Account for signing in to HS Learn?](#)

How do I create an Oracle Account for signing in to Oracle Health Sciences Learn?

You need an Oracle Account to access the training in Oracle Health Sciences Learn. This Oracle Account is a separate account required to access Oracle Health Sciences Learn; it does not use the same credentials you use to log in to your study.

1. Go to Oracle Health Sciences Learn using the following URL: <https://oracle.learn.taleo.net/healthsciences>

The Sign in page appears.

Sign in

Username

Password

Sign in

Don't have an Oracle Account?

Create Account

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 **Note:**

Wait until Oracle Health Sciences Learn loads completely before adding a bookmark. Don't bookmark the Oracle Health Sciences Learn Sign in page.

2. Under **Don't have an Oracle Account?**, click **Create Account**.
3. Complete all the required fields in the form.
 - Enter the email address where you received your **HS Learn Course Assignment** email.

While you can create an Oracle Account with an email address that is longer than 50 characters, Oracle Health Sciences Learn has a 50-character limit. If your email address exceeds this limit, you won't be able to log in to Oracle Health Sciences Learn.

Send a request to your study administrator to be re-assigned to the training with an email address that does not exceed the 50-character limit.

4. Click **Create Account**.
5. Check your email for a confirmation message.

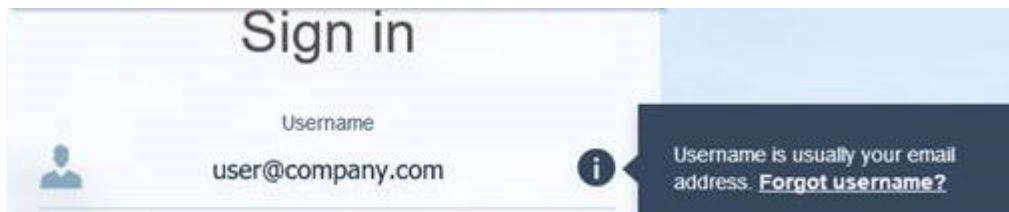
Note:

If you don't receive a confirmation email, or you have any issues creating your Oracle Account, contact **Oracle Account Support** using the following URL: <https://www.oracle.com/corporate/contact/help.html>

What if I forgot my user name or password for my Oracle Account?

If you forgot your user name

1. Go to Oracle Health Sciences Learn using the following URL: <https://oracle.learn.taleo.net/healthsciences>
2. In the **Username** field, hover over the information icon to the right, and click the **Forgot username?** link.



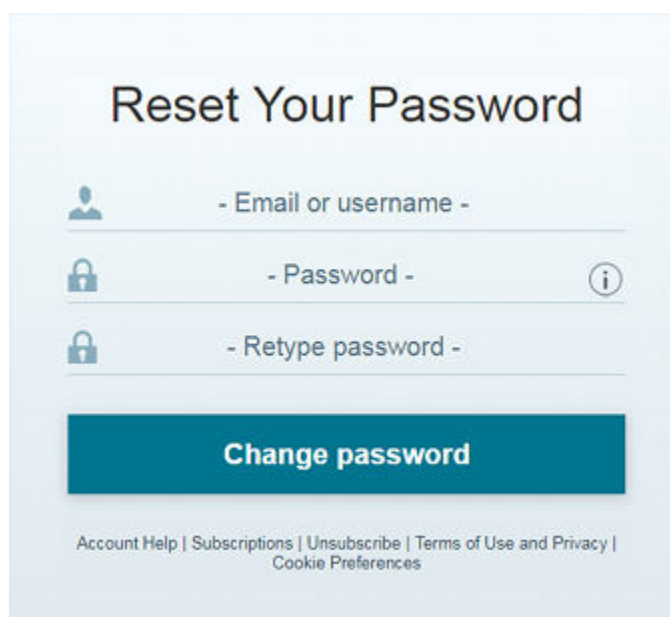
3. Enter the email address where you received your **HS Learn Course Assignment** email, and click **Submit**.
We'll send your Username to this address.

If you forgot your password

1. Go to Oracle Health Sciences Learn using the following URL: <https://oracle.learn.taleo.net/healthsciences>
2. In the **Password** field, hover over the information icon to the right, and click the **Forgot password?** link.



3. Enter your username or the email address where you received your **HS Learn Course Assignment** email, and click **Submit**.
The Check Your Email dialog box appears, and a Reset Password message is sent to your email address.
4. In the email, click **Reset Password**.
The Reset Your Password dialog box appears.



