



Issue 118—August 2021

**NHS**

Health Education England

## Digital Learning Solutions Operational E-bulletin



### Record month for DLS registrations— Congratulations to learners and centres

This August we've recorded the highest ever delegate registrations, with a **whopping**

**12,506**  
**New Learners**

### New Look Tracking System — Update

The new look Tracking System second phase testing will begin in September. We're still some months away from release and we want your centre to start preparing for the switch over to the new Tracking System to ensure it is straightforward.

In this operational bulletin we are providing some housekeeping guidance to help your centre to prepare.

**NHS** Digital Learning Solutions

IT SKILLS PATHWAY

Welcome

Find your centre

Pricing

Help

My account

Switch application

### Switch application

#### Learning Portal

Access to your current, available and completed learning courses.

#### Tracking System

Manage and distribute learning to your organisation and access reports.

### All delegates will need an email address—Reminder

Delegates who do not have an email address registered against their accounts will no longer be able to login to the DLS platform after the switch over. Any delegate with no registered email address will need to add one to their delegate account **prior** to switch over.

Centres will need to advise any registered delegates at their centre without an email address to update their account from **MY DELEGATE DETAILS** at login. Alternatively centre administrators can edit the delegate details and add an email address on behalf of the delegate.



# Digital Learning Solutions

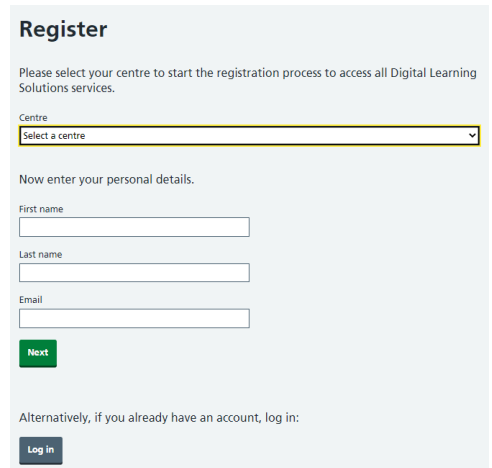
## New process to register administrators — Reminder

By popular demand we're improving the registration process in the new Tracking System and removing the option for all new users to change the **Account Type** at registration. The only option available at registration will be **Delegate (Learner)**.

All administrator registrations will be actioned by the centre manager who will promote delegates, where appropriate, to administrators.

The promote to administrator functionality is already available to centres and we want all centres to start using this approach now in readiness for the switch over. Guidance about the promote functionality is available from the Tracking System [Help](#).

Centre managers are advised to ensure all administrator outstanding approvals have been processed **before** switch over.



The screenshot shows a 'Register' form. At the top, it says 'Please select your centre to start the registration process to access all Digital Learning Solutions services.' Below this is a dropdown menu labeled 'Centre' with the text 'Select a centre'. Underneath, it says 'Now enter your personal details.' followed by input fields for 'First name', 'Last name', and 'Email'. A green 'Next' button is below the email field. At the bottom, it says 'Alternatively, if you already have an account, log in:' with a 'Log in' button.

## Support Tickets—Reminder

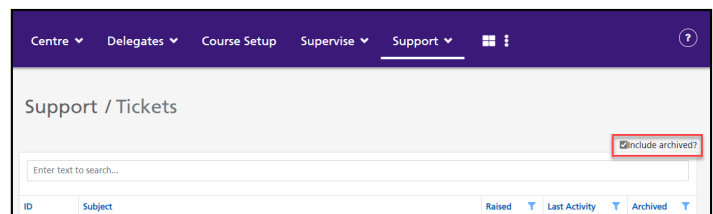
If you've raised a support ticket recently you'll realise that there are a number of new support people ready and waiting to answer your queries. **So that we can provide you with the best service possible it is more important than ever that you raise tickets and don't email us directly.** Our support colleagues, Jo, Julie, Sarah and Debbie are now handling your ticket support queries as we transition to a fully integrated TEL service desk.

We are slightly changing our ticket process, in future, once the support team have answered your ticket will automatically close. This does not mean the issue is resolved and you can still view, reopen and respond to the ticket at any time.

To see your closed tickets go to the **Support** tab, select **Tickets** and check **include archived?** All previous tickets will display.

Select the ticket that you need to view and, if you need to make a further comment, select **Add Comment** and **Submit** when finished.

If you want to reopen the ticket, select **Reopen**.



The screenshot shows the 'Support / Tickets' interface. At the top is a navigation bar with tabs: 'Centre', 'Delegates', 'Course Setup', 'Supervise', and 'Support'. Below the navigation bar is a search bar with the text 'Enter text to search...'. To the right of the search bar is a checkbox labeled 'include archived?'. Below the search bar is a table with columns: 'ID', 'Subject', 'Raised', 'Last Activity', and 'Archived'.



The screenshot shows the details of a specific ticket. At the top, it says 'Support / Tickets'. Below this is a section for 'Ticket 1559 (Status: Closed)' with the subject 'Test'. It includes the text 'Added By: Mawdesley, Carolyn - ##HEE Demo Centre## on: 02/03/2017 14:09:07' and 'Last update: 23/01/2019 11:38:59'. Below this is a 'Ticket Comments' section. A red box highlights a 'Reopen' button with a green icon and a close button 'x'.



Raise a DLS Tracking System support ticket for help, support, queries, questions, training..... **EVERYTHING!**



# Digital Learning Solutions

## Digital Learning Solutions Training Webinars

**Tracking System Monthly** team training webinars are now available to book. To see dates and book a place with Eventbrite click [here](#).

**Content Management System (CMS)** The CMS System enables centres to create bespoke courses using national DLS content. Click [here](#) to view training dates and register for your preferred date.



**Hosting Content** Want to learn more about hosting your own in-house content on the Tracking System? Raise a ticket on the Tracking System and let us know your availability for a 30 minute webinar.

**Self Assessment** Raise a ticket to book an overview to see how your centre can utilise self assessments for learners.

### Top 10 centres

|   |                                             |    |                                                    |
|---|---------------------------------------------|----|----------------------------------------------------|
| 1 | Leeds Teaching Hospitals Trust              | 6  | Royal Surrey County Hospital NHS Trust             |
| 2 | Northumbria Healthcare NHS Foundation Trust | 7  | North Cumbria Integrated Care NHS Foundation Trust |
| 3 | Kettering General Hospital Foundation Trust | 8  | Vocare                                             |
| 4 | Mid Yorkshire Hospitals NHS Trust           | 9  | Worcestershire Acute Hospitals NHS Trust           |
| 5 | North West Anglia NHS Foundation Trust      | 10 | Coventry & Warwickshire Partnership NHS Trust      |

### DLS learning:

|                                   |        |
|-----------------------------------|--------|
| No. of learners last month (JULY) | 7851   |
| Total DLS learners                | 402698 |



# Digital Learning Solutions

### Contact us:

**DLS Centre:** [Raise a Ticket](#)  
**Email:** [dls@hee.nhs.uk](mailto:dls@hee.nhs.uk)  
**Web:** [www.dls.nhs.uk](http://www.dls.nhs.uk)