

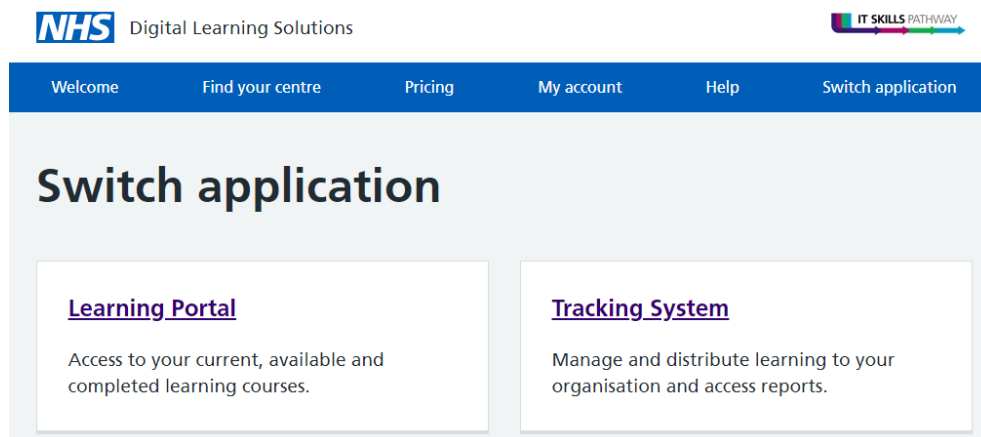


## Digital Learning Solutions Operational E-bulletin

### New Look Tracking System — Update

The new look Tracking System second phase testing is now complete. Thank you to the focus group and testers for your contributions to the development and feedback.

Early in 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.

### Refactor—Release

**We're planning to release some minor developments early in 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:

The screenshot shows the top navigation bar of the NHS Digital Learning Solutions Learning Portal. On the left is the NHS logo and the text "Digital Learning Solutions Learning Portal". On the right is 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", each enclosed in a red box. Below the navigation bar, the main heading "My Current Activities" is displayed.

## FUTURE Learning Portal tabs for Administrators:



The screenshot shows the top navigation bar of the NHS Digital Learning Solutions Learning Portal. On the left is the NHS logo and the text "Digital Learning Solutions Learning Portal". On the right is the "IT SKILLS PATHWAY" logo. The navigation tabs are "Current activities", "Completed activities", and "Available activities". To the right of these tabs are four buttons: "My account" (enclosed in a red box), "Help", and "Switch application". A red "NEW" badge is positioned above the "My account" button. Two yellow arrows point from the text "Changed position" below to the "Help" and "Switch application" buttons, indicating their new positions.

## FUTURE Learning Portal tabs for Delegates:



The screenshot shows the top navigation bar of the NHS Digital Learning Solutions Learning Portal. On the left is the NHS logo and the text "Digital Learning Solutions Learning Portal". On the right is the "IT SKILLS PATHWAY" logo. The navigation tabs are "Current activities", "Completed activities", and "Available activities". To the right of these tabs are two buttons: "My account" (enclosed in a red box) and "Help". A red "New" badge is positioned above the "My account" button. A yellow arrow points from the text "Replaces Switch application" below to the "My account" button.

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): [Placeholder]

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

[View notification preferences](#)

[Log out](#)



NHS Digital Learning Solutions

Welcome   Find your centre   Pricing   Log in   Register   Help

# Welcome

## Digital Learning Solutions

[Log in](#)   [Register](#)

- Welcome
- [Products](#)
- [Learning content](#)

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.



The screenshot shows the NHS Digital Learning Solutions interface. At the top, there is a navigation bar with links: Welcome, Find your centre, Pricing, My account, Help, and Switch application. The main heading is 'Switch application'. Below this, there are two main sections: 'Learning Portal' and 'Tracking System'. The 'Learning Portal' section states: 'Access to your current, available and completed learning courses.' The 'Tracking System' section states: 'Manage and distribute learning to your organisation and access reports.'

## New process to register administrators

Along with the new releases detailed above we'll also be publishing an update to improve the registration process. **In early 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

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

If you are carrying out any task in the system that is reliant on email notifications (registering delegates etc) please be aware that messages to non-NHS addresses may not be delivered and ensure that you communicate any necessary information with individuals directly.

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

### DLS learning:

<b>Record</b> No. of learners last month ( <b>August</b> )	<b>12506</b>
Total DLS learners	415204



**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)