

ClimbHI Service Excellence Training

Getting Started:

ClimbHI Service Excellence Login Inbox x

ClimbHI <no-reply@certificate.climbhi.org>
to me

1) Students will receive this email notification to set their password.



Aloha Julie TestLast,

Welcome to the ClimbHI Service Excellence Training!

Congratulations on taking this important training that will not only assist you in your career progression but also provide you with skills that can be applied to all aspects of your life. Upon completion of the Aloha Spirit Lesson/Quiz and the 8 eCornell Lessons, you will receive your certificate of completion from ClimbHI and eCornell.

Let's get started:

E-Mail: jtakeguchi@gmail.com

Password: For your security, you will need to create a password when you enter the first time.

For assistance, email helpdesk@climbhi.org.

Be on the lookout for your eCornell login credentials that will arrive in your inbox within 3 business days.

Set Password

Mahalo piha,

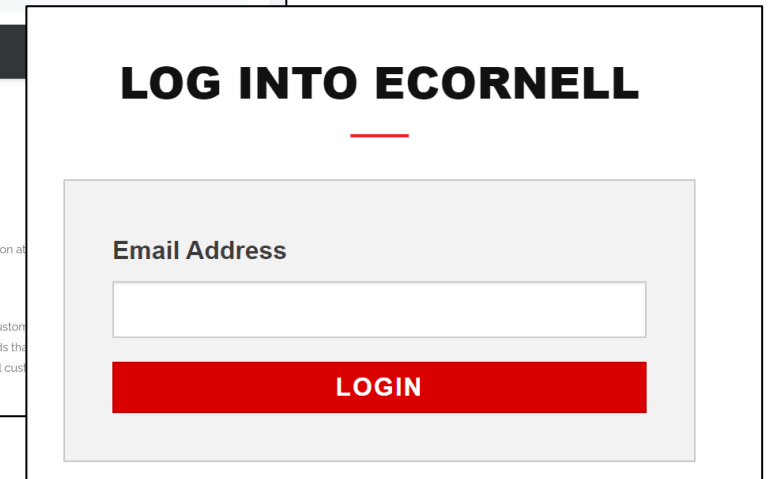
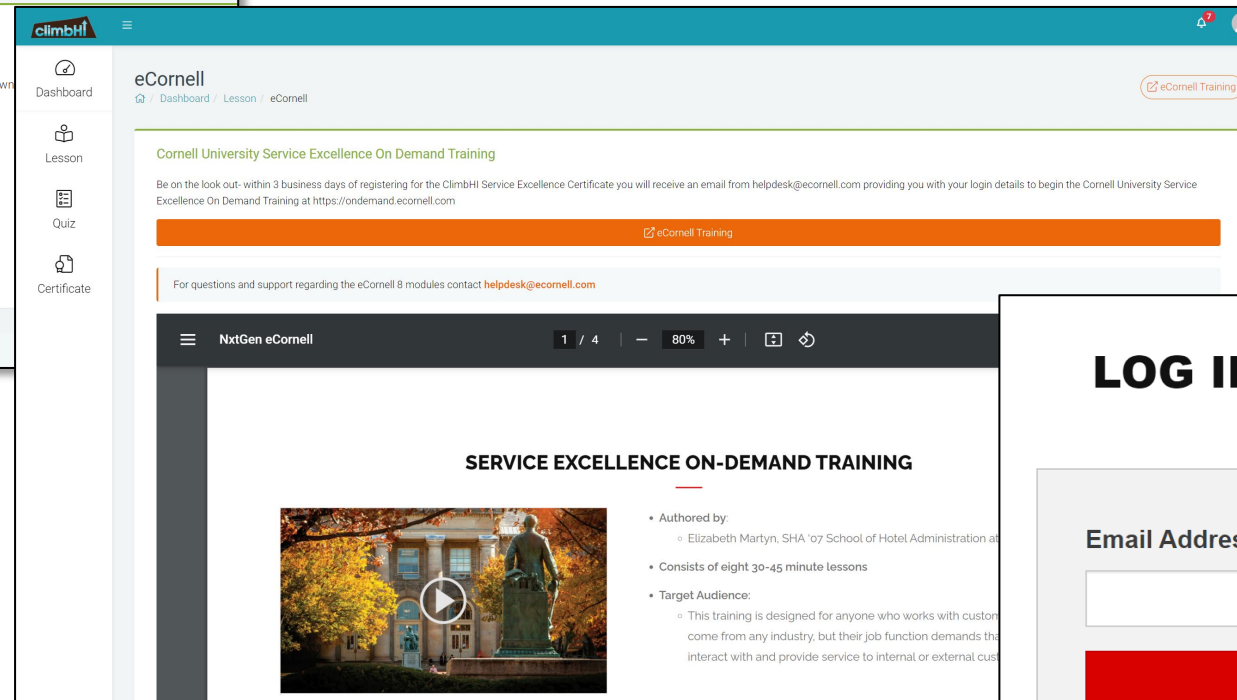
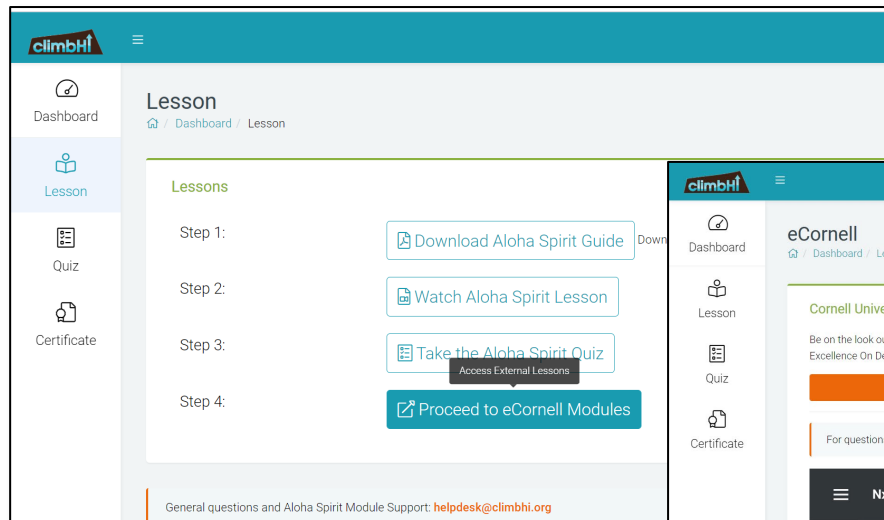
The ClimbHI Ohana

