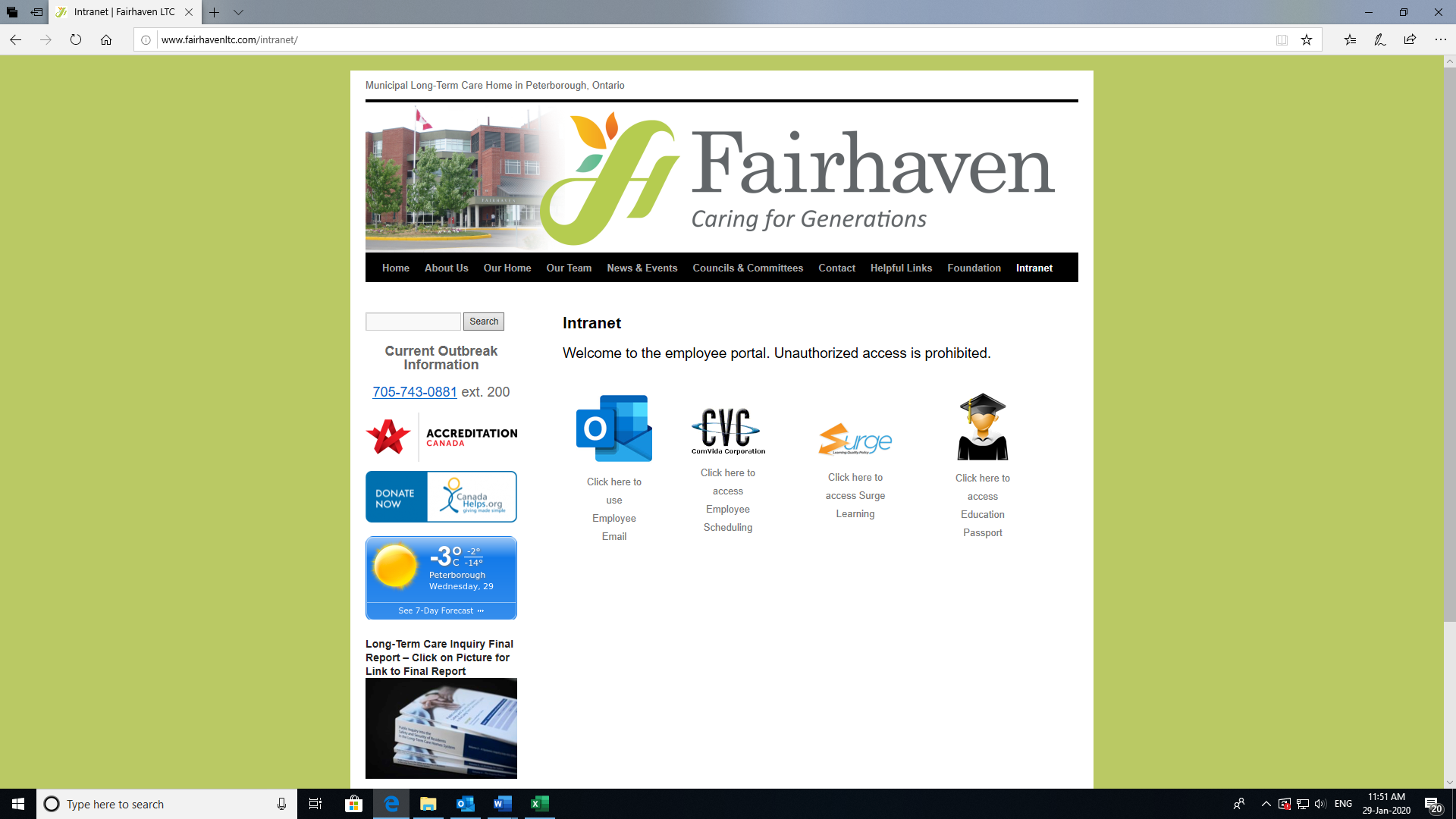
** Welcome to**

# **How to Access Surge Learning**

To access

Visit our Fairhaven website and click on the Intranet Tab. Type in the password F@irTe@m\*. Then click on the Surge learning icon.

