



Issue 120—October 2021

**NHS**

Health Education England

## Digital Learning Solutions Operational E-bulletin

### Advanced notice of planned system downtime

When? - **Monday 8 November 2021 between 19:00 and 21:00**

A graphic with a blue border containing a red circular sticker with the word 'DOWNTIME' in white, and a grey box with the text 'Monday 8th November 2021 19:00 to 21:00' in blue.

This means that all Digital Learning Solutions systems will be unavailable between 19:00 and 21:00 on Monday 8 November 2021 and you should notify your learners they will be unable to use the system during this time.

Why? - we're taking a short break to implement some small development changes and updates:

- Move to SendGrid to improve email handling
- Removal of the "Account Type" pick list at registration. All users will register as a "Delegate (learner)." Delegates can be promoted to other roles (e.g., Tracking System administrator), as appropriate, by a centre manager
- Release of refactored login and account management

More information and visual comparisons of these changes are available in this [bulletin](#).

What does this mean for you and your learners? Neither you as administrators nor your learners will be able to access any of our systems during the downtime period.

What will happen if a new learner tries to register during the downtime? The learner will receive a browser error.

**What do centre administrators need to do? Notify your learners they will be unable to use the system during this time.**

We apologise for any inconvenience this may cause.



# Digital Learning Solutions

## An invitation to the national DLS user groups

We're inviting all organisations to book a place at the national DLS user groups. To keep everyone safe these events will be delivered via MS Teams.

Please join us to see new and future system developments, share news, updates and network with other centres.

These popular events can be booked using the Eventbrite link in the schedule below.

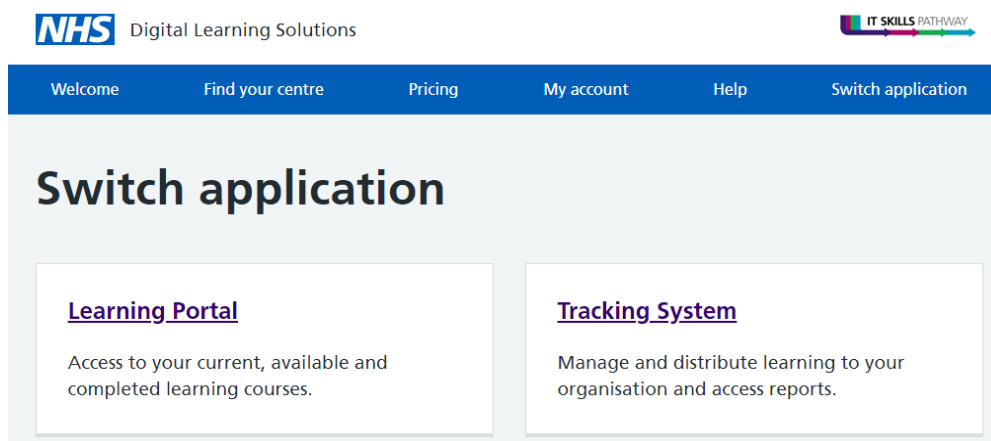
### DLS user groups schedule of dates

Day	Date	Time	Tickets	Please book a date using the link to Eventbrite below:
Wednesday	01/12/2021	09:30 to 11:00	20	<a href="https://www.eventbrite.co.uk/e/digital-learning-solutions-user-group-tickets-195871024507">https://www.eventbrite.co.uk/e/digital-learning-solutions-user-group-tickets-195871024507</a>
Wednesday	01/12/2021	14:00 to 15:30	20	
Wednesday	08/12/2021	09:30 to 11:00	20	
Thursday	09/12/2021	11:00 to 12:30	20	
Monday	13/12/2021	11:00 to 12:30	20	
Tuesday	14/12/2021	10:30 to 12:00	20	
Tuesday	14/12/2021	13:00 to 14:30	20	



## New Look Tracking System — Update

On the 8th November a **small** release of specific developments will be published into the live environment.



Read on to learn about the subtle changes that administrators and learners will see soon.

### Important reminder - All delegates will need an email address

Delegates who do not have an email address registered against their DLS accounts will need to add one to their delegate account **prior** to the release to continue accessing the system.

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.

### Refactor - Partial release 8th November

**We're planning to release some minor developments on 8th November.** There will be some small changes noticeable in the Learning Portal, to administrators and learners, once the update is available in the live system. We don't anticipate that delegates will be disrupted by these minor changes as they have been designed to enhance the user experience in partnership with the focus groups.

*How will delegates and administrators be affected?*

**The release will deliver some minor navigation changes:**



- Log out tab has been removed
- My account tab has been added
- The order of tabs has changed

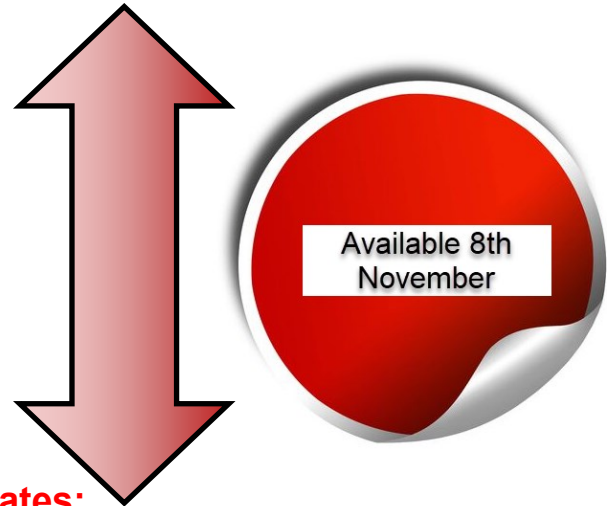
A visual comparison of the current and future changes are available on the following pages....