Reset Your Password

- Email or username -

- Password -

- Retype password -

Change password

Account Help | Subscriptions | Unsubscribe | Terms of Use and Privacy |
Cookie Preferences

5. Complete all the fields, and click **Change password**.

 **Note:**

Your password must have upper and lower case letters, at least 1 number, not match any part of your email address, and be at least 8 characters long.

A confirmation dialog box appears, and a confirmation message is sent to your email address.

6. Go to Oracle Health Sciences Learn using the following URL: <https://oracle.learn.taleo.net/healthsciences>
7. Sign in to Oracle Health Sciences Learn using your user name and new password.

Why didn't I receive a training course assignment email?

If you haven't received a training course assignment email or accessed Oracle Health Sciences Learn before, check to see if the message was sent to your Spam folder. The sender's email address is **Clinical_One@OracleIndustry.com**.

 **Tip:**

Add the **Clinical_One@OracleIndustry.com** email address to your address book to make sure you receive the assignment emails in the future.

If you still can't find the training course assignment email, contact your study administrator to request that you are assigned to a course.

2

Questions about your training courses?

In this chapter

- [Why don't I see my assigned training course in Oracle Health Sciences Learn?](#)
- [Why aren't my training courses loading?](#)
- [Why do I get a blank page when I open the training course?](#)
- [Why can't I move to the next module in the training course?](#)
- [What if I am assigned to the wrong course?](#)
- [How do I enroll myself in a training course?](#)

Why don't I see my assigned training course in Oracle Health Sciences Learn?

Did you just receive your Oracle Health Sciences Learn Course Assignment email?

It may take up to an hour for assigned training courses to appear in Oracle Health Sciences Learn.

Why aren't my training courses loading?

Do you have the latest version of Adobe Flash Player Installed? Is it allowed to run in your browser?

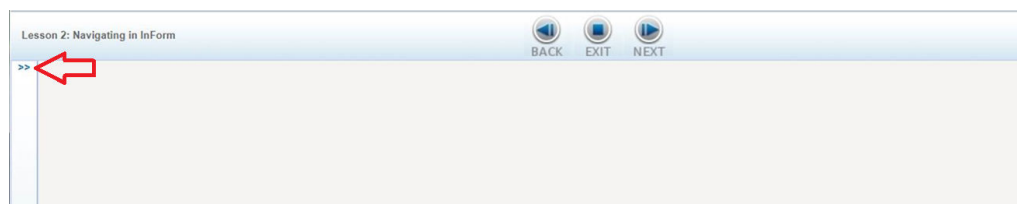
If the training courses aren't loading, it could mean you don't have the latest version of Adobe Flash Player installed for your browser, or that Adobe Flash Player isn't allowed to run in your browser. Try running the course in another browser, or go to <https://helpx.adobe.com/uk/flash-player.html> for more information.

Do you have a slow internet connection? Do you have too many applications open that consume internet bandwidth?

If the popup with the course loading message hangs, and the course doesn't open, there may be an internet bandwidth problem.

Why do I get a blank page when I open the training course?

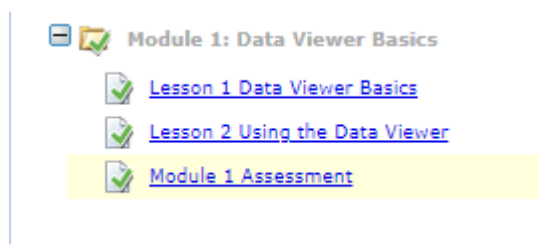
If the page you see looks like this, the menu on the left is collapsed. Click the double arrows to open the menu and then start to navigate through the course.



Why can't I move to the next module in the training course?

Does a green check mark appear next to every item in the module, including the assessment?

For a module to be considered complete, a green check mark must appear next to all the items in the module, including the assessment. Only then can you progress to the next module.




- For the green check mark to appear for an item, you must open it. Yes, you could just open the items in a module and upon exiting them, they will be marked as complete. But we strongly advise you to take your time with the items and finish every lesson.
- For the green check mark to appear for an assessment, you must pass it.

What if I am assigned to the wrong course?

Contact your study administrator who can assign a different course, if appropriate.

Or, you can use the self-enroll option to find and enroll yourself in the correct courses. However, we recommend you confirm with your study administrator before doing this.

How do I enroll myself in a training course?