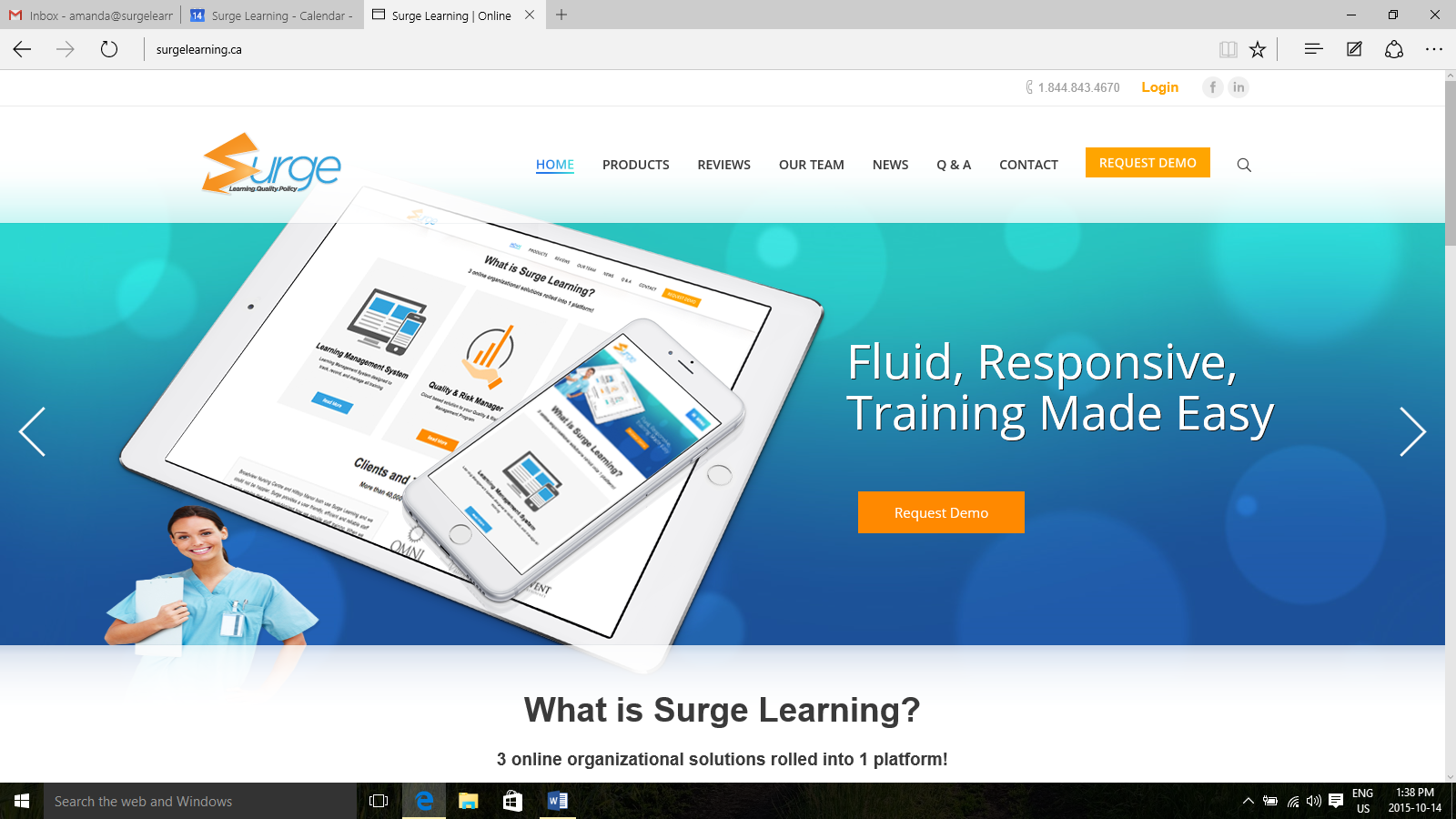
<http://www.fairhavenltc.com/intranet/>



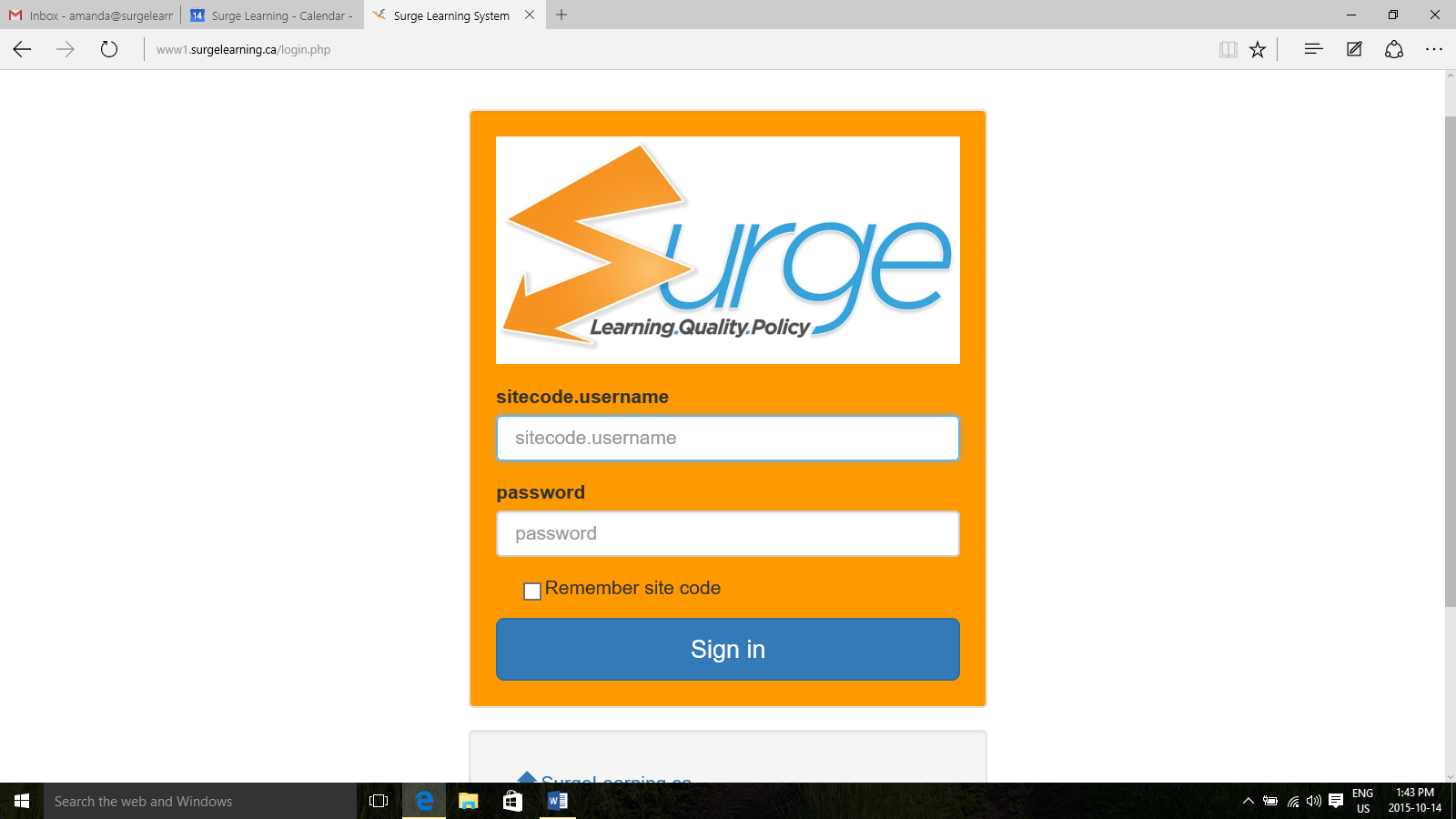
**However, Surge Learning is web-based, therefore you can access it via the web—from your workplace, from your home, from your mobile devices, and any place with accessible Wi-Fi!**

[**https://surgelearning.ca/**](https://surgelearning.ca/)

Once you have reached our website, Click **Login** on the top right of our webpage



**How to Log In to Surge Learning**



fairhaven2020

fhn.volunteer

STEP THREE

STEP TWO

STEP ONE

**STEP ONE: TYPE IN YOUR USERNAME**

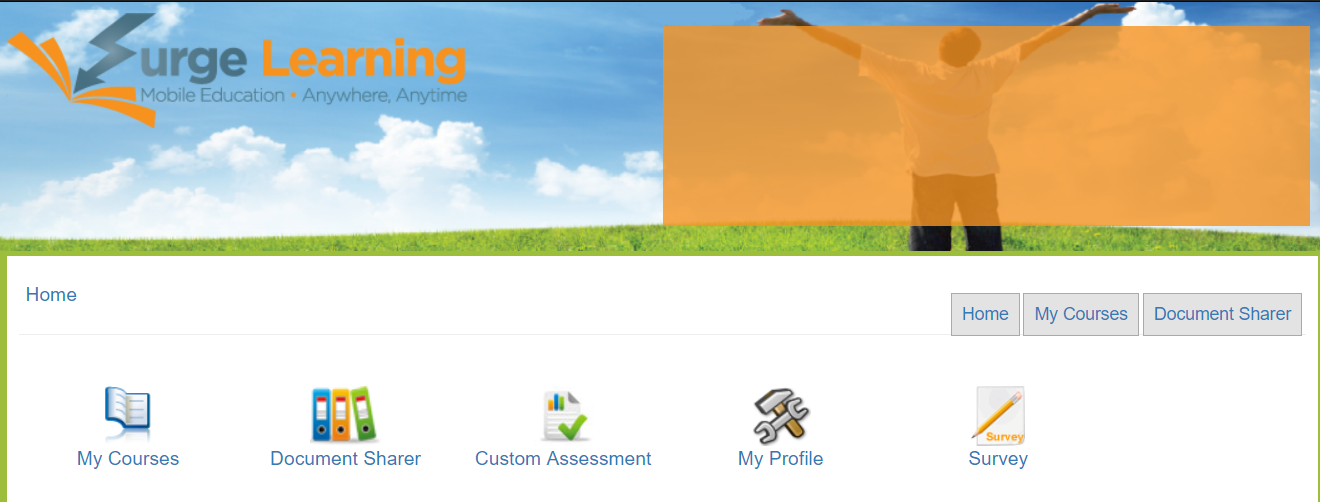
1. Type in your site code – fhn.
2. Type in your username – fhn.volunteer

**STEP TWO: TYPE IN YOUR PASSWORD**

**fairhaven2020**

**STEP THREE: CLICK “SIGN IN”**

**Welcome to Your Home Page!**



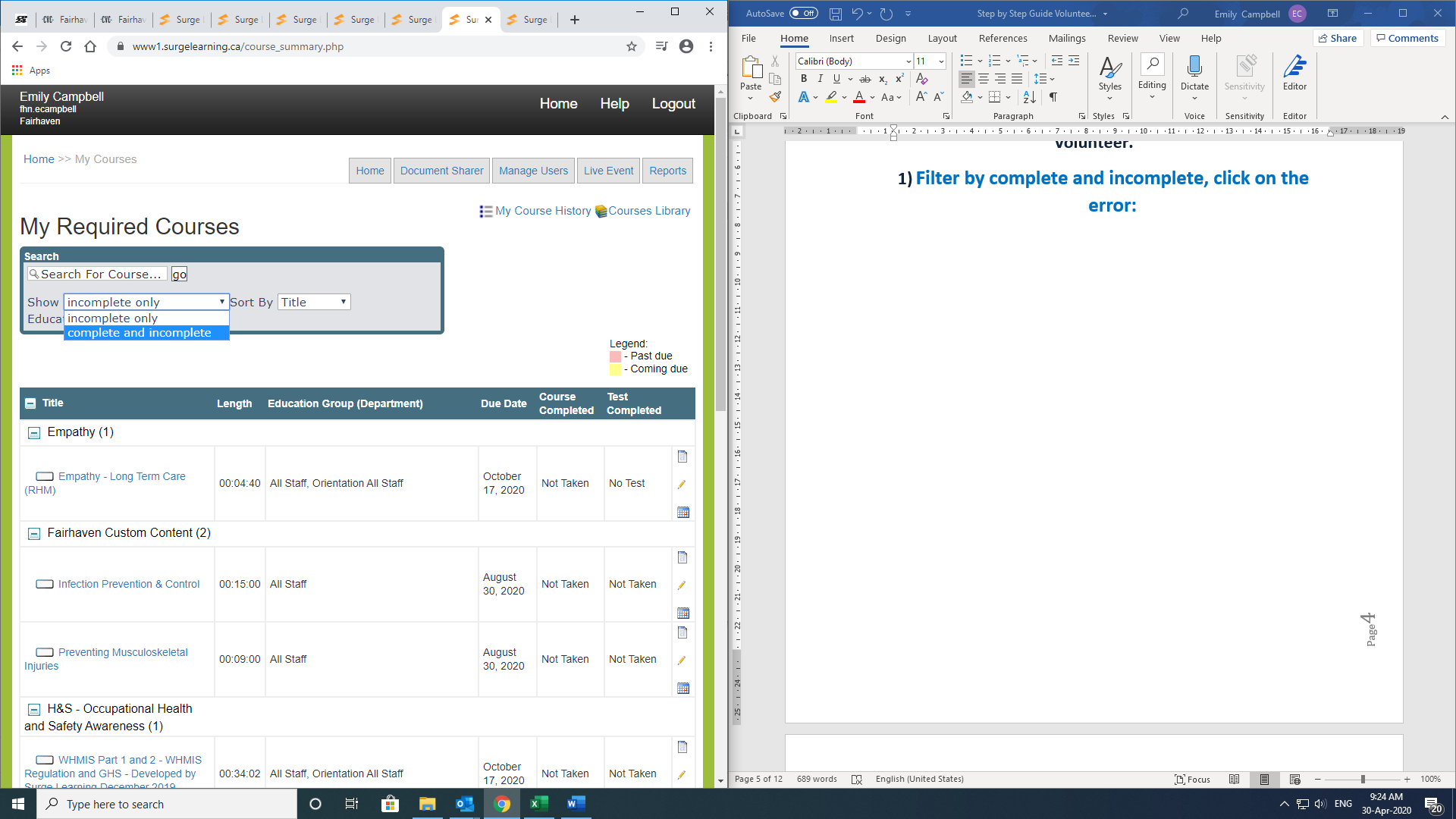
View messages in your Message Board here!

