




Digital Learning Solutions Operational E-bulletin

 **Microsoft Teams Training** Microsoft have recently changed the way that we share screens within Teams. **We've published an update to the Teams "Sharing your screen" tutorial to reflect this.**

The update has been published to **all** centres. Centres who already make the Teams course available to their learners will have automatically received the update and don't need to take any action.

New Look Tracking System—Testing

We'd like to thank all the centres who have been taking part in the Tracking System refactor focus groups, your contribution has been invaluable. End user first phase testing is currently in progress with the focus group centres. We hope the testers can see how they have influenced this phase of design and development. There are more focus groups coming soon....please get involved.

The release of the new Tracking System is still some months away and we'll be supplying centres with regular updates over the coming months.

Support Tickets

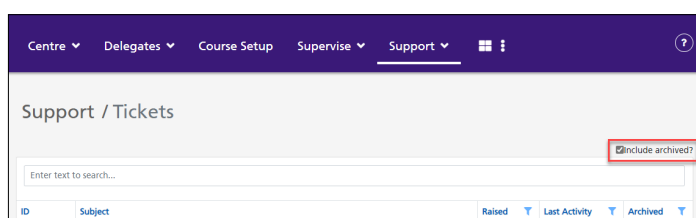
If you've raised a support ticket recently you'll realise that there are a number of new support people ready and waiting to answer your queries. **So that we can provide you with the best service possible it is more important than ever that you raise tickets and don't email us directly.** Our support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



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	North West Anglia NHS Foundation Trust
2	Northumbria Healthcare NHS Foundation Trust	7	North Cumbria Integrated Care NHS Foundation Trust
3	Kettering General Hospital Foundation Trust	8	NHS Digital Terminology and Classifications Delivery Service
4	Mid Yorkshire Hospitals NHS Trust	9	HUC
5	Coventry & Warwickshire Partnership NHS Trust	10	LCW UCC

DLS learning:

No. of learners last month	4396
Total DLS learners	388752



Digital Learning Solutions

Contact us:

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