HSE's Covax System

Module 1A Training Guide:

Unit 2

Introduction to your HSE's Covax System Learning Journey

Training Guide Last Updated: 4th September 2023.

Estimated reading time is <u>25 mins</u>

Table of Contents

Glossary of Terms

The following terms will be used in this document and throughout your CoVax learning journey.

Term	Description
Client	Term given to the person receiving the vaccine.
Covax	The main system utilised by the new user, also called 'Production'
HSELand	The HSE database for mandatory training for all HSE Employees
MyTrailhead	The database of mandatory training modules tailored for Vaccinators/ Ops Admins and module completion in the form of myTrailhead badges
Multi Factor Authentication (MFA)-	A security software and mandatory step in setting up an account
Operations Administrator (Ops Admin)	A type of Persona (account) given to the user. They manage a client's data on the Covax system and oversees any 'walk-in' appointments, registering them on the Covax system.
Personas	A term used for the different groups or types of users within Covax
Release/Sprint	A term given to a set of updates that are routinely given to Covax
Sandbox Site	A term used for a replica of Production, primarily used for practicing Vaccinator/Ops Admin training.
Salesforce	The parent company to Covax
Service Cloud	an Application within Covax used to assign cases and track resolution of issues raised by Support teams.
Tablet	The smart device used by the Vaccinator/Operations Administrator
Train 01	The training system utilised by the new user
URL	The smart device used by the Vaccinator/Operations Administrator
Vaccinator	A type of Persona (account) given to the user. They are the person performing the vaccine for the client, and who enters the vaccine details on the Covax system.

1. Introduction to Vaccinator/Ops Admin Learning Journey

Welcome to your learning journey!

This document will outline the Covax training you will need to use Covax to record client information and their Covid, Flu and Pneumococcal vaccinations. It will help you define what training is relevant to your role and guide you in completing this.

Why is it important to dedicate time to your learning?
- Learning to use the system securely.
- Accurately capture important data, such as client information, immunisation records and batch information
- Reduce the risk of errors in the system and the additional work to resolve the errors by ops admins.

Where will you learn how to use the Covax system?
- The HSE Covax training page is hosted on a webpage that will give you a full overview on getting started, your learning and continued learning - https://www.hse.ie/eng/health/immunisation/hcpinfo/hsecovid19vms.html
- You will be able to complete your learning on a learning platform called 'myTrailhead'.
    - o It is a learning platform connected to Covax.
    - o There are a number of modules and learning paths as per your role.
    - o Each completion of a training module by answering the quiz questions successfully will result in a module relevant myTrailhead badge
    - o You will access this learning platform with your Covax system login.

Note: Operational and Clinical vaccine training is housed separately on the HSE learning Platform 'HSELand.

Please follow the guidance of your line manager and super user to access those resources and complete those training streams also.

What will you need to learn in order to use the Covax system, and where is it stored?

- Depending on your role, you should at minimum complete Module 1A and Module 1B to show you how to get started and to identify what modules you need to complete on myTrailhead
- On 'myTrailhead', the learning journey is tailored to you based on what role you will be doing, for example vaccinator, operations administrator base, or operations administrator specialist.

2. Covax Learning Journey Overview
To gain full access to the system so as to complete your tasks as a vaccinator or an operations administrator, you must first complete training on the system. Your training journey will depend on your role, although some modules are similar. The success of this training is captured when you

complete the quiz questions successfully on modules in myTrailhead, and you receive a badge. When you have the correct badges for your system persona, your access will be converted, and you will then be able to begin working on Covax as requested.