|  |  |
| --- | --- |
| FUNCTION | WHAT IS IT FOR … |
| My Courses | Courses that have been **ASSIGNED** or recommended to you. Assigned courses have Due Dates |

**Completion of Required Courses**

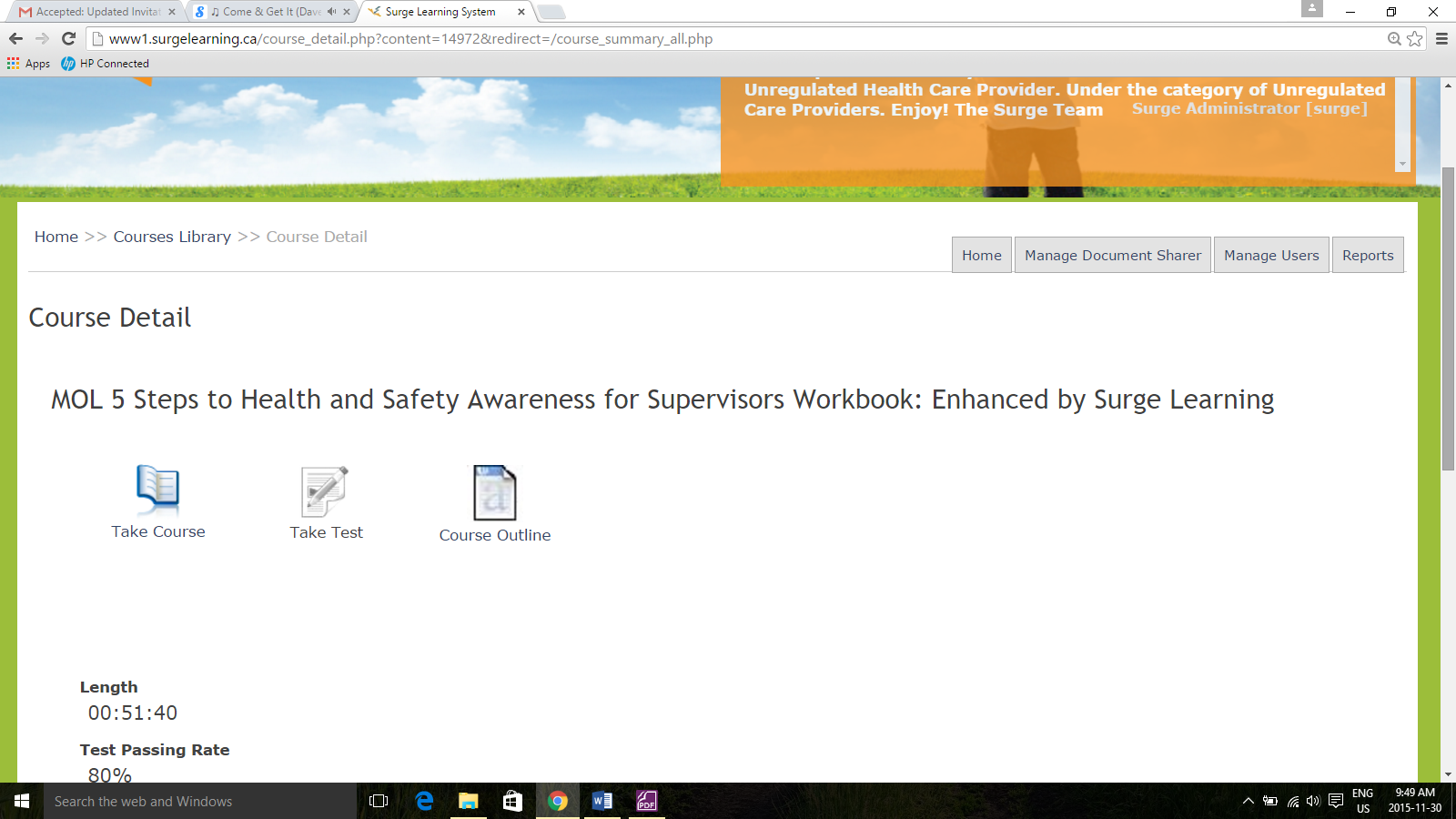
**When education, policies and procedures are assigned to as a volunteer.**

1. **Filter by complete and incomplete, click on the error:**



1. **Complete all Course that are assigned to you as a Volunteer** 
   1. ***(See Volunteer Sign off Form)***

**How Do I Take a Course?**

**Click on the title of the Course/Policy you wish to take. You will then see a screen that looks similar to this:**

**Take Course:**

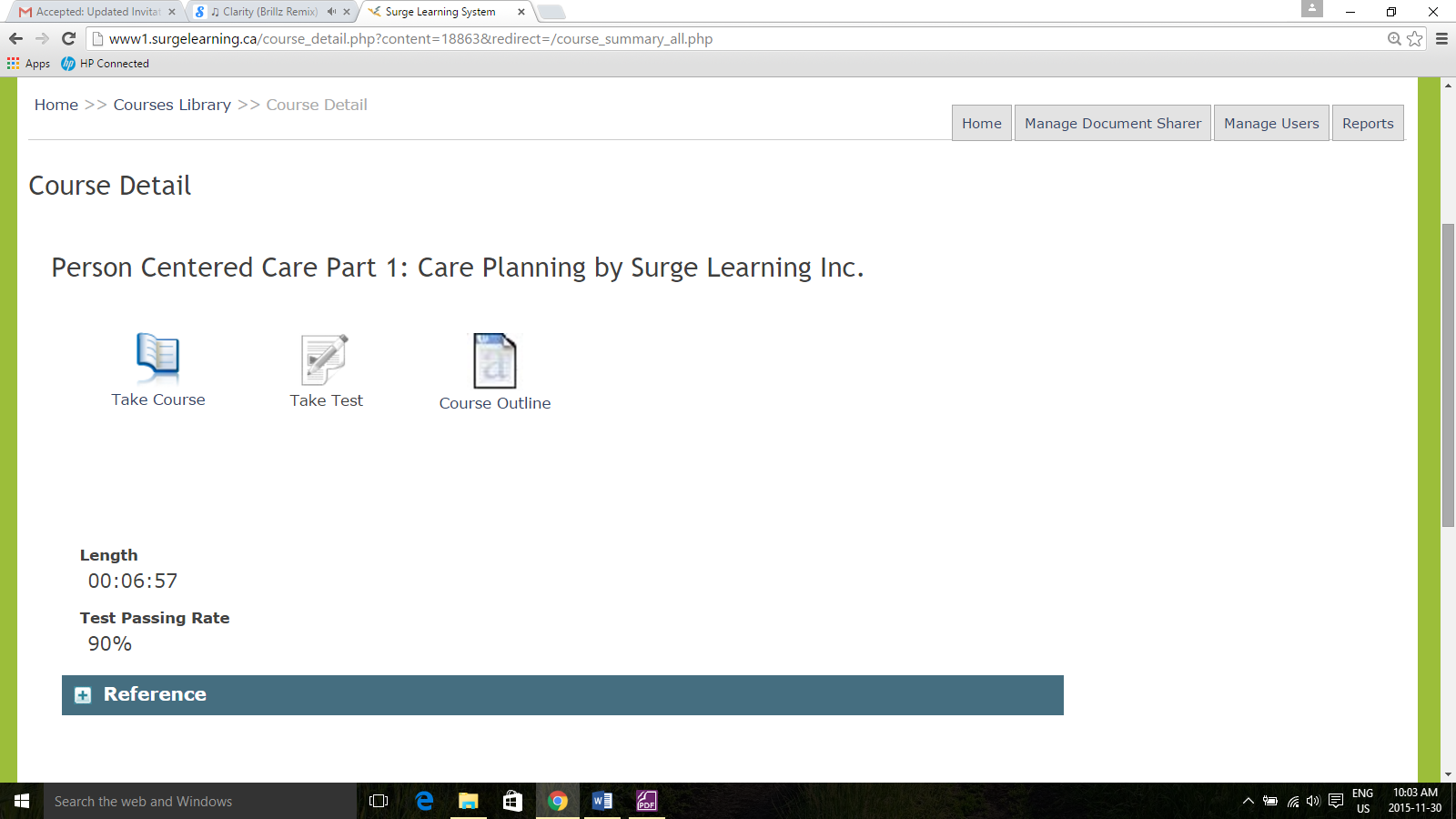
**View the Course here. Unless it is a policy, it will be a video with sound. Ensure your mobile device speakers are turned on or you have headphones available.**

