

LMS - User Completed Course Completion Not Marked - Clinical Annual Skills Validation and Exam__

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LMS – User Completed Course/Completion Not Marked – Clinical Annual Skills/Exam

Purpose: Follow this procedure when a user reports they completed the course Clinical Annual Skills Validation and Exam (for PCT's, LPN/LVN's, RN's) 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 PeopleSoft 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 components of the training still need to be completed.
6. Have the user double click the training name. Confirm which components have a status of Not Attempted or In Progress.
7. If the exam component shows a status of Not Started/In Progress and the user is advising they completed the exam, follow the escalation process.
8. If the Exam component shows completed but the Hemo Clip Video and/or Annual Skills Competency Checklist show Not Attempted. Advise the user, your exam score is reflected in the Learning Management System. To view your exam score, click MORE next to the exam component in the training. You will need to watch the Hemo Clip Video and have your manager upload your annual skills checklist and mark it completed to move into Completed status for the overall course.
9. Follow the resolution 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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