2.1 Covax Training Roadmap

We have created a Covax training roadmap to help you understand the learning journey and to identify the pre-requisite steps as you progress to completing your training. This should be used with the learning journey matrix to ensure that you are taking the correct training for your role in Covax, also known as your system Persona.
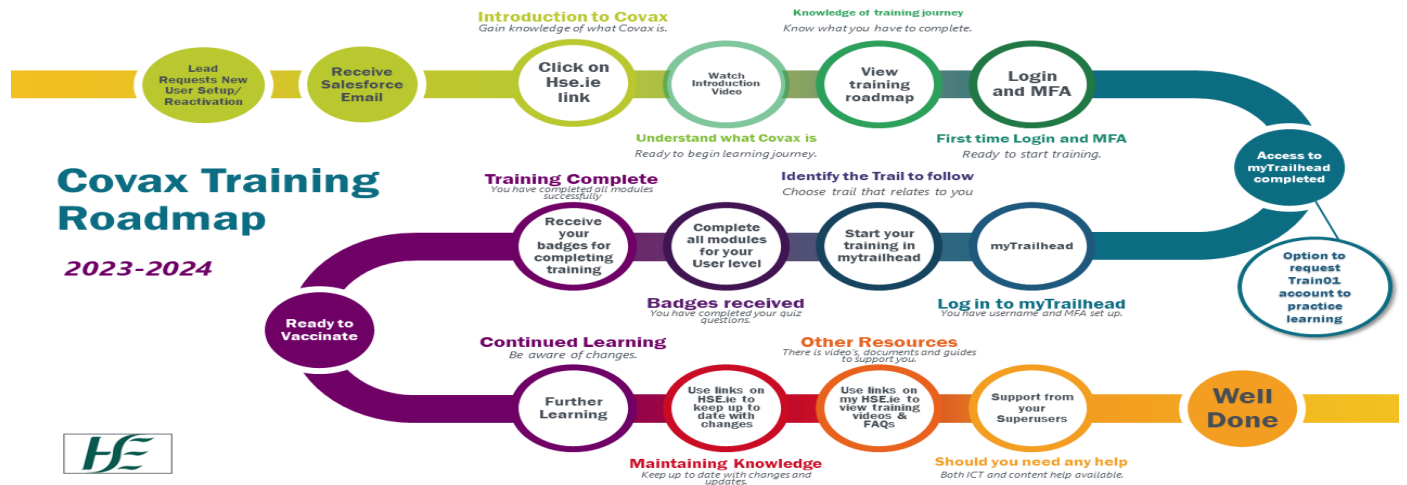
2.2 Your Training Journey

The training journey details what modules on myTrailhead are required for your particular role, or system persona. It also gives you guidance on where you can start your training journey, for example, if you are a new user you will need to take all modules. For a user returning to the program having been reactivated or is a user who is already active, you may have already completed some of these modules before and your badge is still on the system where this was received prior but please remember that modules are updated regularly. You may be required to complete refresher training.

See the Training Journey matrix document on Module 1A2 on MyTrailhead, example of the document below

Required Learning

Required Modules

Self Directed Learning Journeys on myTrailhead		Learning Module on 'myTrailhead'														
Covax User Type	Role and Responsible For	1A - Welcome to the HSE COVID-19 Vaccination System	1B - How to Raise a Support Request or Log an Incident	2 - Vaccinator Specialist Pad	3A - Operations Administrator Base	3B - Operations Administrator / Specialist DQI with Reports and Dashboards	4A - Register a person on Covax	4B - Public Portal Flow	6 - Reports and Dashboards on Covax	7 - Meds Management	9A1 - Most recent Covax Highlights	10A - Influenza and Pneumococcal Vaccines	10B - Influenza Only - Ops Admin Base	Estimated Time to Complete in Hours	Equivalent Time in Days	
	Time to complete Learning Module (in mins)	60	35	160	90	70	10	15	160	155	60	60	30			
	Covid-19/Flu Vaccines															
New/ Infrequent	Covid-19/Flu Ops Admin (Spec)	R	R	R	R	R		R	R	R		R	R	15	2 Days Ops Admin Spec	
	Covid-19/Flu Ops Admin (Base)	R	R	R	R			R				R	R	7	1 Day Ops Admins	
	Covid-19/Flu Vaccinator	R	R	R								R		5	1 Day Vaccinators	
Returners	Covid-19/Covid-19/Flu Ops Admin (Spec)	R	R	R	R	R			R	R		R	R	13	2 Days Ops Admin Spec	
	Covid-19/Flu Ops Admin (Base)	R	R	R	R							R	R	7	1 Day Ops Admins	
	Covid-19/Flu Vaccinator	R	R	R								R		5	1 Day Vaccinators	
Active	Covid-19/Flu Ops Admin Specialist									R		R	R	4	Half day Ops Admin Spec	
	Covid-19/Flu Vaccinator											R		1	1.5 Hours Vaccinators	
	Flu Vaccine only															
New/ Infrequent	Flu Ops Admin Specialist	R	R	R	R	R		R	R	R		R	R	13	2 Day Ops Admin Spec	
	Flu Vaccinator	R	R									R		3	Half day Vaccinators	
Returners	Flu Ops Admin Specialist	R	R	R	R	R			R	R		R	R	13	2 Day Ops Admin Spec	
	Flu Vaccinator	R	R									R		3	Half day Vaccinators	
Active	Flu Ops Admin Specialist	R				R				R		R	R	6	1 Day Ops Admin Spec	
	Flu Vaccinator											R		1	1.5 Hours Vaccinators	

