

LMS – User Wants to drop course

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LMS – User Wants to drop course

Purpose: Follow this procedure when a user wants to drop a course in PeopleSoft 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.

Example:

User states they do not need to complete [Course Name] because the training is for PCT's and user is a RN

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

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

4. Ask the user if they are a Facility Administrator (FA) without a RN license.

If the user is a Facility Administrator without a RN license ask them to check to verify if it offers an attestation / confirmation. Advise the user to complete the attestation / confirmation for the course. Follow the resolution process.

5. Ask the user if the course is Daily Workflow?

If the course is Daily Workflow, remote into the user's computer and ensure they have enrolled into the correct segment by double clicking on the course name.

6. Inside the course, ensure the user has not started one of the segments of the course. Once a segment is launched and finished it will move to Completed status. Follow the resolution process.

7. Follow the resolution process.

8. If there is still an issue with the course segment ask the user the following and document this in the incident.

Ask if their manager has verified their user's Job Code and GL Pay type are correct in the HR System. Do they have a RN License? Do they provide Direct Patient Care?

9. 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

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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