**Take Test:**

**Once you have fully completed the course and you have entered your password to verify its completion, you will have access to the test.**

**Course Outline:**

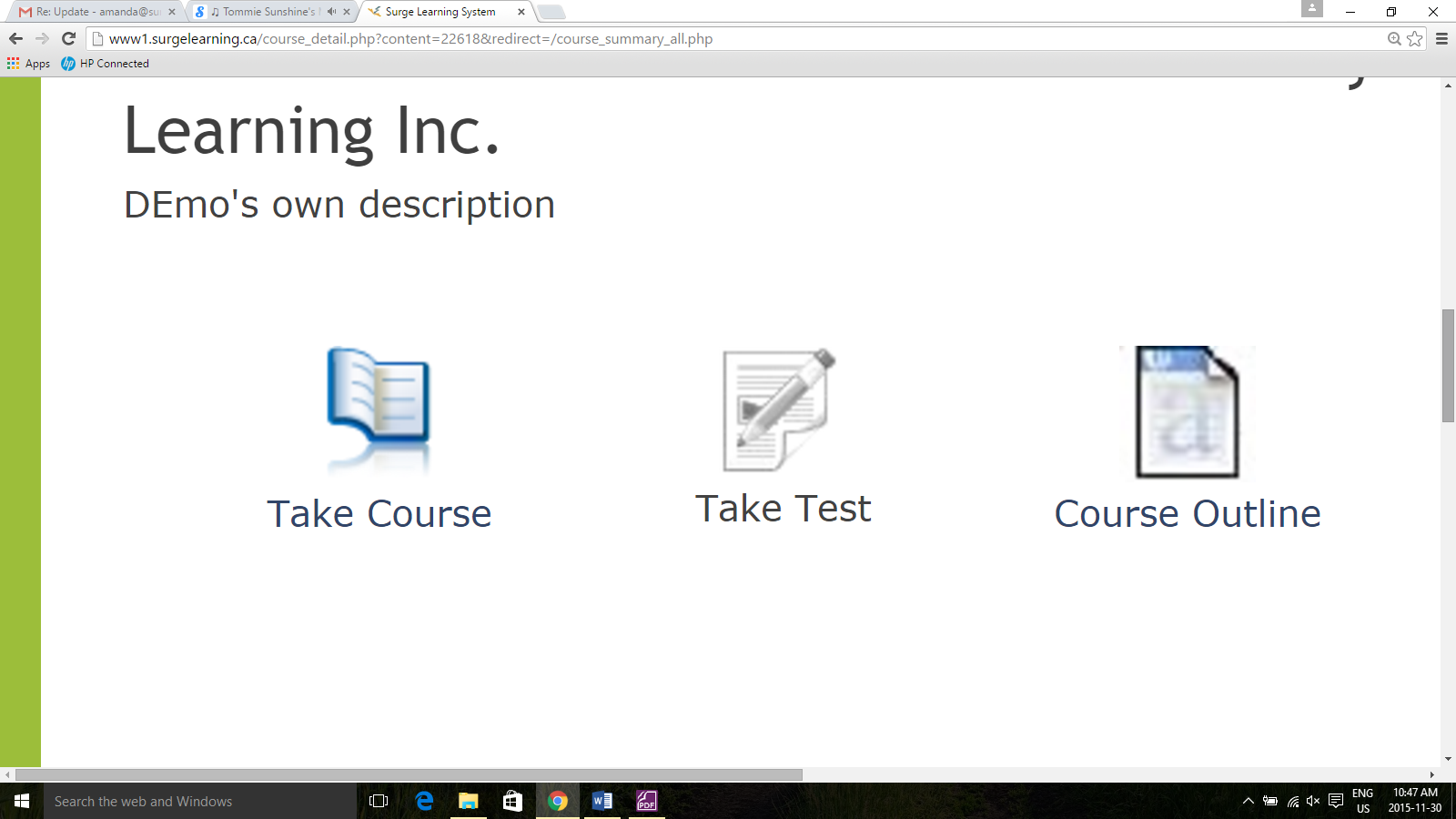
**May provide information about the course, such as learning objectives and a summary of the topics reviewed in the presentation.**



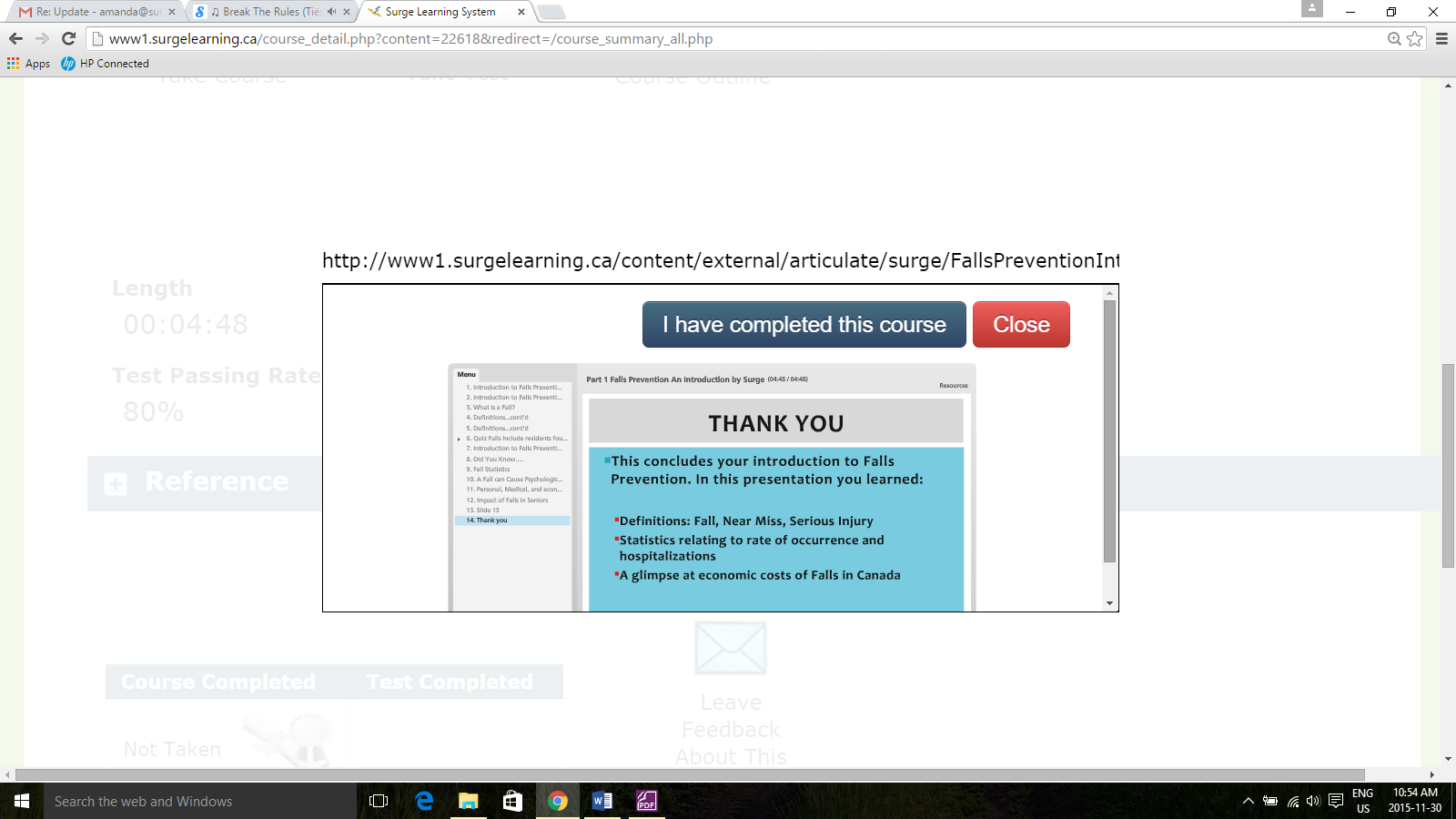
**LENGTH**: The running time/duration of the video presentation. This time does not factor in the time it takes to complete the test.

