

# LMS - New Employee Has No LMS Training Assigned

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## LMS – New Hire Employee Has No LMS Training Assigned

**Purpose:** Follow this procedure when a user reports they are a new hire employee and do not yet have any LMS training assigned. Courses appear for new hires on the Wednesday following the hire date.

**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. Ask the user for their hire date. If the user's hire date is in the future or it is not yet the Wednesday after their date of hire. Advise the user the training will begin appearing in the Learning Management System by the end of day on Wednesday after your hire date.
6. Follow the resolution process.
7. If it is after the Wednesday of the user's hire date, 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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