

# Tracking System: Support

Operational Guide

**Centre  
Manager**

**Administrator**

April 2022

# Go to the Tracking System for support

From time to time you may need some support from the Technology Enhanced Learning (TEL) support team at Health Education England (HEE). Before you raise a request for support you should check the **Help documentation**, **FAQs** and **Resources**, available to assist you, in the Tracking System

1. Select: **Support** from the menu

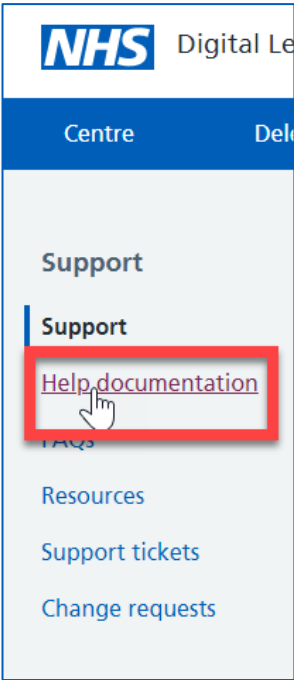
The screenshot shows the NHS Digital Learning Solutions Tracking System interface. At the top, there is a navigation bar with the NHS logo and the text 'Digital Learning Solutions Tracking System'. Below this, a blue menu bar contains links: 'Centre', 'Delegates', 'Course setup', 'Support' (highlighted with a red box and a hand cursor), 'My account', and 'Switch application'. On the left side, a 'Support' sidebar is visible, containing links: 'Support', 'Help documentation', 'FAQs', 'Resources', 'Support tickets', and 'Change requests'. The main content area is titled 'Support' and contains the text 'Access Digital Learning Solutions support in 5 easy steps...'. It lists five steps: 1. Check the online Help documentation, 2. Search our Frequently Asked Questions (FAQs), 3. Look through our Resources, 4. Raise a support ticket, and 5. Raise a support ticket for suggestions to improve the platform.

A range of support is available to access from the support navigation bar

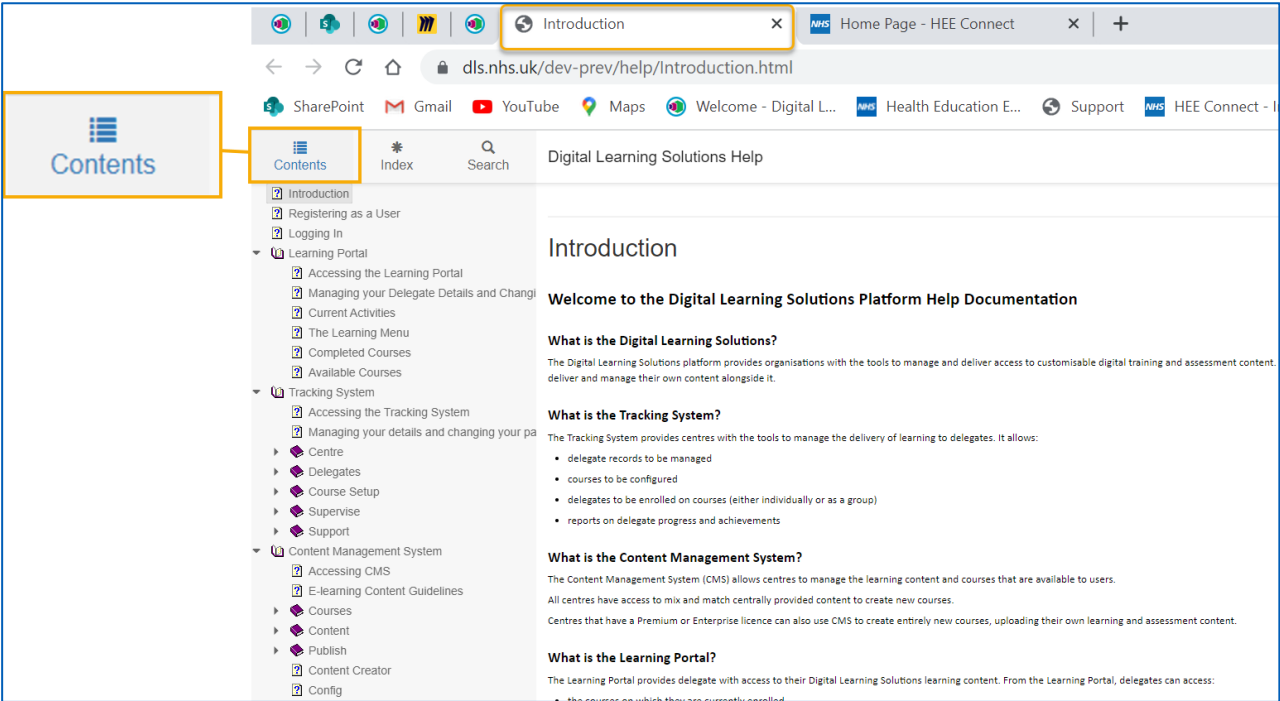
# Help documentation

The help documentation is searchable and comprehensive.