**TEST PASSING RATE**: The percentage needed to pass the test. The passing rate is determined by your organization.

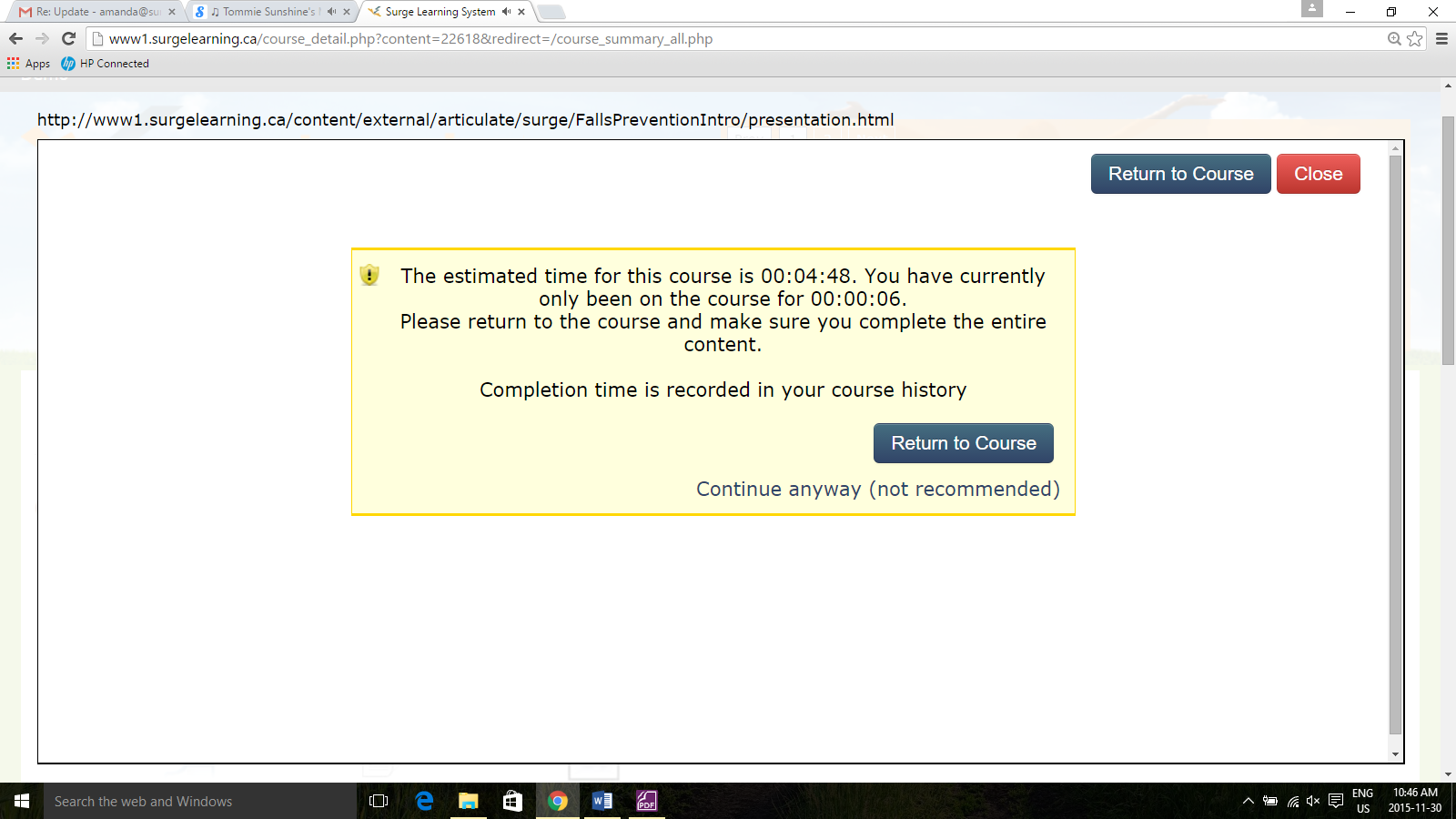
**Click on Take Course**



Your video/policy will load. Once you have watched the course, **click on I have completed this course**

