

# LMS - User Completed Course Completion Not Marked - Schedulewise Bootcamp Training\_\_

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LMS – User Completed Course Completion Not Marked for ScheduleWise Bootcamp Training

Purpose: Follow this procedure when a user reports they completed the course ScheduleWise Bootcamp Training, but their completion is not reflected in the LMS.

Required Information to be documented in each Incident:

Contact Name Contact Number Employee ID Clinic / Facility Number Name of Course as it appears in LMS Detailed 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. Ensure the user is using either the Microsoft Edge or Google Chrome Internet Browser
5. Remote into the user's computer to confirm which portions of the training are not showing as completed.
6. Have the user double click the training name.
7. If the user has ScheduleWise 1 on 1 Instructor-Led WebEx Coaching Sessions that are not in Completed Status Advise the user to contact the ScheduleWise team via email at [schedulewise@fmc-na.com](mailto:schedulewise@fmc-na.com) to request your attendance for these sessions be marked. Follow the resolution process.
8. If the user has ScheduleWise Bootcamp Recorded Training Sessions that are In Progress, but the user is advising they have already completed the sessions as in the following example: Have the user launch the modules in question and get a screen capture of the screen that appears.
9. Follow the escalation process.

Classification Requirements

Category

Software & Applications

Subcategory

Infrastructure Applications & Services

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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