1. On the Oracle Health Sciences Learn home page, in the upper menu, click **Online Training**.
2. On the left, click **Self Enroll**.
3. Type in the name of the course you are looking for, and click **FIND**.
4. Click  to assign yourself to the course.

 **Tip:**

If you want to start the course right away, click the course title from the search list to get started.

3



Looking for your training status and certificates?

In this chapter

- [How do I view my training status and certificates in Oracle Health Sciences Learn?](#)
- [I completed my training, why can't I see my certificate in Oracle Health Sciences Learn?](#)
- [I completed my training, why did I get assigned to it again?](#)
- [Can the name on my training completion certificate be changed?](#)

How do I view my training status and certificates in Oracle Health Sciences Learn?

You can log in to Oracle Health Sciences Learn at any time to see your training history. You can view, print, and download your completion certificates.

1. On the Oracle Health Sciences Learn home page, in the upper menu, click **Online Training** or **Classroom Training**.
2. On the left, click **View History**.
3. To view, print, or download the certificate, click the **View Certificate** icon () to the right of each completed course.
 - In the upper left of the page, click **Print** to print the certificate.
 - In the upper right of the page, click **PDF** to save and download the certificate in PDF format.
4. To export a list of your completed training courses, click the **Export** icon (), and select **Download Files**.
 - In the Documents Available for Download page, click **Transcript**.

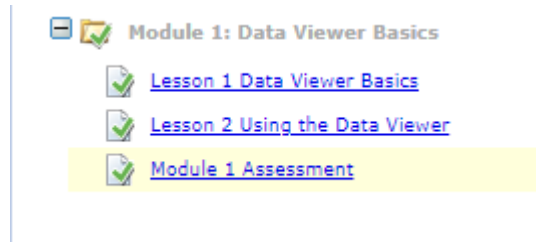
I completed my training, why can't I see my certificate in Oracle Health Sciences Learn?

Did you look on the View History page?

See [How do I view my training status and certificates in Oracle Health Sciences Learn?](#) for instructions on how to get to the View History page.

Does a green check mark appear next to every item in the module, including the assessment?

For a module to be considered complete, a green check mark must appear next to all the items in the module, including the assessment.



- For the green check mark to appear for an item, you must open it. Yes, you could just open the items in a module and upon exiting them, they will be marked as complete. But we strongly advise you to take your time with the items and finish every lesson.
- For the green check mark to appear for an assessment, you must pass it.

Did you complete the course Feedback survey?

Providing feedback is part of the course completion process. In order to receive your course certificate, you must first complete the Feedback survey.

- If you complete the courses as online training, the Feedback survey is available immediately after you complete all the modules.
- If you complete the courses as classroom training, an email is sent to your email address when the Feedback survey is available, which is normally 5 days after you complete the course.

Tip:

The email is sent to the address where you received the **HS Learn Course Assignment** email. If you don't see the email in your inbox, check your Spam folder.

I completed my training, why did I get assigned to it again?

Did you complete the training more than 12 months ago?

Training completion certificates are valid for 12 months.

- If you completed your training more than 12 months ago, you are re-assigned to the training. Show your previous certificate to your study administrator who can decide whether to accept a certificate that is older than 12 months. Your study administrator may accept the certificate, or decide that you need to re-take the training.

 **Note:**

You may have previously completed a course with a similar name. If the previously completed course contains the correct software name, version, and role you can present its completion certificate to your study administrator as proof of completion.

- If you completed the training within the previous 12 months, your training status will show as Completed/Trained.

Can the name on my training completion certificate be changed?

Yes. Contact your study administrator to have your name updated.

4

Need more help?

In this chapter

- [How can I get more help with my Oracle Account?](#)
- [How can I get more help with Oracle Health Sciences Learn?](#)

How can I get more help with my Oracle Account?

Contact Oracle Account Support

If you have any issues with your Oracle Account, contact **Oracle Account Support** using the following URL: <https://www.oracle.com/corporate/contact/help.html>

How can I get more help with Oracle Health Sciences Learn?

Contact Oracle Health Sciences Support

If you have any additional issues specific to Oracle Health Sciences Learn, and you need more help, contact **Oracle Health Sciences Support** using the following URL: <https://hsgbu.custhelp.com>

Create a ticket, if necessary, for help with a specific issue

If you can't find the help you need in **Oracle Health Sciences Support**, and you decide to create a support ticket, make sure the following fields are populated with the correct values:

- **Product** = HS Learn

Note:

If the HS Learn product is not available for selection, please flag this in the ticket summary.

- **Issue Category** = Training Courses