

How to log in to Surge Learning

1. To access Surge Learning, click the following link to be directed to the sign-in page. For an optimal experience, please use Chrome or Edge.

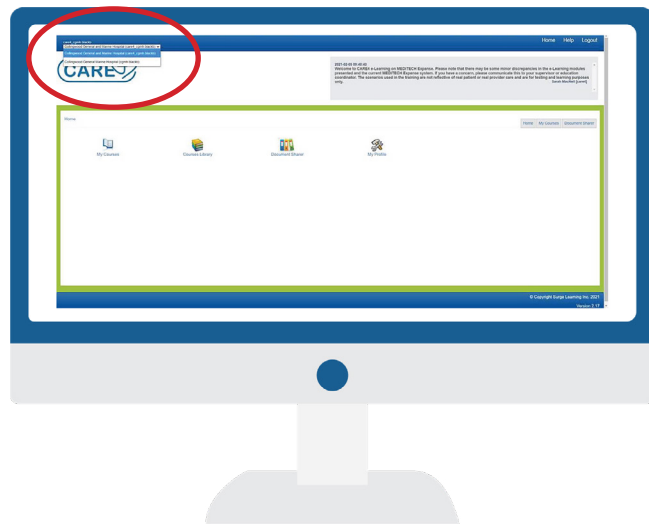
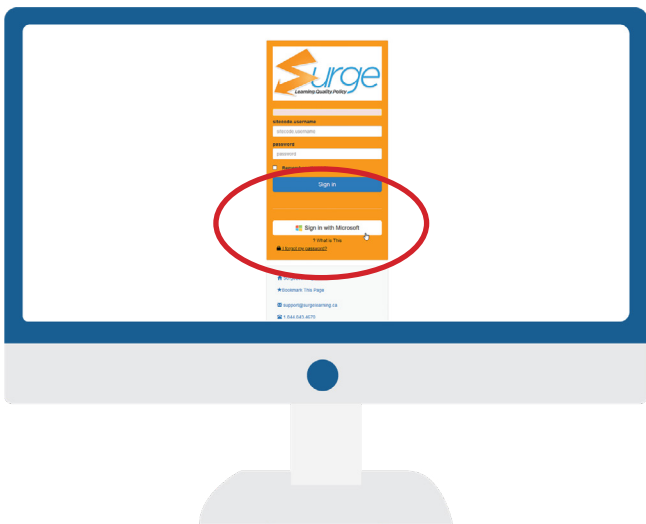
[Surge Learning System](#)

2. Click on **Sign in with Microsoft**

When you click to “**Sign on with Microsoft**”, you will automatically be taken to the welcome page of Surge Learning.

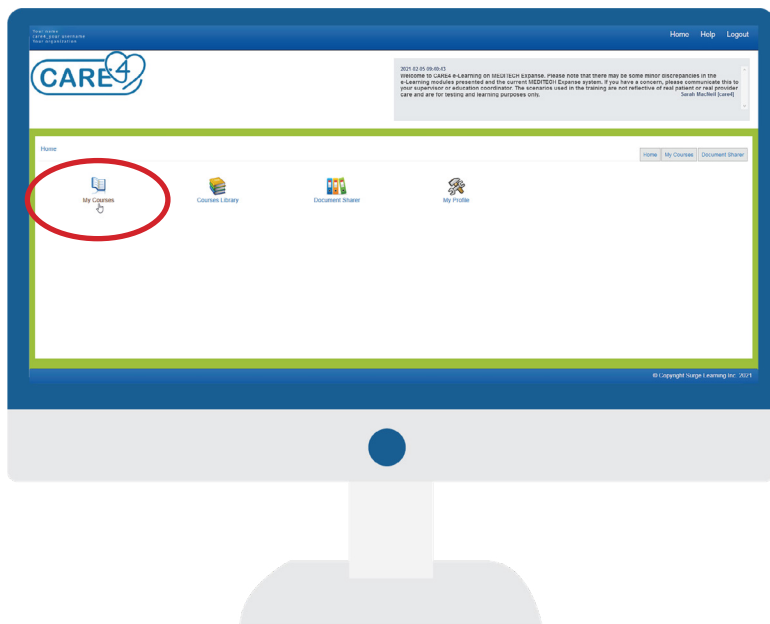
CGMH / GBGH: You will continue to log into Surge as you have before.

CGMH / GBGH: When you land on the welcome page, click the drop down and choose CARE4 Project in the top left hand side of the page.