## 2. Select: Help documentation

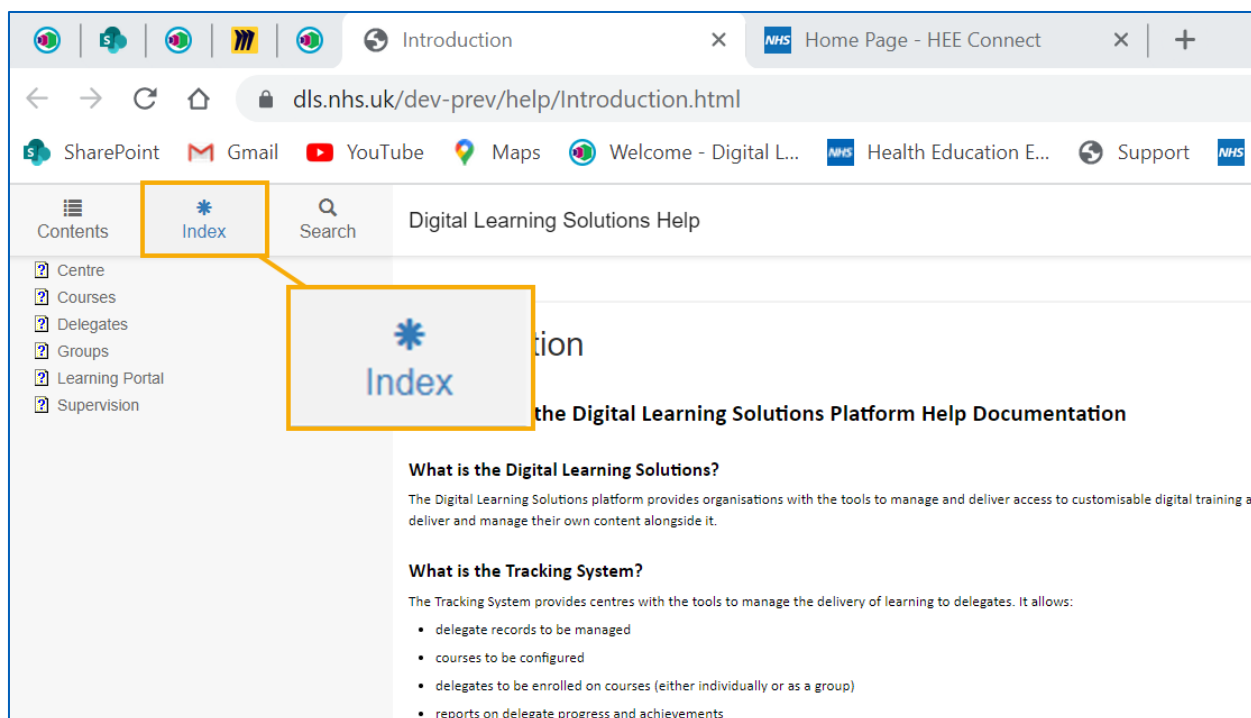


The **Help documentation** opens in a new browser tab

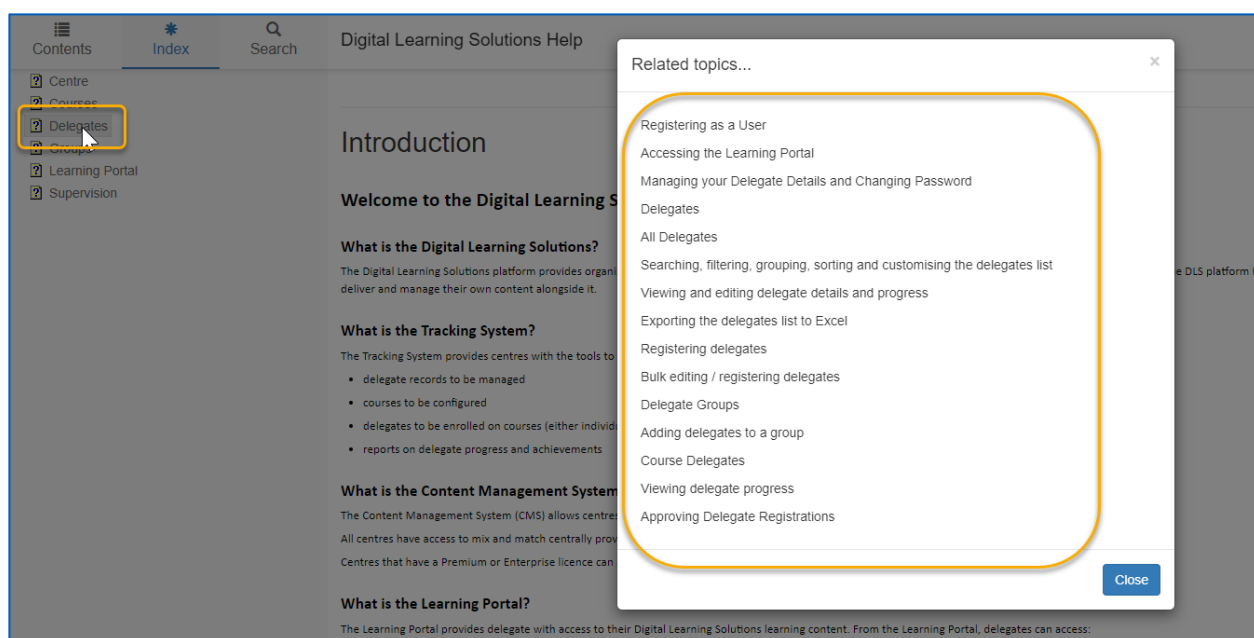


The **Contents** tab displays all the