



Job Aid

The GHX Community and Product Education Resources

Access, Navigation, and Education



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Access

The GHX Community is the go-to location for your product support needs. GHX Customer Care and the GHX Product Education Team work hard to provide quality assistance, information, and timely support. The GHX Community connects you with resources to improve your GHX product-use benefits.

How do I access the Community?

The process for accessing the Community depends on a few factors. Review the table to see which steps to follow:

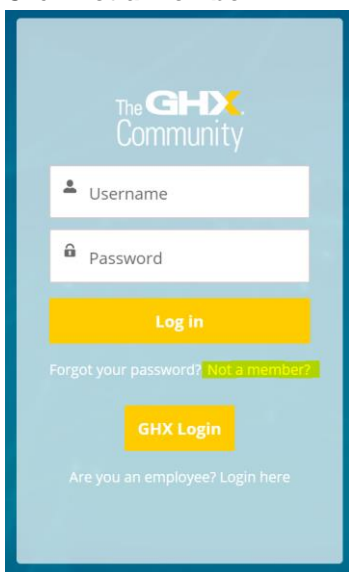
User Status	Access Process
<i>I'm on an implementation project team, and I'm not already a Community member/ I don't have access to the GHX Single Sign On page via login.ghx.com.</i>	Follow Process A
<i>I'm only "live" on a GHX product that is not accessed via login.ghx.com.</i>	Follow Process A
<i>I am sure I'm already a Community member, but I can't log in.</i> OR <i>I don't remember signing up for the GHX Community, but I'm getting an error when I try to sign up.</i>	If you are trying to access via the Community login screen , but are seeing an error, try clicking the "Forgot password?" link. If you are already a member, you will receive a password reset email.
<i>I am "live" on a product I access via login.ghx.com.</i>	Follow Process B Or Follow Process A, but click the GHX Login button and enter your login.ghx.com credentials.
<i>I log in via login.ghx.com and click the Community link from the Single Sign On page, but I get an error.</i>	There is likely a problem with your user setup, please submit a ticket or contact GHX Customer Care (support@ghx.com).

Process A

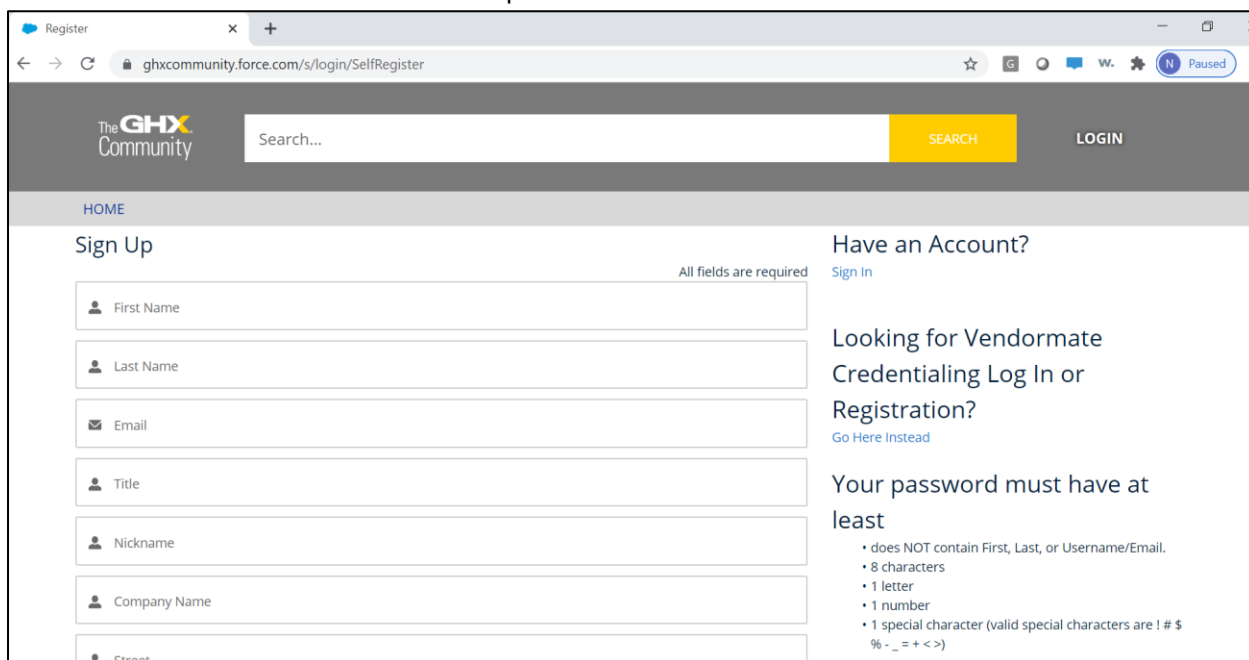
Follow these steps to set up a new Community account for yourself:

1. Go to <https://ghxcommunity.force.com/s/login/>.

2. Click **Not a member?**.



3. Follow the onscreen instructions and complete the form.



4. Click **Sign Up**.

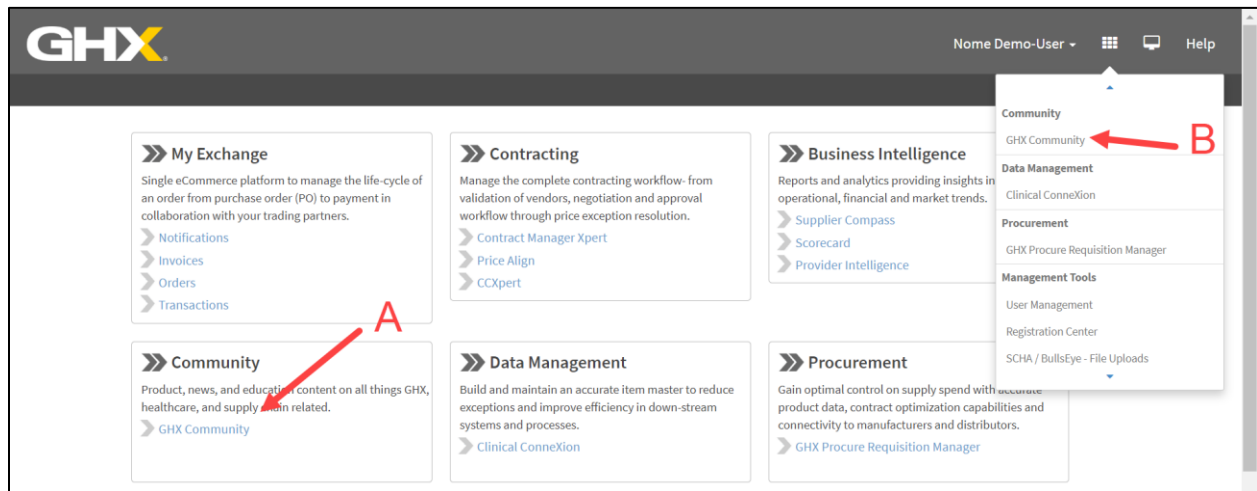
GHX will validate your information. Once validated, you will receive an email notification telling you that access to the Community has been granted. Enjoy the full range* of Community content. Validation may take up to one business day.

* Access to the Education Portal requires further action. Click [here](#) for the steps.

Process B

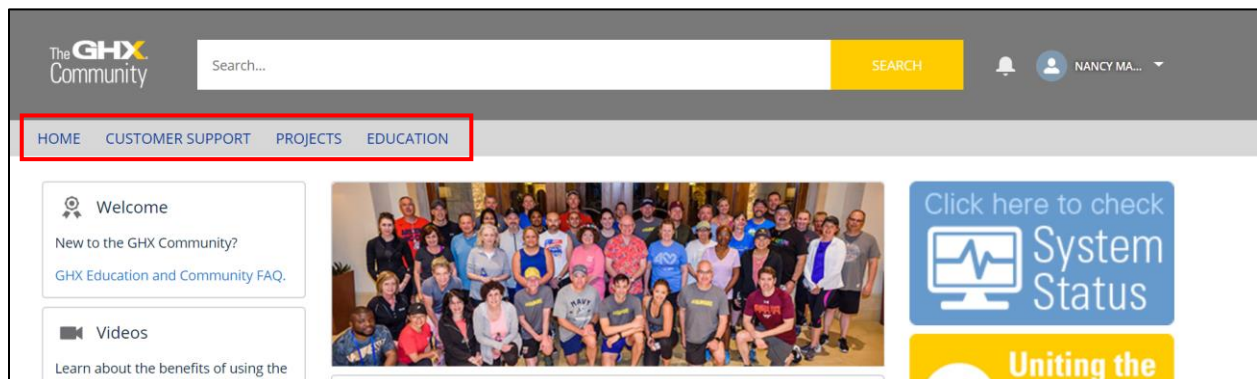
To access the Community from the GHX Single Sign On page:

