LMS – User Completed Course/Completion Not Marked-Harassment Prevention

Article ID: KB0026534
Created: 2025-04-22 10:24:10
Updated: 2025-04-22 11:56:58
Author: {'link': 'https://fmcnadev.service-now.com/api/now/table/sys_user/31a85ef41bb989501d67db1dcd4bcb92', 'value': '31a85ef41bb989501d67db1dcd4bcb92'}
Category: {'link': 'https://fmcnadev.service-now.com/api/now/table/kb_category/2b3c4f4487ba2910b536a86e0ebb35f8', 'value': '2b3c4f4487ba2910b536a86e0ebb35f8'}

Purpose:

Follow this procedure when a user reports they completed the course Harassment Prevention

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 to confirm which components of the training still need to be completed.

6.

Have the user double click the training name. Confirm which components have a status of Not Attempted or In Progress.

7.

Have the user launch the training by clicking Launch.

8.

Click on Relaunch button.

9.

Have the user click on completion status.

-

10.

Capture the screenshot and follow the escalation process.

11.

Take a screen capture of the completion screen, attach the screen capture to the incident.

12.

Follow the escalation 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 (Permanently)

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

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

DTI-EUX-Enterprise Apps Review and LMS PeopleSoft Learning Center