

Tracking System: Support Tickets

Operational Guide

**Centre
Manager**

Administrator

August 2022

Go to the Tracking System for support

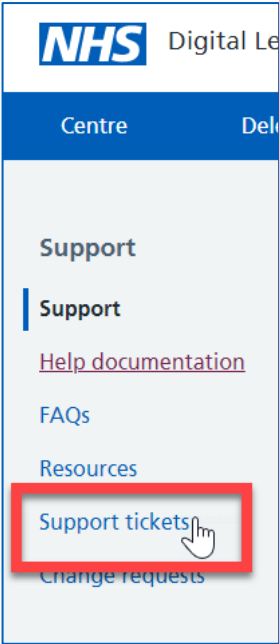
From time to time you may need some support from the Technology Enhanced Learning (TEL) support team at Health Education England (HEE). Before you raise a request for support you should check the **Help documentation**, **FAQs** and **Resources**, available to assist you, in the Tracking System

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 links: Centre, Delegates, Course setup, **Support** (highlighted with a red box and a hand cursor), My account, and Switch application. On the left side, there is a 'Support' navigation bar with 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...'. Below this, there are five numbered steps: 1. Check the online Help documentation. It is searchable and comprehensive. 2. Search our Frequently Asked Questions (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. Look through our Resources. These contain 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. If you are still experiencing issues having gone through 1-3 above, then please raise a support ticket and we will assist you further. 5. 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.

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

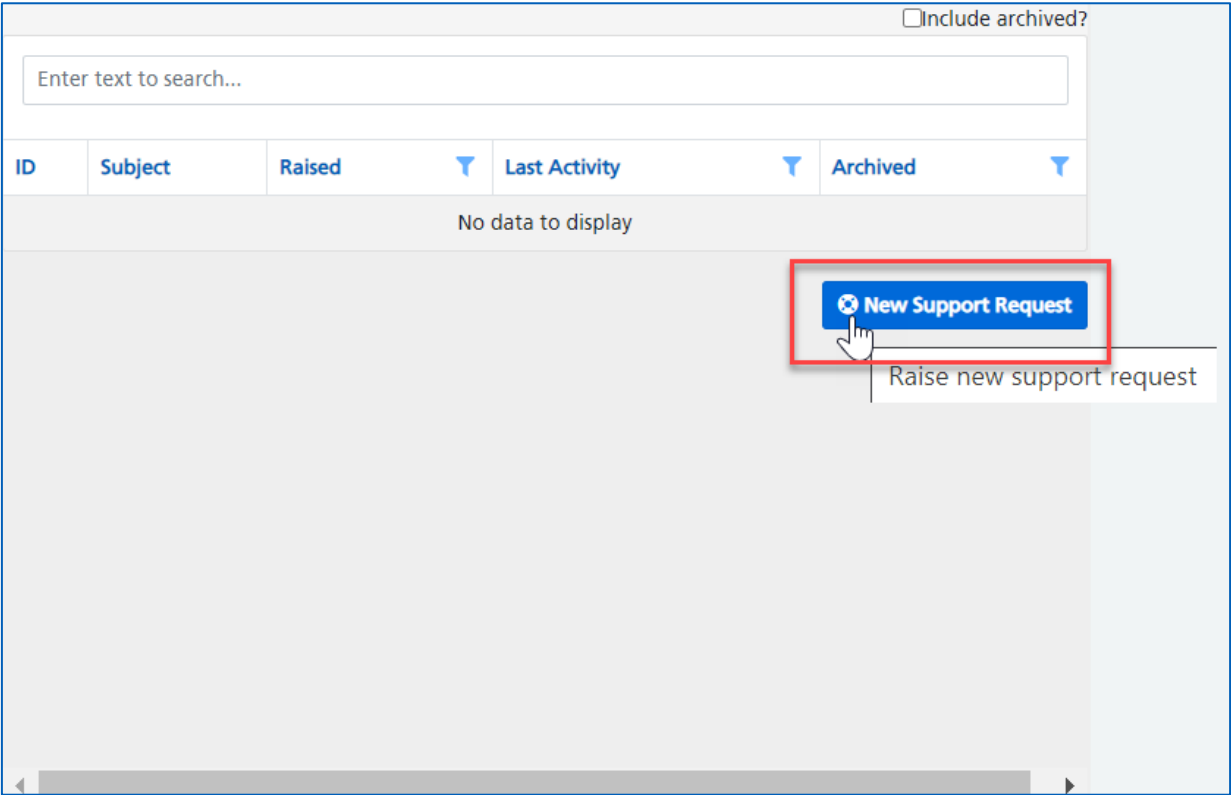
Support tickets



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

2. Select: **Support tickets**

3. Select: **New Support Request**



4. Complete the **Subject** field to let us know what your issue or enquiry is about
5. Select: **Request type** from the dropdown

New Support Ticket

Subject: Issue with course

Request type: Please select...

Unknown / other

Enquire about services

Request support using systems or services

Report a problem with systems or content

Cancel

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

New Support Ticket

Subject: Issue with course

Request type: Please select...

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

Problem (where did it happen?):

Browser: Version

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

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

Course: Not applicable

Test delegate ID: Test delegate ID

Details:

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Cancel Submit

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

7. 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

8. Select: **Support tickets**

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

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

10. 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