Quick Start Guide
The Learning Institute's Online Platform

Logging In

1. Go to http://www.healthstream.com/hca.
2. Follow any prompts asking you to link your password, add licenses and certifications, and/or choose educational interests. You can change or update information later.

Navigating the Platform

Label explanations →

1. **App Drawer** - Click this icon to access apps within the Learning Institute's Online Platform. Available apps will vary based on your role.

2. **CE Tracker** - Click here to manage your Continuing Education.

3. **Checklist** - Checklist evaluators click here to manage checklists.

4. **My Team** - Managers and My Team Proxy Managers click here to manage your team's learning.

5. **Assigned Learning** - View your current assigned courses, curriculums, and equivalents.

6. **Your Calendar** - View your upcoming live events that you have registered for. If the event is virtual, you can join the event on the event date by clicking **Join Meeting**.

7. **Elective Learning** - View your elective content. (Note: only electives you have started will appear here. See #8 for locating electives you haven't started).

8. **Discover** - Search through available learning content and start learning or bookmark (🔖) content to add it to your collections (see# 9). To find Continuing Education (CE) courses, search for **CE Unlimited**.

9. **Collections** - Curate your own groups ('collections') of learning content for future learning or reference. View learning content you've bookmarked.

10. **Pathways** - Browse curated learning paths with specific end goals.

11. **Portfolio** - View your learning history, certifications, Licenses, and (coming soon) CE certificates.

Learning Institute's Learning Experience Platform Frequently Asked Questions for Students

How do I log in?

The link has not changed, so use the same link you used to log in to the "old" HealthStream, which should go to www.healthstream.com/hca. A message appears that will redirect you to the Learning Institute's Learning Experience Platform when you click the **Continue** button. If you have trouble with this link, you can also use this direct link to the Learning Institute's Learning Experience Platform: https://app.hstream.com/login/hca.

How do I get help if I can't log in?

First, ensure you are going to www.healthstream.com/hca to start the Learning Institute's Learning Experience Plaform. Upon the first login, you will be asked to either link your hStream ID by clicking **Link Account** (see below), or asked follow the prompts for creating an hStream ID.
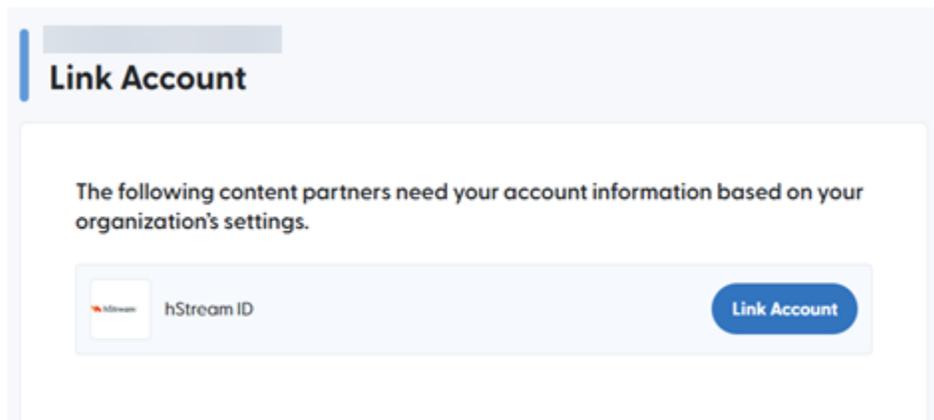
If you get an error message or you unable to complete the login process, please contact HealthStream vendor support directly at **877-301-4786.**

Note: HealthStream cannot help with any issues other than login issues. If you need help with anything else, please contact your HealthStream administrator or the HCA Service Desk by calling 800-265-8422, live chatting online, or submitting a self-service ticket.

What do I see after I log in the first time?

You will see prompts and questions for linking or creating your hStream password, adding your licenses and certifications, and choosing your interests. If you want to add or change this information later, you can using the **Portfolio** page for licenses and certifications, and the **Discover** page for your interests.

How do I bookmark the Learning Institute's Learning Experience Platform site?

A bookmark for HealthStream or the Learning Institute's Learning Experience Platform should use one of the URLs shown below. If you add a bookmark, you will have to edit it after you create it and update the URL. Due to Single Sign On, saving and bookmarking the redirected link for www.healthstream.com/hca will eventually stop working. Edit your bookmarks to appear like the one below.