Category Definitions
New user = Never used Covax before
Infrequent user = Used Covax briefly at some point for either flu or covid or both
Returner = Participated in winter season 2022, administered vaccines, used Covax.
Active user = Still an active vaccinator (active = within the past 3 months)

Key
R - Required module to complete
O - Optional module to complete, is recommended

Optional Learning

Optional Modules

Self Directed Learning Journeys on myTrailhead		Learning Module on 'myTrailhead'														
Covax User Type	Role and Responsible For	1A - Welcome to the HSE COVID-19 Vaccination System	1B - How to Raise a Support Request or Log an Incident	2 - Vaccinator Specialist Pad	3A - Operations Administrator Base	3B - Operations Administrator / Specialist DQI with Reports and Dashboards	4A - Register a person on Covax	4B - Public Portal Flow	6 - Reports and Dashboards on Covax	7 - Meds Management	9A1 - Most recent Covax Highlights	10A - Influenza and Pneumococcal Vaccines	10B - Influenza Only - Ops Admin Base	Estimated Time to Complete in Hours	Equivalent Time in Days	
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	Covid-19/Flu Vaccines															
New/ Infrequent	Covid-19/Flu Ops Admin (Spec)															
	Covid-19/Flu Ops Admin (Base)							O						3	1 Day Ops Admins	
	Covid-19/Flu Vaccinator							O						3		
Returners	Covid-19/Covid-19/Flu Ops Admin (Spec)						O							0.4	2 Days Ops Admin Spec	
	Covid-19/Flu Ops Admin (Base)						O	O						3	1 Day Ops Admins	
	Covid-19/Flu Vaccinator							O								
Active	Covid-19/Flu Ops Admin (Spec)			O	O	O			O		O			9	Half day Ops Admin Spec	
	Covid-19/Flu Ops Admin (Base)			O	O				O		O			8	Half day Ops Admins	
	Covid-19/Flu Vaccinator			O					O		O			6	1.5 Hours Vaccinators	
	Flu Vaccine only															
New/ Infrequent	Flu Ops Admin Specialist													3		
	Flu Vaccinator								O					3	Half day Vaccinators	
Returners	Flu Ops Admin Specialist							O						0.25	3	
	Flu Vaccinator								O					3		
Active	Flu Ops Admin Specialist								O		O			4	Half day Ops Admin Spec	
	Flu Vaccinator								O		O			4	Half day Vaccinators	

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3. HSE Covax Training Overview Page

A user can also access the **HSE Training Overview page** at:
https://www.hse.ie/eng/health/immunisation/hcpinfo/hsecovid19vms.html

HSE Training Overview Page is used for the following reasons:
1. For people who do not yet have an ID for either Covax or Service Cloud.
2. To help new users on Covax to set-up Multi-Factor Authentication.

3. Download the Training Guides showing all training content with the most recent date it has been updated.
4. To access in to the HSE myTrailhead training platform if using a tablet device
5. View the latest Training Schedule for upcoming or past training sessions/webinars

4. How to access 'myTrailhead'

When you log on to Covax using your login email and password, you can go to myTrailhead in the following ways depending on the device, that you will use to complete your training.

Prerequisite: Check you have received your login for Covax and have set up your security access with multifactor authentication (MFA). Please see Module 1A1 for more details.

If you are not prompted for MFA setup at first login, you should logout and back in again to set this up

4.1 Login User Experience

There is a different access point for desktop browser and tablets. The myTrailhead app experience will also differ also if you are completely new/returning to the programme or an existing member of the programme.

4.1.1 Existing Users

Via Desktop - Select the '?' icon within the Covax system and select 'Go to HSE myTrailhead'. See images below.
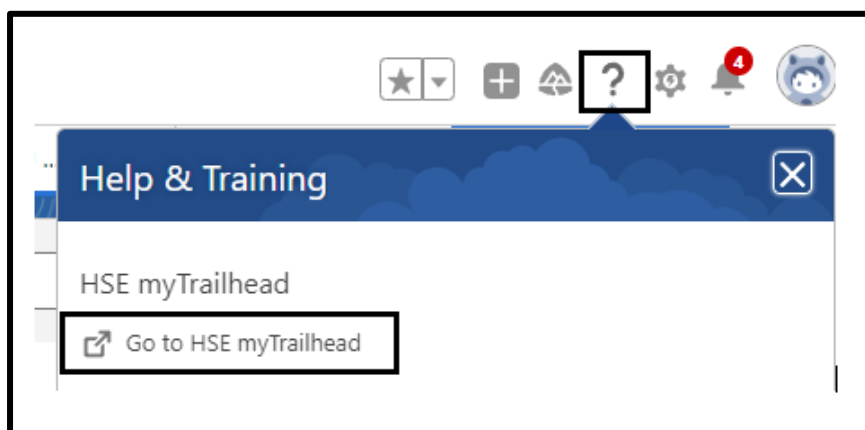
Via Tablet - You cannot currently access myTrailhead through the Salesforce Application installed on your Samsung Tablet

