



Issue 123—January 2022

## Digital Learning Solutions Operational E-bulletin

### Communications

To stream line the communications you are receiving from us we plan to provide the DLS updates and operational news (usually provided in this bulletin) via the Technology Enhanced Learning (TEL) communications channel, thus providing a one stop shop for all TEL updates. If you are a registered Tracking System centre manager or administrator you will automatically receive these updates.

We will also provide Tracking System notifications to share updates, information and news with you as it happens. You will no longer have to wait until the end of the month to receive the updates. The notifications will be an integrated, timely information source for the distribution of operational news.

When a system notification is published you will see it on screen when you log into the Tracking System.

To keep up to date with DLS communications at your centre we recommend that you subscribe to receive an email notification when a system notification is added to the system.



For help with setting up notification preferences please see the Tracking System help: [Managing your details and changing password](#) and scroll to the topic: **To manage your notification preferences.**





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



We have fully transitioned support to the TEL support team and it is now more important than ever to contact this service using the Tracking System support tickets. This enables the team to prioritise and action your enquiry effectively and efficiently.

We would respectfully ask that you initially check the support already available within the system before you raise a support ticket. If you have a question, the answer may already be available in the Tracking System, **Support** tab **Help**, **FAQs** or **Resources**.

We can only respond to email enquiries from a centre manager or administrator if you are unable to access the Tracking System.

A polite reminder that learners are the responsibility of the local centre, we do not support your learners. If learners are experiencing an issue, that you have investigated and are unable to resolve locally, please raise a support ticket and provide the details of your findings.

### Top 10 centres

1	Worcestershire Acute Hospitals NHS Trust	6	Mid Yorkshire Hospitals NHS Trust
2	Leeds Teaching Hospitals Trust	7	Kettering General Hospital Foundation Trust
3	HUC	8	North West Anglia NHS Foundation Trust
4	Northumbria Healthcare NHS Foundation Trust	9	North Cumbria Integrated Care NHS Foundation Trust
5	North West Ambulance Service NHS Trust	10	NHS Digital Terminology and Classifications Delivery Service

### DLS learning:

No. of learners last month:	4954
Total DLS learners	438012



**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)