

Temporary HLC Access

Everything you need to know about how non-Emory Healthcare (EHC) employees gain temporary access to Emory's HealthStream Learning Center (HLC).

WHAT'S IN THIS GUIDE

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WHAT IS IT?

A governed, time-limited login to Emory Healthcare's learning management system

Temporary HLC access is a time-limited account in Emory Healthcare's HealthStream Learning Center (HLC) created for non-employees who need to complete training to work on-site at our facilities. It can be activated again as needed and keeps records for the learners in one place.

SYSTEM	ACCESS TYPE	DURATION	MANAGED BY
HealthStream HLC (main platform)	Full learner access with assignments	Start to end date, defined at time of request	Learning Technology and Enablement team (LTE)

Why it exists

- Non-employees are not provisioned through our HR systems (Workday or PeopleSoft), so HealthStream does not automatically create an account for them
- Many need to complete the same required compliance and clinical training as employees before working on-site, or have other courses they need for short periods of time
- Every account is tracked, auditable and tied to a defined access period to support both learner needs, course owner needs and auditing needs
- It replaces HLC Express, which lacked proper assignment capability, audit trails, governance and reporting

WHO IS IT FOR?

Non-employees who need required training for Emory Healthcare as identified

Any individual who is not a direct Emory Healthcare employee but needs to complete required training through HLC qualifies for temporary access. This includes vendor-placed staff, trainees, volunteers, other affiliated providers and Emory University employees.

Population	Examples	ID Prefix
Physicians	Hospitalists, surgeons, specialists, anesthesiologists, psychiatrists	PHY
Advanced Practice Providers	Nurse practitioners, physician assistants, midwives	APP
Trainees	Residents, medical students	TRN
Travel staff	Travel nurses, travel physicians	TRV
Contractors	Agency staff, project-based contractors	CON
Other affiliated	Volunteers, audit support, Emory University faculty	VOL / AUD / EMU

Not sure if someone qualifies? Contact the Learning Technology and Enablement (LTE) team at hlc@emoryhealthcare.org. If the individual needs to complete Emory required training and is not a direct employee, they almost certainly qualify.

HOW TO REQUEST

Submit an intake form to request access

All requests start with the form below. For group requests, we will follow up with an intake template to capture each individual, or you can download it directly from this page. Verbal requests, emails and Teams messages are not accepted due to our tracking, prioritization and reporting needs.

What you need to provide for each person

- Full legal name, including first, last and middle initial if available
- Employee type / role (e.g. Physician, Nurse Practitioner, Resident)
- Primary email address
- Access start date (submit at least 5–7 business days before this date)
- Access end date — **initial access is granted for a maximum of 30 days from the start date. Extensions may be requested, but total access time, including all extensions, cannot exceed 90 days from the original start date.**
- Supervising manager name or ID (if known)

[✓ Submit Intake Form](#)

[↓ Download Bulk Intake Template](#)

Requesting access for multiple people? Use the intake template. Complete one row per person and email the completed file to hlc@emoryhealthcare.org. The intake form and downloadable template are available on this page.

Important: No individual will be given HLC access without completed submission. Use the intake form for individual requests or the bulk intake template for batch submissions. Verbal requests, emails and Teams messages will not be accepted.

WHAT TO EXPECT

From submission to active access

Once LTE receives a complete template, the process moves quickly. Credentials are sent to the named manager or sponsor (internal EHC leader who is accepting responsibility for the non-employees gaining access), and that person is then responsible for distributing the login credentials to each individual separately.

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Submit request Submit via intake form	LTE processes ID assigned, file built and imported	Manager / sponsor notified Login credentials and access end date sent to named sponsor or manager	Training begins Individual logs in and accesses required HLC content	Access closes Automatically at agreed end date
TYPICAL TURNAROUND 5–7 business days from complete submission. Plan ahead and submit requests with enough lead time.		CREDENTIALS DELIVERED Sent to named manager or sponsor to distribute to each individual.		CONFIRMATION LTE confirms once records are active in HLC.

Please note: Login credentials and the access end date are sent to the named manager or sponsor, not directly to the individual. The manager/sponsor is responsible for distributing credentials to each person and should not forward the full list to the group

GOVERNANCE

How access is tracked, monitored and closed

Every temp account is logged, monitored and closed at the end of the agreed access period. Records are permanent. Inactivation removes login access only and can be re-activated through the form when needed.

- Every individual is logged in the LTE ID tracker with their assigned ID, sponsor, access dates and status.
- If reporting is needed on active accounts or training completion, please let us know and we will set up an automated report for your team.
- Access is removed automatically at the end date with no action required from the requestor.
- Initial access is granted for 30 days. Extension requests must be submitted at least one week before the access end date and must include a business imperative. Extensions are limited to a combined maximum of 90 days from the original start date, at which point access is removed with no exceptions. Any continued need beyond 90 days requires a brand-new submission, sponsor reconfirmation, and an approved business justification.
- Completion records and transcripts remain in HLC permanently even after access is closed.
- Compliance and audit teams can request access reports at any time through LTE.

Need to extend access? Initial access is granted for 30 days. Extension requests must be submitted at least one week before the access end date and must be accompanied by a documented business imperative. Extensions cannot be applied retroactively after access has closed, and total access time (initial plus all extensions) cannot exceed 90 days from the original start date. Any continued need beyond 90 days requires a new submission, sponsor reconfirmation, and an approved business justification.

Learning Technology and Enablement (LTE)

Emory Healthcare · Submit a request via the intake form · Contact LTE at hlc@emoryhealthcare.org for questions

Emory Healthcare · Effective May 2026