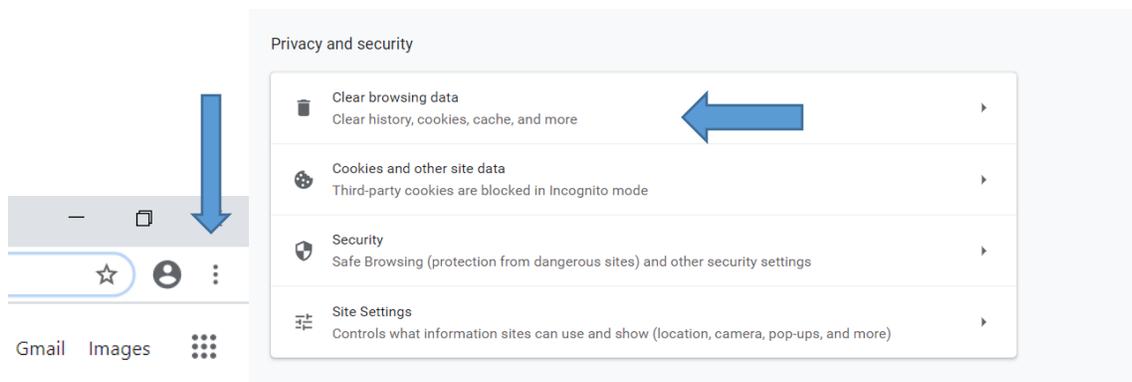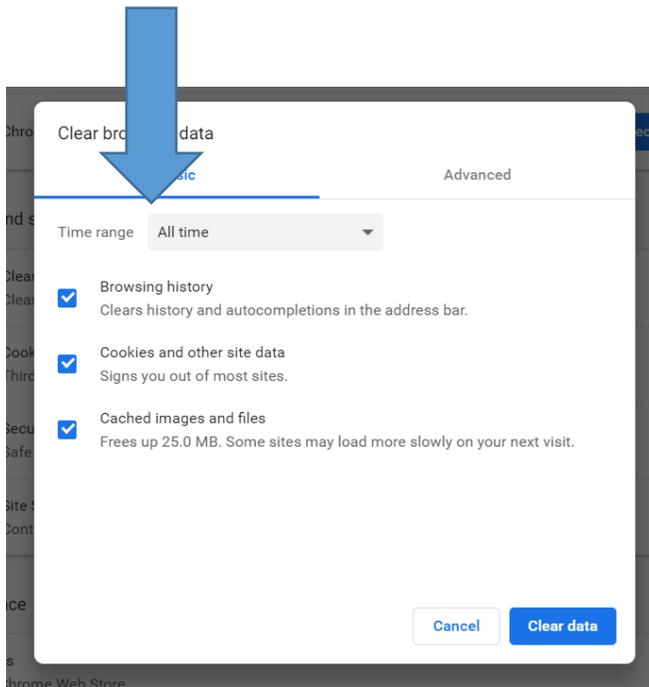# Remote Orientation Tip Sheet

- Before logging in and completing the modules: • Your computer must have internet access, preferably high-speed (as opposed to dial-up) and your computer must have an up to date browser such as Microsoft's Internet Explorer browser, Google chrome, Firefox, Microsoft Edge, or Safari.

- First, check your computer compatibility: https://hartfordhealthcare.org/File Library/Shared/Onboarding/Orientation/HealthStream_Technical_Specifications.pdf   If your device does not meet the recommended requirements, use another device that is compatible to complete the required modules. If you select a module and get a blank window in the upper left hand side, this likely means that you need to disable your pop-up blocked.

- First time log in Instructions: User ID is your 9 digit employee ID, password will be your initials in all caps and year of birth. Ex. John Adams 1980 so they would use JA1980.

- For any Login issues please confirm that you are following the correct instructions and entering the correct login information, if you are still having issues signing in please call in the service desk at 860-545-5699.

- After logging in and when attempting to complete the Module for the ALICE: Active Shooter Response Training, if you receive the following error message ''Video won't load - receiving error message "MissingKeyMissing Key-Pair-Id query parameter or cookie value'' Please make sure to follow these steps:

- Switch your browser from Internet explorer to Firefox, after switching the browser the module should play successfully.

- If Issue persists please try clearing your bowsers cache steps: For Chrome click the 3 dots at the top of the choose Clear Browsing Data.

by following these browser and

- Check off the boxes below and choose Clear Data.   After doing so retry the module
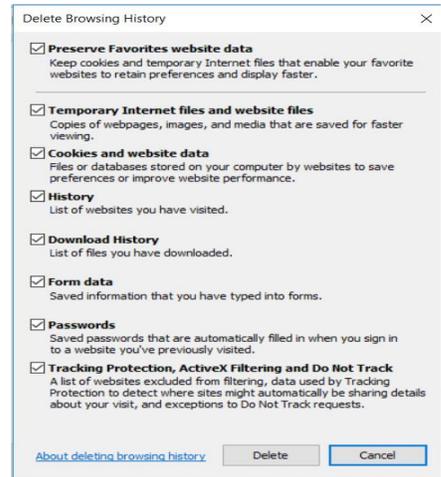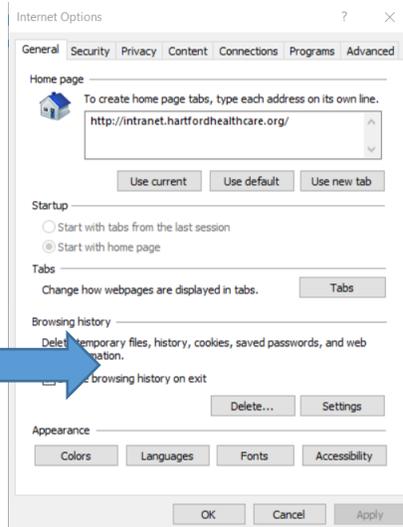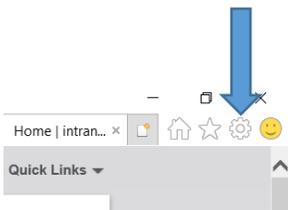
- For Internet explorer: From the top right click on the Gear icon>Internet options> General>Delete> Check all boxes>apply.

- If you continue to have issues logging in or with completing your Modules please call in the service desk at 860-545-5699 to address your issue.

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