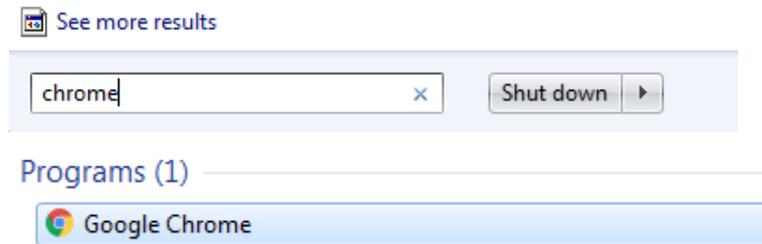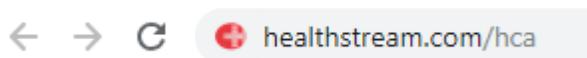# How to Access HealthStream

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.
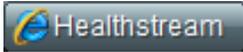

2. In the title bar or the Search box, type **healthstream.com/hca** and press ENTER.

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.
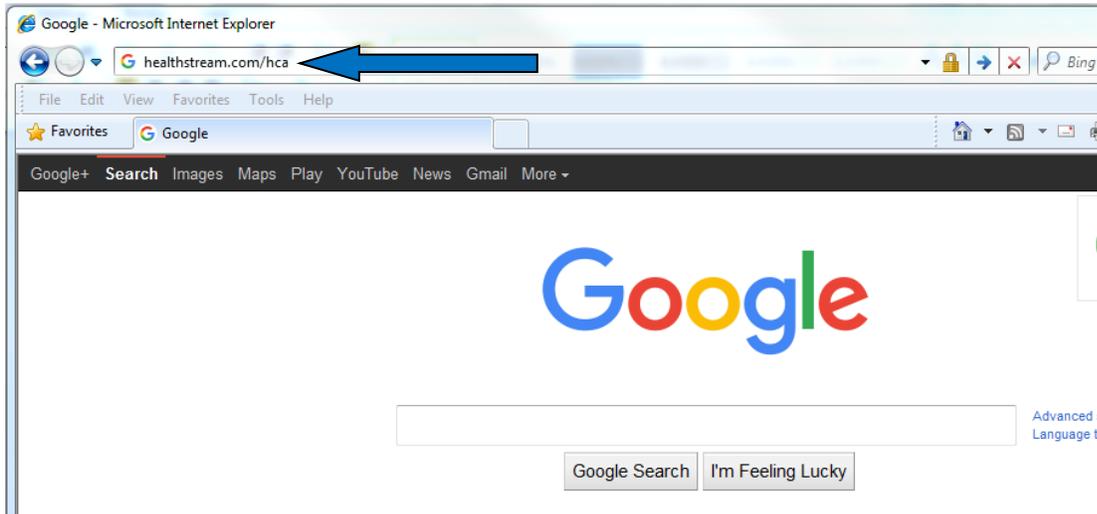
- By clicking the HealthStream button on Launchpad

- 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 or 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 or 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.

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).

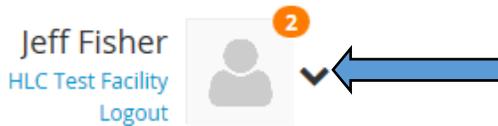After your initial login, you will receive the following message prompting you to reset your password:

Change your password. You will not be able to reset it to your current password.
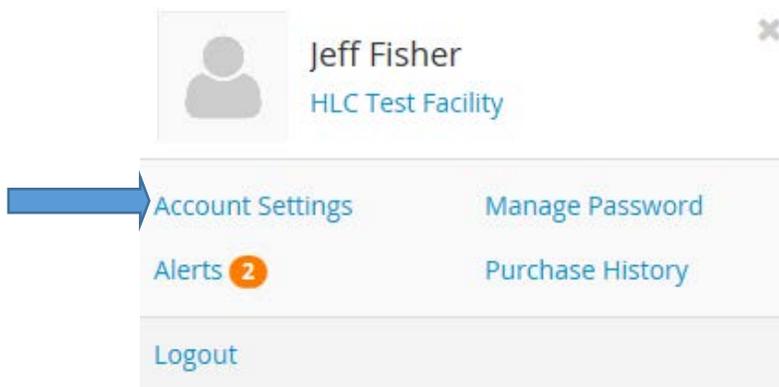
Setting Up a Password Reminder

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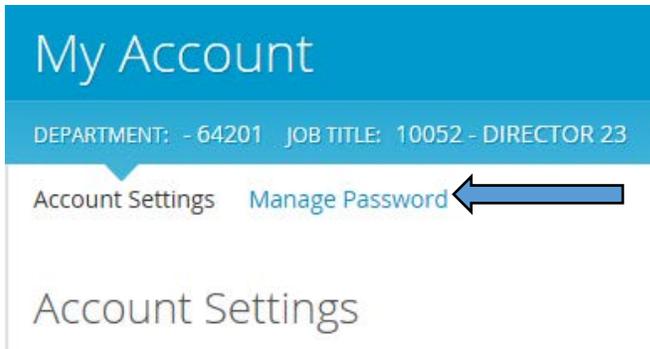
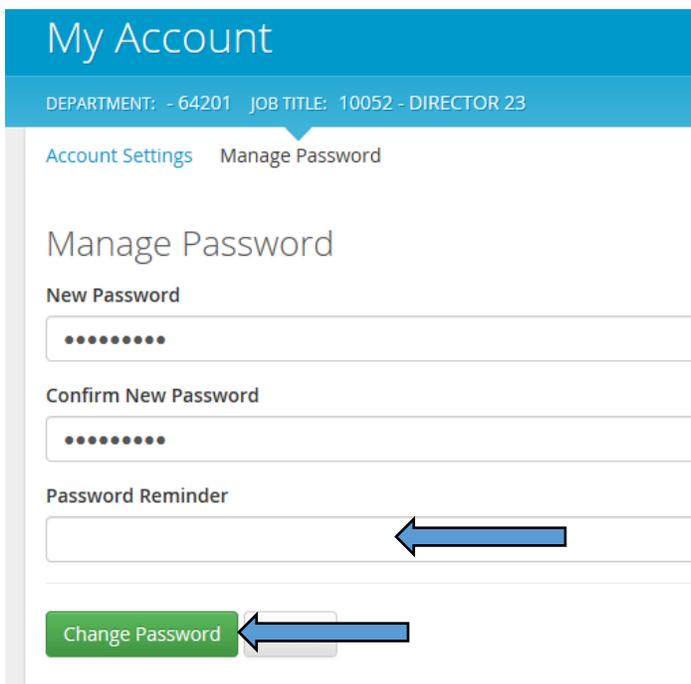1. Click the drop-down arrow next to your name.

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.