

LMS - User Cannot Locate Course Clinical Annual Skills Exam / Annual Competency Exam

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User Cannot Locate Course - Clinical Annual Competency Exam

Purpose: Follow this procedure when a user reports issue with locating a course in the LMS and the course title is Clinical Annual Competency Exam. The annual competency exam is now a part of the course Annual Clinical Skills Validation and Exam.

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.
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. IF the user is asking for the Clinical Annual Competency Exam please advise them the course Clinical Annual Competency Exam has been retired. The annual competency exam is now a part of the course Annual Clinical Skills Validation and Exam.
6. If the user needs assistance locating the exam, remote into the user's computer. Have the user launch the Learning Management System. On their My Learning page, the user should see the course entitled Annual Clinical Skills Validation and Exam.
7. Have the user double click on the course name: If the course is in Planned status, they will first need to click Enrollment Options and choose the version of training they would need to complete for their role to move into Enrolled status.
8. The user will find the annual exam as the first component of the course. They can click Launch to begin their annual exam.
9. Follow the resolution process.
10. If additional assistance is needed or errors occur 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.

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