help topic links. Selecting a link will open the topic in the right of your browser tab

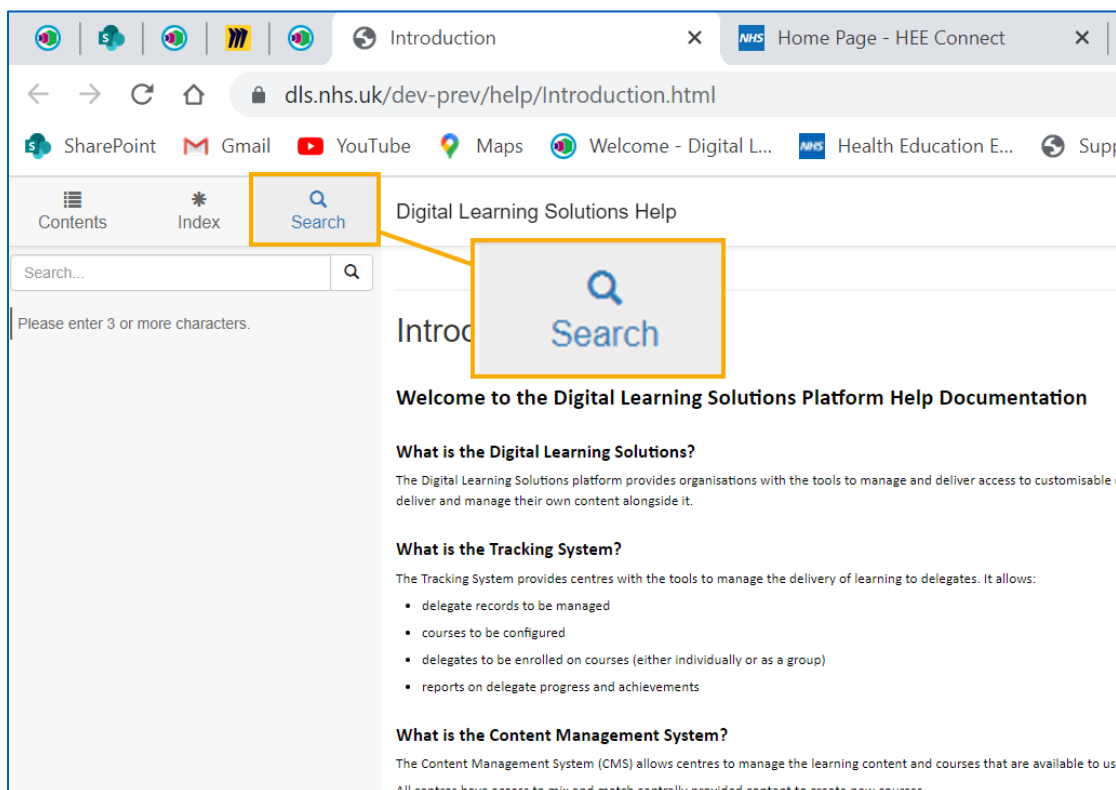
The **Help documentation Index** provides a list of index items that can be selected