1. Go to <https://login.ghx.com>.
 2. Enter your username (email address) and password and log in.
 3. Access the Community by either:
 - A. Clicking the link in the GHX Community tile or
 - B. Selecting the GHX Community option the App Switcher
- Note:** If you do not see the Community tile or GHX Community listed as an option, please submit a ticket to support@ghx.com.



Navigation

Simply click the tabs to move around in the Community.





What can I do on the GHX Community?

- Create and manage a [case](#)
- Manage and track a [project](#) (unless you are a member of a project team, you will not see any content in the Projects workspace)
- View GHX and industry news
- Access the [Education Portal](#)

Education Resources

The Education Portal – Learning on Your Schedule

Once you are a logged-in member of the Community, you can sign up for the Education Portal. The Education Portal is a great place for getting on-demand training. The Education Portal is where GHX stores all the training courseware available to our customers. You can access our self-paced eLearning in the online Education Portal 24/7.

Interested in viewing the courses we have available in the Education Portal? See our [GHX Education eLearning Catalogue](#).

Whether you are new to using GHX products or a current user, the Education Portal is for you. Just use the **Search** field, **Advanced Search** or scroll through the **Available Courseware** widget to find courseware and learning content for your GHX products.

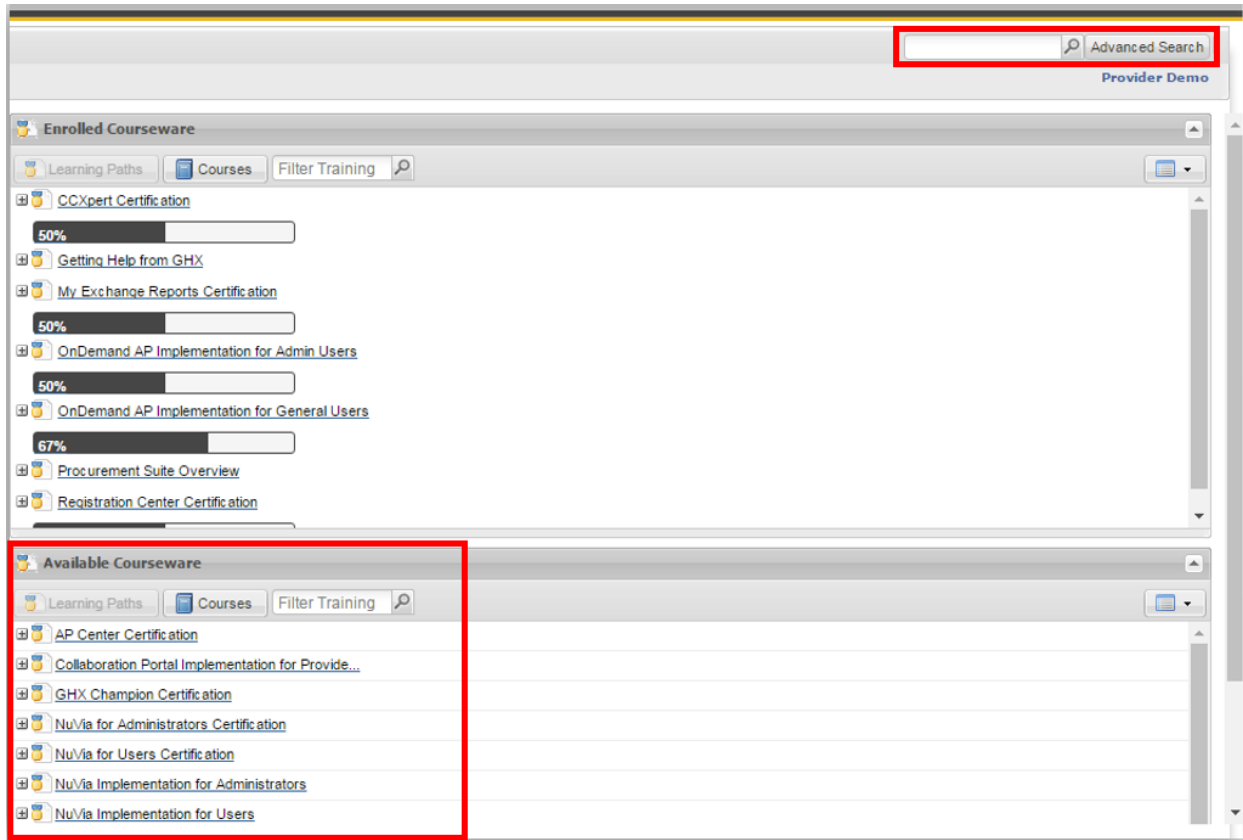
How do I sign up for the Education Portal?