1. Select the 'Web Workspace One' App on your Home Screen, which will bring you to the HSE.ie Training Overview page.

2. On the Covax Training Page go to '*Step 4: Access to myTrailhead*' and click on the + to open the section and click on the link to myTrailhead


3. You will then be prompted to input our Username and Password to login. Once we have inputted the correct details you will now be instructed to retrieve your 6-digit code from the Microsoft multi-factor authenticator application on your mobile device in order to verify your identity.

4. Access to myTrailhead will be authorised once the correct login details and 6-digit code have been entered correctly.

4.1.2 Completely New Users

When you login to Covax you will not have any access to Covax applications other than access to myTrailhead. You will click on the myTrailhead Access App to continue your training.
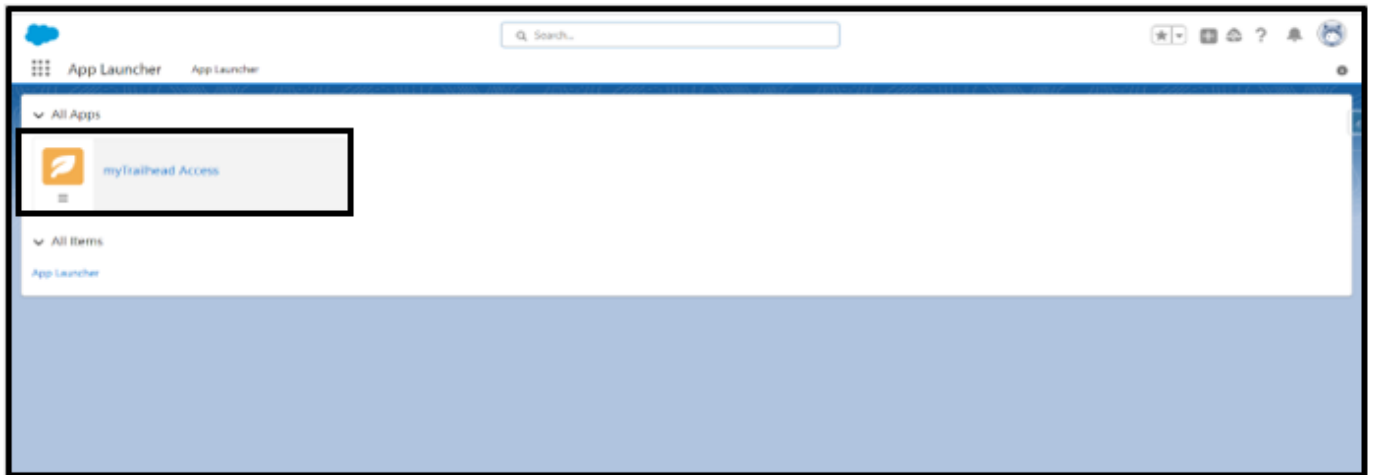
4.2 Understanding the layout of the courses on 'myTrailhead'

When you access the myTrailhead app, you will arrive on the landing page. If you are not on the module pages, simply click on the tab to take you there.