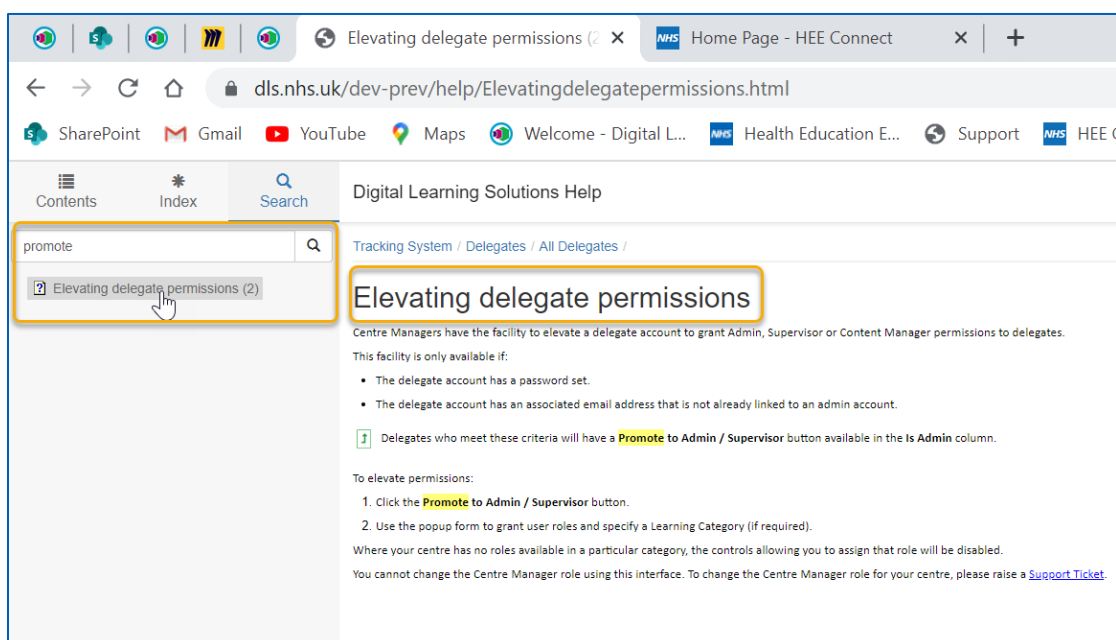
Selecting an Index item opens a list of **Related topics**. Clicking a topic will direct you to the specific help page



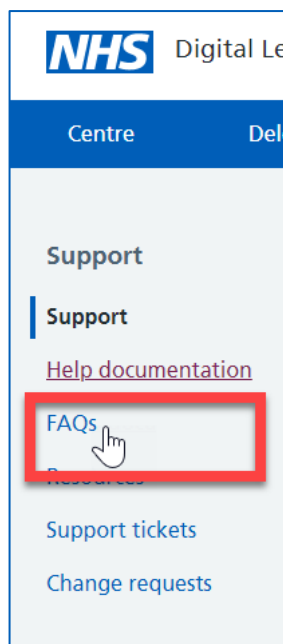
The **Help documentation Search** provides a free text search field enabling users to quickly find help topics