3. Click on **My Courses**

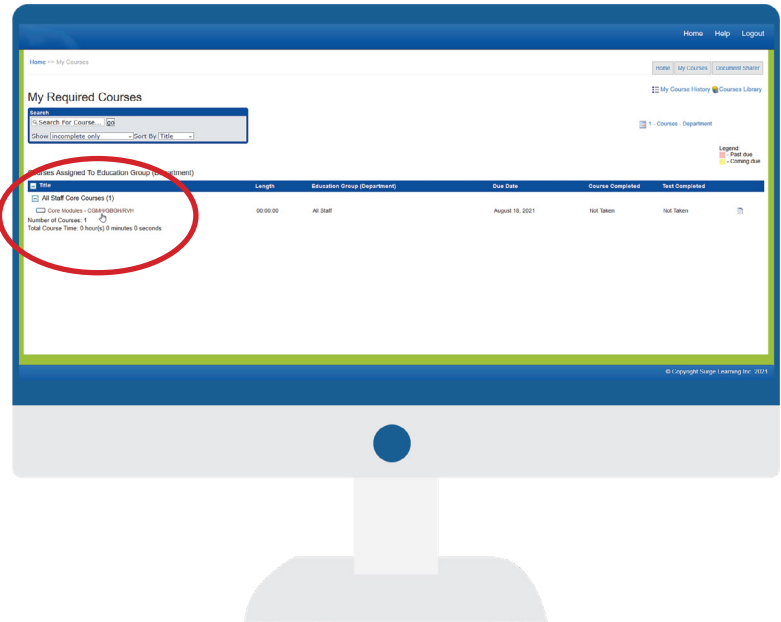
On the welcome page, you can access your required learnings by clicking on the “**My Courses**” icon.



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4. Click on **Core Modules**

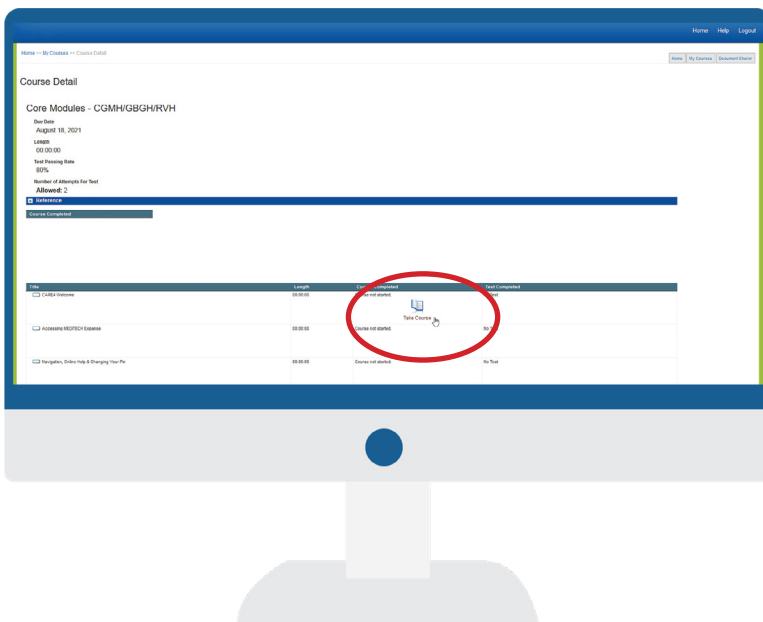
Once the **My Courses** page loads, you will see the courses that have been assigned to you. Click on **“Core Modules”** to access them.



5. Click on **Take Course**

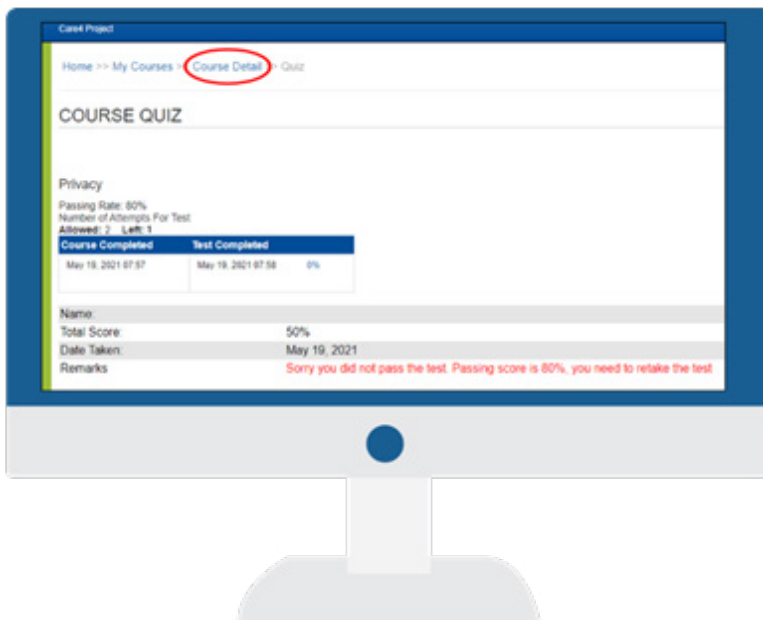
Once the Course Detail pages loads, you will see the list of courses and tests you will need to complete. Click on **“Take Course”** to launch the course.