The first time you click the Education tab in the Community, you will be presented the opportunity to sign up. Please read the on-screen content, choose your user type, and click Sign Up.

Note: It may take up to 48 hours *after* you click Sign Up to be granted access. If, after 48 hours have elapsed you still don't have access, please contact ghxeducation@ghx.com.

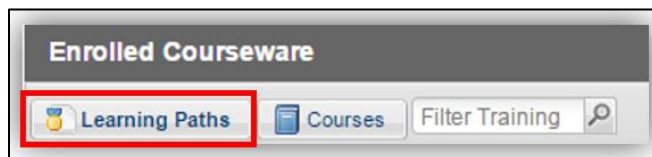
I've been given access to the Education Portal, now what?

Now that you're in the Education Portal, you'll want to explore and enroll in lessons, courses, and learning paths. Access the Education Portal at work or at home via your Chrome Internet browser. Start or stop a module whenever you want, and the Education Portal will remember where you left off.



Should I enroll in a Lesson, Course, or Learning Path?

In the Education Portal, lessons make up courses which are organized into learning paths. You can choose to take all the courses in the learning path, or just one from the list. Completing entire learning paths is not required... all content is for your benefit!



Note: Many learning paths are designed to accommodate specific user roles, and in some cases, to be used for implementation purposes only. Enroll in the learning path that best suits your needs to avoid redundant content. If you are unsure which learning path is for you, refer to the [GHX Education eLearning Catalogue](#) or send an email to ghxeducation@ghx.com.

When should I use the Education Portal?

Access the Education Portal anytime you'd like. As mentioned above, some paths are for specific user types (users, administrators, expert, or frequent users) and others were created for specific events like implementation. Be sure to read the course descriptions and lesson learning objectives to see which offerings are right for you.

How do I get certified?

After much evaluation and investigation into industry standards, we sunset the GHX Certification Program. We recognize that the content provided by GHX Product Education greatly contributes to system utilization, so for some courses, we developed a Certificate of Completion. If you are interested in gaining a certificate of completion, you will want to enroll in the learning path to ensure that you can view your certificate.

After enrolling and completing the learning path, you can download a certificate of completion from the learning path details page



or from the icon in your Transcript.

Transcript		Status	Date Com...	Type	Score	Credit Hours	Days Valid	View Chec...	View Certif...	Certificatio...	Class Sur...
Learning Path											
Complete ...											
CCXpert Certification		Incomplete		Learning P...							
Getting Help from GHX		Incomplete		Learning P...							
My Exchange Reports Certification		Incomplete		Learning P...							
NuVia for the Charge Master Team		Complete	5/8/2016	Learning P...	100%						
OnDemand AP Implementation for Admin Users		Incomplete		Learning P...							

Note: Not all learning paths have a completion certificate.

Product Help – The Gateway to So Much More

What is product Help and when should I use it?