Edit bookmark

Name	HealthStream Learning Center
URL	www.healthstream.com/hca

Edit bookmark

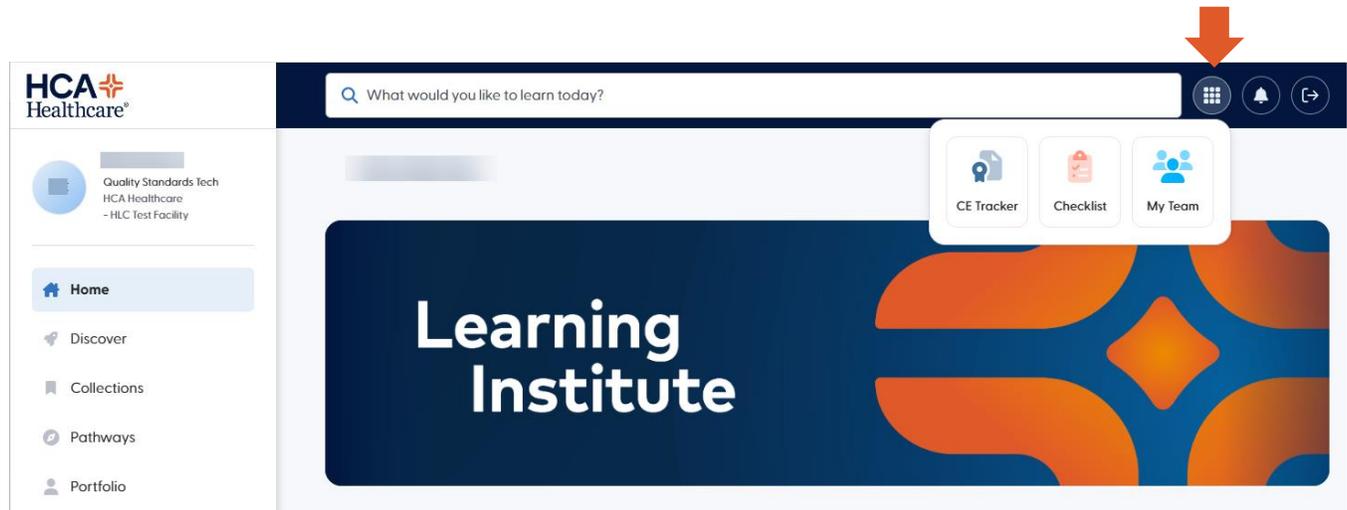|	
Name	Learning Institute
URL	https://app.hstream.com/login/hca

I am a manager or a My Team proxy manager. Where do I find My Team?

Upon first login, you can find My Team in the App drawer in the upper right corner.
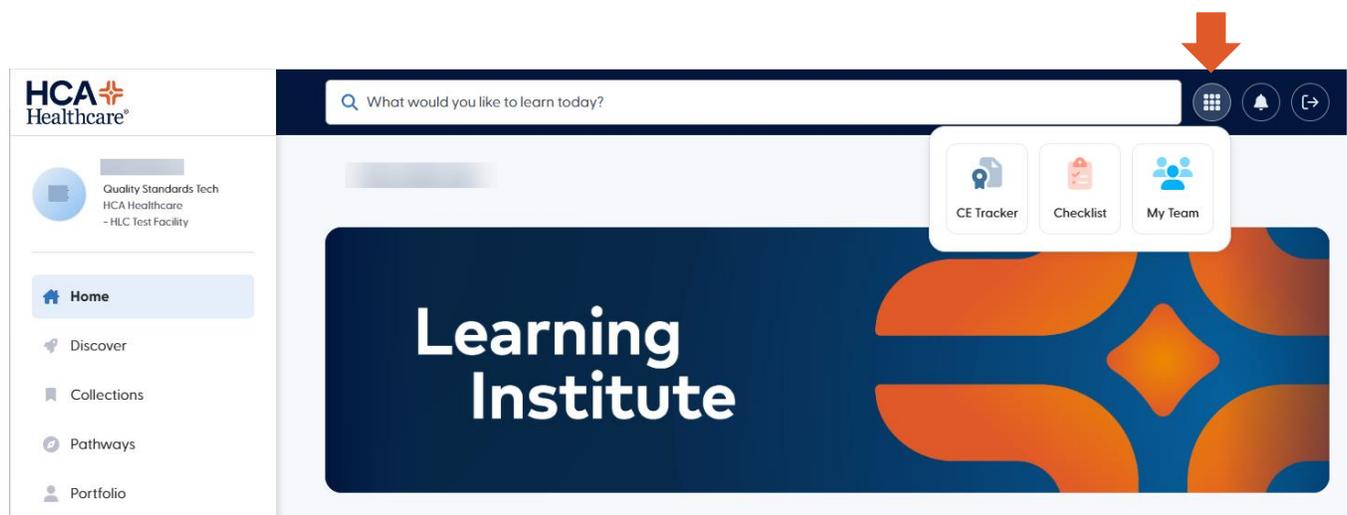
I am a Checklist Evaluator. Where do I find Checklists?

