

National Hand Hygiene Initiative (NHHI) Learning Management System (LMS) FAQ

Suspension of Learner profile

I have received an email stating my NHHI LMS learner profile will be suspended. What does this mean?

The NHHI is notifying you that access to your learner profile on the NHHI LMS will be suspended after the date quoted in the email. You will need to log into your learner profile before this date to keep your learner profile active. This is a system-automated process.

If you do not log in before the date in the email, your access to the NHHI LMS will be suspended. If your access is suspended, your learner profile is not deleted. All your learner details and past achievements remain saved in the LMS. Your suspended learner profile can be reactivated by contacting the [NHHI Help Desk](#) and requesting assistance to reactivate your profile.

Why is my NHHI LMS learner profile suspended?

Learner profiles within the NHHI LMS are suspended for the following reasons:

- Inactivity – the learner profile was registered but never logged into, or was not logged in, over the past four years
- Insufficient or incorrect information – for example, the learner profile did not contain a valid email address or the name fields contain incorrect information, such as numbers or email addresses
- You have changed organisations – NHHI LMS organisation, or region administrators, can suspend the learner profiles of staff that are no longer working in their organisation, or region. This ensures that the organisation's training records reflect current staffing.

I tried to log into my NHHI LMS learner profile but I get the message 'Permission denied. Your account has been suspended'

This message means your profile is suspended and you will not be able to access the NHHI LMS. Please contact the [NHHI Help Desk](#) with your usual login details (name, login ID and registered email address) and ask the team to reactivate your account.

But I have recently used the LMS to complete my training, why is my profile suspended?

If you have recently logged in to complete hand hygiene or infection control training and your profile is now suspended, you may have multiple profiles registered in the system.

A multiple profile situation can occur if:

- A learner creates a new learner profile when they have changed organisations
- A learner creates a new profile to access the site using a different email address
- An organisation has created a new profile on the learner's behalf.

If you have multiple profiles, your profiles should be merged to one profile to prevent login issues. Please contact the [NHHI Help Desk](#) to request that your profiles are merged. You will need to provide the following information to verify your identity:

- Your name
- The email addresses you may have used to register your profiles on the system
- List any previous organisations that may be linked to your learner profiles
- The name of your current organisation
- Your current email address
- Your employee/student number

The NHHI Help Desk team will merge your profiles into one profile. Your complete achievement history will be retained within this profile, updated with the most current information provided. The team will send you a confirmation email with the updated login information.

If you have recently completed your hand hygiene or infection prevention and control training but now cannot login to your learner profile on the NHHI LMS, you may have accessed a different learning system to complete training (e.g. Hand Hygiene Australia, Hand Hygiene New Zealand), not the NHHI LMS (<https://nhhi.southrock.com/>). If you have used one of these other systems complete your training you will need to contact that system for assistance.

How can I reactivate my suspended learner profile?

Please contact the [NHHI Help Desk](#) and request for your learner profile to be reactivated. To ensure privacy, please provide the following information to verify your identity.

- Learner ID
- Email address registered to your profile

The team will reactivate your profile, and will send you a confirmation email with your current login information. You should log in immediately to ensure your learner profile remains active.

What happens to my information and completed certificates once my NHHI LMS learner profile is suspended?

All information attached to your NHHI LMS learner profile, including your current progress and achievement history, remains stored in the NHHI LMS. This information is not deleted and can be retrieved at your request.

How do I prevent my profile from being suspended again?

You need to log into your NHHI LMS learner profile at least once every four years. This should be easy, as most organisations will require their staff to complete hand hygiene or infection prevention and control training annually. If you are a hand hygiene auditor, you are required to complete an annual validation module to remain an active auditor.

You can log into the NHHI LMS [here](#).

I want my profile deleted from the NHH LMS, not suspended. How can I request this?

Please contact the [NHHI Help Desk](#) to request deletion of your learner profile from the NHHI LMS. The Help Desk team will email you to confirm your login ID and the email address linked to your learner profile and, confirm that you give written consent to delete your learner profile. Once you have provided these details and confirmation, the team will delete your learner profile from the NHHI LMS and will send you an email confirming that this process is complete.

