



Frequently Asked Questions

General

Is there a cost to watch the videos?

Access to My Learning Center's video courses is FREE.

Do I have to be a member of the Pennsylvania Homecare Association to register and access the videos?

No. The videos are available to anyone, regardless of membership or employment status. The videos are especially helpful to professional and family caregivers, but are accessible to the public.

How is My Learning Center funded?

Funding for My Learning Center is made possible by the Pennsylvania Department of Aging, with support from the Pennsylvania Homecare Association.

Will the list of registrants be kept confidential?

Yes. The registration list is confidential. The Pennsylvania Homecare Association will not share the list with outside parties, except with consent or as required by law or governmental or judicial order.

Technical

Logging In

How do I register?

You can register to use My Learning Center by entering your information in the fields on the homepage, beneath the photographs, where it says, "Register." Your email will serve as your user name. Once you have entered all of the information, click the purple "Sign Up" button and you will be brought directly to your video dashboard.

I already have an account, how do I login?

Users who have already registered for an account can sign in to their dashboards by entering their email and password in the very top right hand corner of the homepage about the photographs, where it says, "Login."

How do I know if I am logged in or not?

At the top of the screen, it will say, "Welcome [Your Name]" if you are correctly logged into your account.

How do I update my account information?

You are able to edit your account information at any time. Login to your account as you normally would to take the courses and in the top left hand corner, you will see a purple button that says "Edit Account." You can use this to change your information so that your progress is always saved under one account.

What do I do if I forget my password?

There is a link next to the login fields at the very top right hand corner of the page that says "Forgot Password?" Click it and enter your email in order to retrieve your password information.

What is my dashboard?

Your dashboard is the only area where you can access the videos and quizzes. When you login, you are automatically directed to your dashboard. There are other lists of the videos on the website that can sometimes be confused with the dashboard. If you ever navigate away from the dashboard and worry that you are not in the right place, click the gray "My Dashboard" tab at the top of the page and this will bring you back.

Watching the Videos

Can I watch the videos on a phone, tablet, or other mobile device?

Yes. The My Learning Center website and videos are now compatible with all mobile devices. Use your phone or tablet's internet browser to access the website the same way you would on a computer or laptop.

When I click the play button, nothing happens. What should I do?

The video is loading and the load time will vary, depending on your internet connection speed. We recommend a minimum DSL connection. Cable or FIOS and higher is ideal. The videos will not play with a dial-up modem. Here's a tip from the web developers: when you press play, pause the video and let it load completely. This may take a minute or two, but should eliminate disruptions to the video.

I can watch the videos, but the quiz does not come up at the completion of the video.

Some older versions of various internet browsers are no longer supported and therefore may cause functionality issues with the quizzes in My Learning Center. Please make sure your internet browser is updated.

Taking the Quizzes

How many questions must I answer correctly in order to pass the quiz?

The pass rate is 80% or 4 of 5 questions answered correctly.

How will I know which questions I got wrong and will I be given the correct answers?

An “incorrect question summary” is now available once the quiz is completed. Those who PASS the quiz with an 80% (4 of 5 correct) will be given the correct answer to the question missed. Those who FAIL the quiz will be directed to the question they got wrong, but will not be given the correct answers. This approach enables the learner to focus on the trouble areas, without sacrificing the integrity of the quiz.

What do I do if my certificate won't open?

This likely means that the Adobe Reader on your desktop is out of date. You can update it through www.adobe.com.

Can I email my certificate?

Yes. There is an envelope icon on your Adobe Reader that you can click to attach the file to an email.

Can I get one certificate to show I completed all of the courses?

No. The individual videos are not designed to act as one complete program or certification process, since new videos are added regularly. The only certificate(s) you will receive are the individual ones associated with each video.

If I watch a video and pass a quiz, will I still be able to replay the same video?

Yes. You will be able to watch a video more than once. Also, each year your dashboard is refreshed so you can re-watch a video each year and take the quiz without losing the scores from previous year's quizzes.

Licensure Requirements

Can these videos be used to prove competency under Pennsylvania's homecare licensure?

According to the Pennsylvania Department of Health:

“These training videos may be used as a tool to meet competency requirements. The (homecare) agency must evaluate its training program to ensure it meets the regulatory requirements listed in §611.55 (b) and (c).”

[Click here](#) for more information from the Department.

Personal Care Homes and other licensing bodies are allowing the courses to count as CEs.

Are these videos part of a homecare aide certification process?

At this time, in the state of Pennsylvania, there is no formal state certification process for homecare aides. Completing all of the videos does not grant you certification to be a homecare aide. How the videos are utilized, which videos you need to watch, and how many videos you need to watch is at the discretion of your employer or agency.

Are the education credits from My Learning Center acceptable towards my 30 bi-annual CEU requirements for my nursing license?

Yes, the contact hours you receive count as nursing CEs.

Do the video courses meet curriculum requirements under Adult Day licensure?

Yes, with one exception. According to the Departments of Aging and Human Services:

“Adult Day Services providers may use the videos as part of their training; however, the Elder Abuse and Neglect video does not cover Act 13, mandatory reporting requirements. To meet our standards for Abuse training, providers would need to supplement the video. Act 13 training is located on the Department of Aging’s [website](#).”

Are the education credits from My Learning Center acceptable towards my 30 bi-annual CEU requirements for my nursing license?

Yes, the contact hours you receive count as nursing CEs.

Best Practices/Use of Site

Will my progress be saved? How long?

Your progress will always be saved in your dashboard. This is why it is important to maintain one account so that all of your information is saved in one location. Your progress is stored by year, and you will see a year drop down on your dashboard that will always default to the current year. You can adjust the year in the drop down to access your progress and scores from previous years.

We plan to present the videos in a group setting. How will this affect our ability to administer the quizzes and issue certificates of completion?

Many agencies and home and community-based services providers have indicated a need to present the videos in a group setting. While the site was built for individual users, it can be adapted for group viewing. You’ll want to enlarge or zoom the video screen. For Internet Explorer users, you can zoom by clicking on the “page” button located in the right hand corner of your menu. Select “zoom” and the percentage of your choice. Please note that group viewing removes the ability to track your own progress and store certificates using the Dashboard. It also prevents PHA from tracking and reporting staff performance and progress to your organization.

Still need help?

Additional technical assistance is available by emailing MyLearningCenter@pahomecare.org.