Upon first login, you can find Checklists in the App drawer in the upper right corner.

I need to manage my Continuing Education. Where do I find CE Tracker?

Upon first login, you can find CE Tracker in the App drawer in the upper right corner.
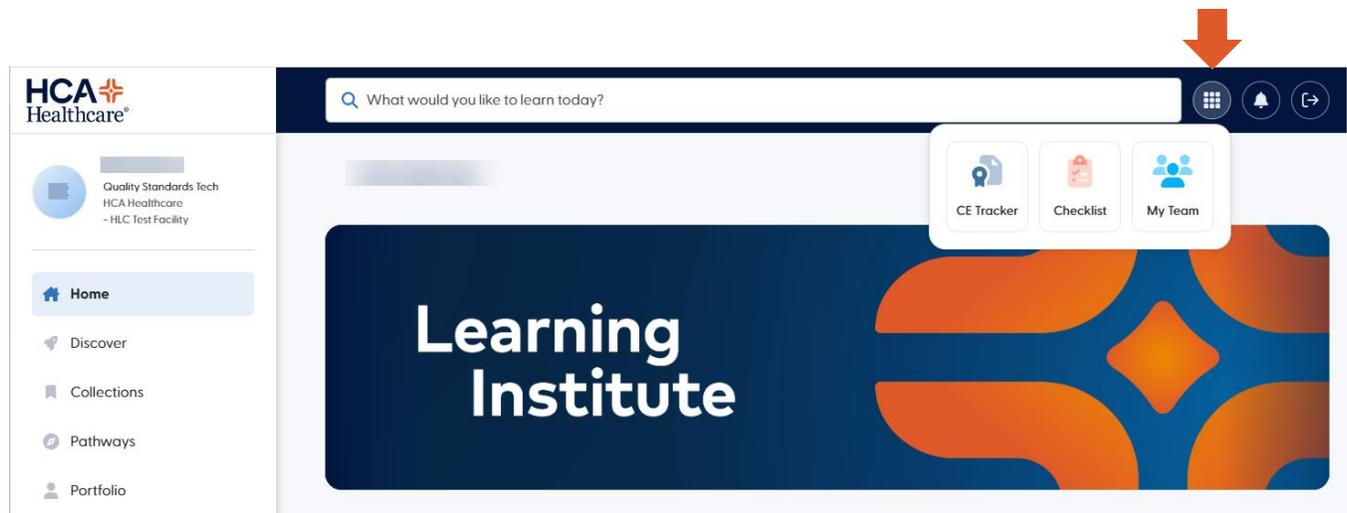
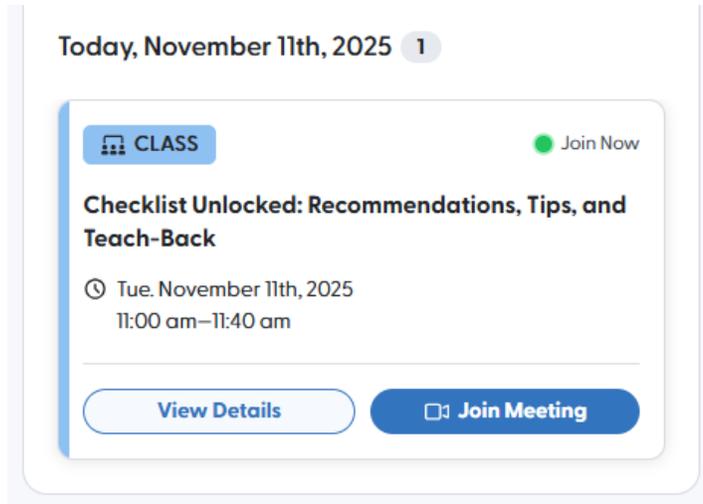# Where are my HealthStream Courses, Curriculums, and Equivalents?

