

LMS – Course receiving Adobe Flash Update Error

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Title

LMS – Course receiving Adobe Flash Update Error

Purpose:

Follow this procedure when a user reports an issue with LMS – Course receiving Adobe Flash Update Error.

Required Information to be documented in each Incident:

Contact Name Contact Number Clinic / Facility Number Detailed 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.

Advise the user to access the training via Google Chrome to complete the course.

5.

Follow the resolution process.

Incident 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.

Incident Resolution Categorization

Resolution Code

Solved Remotely (Permanent)

Resolution Category

Software & Applications

Resolution Subcategory

Infrastructure Applications & Services

Resolution 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

Escalation Group

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