

Mental Health and Wellbeing Pathway FAQs for Customers.

'How can I access the pathway?'

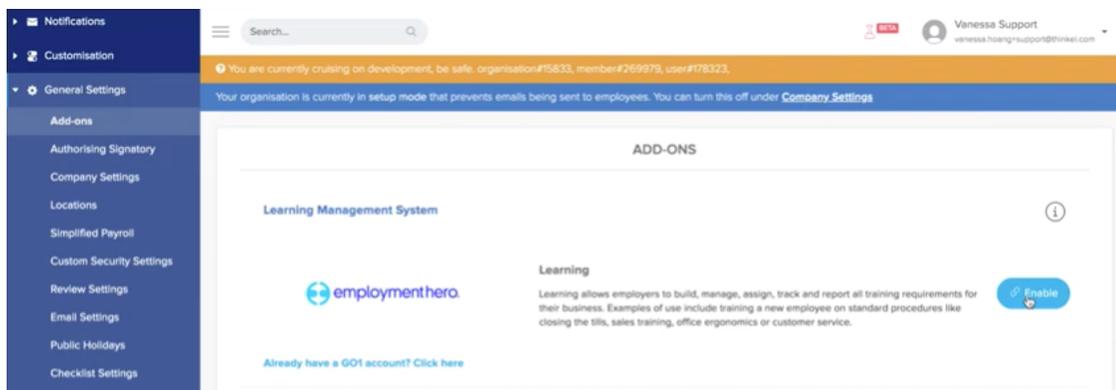
Do you already have a learning portal? You will need to complete an EOI form [here](#) and we will manually deliver the courses to your portal. Please note that this can take two business days. Not sure if the learning portal is already enabled? If it is, you will see **Learning** in the main menu of your Employment Hero portal.

If you are a Standard HR customer, we will need to initiate a 30-day trial of Platinum HR to grant you access to the LMS (currently only available to Premium and Platinum HR customers). Each organisation can opt in to this trial a total of three times. Please email info@employmenthero.com to opt in to the trial. Please note that opting into the trial will give all your users access to all features available on Premium and Platinum HR.

If you are an existing Premium or Platinum HR customer creating your learning portal for the very first time, please follow these instructions:

Creating your learning portal

1. Sign in to Employment Hero as an account owner or administrator.
2. Navigate to **General Settings > Add ons** and then click the **Enable** button for Learning. Clicking this button will create your learning portal and import both current and pending employees. If you have many employees, this can take up to an hour.





After you have created your portal, the pathway and courses will be available to you and all of your employees. To access the pathway, please see the following page.

Accessing and assigning Mental Health and Wellbeing Pathway:

1. Navigate to **Learning > My Learning**, then click on the **Explore** button. This will open your learning portal in another window where [the 20 courses](#) will display for all users in your organisation

The screenshot shows the 'Explore' page in the Employment Hero Learning > My Learning section. At the top, there is a search bar and navigation tabs for 'Explore', 'Groups', 'My learning', 'My team', and 'My teaching'. Below the search bar, there are filter options for 'Topics', 'Duration', 'Providers', and 'More filters', along with a 'Popular' dropdown menu. The page displays 20 results for the search. The first six results are visible:

- Stress, Anxiousness and Anxiety**: ViaUp, 20 mins, Premium. Course Overview: When we hurt ourselves in the office, we find our friendly First Aid Officer who has a...
- Mindfulness Module**: MicroLearn, 15 mins, Premium. Focused on living in the present moment, mindfulness is a form of awareness which, over time and w...
- Healthy Living Module**: MicroLearn, 15 mins, Premium, Top Rated. With increasing pressure on our health services it's more important than ever to take responsibility f...
- Changing Behaviours Video Plus**: MicroLearn, 5 mins, Premium, Top Rated. Changing a behaviour or habit can often seem to be a daunting process, making us resistant to the i...
- Psychological First Aid**: Lifeline Training Queensland, 2 hrs, Premium, Top Rated. In the following course you will learn how to provide psychological first aid to individuals in acute dis...
- Personal Resilience: Small Steps to Big Change**: Blisspot Wellbeing, 1 hr 30 mins, Premium. Learn the Habits that Will Let You Thrive Under Pressure. Would you like to be calmer in the face of a...

2. Users can then click on the specific course they'd like to enrol in on the next page and click **Get Started**. The specific course will now display in their Employment Hero portal under **Learning > My Learning**.



If you have created your learning portal for the first time today and you have followed the instructions to access your courses and **STILL** cannot find the courses, please contact support@employmenthero.com.

'Is this accessible to all employees?'

Once the courses have been delivered to your learning portal, all your employees will be able to access it.

'How do I make the pathway mandatory?'

You can only make individual courses mandatory by assigning the course to an individual employee and creating a due date. Admins/owners won't be able to assign courses to groups. Only managers will be able to assign courses to multiple users at a time (and only their direct reports).

'Can I hide the courses from my employees until I've reviewed them?'

Unfortunately not, but they won't be alerted about these courses until they've been assigned to the employee or if the employee clicks on the 'Explore' button on the 'My Learning' page

'Can I change my 20 courses for something else?'

These courses are part of our Learning Plus offering and typically incur a fee. We are offering these premium courses for free as a gesture of goodwill and cannot be exchanged.

'How long will I have access to these courses?'

These courses will only be available until 1 March 2022. After the access to these courses has expired, they will be removed from your Learning portal and you will need a Learning Plus subscription to access this content again. For further information about Learning Plus and the premium learning content hosted within it, please contact sales@employmenthero.com.