Some courses require you to complete a test at the end. If it's required, you will see a **“Take Test”** icon. Click on the icon to take the test.

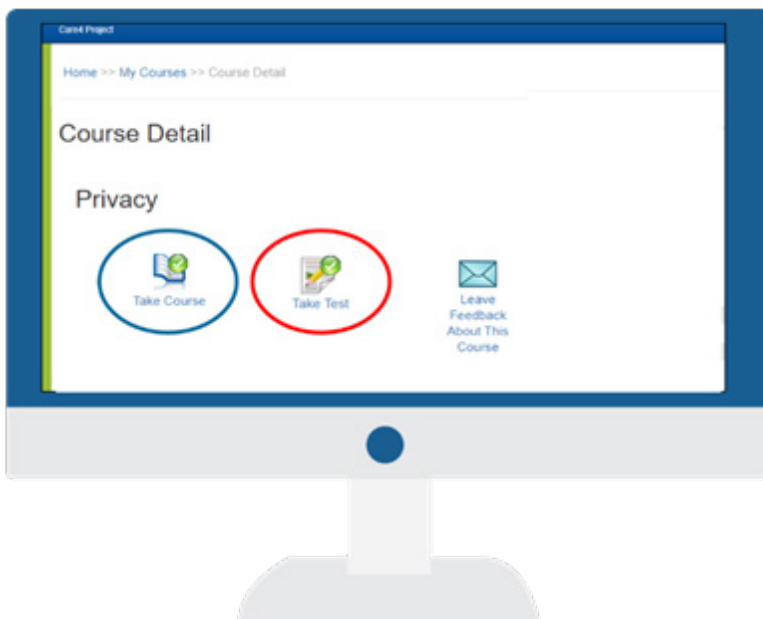


Retaking a Test

If you failed your test on the first attempt (below 80 per cent), you can retake the test. Each user has two attempts to pass the module tests. If you fail a second time, you will not be able to retake the test and your leader will connect with you to determine next steps.

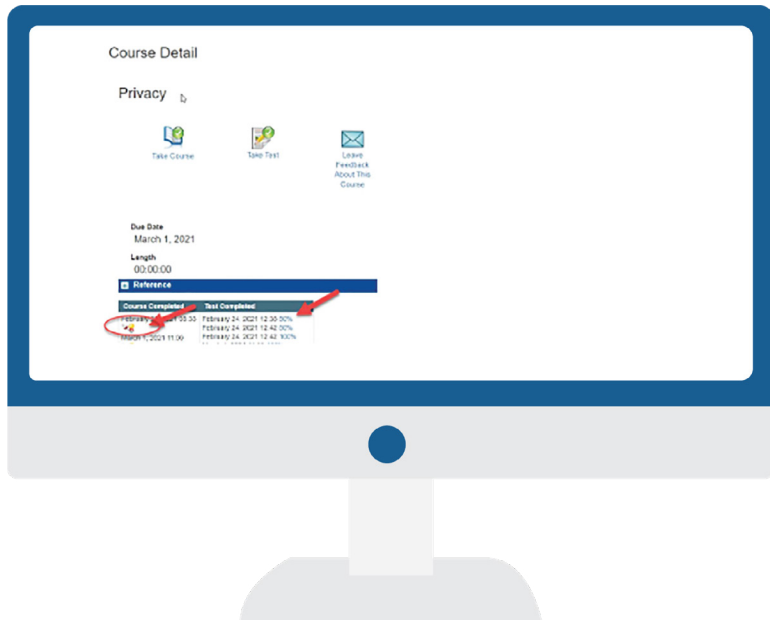


Step 1: Click “**Course Detail**” at the top of your screen.



Step 2: You will be redirected back to the Course Detail page where you can click to the ‘**Take Test**’ icon to retake the test or select ‘**Take Course**’ to review the material again.

