



Issue 117—July 2021

**NHS**

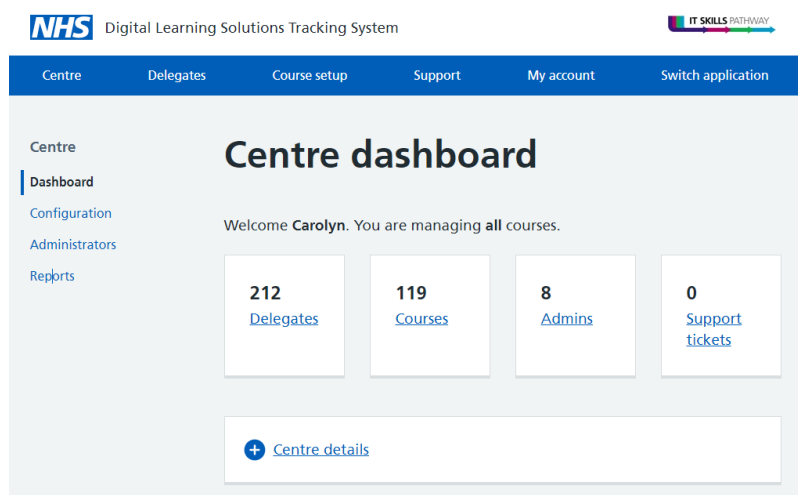
Health Education England

## Digital Learning Solutions Operational E-bulletin

### New Look Tracking System

The new look Tracking System first phase testing and feedback is now complete. 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.



### All delegates will need an email address

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.

### New process to register administrators

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.



# Digital Learning Solutions

## Learning Pathway Defaults

We've had a number of centres suggest that the **Learning Pathway Default, Complete within** be changed to weeks rather than the current timeframe which is in months.

We think this is a really good suggestion, however to ensure a smooth migration, we'll be keeping this field as months initially until your centres are fully migrated, then we'll make the change to weeks.

Centres can make suggestions for improvements to DLS at any time by raising a Tracking System support **Ticket** and you can track the progress of your request from the Tracking system **Support** tab, **Change Request Status (GitHub)**.

## – Learning Pathway Defaults

Complete within:	0	months
Mandatory:	<input type="checkbox"/>	
Completion valid for:	0	months
Auto-refresh:	<input type="checkbox"/>	
Course to refresh to:	Same course	
Enrol on refresher:	0	months < expiry
Apply to Self-enrolments:	<input type="checkbox"/>	

## Support Tickets—Reminder

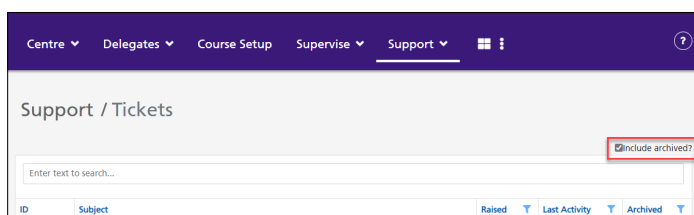
If you've raised a support ticket recently you'll realise that there are a number of new support people ready and waiting to answer your queries. **So that we can provide you with the best service possible it is more important than ever that you raise tickets and don't email us directly.** Our support 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**.



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	Mid Yorkshire Hospitals NHS Trust
2	Northumbria Healthcare NHS Foundation Trust	7	North Cumbria Integrated Care NHS Foundation Trust
3	Kettering General Hospital Foundation Trust	8	Worcestershire Acute Hospitals NHS Trust
4	IC24	9	HUC
5	North West Anglia NHS Foundation Trust	10	Coventry & Warwickshire Partnership NHS Trust

### DLS learning:

No. of learners last month	6095
Total DLS learners	394847



# 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)