

AIMS Learning (KB0012066)

NOTE: Communication will be provided when AIMS Learning materials are available.

Question	Answer
<p>How do I access my AIMS Learning modules?</p>	<p>Log in to MyConnection and follow this path: MyConnection > MyLearning > Access MyLearning > Learning Module (Tile)</p> <p>This brings you to your Student Dashboard. Any learning modules that have been assigned to you will display as a 'tile.'</p> <ul style="list-style-type: none"> • 'HCM' in the title represents Human Resource assigned learning materials • 'FIN' in the title represents Finance assigned learning materials • 'SCM' in the title represents Supply Chain Management learning materials • 'WFM' in the title represents Scheduling learning materials
<p>Why am I receiving an email from Maverick (ENGAGE)?</p>	<p>Your learning module(s) may have practice sessions where you will be able to work through a process in a simulated environment. Maverick ENGAGE is the software that provides this environment. When you are enrolled for learning module(s), you will automatically be enrolled for the Maverick software if your modules involve practice sessions. The email is a notification that you need to activate your Maverick account.</p>
<p>Should I open an email from Maverick, if I receive one?</p>	<p>Yes. Open the email and follow the instructions provided to activate your Maverick account.</p>
<p>Do I need to do the practice sessions in Maverick to complete my learning?</p>	<p>No, you can still review your learning modules in MyConnection. The additional Maverick sessions are an opportunity to practice what you have learned.</p>
<p>I think I need learning modules, but I don't see them in MyLearning in MyConnection. What do I do?</p>	<p>Contact your Manager who can request access for you through MyConnection: MyConnection > MyLearning > Questions About MyLearning</p>

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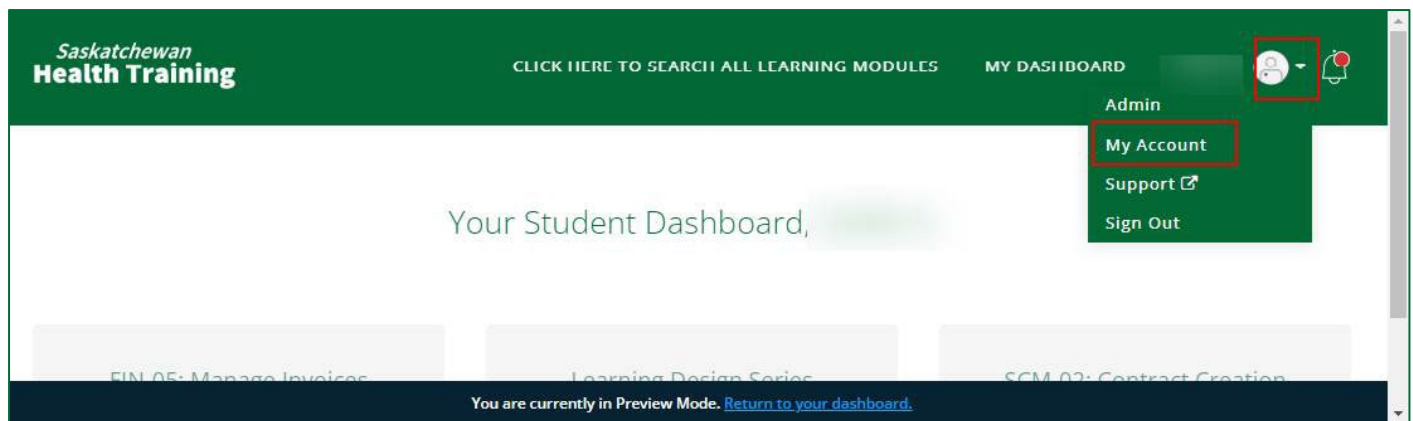
I was provided access to Learning Modules without having my Manager submit the request on my behalf. Is there anything further that I need to do?

