milestone HCQU NW — Learning Center

SIGNING UP / LOGGING IN

1. Go to http://northwesthcqu.learnupon.com
    - To sign up for the first time, click on "Don't have an account? **Register now**"
    - Enter your email address and a password (twice to confirm)
    - Click **Register**
    - Complete demographic info
    - Use this email address and password to sign in each time
2. Already have an account? Enter your email address/password in the spaces provided, then click **Log In** button
3. If you forget your password, click **Forgot your password?** to reset it.

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* HAS YOUR NAME or EMAIL ADDRESS CHANGED SINCE THE LAST TIME YOU LOGGED IN?
Please call or email us to update your information and preserve access to your training history. **Phone: 814-728-9400**   **Email: HCQUNW@MilestonePA.org**

GETTING AROUND

Key sections:

🏠	**Dashboard/Home**	Learning in progress or not started
📖	**My Learning**	View and launch all courses you are enrolled in, or download your training history
📋	**Live Learning**	View only instructor-led courses you are enrolled in
🗂	**Catalog**	View all the courses we offer
📄	**Resources**	Help guides, fact sheets, non-credit webinars, and other resources
🔍	**Search**	Search **Courses**, **Catalog**, or **Resources**
✉	**Messages**	View and send messages
⤴	**Portal jumper**	Switch portals between **Milestone HCQU Northwest** and **Milestone HCQU West**

ENROLLING IN & TAKING A COURSE

- **On-Demand Courses**
  - Find courses by scrolling through the catalog, searching for a specific topic or title, or filter by the *On-Demand* category
  - Enroll directly from the catalog by clicking on the **Enroll** button or click on the course image to see course details and enroll from there.
  - Start the course then proceed to the *Next Module*.

- **Live Sessions**
  - Find courses by scrolling through the catalog, searching for a specific topic or title, or filter by the *Live Sessions* category
    - If only one session is available, you can enroll directly from the catalog by clicking on the **Enroll** button.
    - If multiple sessions are available, click the **View content details** button to choose a session.
      - When multiple sessions are available, you must choose a session by clicking the Register button beside the session date you want to attend. ***You are not enrolled in the course until you choose a session date***.
    - **Change session date** - Go into the course details from your *My Learning* page. Scroll down to Course content and click on the Event module. Click the **Cancel registration** button and then choose another session.

- **To unenroll** from any course, go into the course details from your *My Learning* page and then click on the **Unenroll** button.

DOWNLOADING CERTIFICATES

- After attending a *Live Session* course, it will take up to two business days for the session to be updated. After that, go into the course from your *My Learning* page and click the **Download Certificate** button.

- After completing an *On-Demand* course and a mandatory evaluation, you will see a message, "Congratulations, you have completed the course". Click the **View options** button to download your certificate.

- Anytime you need a copy of a certificate, go into the course details from your *My Learning* page and click the **Download Certificate** button.