Type in a key word and select search to return help results



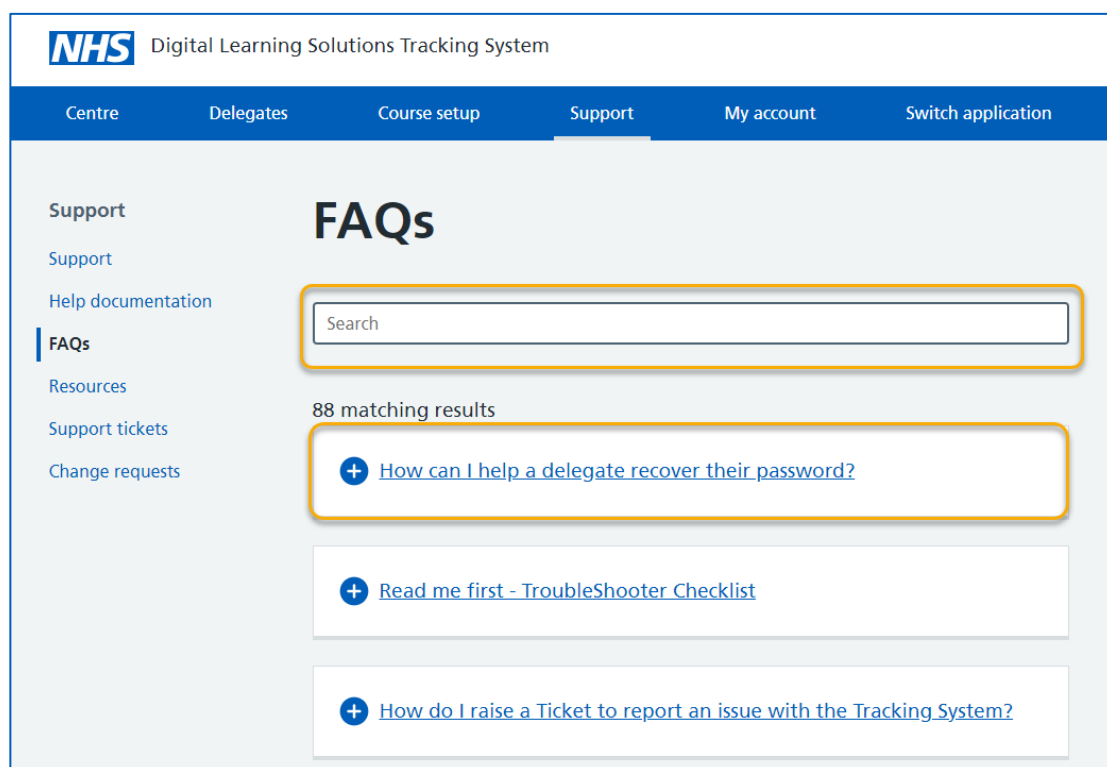
# FAQs



If you've got a question about the platform, the chances are somebody has asked it before. Find answers to the most common questions.

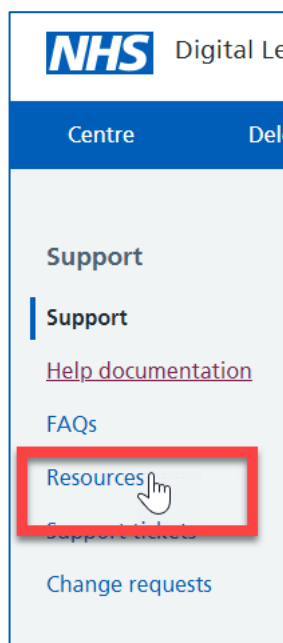
## 3. Select: **FAQs**

The **FAQs** are searchable, type in a keyword to find questions that may previously been ask. The system will search the questions and the answers and return results related to your keyword search