Yes. You can request access to the learning associated with an area, but you will require a Manager to submit a request to grant you security access to the functionality within AIMS. A manager should submit this request using the following method:

- **Scheduling** – Complete an [AIMS Scheduling Security Access Form](#) and submit it through MyConnection: MyConnection > Support for MyConnection (tile) > Questions about AIMS
- **Human Resources (HCM) and Finance (FIN)** – Submit a request for employees to have security access provided to them through MyConnection: MyConnection > Support for MyConnection (tile) > Questions about AIMS

Q: I was able to view my AIMS learning modules, but now they have disappeared. What do I do?

A: Your learning modules are attached to the email you currently have entered in Gateway Online. If you have previously viewed learning in your dashboard through MyConnection > MyLearning, you may have registered with an email you were using at that time. The learning platform will then default to the older email address. You will need to go into your MyLearning account to update your email to recognize the current email that you are using:



Q: If I take my learning in my area of Finance/Human Resources/Supply Chain or Scheduling, do I also need to take the “All Employee” learning?

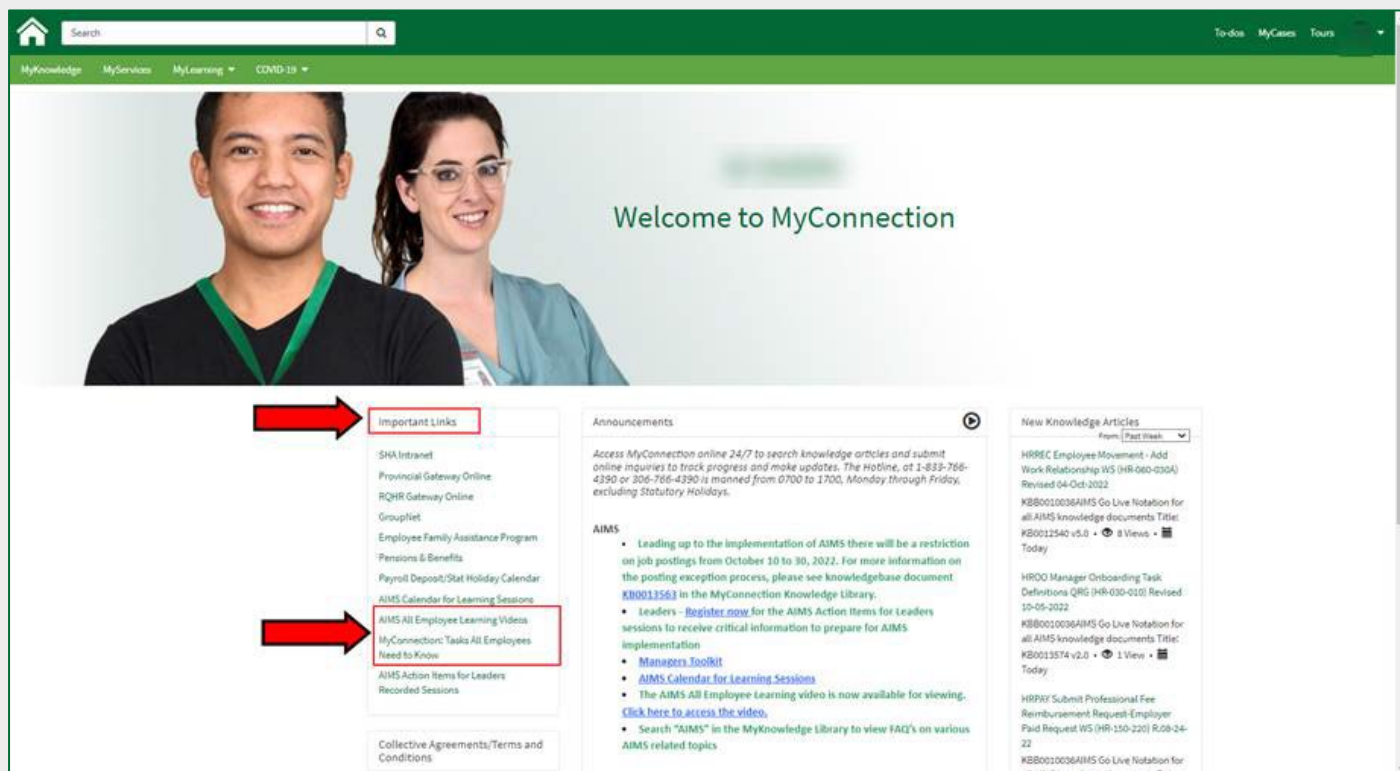
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A: Yes. There are tasks that all employees will need to perform within AIMS (i.e. checking schedules, pay statements, T4s, etc.) These tasks are identified in the “All Employee” learning. They can be accessed by going to:

