# L1/L2 SF Learning Support

## Common issues by ranking

| Rank | Issues | Category | Symptoms | Common Cause |
|------|--------|----------|----------|--------------|
| 1 | Learning completion not recognised | SuccessFactors - Learning Course Not Completing | User has completed learning but still showing in progress | Browser issue: Completion data package not received by the LMS |
| 2 | Learning progress difficulties | SuccessFactors - Learning Not Progressing | User unable to progress the course due to learning content not behaving as programmed such missing button or content | Browser issue: Downloaded SCORM package from LMS has been corrupted |
| 3 | Unable to access SF Learning | SuccessFactors - Learning Access | User able to access SF but unable to access My Learning on SF | Profile issue: Usually for new employees where SF access has not been setup correctly or access was only created and pending system synchronisation for the SF Learning profile creation |
| 4* | No learning assignments | SuccessFactors - Learning Not Assigned | New employee and they have no learning assignments courses displayed<br><br>User's team members have received a learning assignment, but the user didn't | Profile issue: Usually for new employees where their SF profile has been setup incorrectly |
| 5* | Learning assignments issues | SuccessFactors - Learning Incorrectly Assigned | User receives learning assignment that they believe is a mistake | Assignment/Profile issue: Incorrect LMS Assignment Profile configuration or incorrect SF User Profile |
| 6* | Unable to start learning course (LinkedIn Learning) | SuccessFactors - Learning LinkedIn | Manager have assigned learning course from LinkedIn Learning to team member | Access issue: The team member does not have access to LinkedIn Learning and licensing |
| 7 | Unable to start learning course | SuccessFactors - Learning Not Launching | User unable to start course as the iContent window is not appearing | Browser issue: Browser pop-up blocker |

* Note: Please escalate to the Learning team for further investigation

# L1/L2 SF Learning Support
## Standard triage procedures for L1/L2 support

| | Course completion not recognised | Course cannot progress | Unable to start course | Unable to access SF Learning |
|---|---|---|---|---|
| 1 | Determine if the user is using the recommended browser IE. We do accept Chrome as an alternative browser to troubleshoot<br>Note: MS Edge and Safari are incompatible | | | |
| 2 | Clear browser browsing data (cookies and cache)<br><br>Try using private browsing such as InPrivate Browsing (IE) or Incognito Mode (Chrome) | | | |
| 3 | Request user to return to course and resume course.<br><br>User to capture screenshot of the page resumed and to attempt to complete the course again | | Verify pop-up blocker is present<br>If yes, disable blocker | Confirm that user is accessing the right path:<br>SF homepage → dropdown top menu → Learning |
| 4 | If still experiencing issues, try an alternate browser<br><br>e.g. if using IE, use Chrome and vice versa | | | Check if user has been enabled by service desk and is active on SF<br><br>(Can I find the employee in SF Org Chart?) |
| 5 | If still experiencing issues, try on another computer (windows login as another user) and login to the user's SF in private browsing | | | If unable to find user in SF Org Chart, escalate to PX<br><br>If user is found, please wait 24hrs and ask user to check access |
| 6 | If successful, the user's windows profile or browser might be the issue and to be reinstalled<br><br>Escalate to the relevant SD team | | | If access is still unavailable after 24hrs, capture screenshot and escalate to the Learning Team |
| 7 | If course is still not completing, capture screenshot and escalate to the Learning Team | | | |

# L1/L2 SF Learning Support

Triage Cheat Sheet

**Cannot access SF Learning**

Check if the user is going to the right path:

SF home page → Click on the top menu → Learning

Validation error:

clear the browser cache and use Internet Explorer (MS Edge is incompatible)

Check if employee has been enabled by service desk and is active on SF

(Can I find the employee in SF Org Chart?)

Request a screenshot (full windowed view) and forward to next level

e.g. Learning inbox

**Cannot open the course**

Clear the browser cache and use Internet Explorer (MS Edge is incompatible)

Verify pop-up blocker is present

If yes, disable blocker

Request a screenshot (full windowed view) and forward to next level

e.g. Learning inbox

**Cannot complete the course**

Clear the browser cache and use Internet Explorer (SF mobile app and MS Edge are incompatible)

Request a screenshot and forward to next level

e.g. Learning inbox

**Learning was not assigned or assigned incorrectly**

Check if employee has been enabled by service desk and is active on SF

(Can I find the employee in SF Org Chart?)

Confirm if the employee information

e.g. employee engagement and department on SF is correct

Request a screenshot (full windowed view) and forward to next level

e.g. Learning inbox