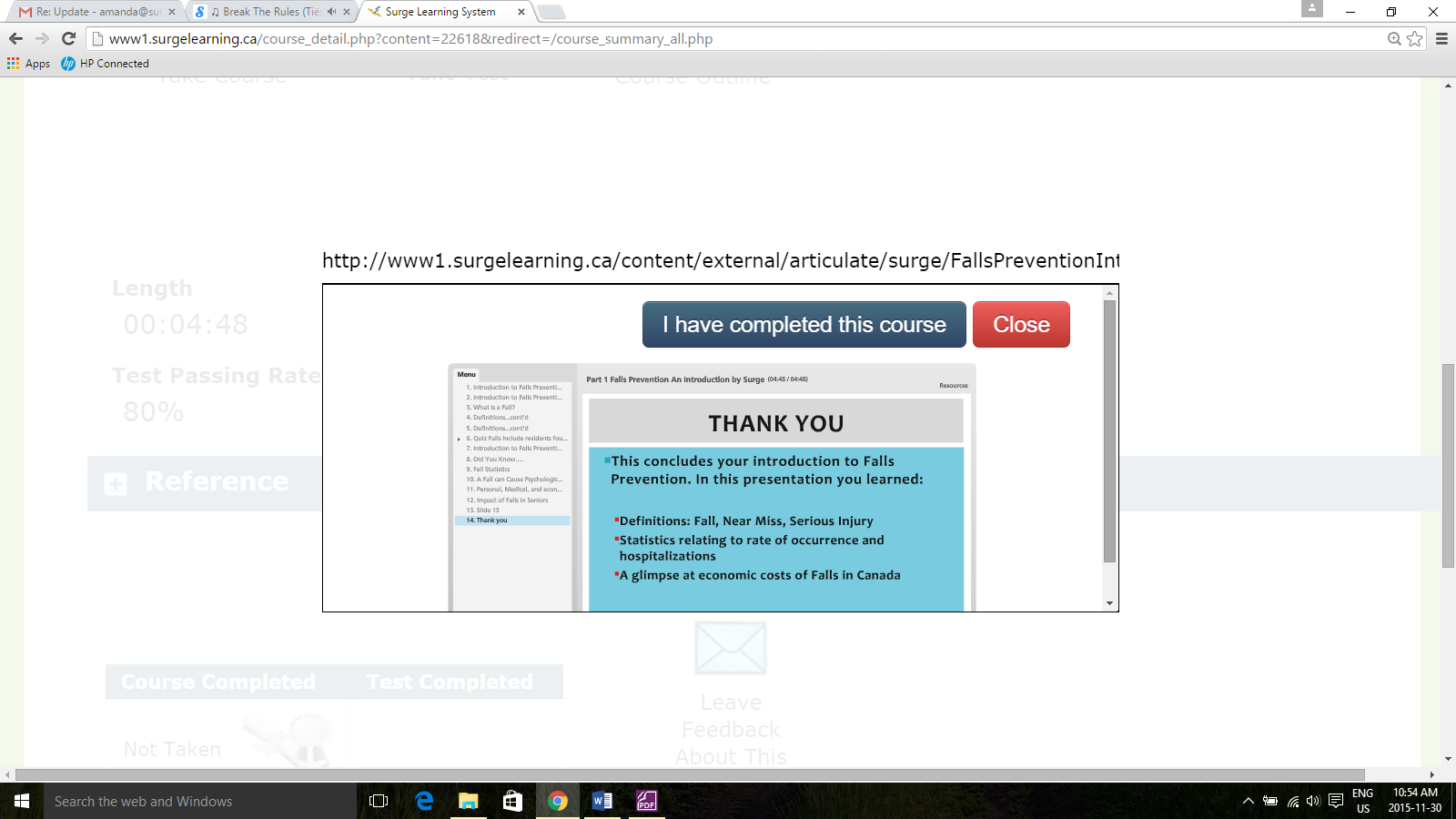
******

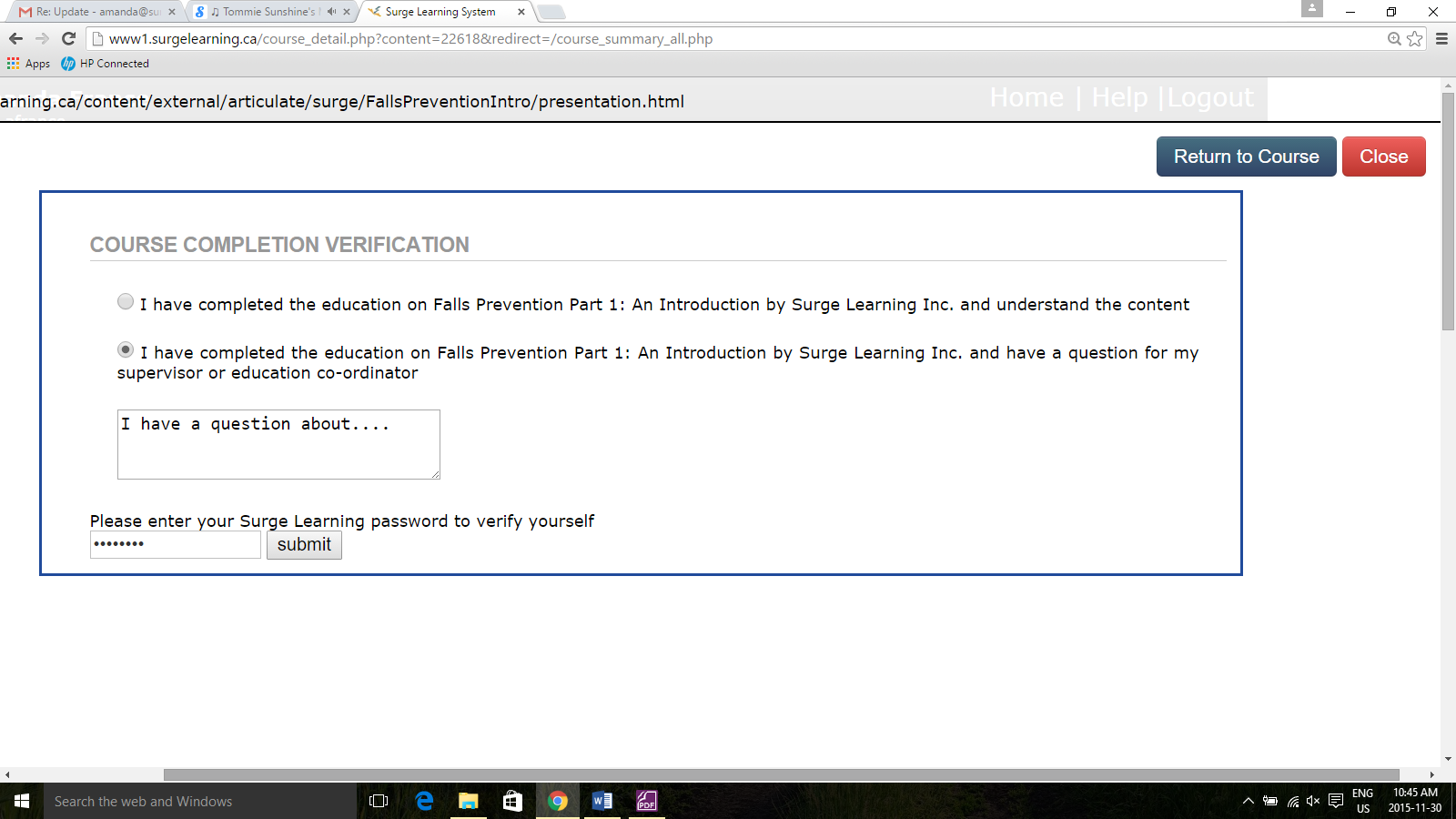
***Please watch the course fully. If you try to close the education without watching its full duration, the system will remind you that you have not watched the whole module.***

******

**Course Completion Verification**

Once you have completed the course and clicked, **I HAVE COMPLETED THIS COURSE**



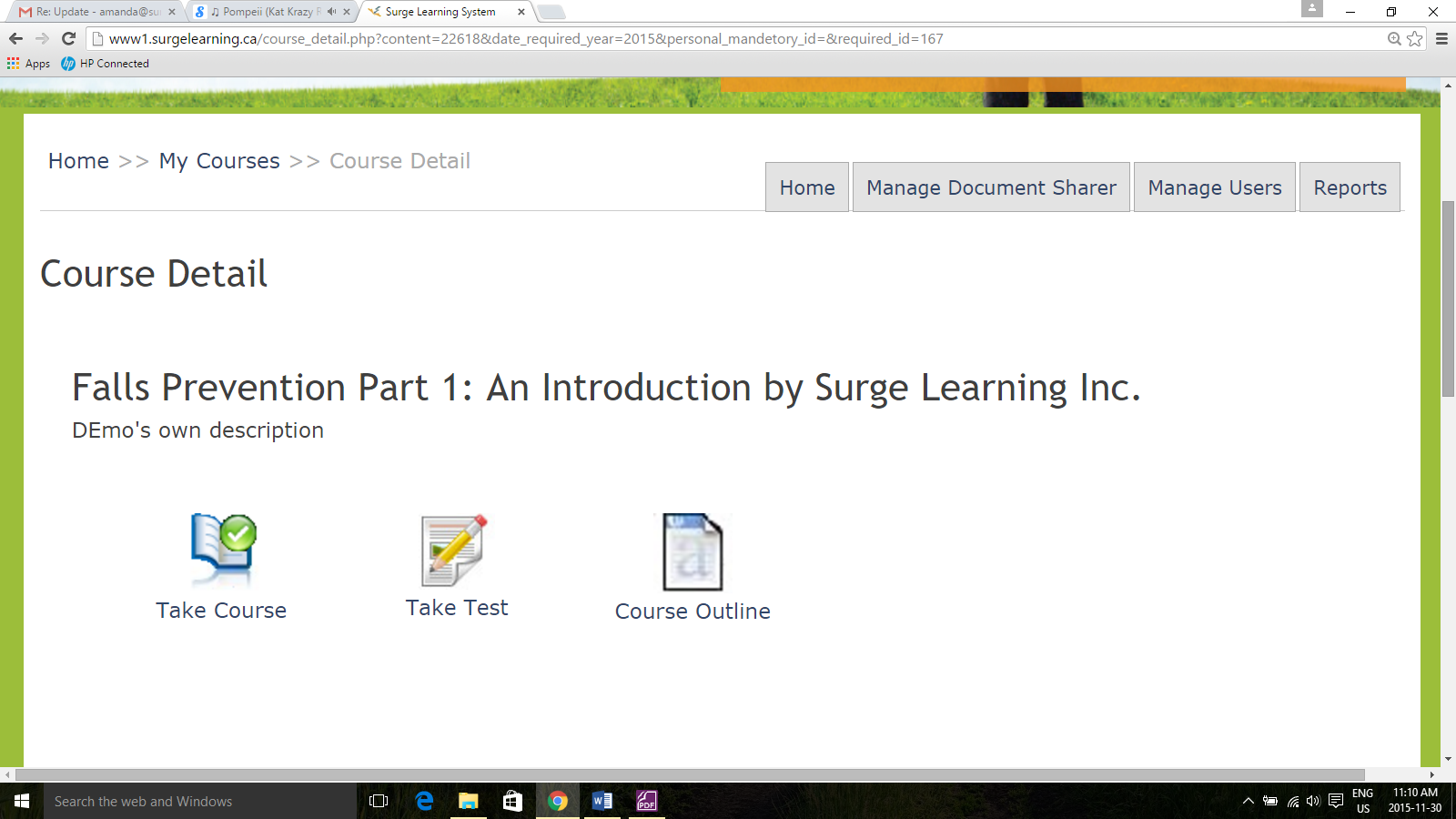
You will need to verify one of two things, by clicking on one of the options below:

If you selected that you did not understand, you may type in a question in the field provided which will send directly to your Staff Educator.