- MyConnection > Important Links > AIMS All Employee Learning Videos and
- MyConnection > Important Links > MyConnection: Tasks All Employees Need to Know

Those whose roles require them to work in the system every day will take the additional learning in their area of specialty.



As a Leader, will I be able to track my employees' progress through their training?

There will be tracking on learning modules for Leaders and for employees who take their training through MyLearning in MyConnection. This will include training for those who work in the system daily.

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What do I take for learning as a Leader?	<p>All those who have direct reports will take the All Leaders learning including:</p> <ul style="list-style-type: none">• The “Welcome to AIMS for Leaders” learning module.• The “AIMS Overview for Leaders” learning module.• The All Employee learning Webex session. (AIMS Learning Calendar available through MyConnection)• There are further All Leaders live drop-in Webex sessions should there be questions, but these are optional for attendance. <p>Learning for All Leaders</p> <p>Most Leaders will require approximately 5.5 hours of online learning, which will include about 2 hours on scheduling functionality.</p> <ul style="list-style-type: none">• All Leaders will have access to an Orientation Webex, which will be recorded and available online for multiple viewings.• There will also be multiple options to attend 30-minute live Webex drop-in sessions to pose questions of subject matter experts.• The remaining time can be dedicated to attending further drop-ins, if required. <p>Instructions for accessing the All Leaders learning modules:</p> <ul style="list-style-type: none">• Go to MyConnection• Click on “MyLearning” then “Access MyLearning” from the dropdown• You will now be in the Student Dashboard of “MyLearning”• Click on “View More Courses”• Search for “Welcome to AIMS for Leaders”• Click “Enroll for Free”• You will be automatically enrolled and the learning module will launch
Why is the All Employee session separate from the All Leaders learning modules? Couldn't they be combined?	Every effort has been made to consider the time required to review the sessions. Combining both sessions would have resulted in a viewing commitment longer than 60 minutes, which was deemed to be the longest convenient time for a single session.
Do I have to register for an All Employee learning Webex session or can I review the material online afterwards?	We encourage people to register for an All Employee learning Webex session, simply to ensure that they have dedicated time to review the material. However, you can also watch a version that will be posted online afterward.

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Is there a time when I need to review the All Leaders learning modules?	Leaders are able to review the learning modules at their earliest convenience. The optional drop-in sessions, will run for a limited time. To take advantage of these sessions to ask questions of subject matter experts, it will be necessary to have reviewed the learning modules beforehand.
I don't see learning options for those who work in the system every day? When can I expect that training to begin?	As all employees will need to take the orientation session to learn general tasks that employees will need to know, the first phase of training includes sessions for All Employees and the All Leaders learning modules and optional drop-in sessions. The second phase will begin in September, and will be for those whose roles require them to work in the system daily.
How is the AIMS team determining the learning needed for employees?	Work was carried out with the different organizations to determine who will require what type of access in the new system. It is based on that access that the AIMS Learning materials will be assigned.
How will managers and employees know that AIMS learning is available?	Prior to the implementation of the new system, various communication channels will be used to convey learning availability.
How much notice will managers receive prior to implementation?	As implementation nears, as much notice will be provided as possible.
Can I print the Work Standards relevant to AIMS Learning and create a paper document?	It is not recommended that you print AIMS Learning materials, as you risk not having the most current version. The benefit of having documents online is that they are easy to update as soon as revisions are needed.
What do you mean by employees who work in the system daily? Won't all employees potentially be in the system daily to check schedules or address payroll exceptions?	Although many employees may be in the system frequently, when we say employees who work in the system daily, we mean Human Resource, Finance and Supply Chain employees and Managers whose jobs require them to work in the system to complete their daily work assignments.
Are schedulers among the employees who work daily in the system?	Schedulers are considered among those who will be working in the system daily, so they will receive more extensive learning materials.
Will I be provided with Manager training should my Manager delegate tasks to me?	Learning will be provided for tasks which can be delegated by a Manager.
What will happen if front line employees are unable to complete their AIMS Learning during paid work hours, due to the demands of their jobs?	There are a small number of tasks that front line employees will need to know how to do in the system. Employees will need to attend a 30 minute orientation Webex to learn about the top tasks employees need to know, which will be recorded and available online for multiple viewings. Directors/Managers should work with their employees to ensure they have the time they need to complete their AIMS Learning materials within paid working hours.