2) Proceed to set password screen

3) Access granted to Aloha Spirit Module (<https://certificate.climbhi.org>)

Proceeding to eCornell Modules

Once the Aloha Spirit Module is 100% complete, students will be directed to proceed to the eCornell modules. Within 1-3 days of receiving the ClimbHI learning module login details, eCornell will send an email with login details for the next 8 modules.



ClimbHI Service Excellence Quick Facts

Resources and Support

ClimbHI- (1 module)

Module login: <https://certificate.climbhi.org>

helpdesk@climbhi.org

eCornell (8 modules)

Module login: <https://ondemand.ecornell.com/>

helpdesk@ecornell.com

800-801-0287 or 607-330-3200 x4

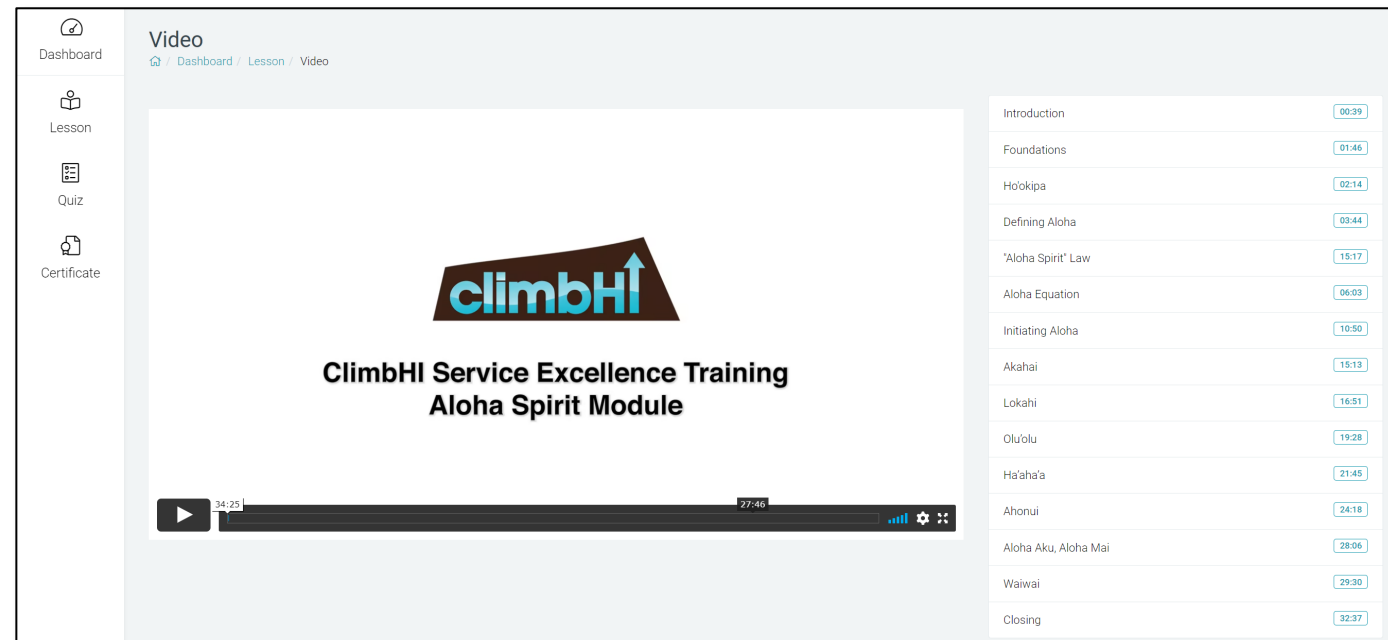
of online lessons

Time commitment to complete online modules

Completion requirements

On-Demand Service Training

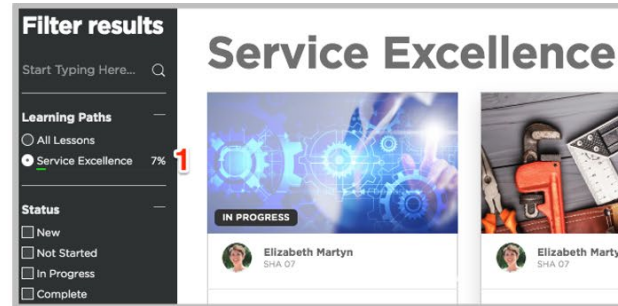
9
30-45 minutes per lesson
Completion of all quizzes *Must earn 3/4 points or higher



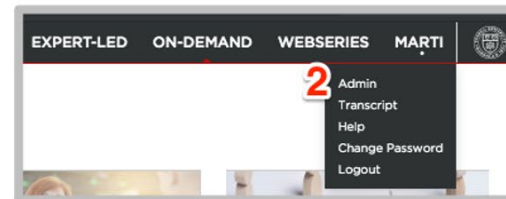