Selecting the expand button or the question link will open up the FAQ answer

# Resources

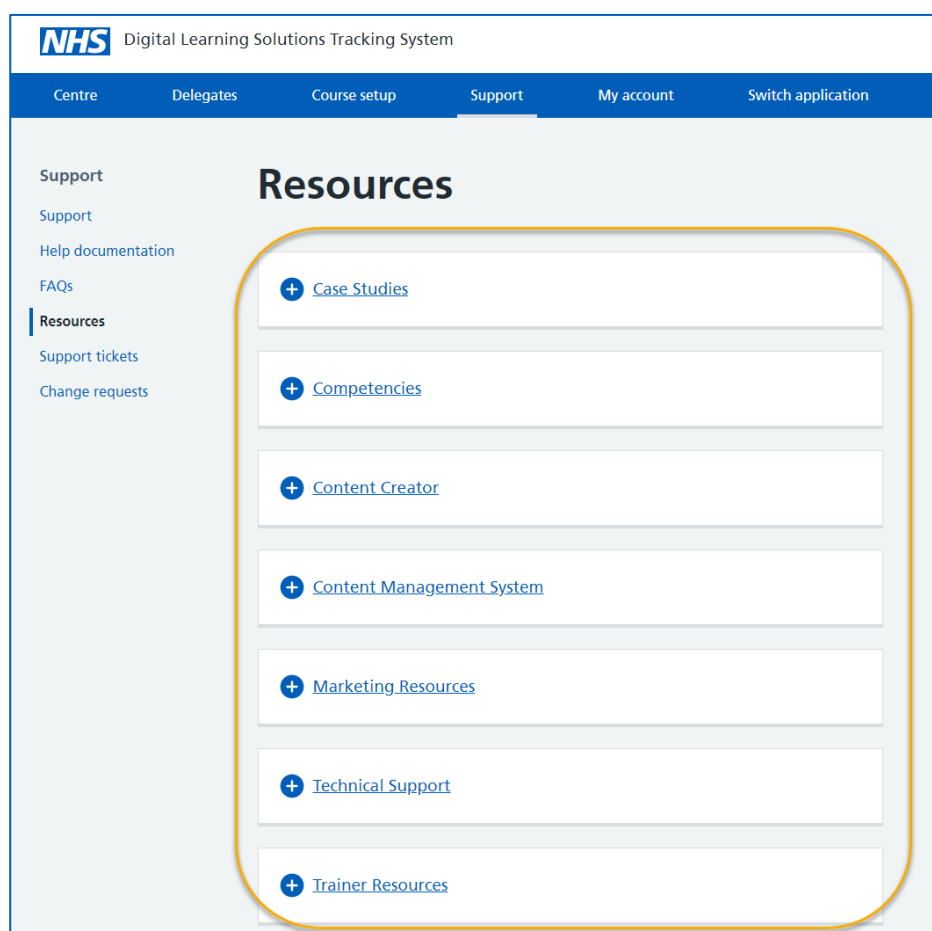


The resources section contains in-depth guides to some of the more complex parts of the platform and materials to help you publicise and support use of the platform with your users.

## 4. Select: **Resources**

The **Resources** are split into sections

To view a section select the link or expander next to the section



The resources can be **Downloaded**

**Trainer Resources**

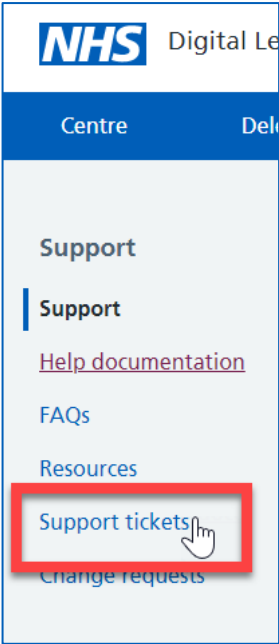
Resource	Date	Size	Action
DLS008 - Digital Learning Solutions Delegate User Guide (.docx)	23/12/2019	3MB	<a href="#">Download</a>
DLS018 - Register and Set a Secure Delegate Password - Learner Quick Start Guide v1.2 (.docx)	28/11/2019	2MB	<a href="#">Download</a>
DLS009 - Learning Portal Quick Start Delegate Guide v2.2 (.docx)	27/11/2019	1MB	<a href="#">Download</a>
Digital Learning Solutions Annual Survey Report 2019 (.pdf)	20/11/2019	697KB	<a href="#">Download</a>
ITSP to DLS Transition Information (.pub)	13/11/2019	148KB	<a href="#">Download</a>
DLS002 Raise a Support Ticket from the Tracking System - Administrators (.pdf)	13/11/2019	218KB	<a href="#">Download</a>

Some resources are editable and can be customised by your centre for your delegates



