



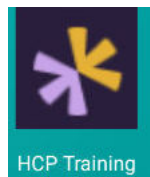
Home Care Pulse (HCP) Training

URL: <https://learn.knowingmore.com/start>

Arkansas Hospice Issued Devices:

Computer Users: You should have an HCP shortcut icon on the desktop; otherwise, you can copy/paste the URL into a web browser.

Mobile Device Users: Tap on this app on the tablet/phone home screen. *Always use Landscape mode/orientation versus Portrait when in HCP Training on a tablet/phone.*



Login Username: Your Arkansas Hospice email address (*except for some contracted physicians who are setup with personal email*)

Password: AH agency default upon initial login; then use instructions below to change

Instructions for Changing Password from Agency Default:

1. Click on your name in the top right corner of the screen
2. Select "My account"
3. Within the Profile tab, enter Password & Repeat password
4. Scroll down and click Update

Password Reset:

If you need your password reset, please contact hchb@arkansashospice.org and/or education@arkansashospice.org, or call the HCHB helpdesk # published on the 1st page of the Employee Directory/Phone List. We advise you NOT to use the reset password link on the login screen, because users have reported that it takes hours before the email is received, if at all. If we reset your password, it will not prompt you to change it upon your next login, so please use the instructions above to manually change it anytime it is reset.



Course Assignment:

Upon assignment of a course(s), you will receive an email notification, including the name of the course you've been enrolled in, as well as a link to log into the HCP. When notified of a course assignment, please login to complete the course(s) by the specified due date.

Mobile App Issue:

The email notifications you receive regarding course assignments will mention downloading the mobile app. Please do not download the mobile app due to some issues with video playback found during our testing. Please access Home Care Pulse Training only through the web link as specified on page 1.