LMS – Completed OSHA Quiz Still in Progress

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Purpose: Follow this procedure when a user reports that they completed a quiz within the course OSHA Annual Required Training with a passing score but the quiz remains in progress.

Required Information to be documented in each Incident:

Contact NameContact NumberEmployee IDClinic / Facility NumberName of Course as it appears in PeopleSoft LMSDetailed Description of the issue.Screen shot of the Error

Troubleshooting Process:

1. Confirm with user that the issue matches the issue reported.

2. Please document required information and troubleshooting details in the incident.

3. Please attach any referenced knowledge articles to the incident.

4. Remote into the user's computer and have them double click on the OSHA Annual Required Training

5. Have the user relaunch the quiz in question and click on the Quiz tab to the left of the screen to view their actual score.

Note: The What to Do Next screen pictured below does not confirm the user passed the quiz. This screen gives users the guidelines for passing and should not be sent to the LMS team as evidence the user passed the quiz.

6. On the Quiz tab, get a screen capture that shows the user's passing score (80 percent or above)

Attach the screen capture to the incident and follow the escalation process.

7. If the user did not pass. They will have to retake the course. Follow the resolution process.

Classification Requirements

Category

Software & Applications

Subcategory

Infrastructure Applications & Services

Service

PeopleSoft Enterprise Learning Management (LMS)

Resolution Process

Please review/update Classification and provide customer with the Incident number for their reference prior to resolving.

Resolution Categorization

Resolution Code

Solved Remotely (Permanently)

Resolution Category

Inquiry/Help

Service

Software & Applications

Escalation Process

Please review/update Classification and provide customer with the Incident number for their reference prior to escalating.

Assign the Incident to the Following Group

DTI-EUX-Enterprise Apps Review

Once the DTI-EUX-Enterprise Apps Review is complete any additional support will be escalated to LMS PeopleSoft Learning Center.

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