

Job Aid: Accessing Core Competency Online Modules via Regional Learning Centre (RLC) Website

The RLC website houses 10 Online Modules which overview the 9 Core Competencies. To access these modules follow the steps below.

1. Access RLC Website:
<https://regionallearningcentre.ca/>
2. Select **RLC Training**. Select **E-Learning**.
3. Sign up for an RLC account & save the information for future use.


Note: An account will be manually created for you, this could take up to 48 hrs. Once it is created, you will receive a confirmation email from the Regional Learning Centre. ***Please ensure to check your spam folder and/or whitelist the following IPs and domains:** IPs: 52.39.183.16 , 192.174.90.249. Domains: @talentlms.com, @spmailtechnol.com, mta384a.sparkpostmail.com, mta-90-249.sparkpostmail.com

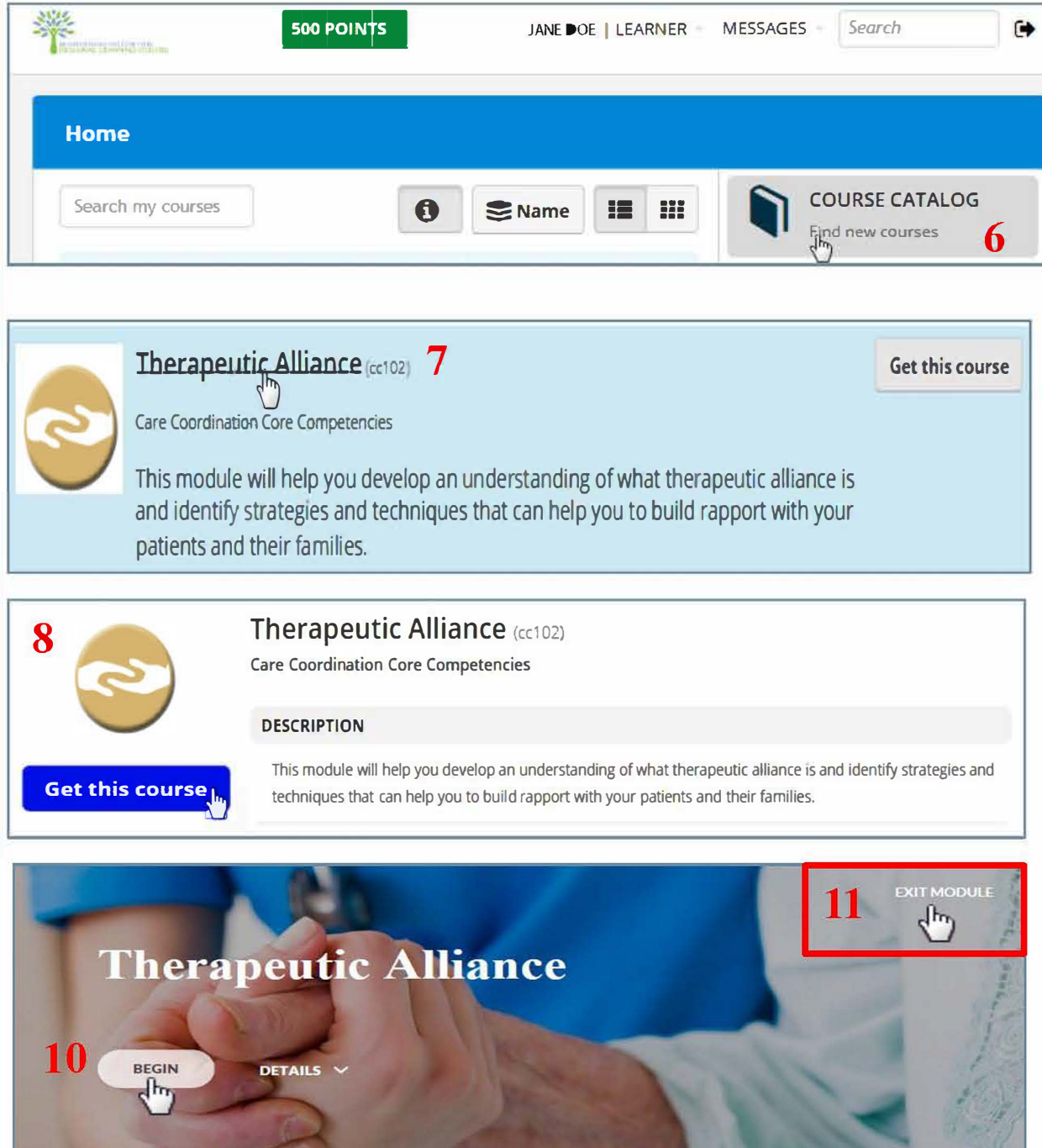
4. After confirmation, select login.
5. Enter your created username & password.
Note: Retrieve forgotten password or username, by selecting the question mark icon to the right.
6. Select the **Courses** to navigate to the Course section.

The screenshot displays the website's header with the logo for Mississauga Halton LHIN Regional Learning Centre. The navigation menu includes 'ABOUT US', 'EVENTS', 'RLC TRAINING', 'RESOURCES', 'FAMILY CAREGIVERS', and 'CONTACT US'. A red box highlights the email address 'info@mhlhinrlc.ca' in the top right corner. Below the navigation menu, there are links for 'HOME', 'COURSES', 'ABOUT THE RLC', 'SIGNUP', and 'LOGIN'. A red arrow points from the 'SIGNUP' and 'LOGIN' links to the 'Signup' and 'Login' forms below. The 'Signup' form includes fields for First name, Last name, Email address, Username, and Password, with a 'Create account' button. The 'Login' form includes fields for Username and Password, with a 'Login' button and question mark icons for help. A 'Reset password' form is also visible, with a 'Send' button and a link to 'return to login'.

6. Select **Course Catalog** on right
7. Scroll down to desired course and select the hyperlinked name
8. Select **Get this course**
9. Then select **Start or resume course**
10. Select **Begin** to start
11. Select **Exit Module** to exit. Upon return to an incomplete module, you will be brought back to where you left off.

Note: If you close the browser before selecting “Exit Module,” your progress will not be saved.

- To return to course list select **Therapeutic Alliance** the name of the module from the top left corner
- To log-out select  at the top right corner of the course list page
- For help with technical difficulties please email info@mhlinrlc.ca if it must be addressed by the RLC.



The screenshot shows a user interface for a course catalog. At the top, there is a header with a logo, a green box indicating '500 POINTS', the user name 'JANE DOE | LEARNER', a 'MESSAGES' link, and a search bar. Below the header is a 'Home' section with a search bar for courses and a 'COURSE CATALOG' button with a red '6' badge. The main content area displays a course card for 'Therapeutic Alliance (cc102)' with a red '7' badge. The card includes a circular icon with two hands, the course title, and a description: 'Care Coordination Core Competencies. This module will help you develop an understanding of what therapeutic alliance is and identify strategies and techniques that can help you to build rapport with your patients and their families.' A 'Get this course' button is visible on the right. Below the course card is a detailed view of the same course, with a red '8' badge. It features the same icon and title, and a 'DESCRIPTION' section with the same text. A 'Get this course' button is also present. At the bottom, there is a large banner image of hands being held, with the title 'Therapeutic Alliance' and a red '10' badge. A 'BEGIN' button is highlighted with a hand cursor. In the top right corner of the banner, there is a red box containing a red '11' badge and an 'EXIT MODULE' button with a hand cursor.