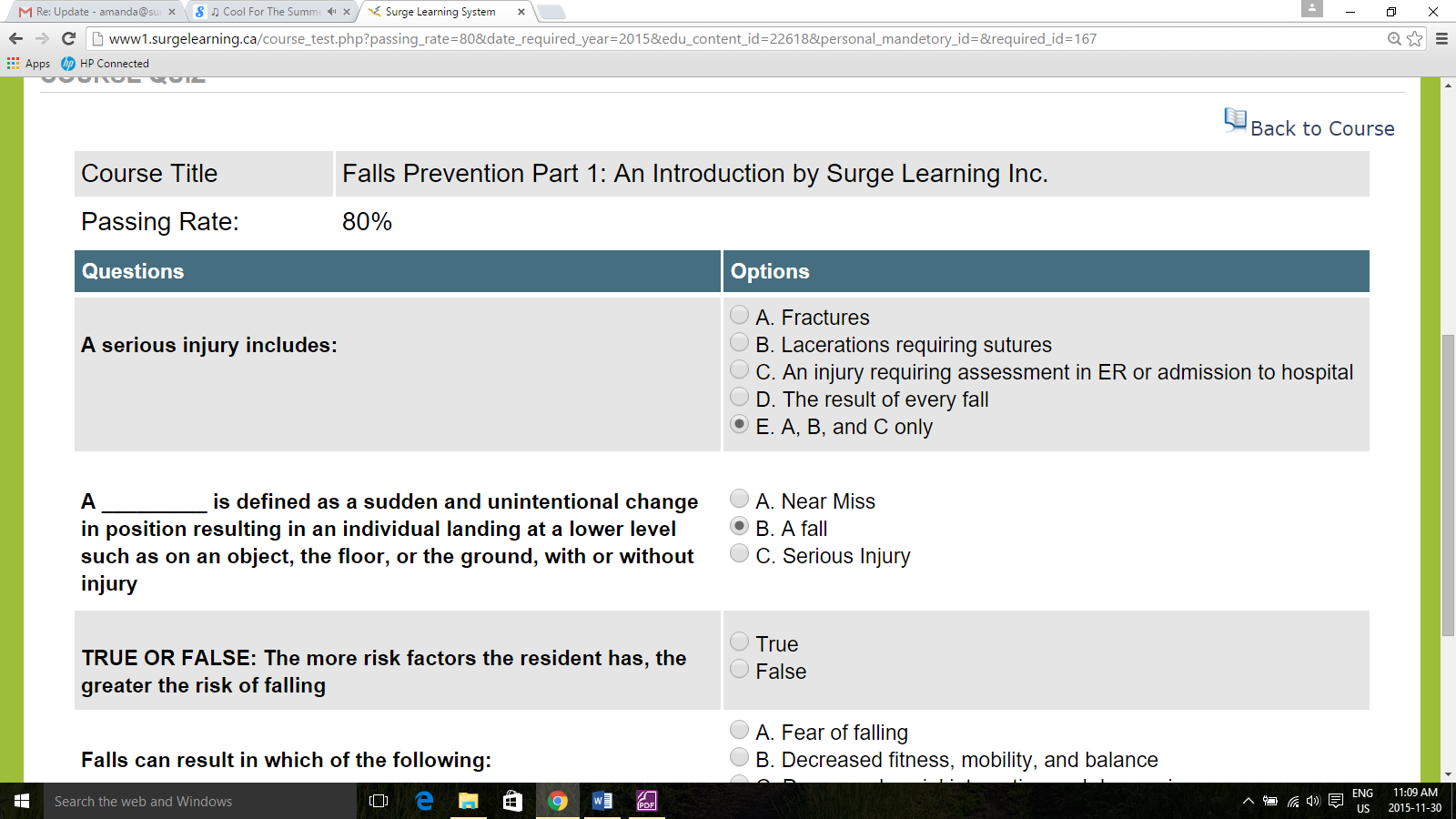
Enter your Surge Learning (the one YOU made) password and click SUBMIT

**Proceeding to the Test**

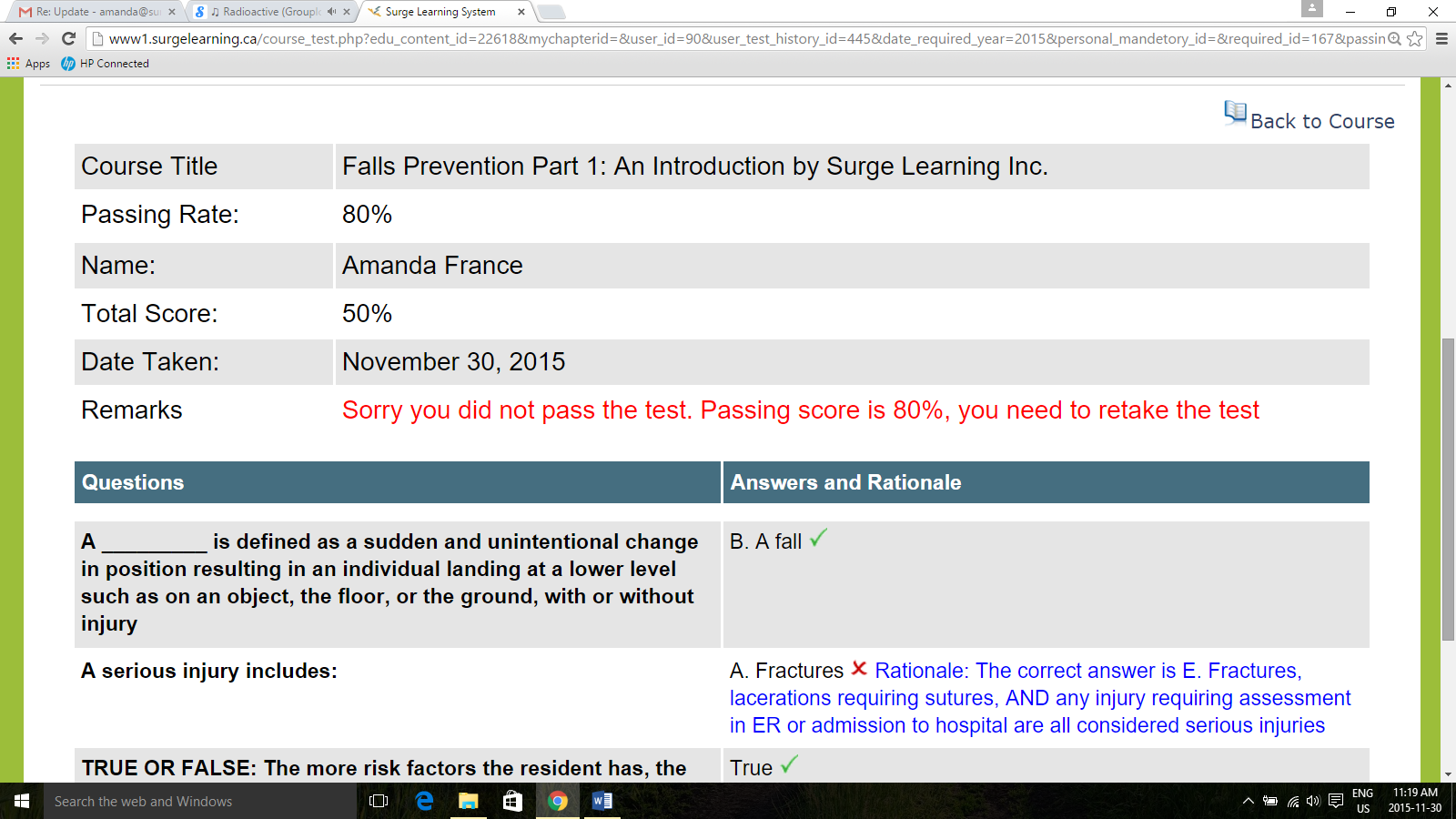
Once you have verified your understanding of the material and signed off on the Course as complete with your Surge Learning, you will notice that the test is now available.



**Click on TAKE TEST to proceed to the quiz**

You will notice the passing rate at the top of the screen. This passing rate is set by your organization. For each question, click on your answers and complete ALL questions. **Click SUBMIT** and Surge Learning will mark your test right away!