Getting Your Certificate and Test Score



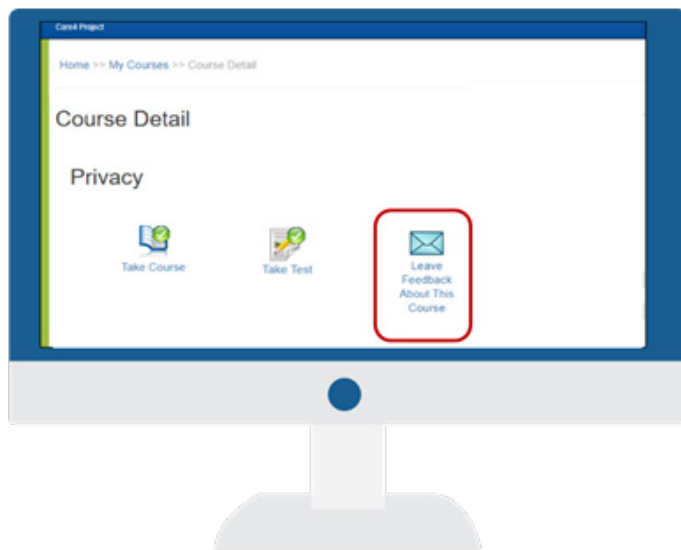
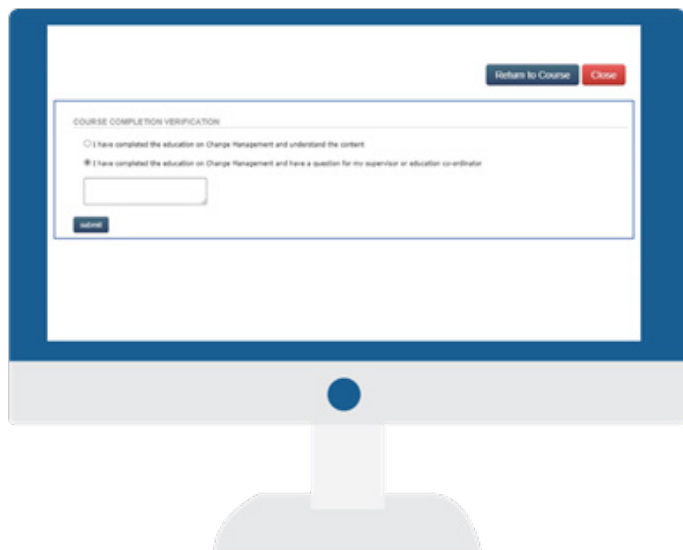
6. You can download your certificate in the **"Course Detail"** page by clicking the certificate button. You are able to view your test scores here as well.

Submitting Feedback

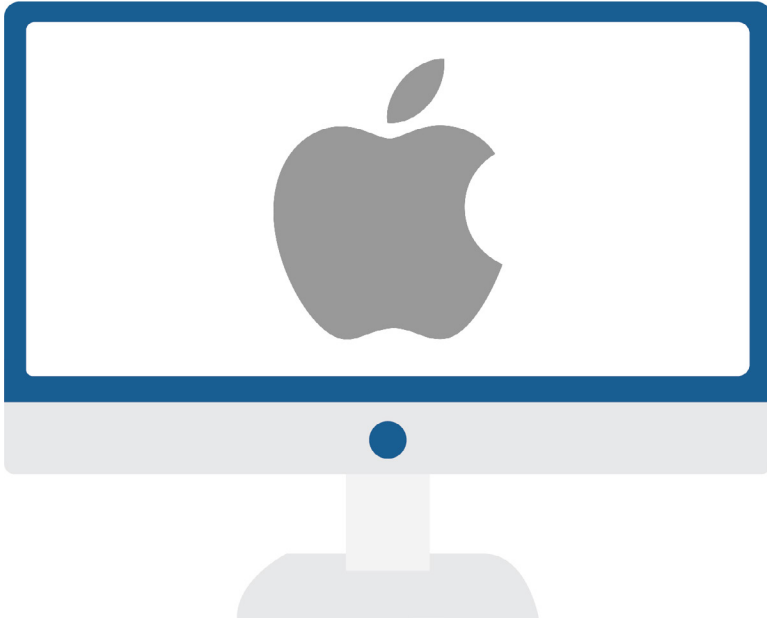
After completing your eLearning you are able to submit feedback. There are two ways to submit feedback.

Option 1: Upon the completion of a module, select **"I have completed the education on Change Management and have a question for my supervisor or education coordinator"**

Option 2: From the **"My Courses"** page, select the course you would like to provide feedback on. Then, click the **"Leave Feedback About This Course"** icon.



Tips for Using Surge Learning with a Mac Desktop



Right click function for Mac desktops

Control-click: Press and hold the Control key while you click an item.

For example, Control-click an icon, a window, the toolbar, the desktop, or another item. The options shown in the shortcut menu vary depending on the item you click.

Customize how you Control-click: Change options for secondary click for your [track-pad](#) or for your [mouse](#).