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Will there be support provided for employees who are not computer literate?	Directors/Managers should work with their employees to ensure they have the support that they need to complete their AIMS Learning materials. This may include setting up sessions where employees can review the AIMS Learning materials as part of a group or pair them with a colleague, who can help them when they have questions.
How do I log in to MyConnection to access the AIMS Learning materials?	To access the learning materials, you will need to go to www.MyConnection.skhealth.ca and log in to your account. If you have not yet created an account, log in using your current Gateway Online credentials. If you have difficulty logging in after following the instructions, select “Forgot Username/Login Issues” and complete the form. An email with instructions will be sent to the email address that you provided in Gateway Online. AIMS Learning will be available prior to the implementation of the new system. Notification will be provided when learning is available.
Is there a summary list of what all employees will need to know, who do NOT work in the system on a daily basis?	There are a small number of tasks that most employees will need to know how to do in the system. The top tasks include: <ul style="list-style-type: none">• Checking your schedule• Checking your pay statement and T4• Updating your contact information• Filing an expense claim• Looking and applying for a job• How to enter your time worked Should there be other tasks that employees need to learn, work standards on a wide range of topics can be found in the MyConnection Knowledge Library.
Is there a summary list of what all Managers will need to know, who do NOT work in the system on a daily basis?	Managers will need to learn the top tasks that all staff need to know, plus the following: <ul style="list-style-type: none">• Approve supply requisitions• Code invoices• Access and manage team information• Review employee reports• Approve expense reports• Approve leave requests / schedules• Manage employee electronic time entry exceptions Should there be other tasks that Managers need to learn, work standards on a wide range of topics can be found in the MyConnection My Knowledge Library.

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Will training be taken during paid work time?	Yes, training is to be taken during paid work time.
How long will it take employees, who will NOT be working in the system on a daily basis, to complete AIMS Learning?	<p>All employees will need to attend a 30 minute orientation Webex session, there are additional opportunities to repeat the same session or review additional resource material which could take as much as up to two hours.</p> <ul style="list-style-type: none">• There will be multiple options to attend a 30 minute orientation Webex on the tasks most employees will need to know, which will be recorded and available online for multiple viewings.• Videos and Work Standards will be accessible through MyConnection and are available to review 24/7. <p>The learning durations above are estimates and learning time is individual in nature.</p>
How long will it take Managers to complete AIMS Learning?	<p>Most Managers will require approximately five to six hours of online learning, two of which are focused on scheduling functionality.</p> <ul style="list-style-type: none">• All Managers will have multiple options to attend a 30 minute orientation Webex, which will be recorded and available online for multiple viewings.• There will also be multiple options to attend 30 minute live Webex drop-in sessions to pose questions of subject matter experts. These sessions will continue past system implementation. <p>The learning durations above are estimates and learning time is individual in nature.</p>
How long will the AIMS Learning materials be available for employees to review?	The materials are posted online, so employees will be able to review the materials at any time. Ongoing availability is one of the benefits of online learning.
Will I be able to see my progress as I work through the AIMS Learning materials?	Employees who work in the system on a daily basis and require more extensive learning, will be able to view their progress as they complete their modules. Managers will also be able to access a report to review the progress of their employees as they complete their learning.