**Marking the Test**

Surge Learning will indicate if you did not pass the test, and will display the percentage you obtained.

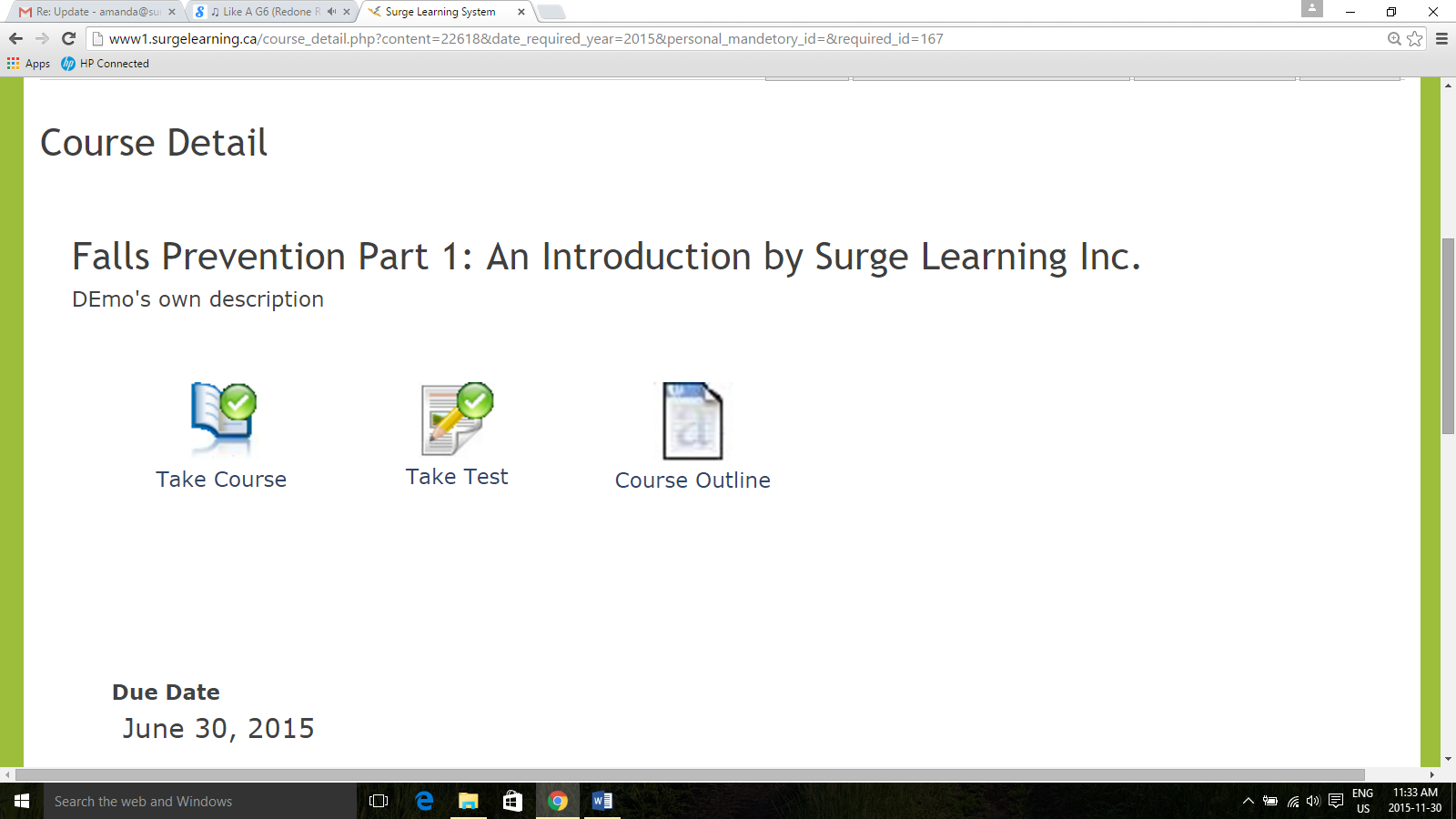
**Your test results**

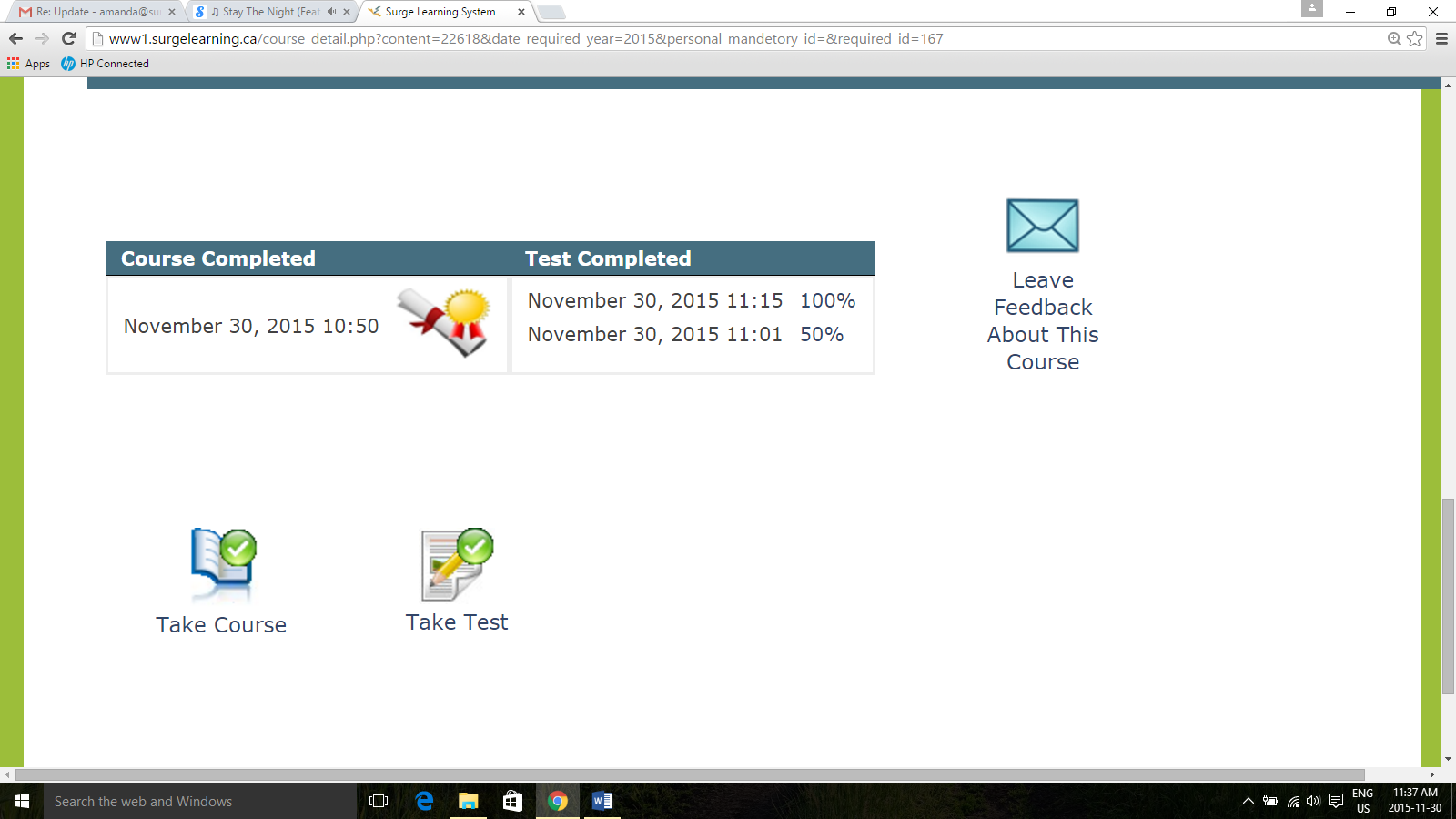
You will be able to see what questions you answered correctly, and which ones were incorrect. If you did not pass the test and you would like to retake it, please click on **Back to Course** on the top right and complete the same steps you did taking the test the first time.

***If you need to retake the test***, please note: YOU DO NOT NEED TO TAKE THE COURSE AGAIN…. Unless you want to!

When you have successfully completed the test, a checkmark will appear, indicating it is officially complete.

A course is FULLY complete, when BOTH the course and the test has a green check mark on it.



Surge Learning will track the completion dates and times of both the course and the test. You can even print a certificate for your records if you like!