Find your assigned courses, curriculums, and equivalents in **Assigned Learning**, and find your elective content in **Elective Learning**.

Note: Only elective courses that you have started will show in Elective Learning. You can bookmark content that interests you that you want to return to. For bookmarking steps, see the question How do I save or bookmark a course that I would like to review later?
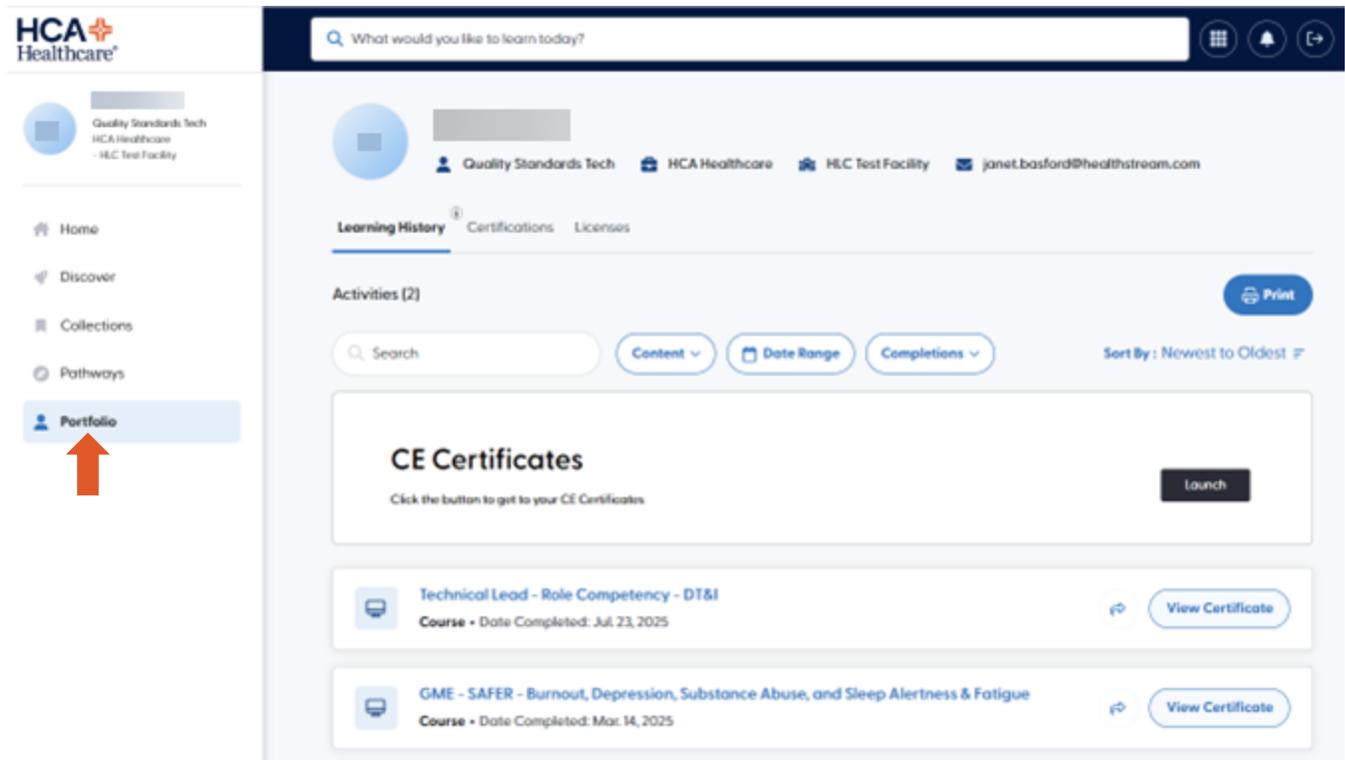
How do I attend a live virtual event?

