

## Digital Learning Solutions E-bulletin

### Hosting content with Digital Learning Solutions

*A new case study from Worcestershire Acute Hospitals NHS Trust reports on delivering local content for their Doctors induction.*

Local content can be hosted and delivered seamlessly alongside the existing free Digital Learning Solutions core content.

Worcestershire Acute Hospitals NHS Trust are using this solution to host their Doctor's induction and in this case study Steve Mansell (Deputy IT Training Manager) tells us about the approach the team took and how this change has been received within the organisation.



The success of this project is reflected in their giant leap to 3rd place on the centre leader board. The whole team at Worcestershire Acute Hospitals NHS Trust certainly have a lot to celebrate. The full case study is available to read on our [website](#).

### Contacting Us and Terms of Use

Reporting a fault, asking a question, making a suggestion..... just some of the reasons why you may need to contact us. It couldn't be easier, just raise a Tracking System support **Ticket**.

Please note: We only support administrators **not learners**—please see our [Terms of Use](#)

Administrators can raise queries using our ticket support system, a ticket can be raised following an internal investigation of the issue so that relevant observations and testing results can be shared for further investigation by the central team. We have increasingly published communications to raise awareness of this.

**From 1st March 2019 tickets must be raised, emails will be disregarded**, other than those where you are unable to access the system. This will enable us to prioritise and deal with all your queries appropriately and efficiently.

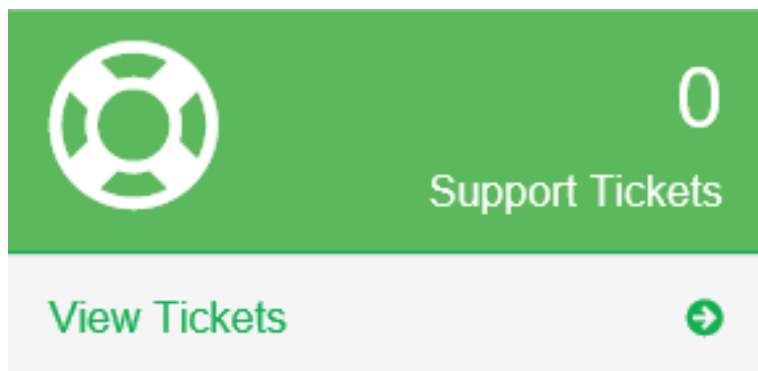
Centres can book **free training** from the central team for administrators to equip them with the skills to use our systems to support the learners at their organisation.

**Digital Learning Solutions**



## “How to” Raise a support ticket

If you have been unable to find the answer to your question after viewing the Help documentation or by reading the FAQs, you can raise a support ticket.



To raise a support ticket from the Dashboard Support Tickets “big button” or the **Support** tab, **Tickets**:

- Click New Support Request
- Detail a Subject for your ticket (i.e. "Do I still need Shockwave?")
- Choose a Request Type
- If you choose "Report a problem with systems or content", you will be asked whether to Retrieve Device and Browser Information answer "Yes" to this if the problem can be recreated in the browser that you are using.
- If you are reporting a problem with a course, please choose the course from the drop-down list and provide an example delegate ID (not a learners) that support can use when investigating the problem.
- Use the Details box to provide a detailed description of your problem or request. You can paste screenshots into this in some web browsers (not Internet Explorer). There is also an Insert Image function that will work in all browsers.
- Click Submit.

Your ticket will be viewed by the Support Team who will reply within 2 days. If the ticket results in the need for a bug fix or an update to the materials or tracking system, these will be implemented within 1 week. For non critical updates or fixes, these will be implemented within 4 weeks.

When the Support Team replies to your ticket you will receive an email informing you of any comments added to the ticket or if it is closed. You may also close a ticket once opened, if you feel it is no longer an issue.

Please note, Centre Managers can view all tickets raised for their centre and Centre Administrators can only view tickets they have raised.



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## Adobe announce Shockwave will be discontinued

On the 25th February Adobe announced that Shockwave will be discontinued from 9<sup>th</sup> April 2019 and will no longer be available for download. Further to this, the product will no longer be supported as of the same date. This is the first notification of any kind that Adobe have given publicly that they were intending to take this action.

Whilst this will not have an immediate impact on learners that are already accessing our courses that rely on Shockwave, it clearly will impact these courses in the medium and long term and will also prevent new learners from accessing the download. As you will know from the recent communications we have sent, we were already planning for this possibility and have for quite some time now been encouraging sites to move to courses that don't rely on Shockwave.

We will be in touch with you all again soon to explain further how this surprise announcement will affect the plans and timescales we already had in place.



**One way to avoid any issues with Shockwave is of course to utilise any of our “For the workplace” courses as they don't rely on this software.**

If you have any immediate questions or concerns then please get in touch with us by raising a ticket in the Tracking System.

You can read the full (albeit brief) statement from Adobe at:

<https://helpx.adobe.com/shockwave/shockwave-end-of-life-faq.html>

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## What's New — reminder

As per our email on 17th January you'll be aware that we successfully released **new Tracking System updates** to all centres on 22nd January, including:-



What's new?

- [Manage Notification Preferences](#)

*The ability to manage notification preferences from My Details, you decide what you receive.*

- [Add a Profile Image](#)

*Upload your profile picture (optional), this will be displayed next to your tickets, you'll also see our profile images when we reply.*

- [Learning Pathway Defaults](#)

*Set a completion date on a course, make a course mandatory and set a validity period for learners.*

- [Groups](#)

*Add groups, manage groups and allocate courses to the groups.*

All of the new features are fully documented in the Tracking System online help.

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## Training Webinars

### Content Management System (CMS)

The CMS System enables centres to create bespoke courses using all of the content available from the IT Skills Pathway. Click [here](#) to view training dates and register for your preferred date.

### IT Skills Pathway Tracking System

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

## Webinar



*Our webinars are delivered via Skype*

### 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.

### Content Creator

Content Creator is an authoring tool for developing your own local content and a 30 day free trial is available to centres. Please raise a ticket on the Tracking System if you are interested in this trial.

### Top Pathway centres:

1	University of Manchester	6	Royal Surrey County Hospital NHS Trust
2	Teesside University	7	NHS Digital Terminology Classification Delivery Service
3	Worcestershire Acute Hospitals NHS Trust	8	Northumbria Healthcare NHS Foundation Trust
4	NHS Pathways	9	Sheffield Teaching Hospitals NHS Foundation Trust
5	Coventry & Warwickshire Partnership NHS Trust	10	University Hospitals of Leicester NHS Trust

### Pathway learning:

No. of learners last month	3205
Total pathway learners	279780



## Digital Learning Solutions

### Contact us:

ITSP Centre: [Raise a Ticket](#)  
Email: [it.skills@nhs.net](mailto:it.skills@nhs.net)  
Web: [www.itskills.nhs.uk](http://www.itskills.nhs.uk)