You may also choose to use the search bar to input the modules name or number to help you find the module you wish to take. Please be aware that this will return values for trails and modules
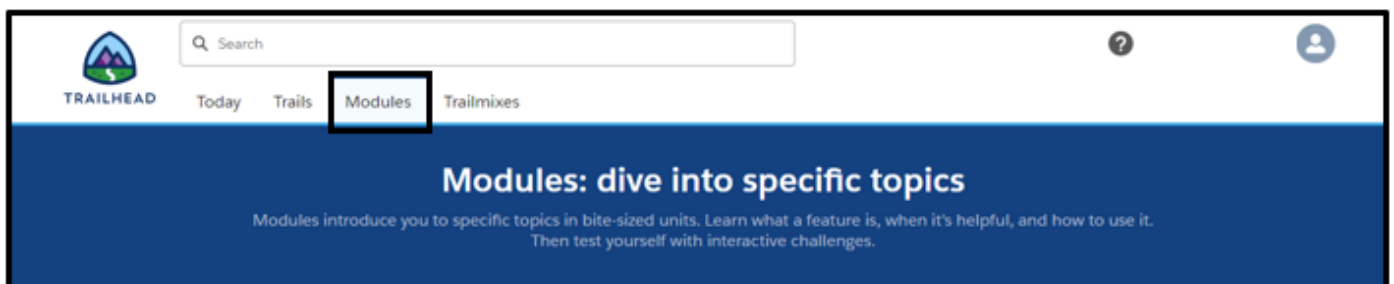
4.2.1 myTrailhead Modules

Within myTrailhead, the training content is contained within **Modules**, which exist within **'Trails'**. Each Module is further broken down into bitesize and consumable **'Units'**, most of which require a short multi-choice assessment to be taken upon completion of the Unit.

The **'Badges'** that are awarded upon successful completion of the assessment, incentivize Users to complete the assessment correctly upon first attempt, as they are awarded less points for each attempt taken to complete the assessment.

Continued Learning: For people who attend the live webinars when a new Release is issued in Module 9A1 **'Release Highlights Trail'**, you can complete the quiz questions post-webinar to gain 'badge credits' so the dashboard updates to capture your attendance.

4.2.2 myTrailhead Trails

Trails are role specific and can guide you to the most appropriate training for your persona.

For the most accurate path, please refer to the 2.2 (your training journey) to identify all the training modules you need to take to successfully gain your badges so system access is correctly applied.

5. Covax Training Platform (Train01) Explained

Covax Training Platform (Train01) provides all Vaccinators and Operations Administrators with a safe place to practice prior to performing vaccination flows for clients on the Live System. This is an optional part of training, but it is recommended for those who have never used Covax before.

Note: A laptop or desktop should be used to practice training as access to TRAIN01 via the Samsung Tablet is not currently available

Link: **https://hsecovax--train01.sandbox.my.salesforce.com/**

Covax Training Platform (Train01) is a **'Sandbox Site'**, which means it contains test data that is fabricated, yet matches the type of vaccination flows, data updates and scenarios that you will perform for clients. You can practice what you have learned on myTrailhead.

Start Practicing	Use the TRAIN01 'safe practice' system to try-out the actions within the trail you're learning (e.g., Vaccinator Covid-19; Vaccinator Influenza, Operations Administrator, Support Team member, etc.)
Covax Training Platform	

### 5.1 Getting set up on the Covax Training Platform

Once you have completed the relevant training on myTrailhead, you may request a Train01 Account to put your training into practice.

5.1.1 Covax Training Platform Access Request

This is a separate environment and uses a different site, username and password. Access will need to be requested by your training and support lead using a service cloud case using case reason **'Training Sandbox User Administration'** and case sub-reason **'New Joiner'**. This process is outlined in Module 1B. Alternatively, you can request a new account by emailing covid19.support@healthservice.ie with the subject line '**Training Sandbox User Administration'**. Your details to log on to the Covax systems will be emailed to you as soon as your account has been set up by the Covax team.

5.1.2 Set up Email Notification

You will receive your email from support@emea.salesforce.com. You will have 5 **days** to activate and verify the account. The email is displayed below. You will notice the emails for Production and Train01 look very similar, however the training system URL is longer and contains the word **'train01.'**
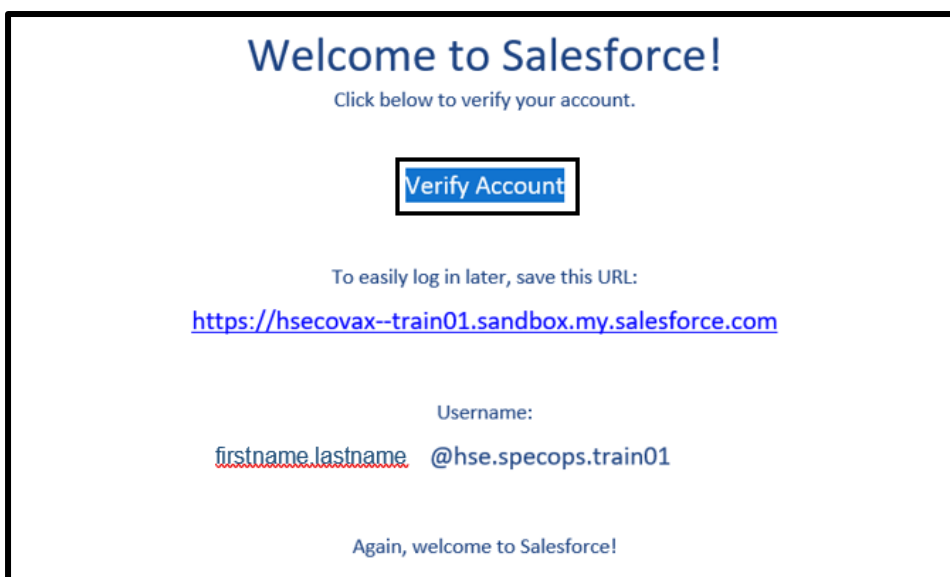
There are 3 important details on this email:

1. The **'Verify Account'** link - You have 5 working days from the time you receive the email to verify your Covax account.
2. The URL link for the Covax Train01 System - Save this link so you can access the Train01 system later.
3. Your **username** for the Covax Training System – This will generally be in the format of firstname.lastname@hse.ie.persona.train01

Note: You will be required to set up Multifactor Authentication (MFA) for this logon also.

5.1.3 Practicing Scenarios

Test data will be available to you within 24 hours of your account being set up on Train01. This will allow you with practice within a safe space with dummy data. We have outlined some scenarios

and tasks for you to practice what you have learned. These are outlined in Module 10A and Module 10B and also available on the HSE Covax Training page.

6. Continued Learning

The Covax and Service Cloud Platforms are updated with new functionality to improve the system. These updates are called 'Releases' or 'Sprints'.

6.1 Release Updates

Communications and Release notes are issued and provide a summary of changes from the sprint release on Covax. There are sometimes live training sessions that would detail the changes/new features. The details of both are available on the HSE Covax Training Page and on myTrailhead.

6.1.1 HSE Covax Training Page

For details on upcoming training sessions please view the **'Latest Training Session Updates'** section on the HSE Training Overview Page here .

6.1.2 myTrailhead.

- These sessions are recorded and are available on the Covax Release Highlights and Service Cloud Release Highlights Modules in MyTrailhead
- You can find a Communications version of Release Notes on the HSE Today Page in Covax and in the Release Highlights and Key Updates Module on myTrailhead.

6.1.3 Further Comms

- **'Prompts' on Covax Home Page:** Release/Sprint related updates will be showcased on the 'Home' page of Covax. A 'Prompt' will pop up on the screen detailing the latest updates as it relates to Covax and its users.
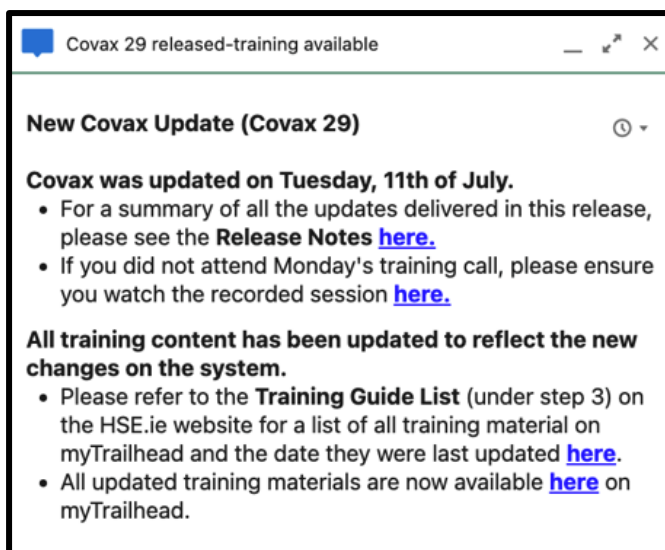
- **Emails from Leads:** Users should keep up to date with the latest updates regarding Covax from their Site Leads/super users. These super users will be the first line support for each user and will notify the user of relevant updates regarding system updates or when the latest training session will take place.

7. Covax Application Help and Support

Please contact your super user for assistance with your learning journey and any issues you may have with accessing the learning platforms.

Appendices

A. Supporting Documents and Links

HSE CoVax Training Page

B. Related Modules

Module 1A1 Getting Started on CoVax

Module 1B How to Raise a Support Request

Module 2A2 – Samsung Tablet Vaccination Essentials Flow and using Kiosk Mode Training Guide