LMS – Error This Site Cannot be Reached

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LMS – Error This Site Cannot be Reached

Purpose: Follow this procedure when a user reports they are unable to access the Peoplesoft LMS and getting an error This site can't be reached

Required Information to be documented in each Incident:

Contact NameContact NumberEmployee IDClinic / Facility NumberDetailed Description of the issue.Screen shot of any 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 issue is presented when attempting to access LMS while using either the Microsoft Edge or Google Chrome Internet Browser.

5. Remote into the user's computer and confirm they are connected to the GlobalProtect VPN.

Have the user type Global Protect in the windows search bar at the bottom left corner of their screen.Click Open

6. If the user IS connected to the VPN, follow the escalation process.

7. If the user IS NOT connected to the VPN, have them use their standard Employee Hub username and password to connect to the VPN

8. Once the user is connected to the VPN, have them relaunch the Peoplesoft LMS to confirm they are now able to launch the LMS. Follow the resolution process.

9. If the user is now able to access the Peoplesoft LMS, follow the resolution process.

10. If the user is still unable to access the Peoplesoft LMS, follow the escalation 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

Infrastructure Applications & Services

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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