The screenshot shows a video player interface with a sidebar menu on the left and a table of contents on the right. The video player is currently at 34:25. The table of contents lists the following sections with their respective durations:

Introduction	00:39
Foundations	01:46
Hookipa	02:14
Defining Aloha	03:44
'Aloha Spirit' Law	15:17
Aloha Equation	06:03
Initiating Aloha	10:50
Akahai	15:13
Lokahi	16:51
Olu'olu	19:28
Ha'aha'a	21:45
Ahonui	24:18
Aloha Aku, Aloha Mai	28:56
Waiwai	29:30
Closing	32:37

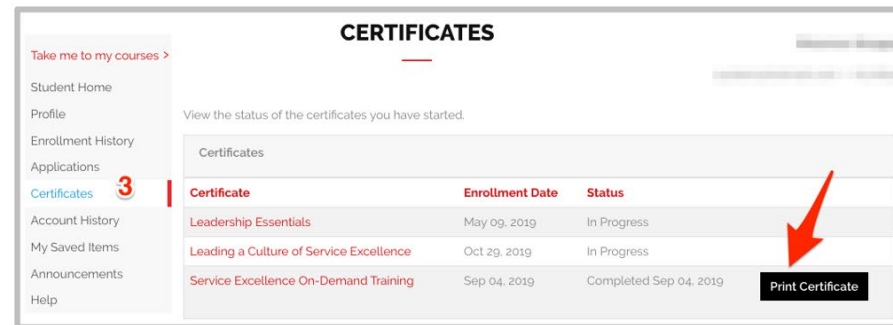
Accessing eCornell Certificate Upon Completion of 8 Modules



Click your name and then ADMIN to open up your “student portal”.



Click Certificates in the left navigation pane and Print Certificate to download your certificate.



Accessing ClimbHI Certificate

Upon completing all 9 modules, 1 Aloha Spirit and 8 eCornell Modules, each student will be notified via email when the certificate is ready for download. To download: proceed through the email or via <https://certificate.climbhi.org> and click on Certificate from the left-hand menu.