For product guides, supplemental job aids, release notes, quick how-to videos, and more, use the Help – it's available via the Help menu in your GHX application. Product help is task-based, so it is ideal for searching and answering quick questions. GHX discourages printing a hard copy to have on your desk,

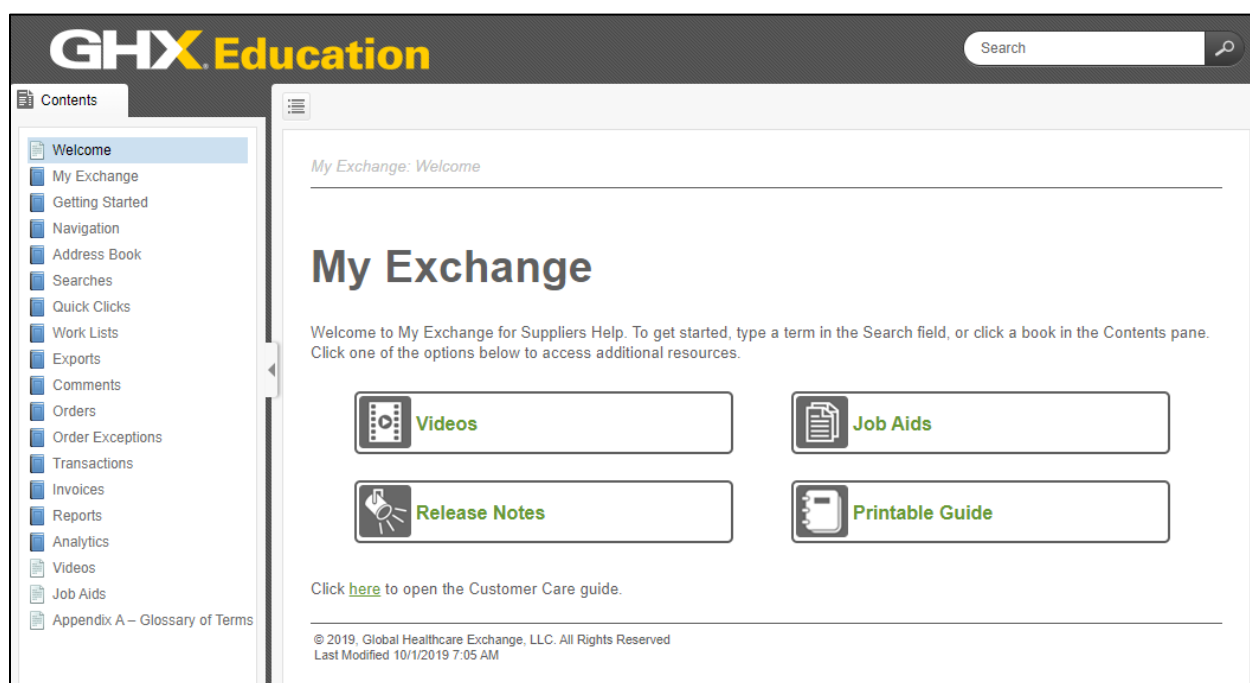
but if you do, be sure to check when your copy was last updated against what is available from the online help. We update the product help frequently.

Here are just a few other features of product Help:

- **Table of Contents.** Explore topics by using the navigation bar on the left side of the Welcome page in the product help
- **Search.** Like a browser search, use this feature to quickly navigate to a specific keyword or topic

How do I access product Help?

When logged into a GHX product, click Help at the top right-hand corner of your product screen. A welcome page opens that includes the product name and a list of buttons that link to other content.



Are there videos I can watch?

If there are videos associated with this product, you can access them by clicking the Videos button in the Welcome topic. If the button is grayed-out, there aren't any videos for this product. Videos can be a great resource for seeing functionality in action. Lots of people like to see, rather than just read about an application. GHX Product Education recognizes this preference, so we try to provide videos whenever possible.

Where can I find release notes?

GHX highly recommends viewing release notes because they contain the most up-to-date information. If you search for a term in the help but don't find a result, you might find what you're looking for in the release notes. If there are release notes associated with this product, you can access them by clicking



the Release Notes button in the Welcome topic. If the button is grayed-out, there aren't any release notes for this product.

Are there best practice guides or other docs I should know about?

If there is supplemental documentation (not included or in addition to the help topics), the Job Aids button will be available. Simply click the button to see the supplemental documentation.

How do I provide feedback about the Education Portal or product help?

You may always contact us directly at ghxeducation@ghx.com.