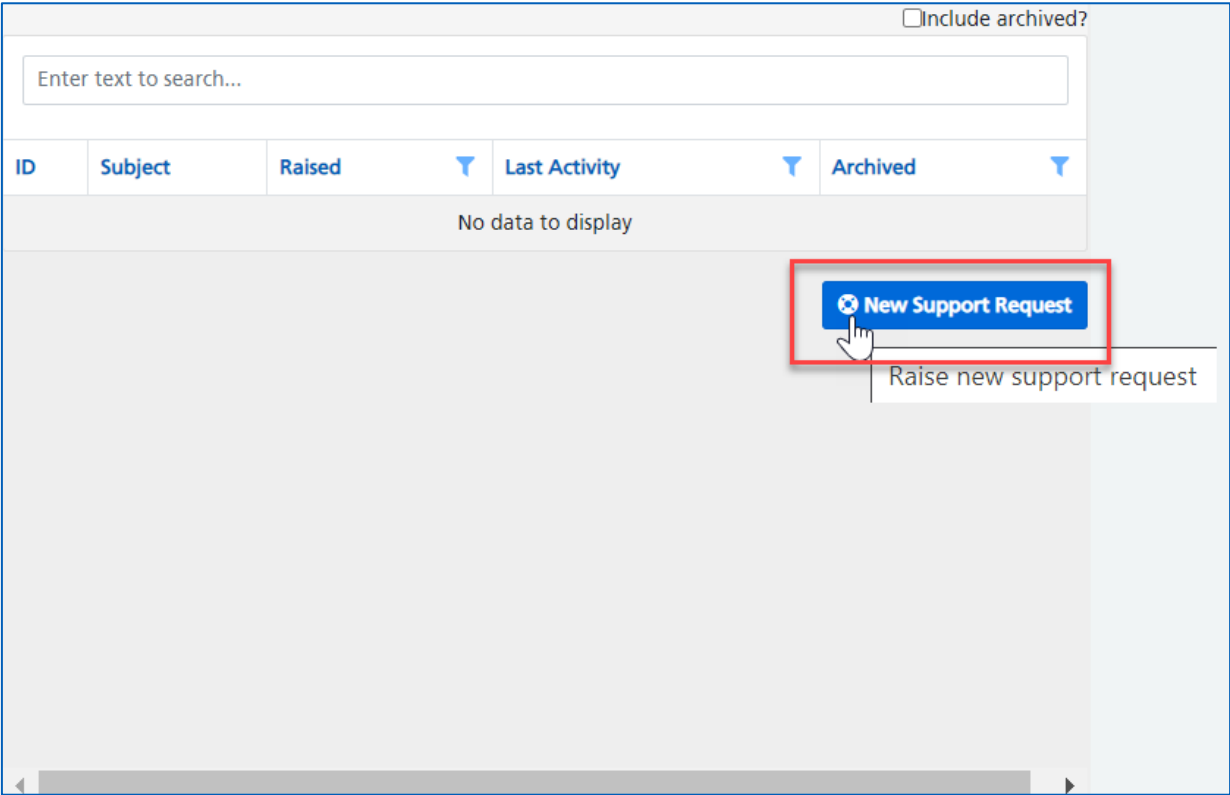
# Support tickets

If you are still experiencing issues after exploring the support options above then you should raise a support ticket and we will assist you further.



## 5. Select: **Support**

## 6. Select: **New Support Request**



7. Complete the subject field to let us know what your issue or enquiry is about
8. Select: **Request type** from the dropdown

**New Support Ticket**

Subject: Issue with course

Request type: Please select...  
 Please select...  
 Unknown / other  
 Enquire about services  
 Request support using systems or services  
 Report a problem with systems or content

Cancel

9. Select: **Yes**, if prompted, for information about device and browser, if this will help with our investigation

**New Support Ticket**

Subject: Problem (where d...)

Request type: Browser

Browser Version: Version

Operating system: Not specified

Device type: Not specified

Shockwave Player info: Optional - please supply if requesting help about Shockwave courses

