LMS - User Completed Course Completion Not Marked

Article ID: KB0022454
Created: 2023-05-10 19:49:41
Updated: 2023-05-10 19:50:31
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 – User Completed Course Completion Not Marked

Purpose: Follow this procedure when a user reports they have completed a course in the LMS but the course is not showing as completed or is still in progress.

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 check the Complete by date on the course in question.

If the Complete by date IS in the current year skip to step 7.If the Complete By date IS NOT for the current year but in the future (Example: The current year is 2022 but the Complete by date is January 01, 2023). Advise the user the Complete by date for this training is not for the current year. Training that is due annually (or every 2 years) reassigns to your My Learning page the following day after completion. The training will stay on your My Learning page until the next annual due date and is not yet due to be completed.

6. Follow the resolution process.

7. Have the user launch the training by clicking Launch, then Relaunch

8. If prompted Would you like to resume where you left off? have the user choose Yes to continue where they left off

9. Ensure the user has made it to the end of the training. The screen that appears should have verbiage that indicates the training was completed such as:

CongratulationsYou may now exit this courseClick to exit course

10. Take a screen capture of the completion screen, attach the screen capture to the incident and follow the escalation 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.

Published By: LMS PeopleSoft Learning Center