

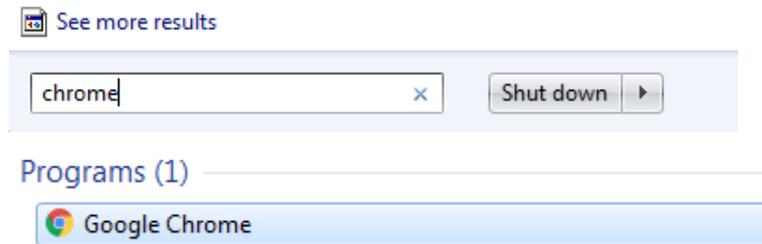
# How to Access HealthStream

## Using Google Chrome

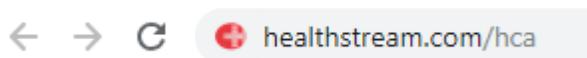
We recommend that you use the latest version of Google Chrome rather than Internet Explorer for the best and most consistent experience with HealthStream courses. Follow these steps to start HealthStream in Google Chrome:

1. Click the Google Chrome icon  on the desktop or in the Task Bar at the bottom of the screen.

Or, click the **Start** button  in the lower left corner, type **Chrome**, and click on **Google Chrome** in the list of programs.



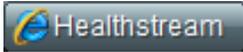
2. In the title bar or the Search box, type **healthstream.com/hca** and press ENTER.



No username or password is required if you are connected to the HCA network.

## Using Internet Explorer

You can also access HealthStream using any of the following methods, which will likely open HealthStream in Internet Explorer.

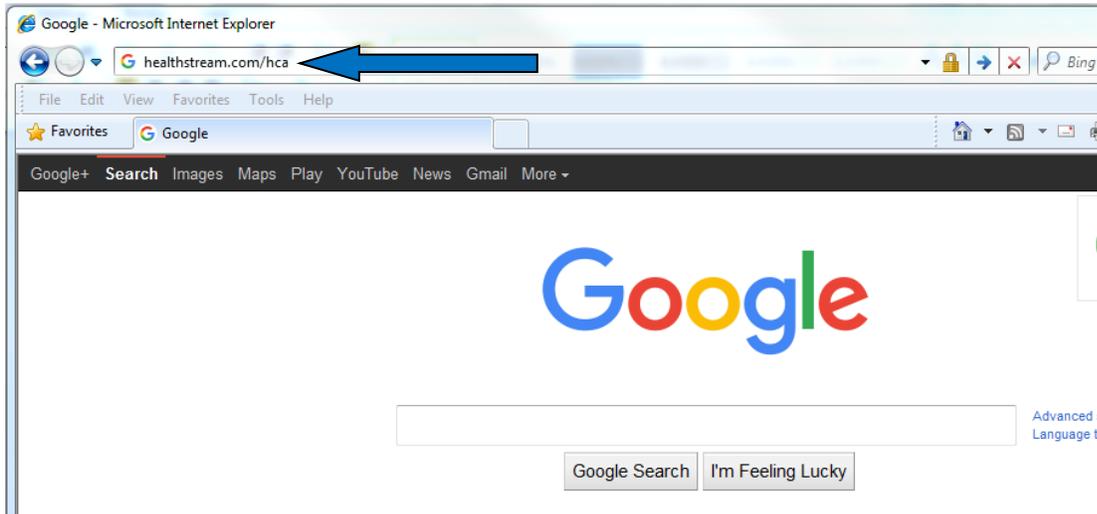
- By clicking the HealthStream button  on Launchpad
- By clicking the **HealthStream** link on [Atlas](#) or your facility's intranet
- By double-clicking a HealthStream icon on your desktop (if you have one)
- By selecting a shortcut in your browser or typing an address to start the HLC, such as [healthstream.com/hca](http://healthstream.com/hca) or [healthstream.com/parallon](http://healthstream.com/parallon)

No username or password is required if you are connected to the HCA network.

## If You Are at Home or Not On the Network

You can start HealthStream from a home computer by typing [healthstream.com/hca](http://healthstream.com/hca) or [healthstream.com/parallon](http://healthstream.com/parallon) into the address bar of your browser and pressing ENTER.

**Notes:** 1. Google Chrome is the preferred browser for HealthStream. 2. Be sure to type the address in the Address bar of your browser rather than searching for the address in the search box of a search engine, like Google. See below for an example of where to type the address.



The screen below will appear. (If you use the Parallon address, the Parallon logo will appear instead of the HCA logo.) This page allows you to login using your network credentials, which are the User ID and Password you use to login to a computer at an HCA facility.

A screenshot of the HCA HealthStream login page. At the top left is the HCA logo with the text "Hospital Corporation of America®". Below the logo is a dark blue horizontal bar. The main content area has the heading "Welcome to the HealthStream Login Page". There are three input fields: "User ID:" with a text box containing "User ID" and a help icon; "Password:" with a text box containing "Password" and a help icon; and "Mark this device as trusted:" with a checkbox and a help icon. A "Sign In" button is located below the fields. To the right of the fields are two callout boxes: a black one that says "Your Network login or the 3-4 ID you use for Meditech." and a yellow one that says "Don't have an HCA network User ID and Password? Click Here." Below the login form is a paragraph of text: "By proceeding further I accept the following: You are about to access an HCA - Information Technology & Services, Inc. (IT&S) computer system. This system is to be used only by authorized users of IT&S, its customers and affiliates. As a user of this system, you have no expectation of privacy rights or ownership in anything you may create, store, send or receive on this system. By proceeding, your use of this system constitutes your consent to monitoring, retrieval, and disclosure of any information within this system for all purposes deemed appropriate by IT&S, including enforcement of rules concerning unacceptable uses of this system. If you have any questions about what constitutes an acceptable use by you, please consult the written policies provided by IT&S and your company."

