LMS – Employee is Missing LMS Training and NOT a new hire

Purpose: Follow this procedure when a user reports they are missing or cannot access LMS training assigned. This process is NOT to be used for new hires. For new hire employees please use LMS – New Hire Employee Has No LMS Training Assigned.

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 the required information and troubleshooting details in the incident in the work notes.

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. Ask the user if they were recently on Leave. If no follow the escalation process.

6. If the user was recently on leave, ask if they have contacted the Leave Office to ensure that their Leave status has been updated to Active status. Advise the user this needs to be done for access to the LMS Courses.

Fresenius Leave Management Office

1-888-820-8202

Via the Web: www.mySedgwick.com/Fresenius   Fresenius Leave of Absence - Employee FAQs - https://fresenius.portal.dovetailnow.com/page/1250

7. If user states that they have contacted the Leave Office and have confirmed that they are Active, notate confirmation from Leave office in ticket and enter date of return from leave in the incident.

8. 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

PeopleSoft Enterprise Learning Management (LMS)

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 Question Mark Test Assessment group.

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