New Caregivers: Accessing Your Online Training from a Home Computer

Your online training (e-learning) for New Caregiver Orientation (NCO) is hosted on My Learning, which is the name for PeaceHealth’s learning management system. To access My Learning, you’ll need PeaceHealth network access and login credentials, including: 1) a username (provided by your supervisor/manager or education program coordinator), and 2) a password you create. For remote access from home, you’ll need to establish multi-factor authentication (once). This job aid walks you through the whole process step-by-step from your home computer.

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Start Here – PeaceHealth UserName and Temporary Password:

- For this section, you must have access to the email you received from PeaceHealth containing your PeaceHealth Username (commonly referred to as a “3x3”).
  - The 3x3 is typically the first three letters of your first name followed by the first three letters of your last name (not case sensitive).
  - In some cases, more than one caregiver could have the same 3x3, so your three by three may include a number(s) at the end as in the following examples:
    - Example. Tom Brady = TOMBRA; Tomas Branson = TOMBRA1; Tommy Bradley = TOMBRA2

- Figure out your temporary password using the following parameters:
  - First letter of your first name in lowercase followed by a period
  - First letter of your last name in lowercase followed by a period
  - The last four digits of your social security number (SSN)
  - The current, 4-digit year
    - Example: Tom Brady, last 4 of SSN 6789, year 2021 = t.b.67892021

- Determine your temporary password before proceeding to “Create New Password”
Create New Password:

- In your web browser type: http://passwordupdate.peacehealth.org.
- Follow these steps to “Update” password:
  - Enter your 3x3@peacehealth.org in the someone@example.com field.
  - Type your Temporary Password in the “Old Password” field.
  - Enter your New Password in the “New password” field, following these guidelines:
    - Consider a memorable passphrase like, thedogplaysfetch (no spaces between words).
    - Use at least 12 characters.
    - Do not use common password variations, such as Fall20202020, P@ssword1234, etc.
  - Confirm your New Password in the “Confirm new password” field.
  - Click Submit, then close your browser window.
- Following our earlier example, Tom Brady would enter:
  - tombra@peacehealth.org
  - t.b.67892021
  - iamthebestqb
  - iamthebestqb

One-time Setup - Multi-Factor Authentication for Remote Access to PeaceHealth Resources:

- **What is MFA?** When you log in to a PeaceHealth resource remotely, your password is the first authentication (verification that the person trying to access the PeaceHealth network is authorized to do so). MFA requires one or more additional methods of authentication, this may include receiving a verification code via text message or email to your personal email address, or a notification on a mobile app.

- **Initial Setup - You need access to a cell phone and a personal email address to register.**
  1. On your computer or phone open the MFA portal in your browser: www.peacehealth.org/mfa
  2. If prompted to sign in, enter your 3x3@peacehealth.org. Click Next and on the next screen, enter your password.
3. First, enter your cell phone number to receive a verification code via text message.

4. Next, enter a personal email address, or select “I want to set up a different method” to set up security questions instead.

**How it works**: When accessing a PeaceHealth resource remotely, after entering your password, you will be prompted to enter a code that you receive as a text on your mobile device. This is commonly referred to as “two-factor” authentication and is used by many banks and credit card companies.
Logging into My Learning – PeaceHealth’s Learning Management System

- In your web browser, type: mylearning.peacehealth.org
- Enter your 3x3@peacehealth.org; then click Next.

- Your 3x3@peacehealth.org will display in the first field. Enter your PeaceHealth Password. Then click Sign in.
- Enter the security code texted to your mobile device into the “Code” field, then click “Verify.”

Navigating My Learning

1. The My Learning home page provides direct links to My Assignments and sections on current News, and your Personal Calendar.
   - The icons in the upper right are for online Help resources and My Learning Logoff.

2. Under My Assignments, “Click Here” to be taken to your Current Learning Modules:
Accessing Your “Current Learning Modules”

3. Read the module description for instructions, then click Launch.

4. If there is more than one learning module in a program, then click Show Sub-Modules to display every module included in the program. Launch and finish each sub-module to complete the overall program.
Technical Support:
If you are unable to successfully log into the PeaceHealth network or My Learning contact:

PeaceHealth Service Desk at 1-800-452-1425