Your Calendar on the home page shows the upcoming live events you have registered for. You can join virtual events on the event date by clicking **Join Meeting**.
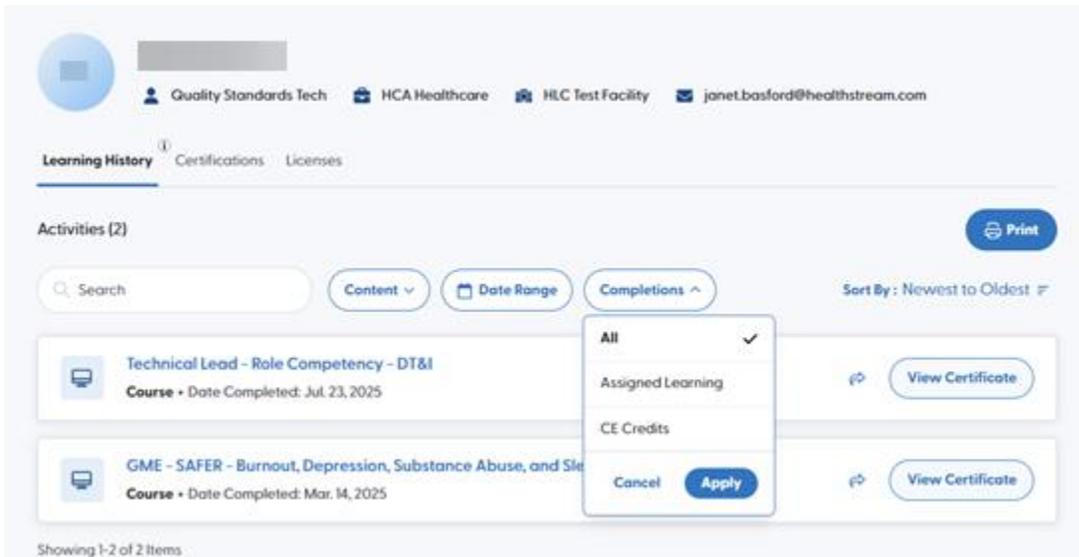
Today, November 11th, 2025 1

🔲 CLASS   🟢 Join Now

Checklist Unlocked: Recommendations, Tips, and Teach-Back

🕐 Tue. November 11th, 2025
11:00 am–11:40 am

[View Details]   [🎥 Join Meeting]

Where do I find my transcript of completions?

Click **Portfolio**.

How do I show my CE credits on the Portfolio page?

Click **Completions**, **CE Credits**, and **Apply**.

How do I save (or bookmark) content that I would like to review later?

Click the Bookmark icon to add a bookmark to the content. This adds it to the **All Bookmarks** section of the **Collections** page. See the screenshots below for two locations where you can find the Bookmark icon.
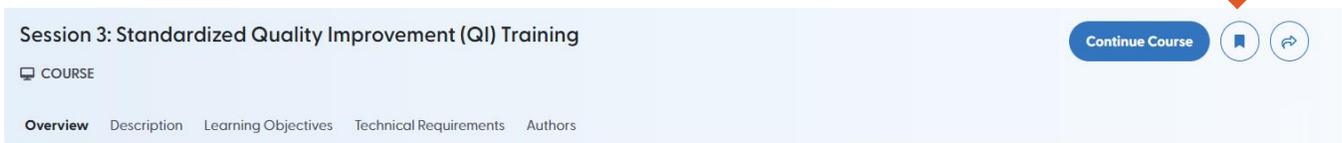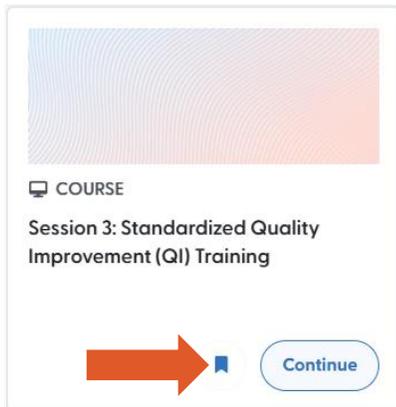
How do I get help?

- Contact your HealthStream administrator
- Contact the HCA Service Desk by calling 800-265-8422, live chatting online, or submitting a self-service ticket