LMS - Cannot Launch Course No Launch Button

Article ID: KB0020834
Created: 2023-05-10 19:47:59
Updated: 2023-05-10 19:49:19
Author: {'link': 'https://fmcnadev.service-now.com/api/now/table/sys_user/234709da6fb2464070404a950d3ee44b', 'value': '234709da6fb2464070404a950d3ee44b'}
Category: {'link': 'https://fmcnadev.service-now.com/api/now/table/kb_category/2b3c4f4487ba2910b536a86e0ebb35f8', 'value': '2b3c4f4487ba2910b536a86e0ebb35f8'}

LMS - Cannot Launch Course No Launch Button

Purpose: Follow this procedure when a user reports an issue with launching an LMS course and advises there is no launch button on the course.

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. Ensure the user is using either the Microsoft Edge or Google Chrome Internet Browser

5. Remote into the user's computer and confirm course status.

If the course shows the status is Planned and lists Enrollment Options – The user will need to choose the version of the course to be completed based on their role.If the course IS NOT in Planned status skip to step 8

6. Have the user double click Enrollment Options.

7. Have the user click Enroll for the version of training they need to complete.

8. Confirm the course status has changed to Enrolled, follow the resolution process.

9. If the course status shows Enrolled and there is no Launch button. The user will need to double click on the course name to access the modules inside the training.

10. Inside the course, the user will see a list of training components that must be completed before they can move into Completed status for the overall course.

Confirm the user can click Launch for the course module, follow the resolution process.If the user IS NOT able to launch the first course module, there may be instructions that need to be marked completed to begin training.

11. Have the user read the course instructions and click Update Status to follow instructions and mark the course instructions completed.

12. If the user is now able to launch the first course module, follow the resolution process.

13. If the user is still having issues launching the course, get a screen capture of the error the user is getting and make sure to note the specific details of the issue. Detail the course name as it appears in the LMS in the incident and 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

Published By: LMS PeopleSoft Learning Center