



Frequently Asked Questions

We are excited to introduce and provide you with access to the Equality Health University (EHU) Learning Management System (LMS) to complete courses, learn and grow.

Although the system is user-friendly, below are some questions you may have as you start to explore and use the system.

Login:

1. How can I access Equality Health University?

Answer: Access EHU with the following link: <https://equalityhealthuniversity.com/>. We recommended saving it as a favorite for future reference and use.

2. What will my username and password be to log into EHU?

Answer: The **Username** will be your personal/work **email address**. You will need to create your **password** by clicking on "**Forgot your password?**"

3. How can new users create an account in EHU?

You can create an account by clicking on "**Create Account.**" **It is strongly recommended that you use your email address as the username.** Once your account is created, you will automatically be logged in and receive a confirmation email when registration has been successfully completed.

Courses:

4. How do I view completed courses or those in progress?

Answer: You can view completed and in-progress courses on the **Dashboard** and **Courses** pages. Filters are available to view the ones you are specifically looking for.

5. How can I view **My Transcripts**?

Answer: You may access "**My Transcripts**" from the navigation menu on the left. Here you will be able to view your certificates, any events you may have attended and your completed courses along with course status. You can also access it by clicking on the three dots on the top right-hand side. **My Transcripts** will be listed on the dropdown-menu, along with **View Profile** and **Logout**.

6. Are the certificates downloadable and printable?

Answer: Yes, certificates can be downloaded and printed. Go to the "**Dashboard**" on the blue left-hand menu bar --> click on the plus sign next to the certificates --> click on the certificate you would like to download --> click "**Download Certificate**" and then print it.



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Events:

7. How can I register for a class/event?

Answer: To register for a class/event, click on “**Events**” in the blue left-hand menu bar -> find the class you wish to register for --> click “**View Details**” --> click “**Register.**”

You will receive a confirmation email regarding the event/class you registered for. It is recommended that you manually add it to your calendar as a reminder that you registered for it and to attend it.

8. I am attending a virtual class/event and people can't hear me speak. There is also no option to unmute myself. What should I do?

Answer: If you accidentally joined on a listen-only mode, simply click the headset button at the bottom of the screen to leave this mode, and then click the phone icon to rejoin and select the correct mode: either “**Microphone**” or “**Listen Only.**”

Helpful Tip: When entering the virtual class, you will be prompted to select “**Microphone**” or “**Listen Only.**” Be sure to select “**Microphone**” to ensure you will be able to speak and be heard during the class. Once you are in the class, you can mute yourself until you need to speak.

Support:

Should you have any questions or issues, please send an email to ehusupport@equalityhealth.com or use the “**Contact**” option located on the bottom of the blue menu on the left-hand side or on the homepage. Feel free to include screenshots with a detailed explanation of the question/issue you are experiencing.