



## Guided Learning Tips

Topic	Tip
When to Clear Cache	<ol style="list-style-type: none"><li data-bbox="821 365 1829 435">1. It is recommended that you clear your browser cache before you start using Guided Learning.</li><li data-bbox="821 440 1877 589">2. If you exit a Guide accidentally or exit a Guide without using the "X" on a step, you may need to clear your cache before starting a new Guide. You will know your cache needs to be cleared if you start a Guide and incorrect steps display on the page.</li><li data-bbox="821 594 1730 630">3. For help clearing your cache, refer to the OneLink <a href="#">website</a>.</li></ol>
Searching for a Guide	<ol style="list-style-type: none"><li data-bbox="821 657 1856 764">1. When you first open Guide Me, the cursor is in the keyword search field. Type the module name to get a listing of all available Guides for the module (e.g. FDA, ePro).</li><li data-bbox="821 808 1885 956">2. You may see Guides not related to your role, e.g., FDA. Since some roles in OneLink are assigned to all users, you will see the related Guides even though you cannot use them. Limit the Guides that you need to scroll through by using the search tip noted above.</li></ol>



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Using a Guide	<ol style="list-style-type: none"><li data-bbox="827 365 1835 472">1. Take your time and follow each Guide step as directed. Taking actions outside of the guided steps will cause the Guide to stop, and you may need to return to the Homepage to start over.</li><li data-bbox="827 516 1881 623">2. Some Guide steps will advance automatically, while others require you select "Next". Please note there can be a slight delay before a Guide advances automatically depending on the type of data entry.</li><li data-bbox="827 667 1892 849">3. Guides are only available on OneLink pages. At times you will be taken outside of OneLink and/or a new tab or window will be opened. For example, when viewing an Invoice or using a punchout catalog. To return to the Guide, select the previous tab or window at the top of your browser.</li><li data-bbox="827 893 1875 1075">4. Guides are designed to be completed step-by-step. Guides will stop if you take an action outside of the current step. However, you may be able to recover the Guide by returning to the previous step. If the Guide does not recover, you will need to return to the OneLink Homepage to restart the Guide.</li><li data-bbox="827 1118 1803 1195">5. If you want to exit a Guide before completing the transaction, select the 'X' in the upper right corner of the Guide step.</li></ol>



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Features of a Guide	<p>Besides the step you may see these features:</p> <ol style="list-style-type: none"> <li>a. Red circle with question mark is a Smart Tip – hover over it to reinforce important points.</li> <li>b. Red flashing circle is a Beacon - – hover over it to reinforce important points.</li> <li>c. Links to other OneLink resources such as job aids, quick start videos or important policies.</li> </ol>
Viewing a Step	<ol style="list-style-type: none"> <li>1. Screen resolution can impact Guide viewing, for example, Guide step covering the field requiring input. Screen resolution of 100-110% is optimal. If a field is covered by a Guide step, try reducing your screen resolution to get past the step. If reducing your screen resolution doesn't resolve the problem, please let us know by opening a ServiceNow ticket assigned to <b>NON-IT OL Guided Learning Support</b>. Including a screenshot of the step is helpful.</li> <li>2. In some cases, the next step may not be visible unless you scroll down or to the right. Always look for the next step before assuming the Guide stopped prematurely.</li> <li>3. Using a browser other than Internet Explorer or Chrome can also impact Guide viewing.</li> </ol>
Need More Help	<p>To report issues with Guided Learning, for example, Guide stops unexpectedly, or to suggest improvements, please contact the Service Desk at 1-888-457-4872 and open a ServiceNow ticket assigned to <b>NON-IT OL Guided Learning Support</b>.</p>

## OneLink and Finance Technology



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More Information on Guided Learning	Visit the OneLink website: <a href="https://onlinkinfo.kaiserpermanente.org/applications/guided-learning/">https://onlinkinfo.kaiserpermanente.org/applications/guided-learning/</a>