## CURRENT Learning Portal tabs for Administrators and Learners:

The screenshot shows the top navigation bar of the NHS Digital Learning Solutions Learning Portal. It includes the NHS logo, the text 'Digital Learning Solutions Learning Portal', and the IT Skills Pathway logo. The navigation tabs are 'Current activities', 'Completed activities', and 'Available activities'. To the right of these tabs are three buttons: 'Switch application', 'Help', and 'Log out'. The 'Switch application' button is highlighted with a red box. Below the navigation bar, the main content area displays 'My Current Activities' in large text. To the right of this text, a note states: 'See below how these tabs will vary from the 8th November depending on your access i.e. Administrator or Learner'.

## FUTURE Learning Portal tabs for Administrators:

The screenshot shows the updated top navigation bar for Administrators. It includes the NHS logo, the text 'Digital Learning Solutions Learning Portal', and the IT Skills Pathway logo. A 'NEW' badge is positioned above the 'My account' tab. The navigation tabs are 'Current activities', 'Completed activities', 'Available activities', 'My account', 'Help', and 'Switch application'. The 'My account' tab is highlighted with a red box. Two yellow arrows point from the 'Help' and 'Switch application' tabs to a red callout box that says 'Changed position'. Below the navigation bar, the main content area displays 'My Current Activities' in large text.



## FUTURE Learning Portal tabs for Delegates:

The screenshot shows the updated top navigation bar for Delegates. It includes the NHS logo, the text 'Digital Learning Solutions Learning Portal', and the IT Skills Pathway logo. A 'New' badge is positioned above the 'My account' tab. The navigation tabs are 'Current activities', 'Completed activities', 'Available activities', 'My account', and 'Help'. The 'My account' tab is highlighted with a red box. A yellow arrow points from the 'My account' tab to a text label that says 'Replaces Switch application'. Below the navigation bar, the main content area displays 'My Current Activities' in large text.

The Learning Portal **Switch application** tab will be replaced with the *new My account* tab. Here delegates and administrators can amend and update details, manage their password, notifications and **Log out**. Administrators will still have access to the **Switch application** tab.

Current activities   Completed activities   Available activities   **My account**   Help   Switch application

## My account

Only available to administrators

Centre   ##HEE Demo Centre##

User   [Redacted]

Delegate id   [Redacted]

### My details

First name   Carolyn

Last name   Mawdesley

Email address   [Redacted]

Job group   Educational Support

Base / office / place of work   Newburn Site

Department / team   Ward 1-5

Contact telephone number   -

Year of study   -

Organisation / company   -

Profile picture (optional)

[Profile picture placeholder]

[Edit details](#)   [Change password](#)

[View notification preferences](#)

[Log out](#)



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Welcome   Find your centre   Pricing   Log in   Register   Help

## Welcome

Digital Learning Solutions

[Log in](#)   [Register](#)

- Welcome
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Our products and services can help you manage digital learning delivery for the benefit of the people in your organisation.

Choosing **Log out** from the **My account** tab will return delegates and administrators to the new main site **Log in** screen



The **Switch application** tab (only available to administrators) will display the new application selector and show the services that you are authorised to access.



## New process to register administrators—Reminder

Along with the new releases detailed above we'll also be publishing an update to improve the registration process. **On the 8th November** we'll be **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 the end of October.**

## Email notification issues—update

We have been working as a priority to rectify email notifications from the DLS platform that have been failing to reach some external email addresses (especially @hotmail and @outlook.com addresses) as the messages are being blocked.

We are anticipating that the update on the 8th November, which will include the move to SendGrid, should improve email handling. We will continue to monitor the situation after the update and centres can report any issues they experience with email notifications via ticket support.

**Please help us to avoid further problems with DLS notifications by ensuring that users are expecting any emails you trigger from the system.** For example, if you are registering delegates and sending "Welcome to DLS" messages, please make sure they are expecting the email before it arrives. When users mark DLS notifications as "Junk", it results in DLS being blacklisted and our messages being blocked.

Thank you for your patience and support.



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

## 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	Kettering General Hospital Foundation Trust	7	NHS Digital Terminology and Classifications Delivery Service
3	HUC	8	Coventry & Warwickshire Partnership NHS Trust
4	Northumbria Healthcare NHS Foundation Trust	9	Royal Surrey County Hospital NHS Trust
5	Mid Yorkshire Hospitals NHS Trust	10	North Cumbria Integrated Care NHS Foundation Trust

### DLS learning:

No. of learners last month:	6268
Total DLS learners	421472



**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)