Course: Not applicable

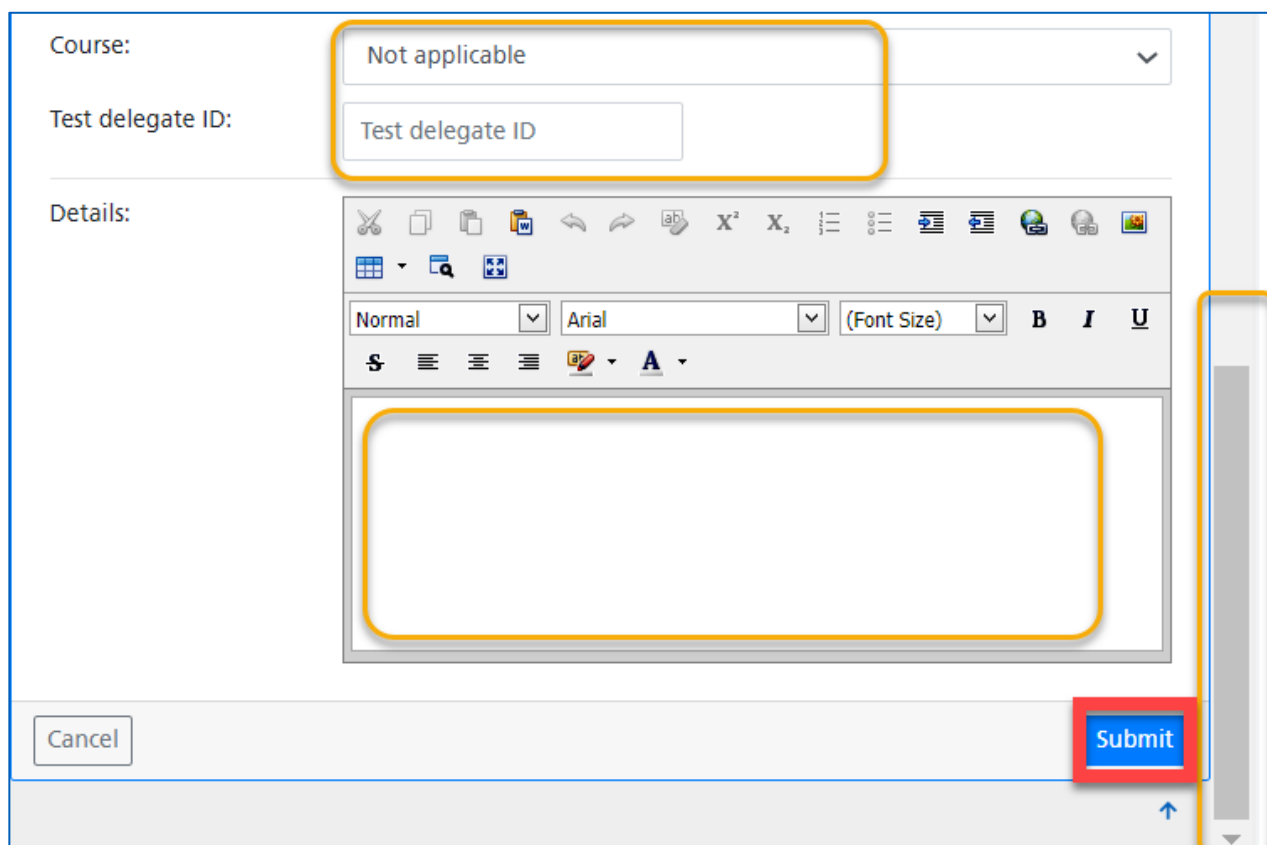
Test delegate ID: Test delegate ID

**Retrieve Device and Browser Information**

Was the problem you are reporting experienced on (or can it be reproduced on) this PC or device?

No Yes

Use the scroll bar to move down and complete the course field and provide a test delegate ID if this is appropriate for the support team to investigate your query



Complete the details field with as much information as you can to help us understand your query. You can add screenshots, paste them into the form using Ctrl+V

## 10. Select: **Submit**

When the central team respond to your ticket you will receive an email (ensure you have requested a notification from **My account** – see DLS024 Set notification preferences) either click the link in the email or log back into DLS and select the **Support** menu

The screenshot shows the NHS Support tickets interface. The top navigation bar includes 'Centre', 'Delegates', 'Course setup', 'Support' (highlighted), 'My account', and 'Switch application'. The left sidebar has 'Support', 'Support tickets' (highlighted), 'Help documentation', 'FAQs', 'Resources', and 'Change requests'. The main content area is titled 'Support tickets' and features a search bar, a table of tickets, and a 'View Ticket Details' button. The 'Include archived?' checkbox is checked. A red box highlights the first ticket with ID 5055, subject 'IV therapy PP', and a 'View Ticket Details' button.

ID	Subject	Raised	Last Activity	Archived
5055	IV therapy PP	28/07/2022	28/07/2022	28/07/2022
5025	Referred	25/07/2022	25/07/2022	26/07/2022

11. Select: **Support tickets**

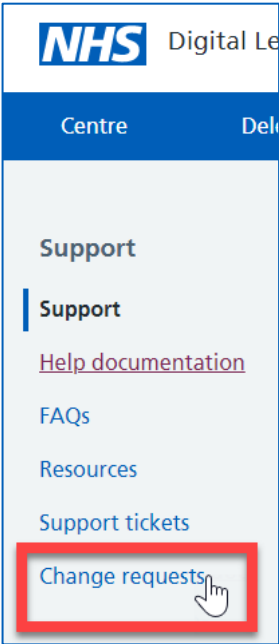
12. Tick the **include archived?** checkbox

From here you will see all your tickets, current and previous

13. Select: The relevant **Support** ticket to review the response from the central team

You can add further comments to the ticket and send, if appropriate

# Change Requests



If you have suggestions that you believe would help improve the platform, please also raise a support ticket. You can then track these on our GitHub Change requests page.

## 11. Select: **Change requests**

GitHub provides a roadmap of where suggestions are in the change request process