## What to Enter in the User ID and Password Fields

In the **User ID** field, enter *your network login or your 3-4 ID you use for Meditech*. In the **Password** field, enter *your network password or the password you use for Meditech* and click **Sign In**.

## Logging Out

When you are finished with your session, close the browser window. **It is not necessary to click the Logout button.** To start the HealthStream Learning Center again, use the same method you used previously.

## If You Do Not Have an HCA Network Password

If you do not have an HCA network password, you can click the box on the login screen labeled **“Don’t have a User ID and Password?”** Clicking this box will take you to the standard HealthStream login page, and you can login with your existing HealthStream user ID and password, which is usually your 3-4 ID for both your User ID and password (lowercase).

HealthStream®

Sign In Instructions

User ID

Password [Reminder](#) [Reset](#)

Sign In

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Build 13.01.28.895.33  
O:STS2 S:162.71.241.12

After your initial login, you will receive the following message prompting you to reset your password:

 Your password has expired. Please reset your password to log in.

### Reset Your Password

Old Password\*

New Password\*

Confirm Password\*

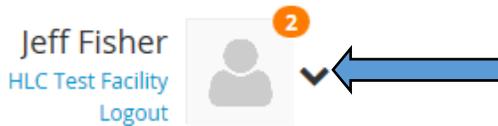
Submit

Change your password. You will not be able to reset it to your current password.

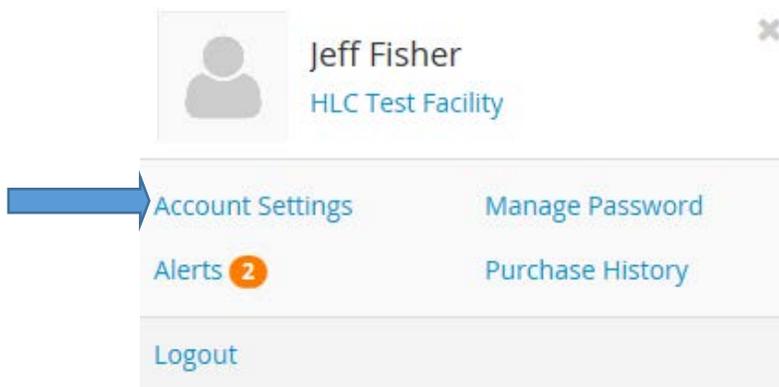
## Setting Up a Password Reminder

If you do not login using your 3-4 ID and HCA network password, we suggest that you also set a password reminder for future use.

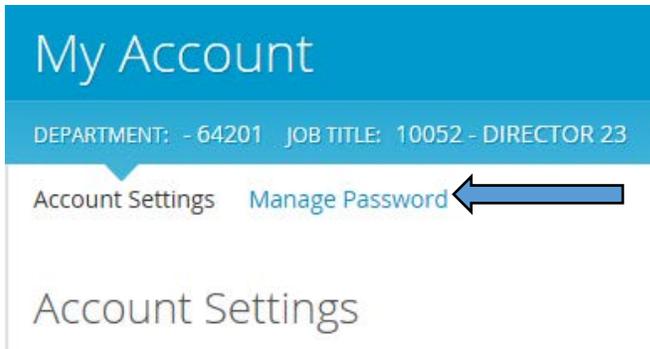
1. Click the drop-down arrow next to your name.



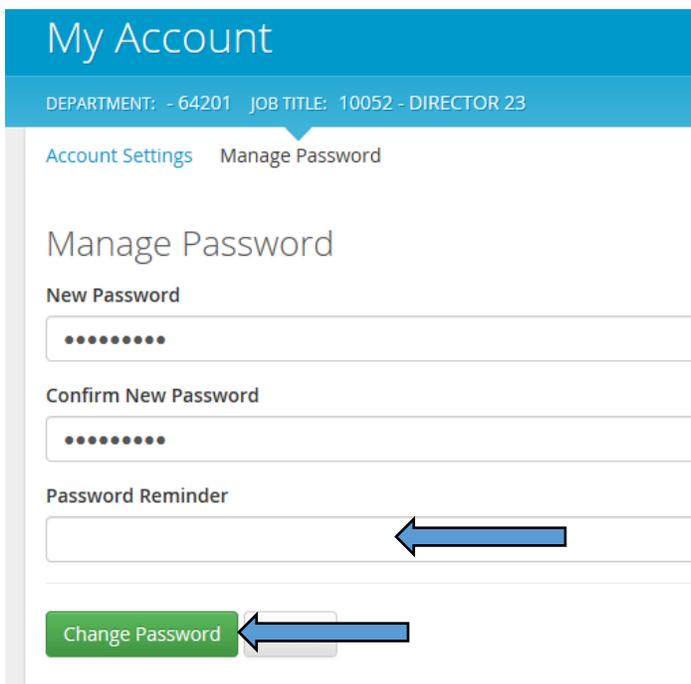
2. Click **Account Settings**.



3. Click **Manage Password**.



4. Add a **Password Reminder** and click **Change Password**.



In the future, if you forget your password, you can click on the **Reminder** link for assistance.

