LMS - Cannot Launch CPR BLS Certification Course

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LMS - Cannot Launch CPR BLS Certification Course

Purpose: Follow this procedure when a user reports issue with launching the course CPR BLS Certification.

Required Information to be documented in each Incident:

Contact NameContact NumberEmployee IDClinic / Facility NumberName of the training as it appears in PeopleSoft LMSDetailed Description of the issue.Screen shot of any Errors

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 have them launch the course by double clicking the course name.

6. Inside, have the user click View Additional Details.

7. If the course code is listed as: CPR Card Attestation, advise the user

You are enrolled in the attestation version of this course. This is for learners who completed CPR training outside of Fresenius. If you completed CPR training outside of Fresenius, you would need to give a copy of your CPR Card to your manager to upload it into the LMS and mark it completed. If you need to take the Fresenius CPR training, you will need to drop this version of CPR training and enroll in the non-attestation version of this training

8. Follow the resolution process.

9. If there is an error launching and cannot be cleared, 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

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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