

# LearnYourWay Support Tasks Guide

[Answer and close a Help Ticket](#)

[Reset a LearnYourWay course](#)

[Unlock an exam after too many attempts](#)

[Mark a lesson complete \(“give admin credit”\)](#)

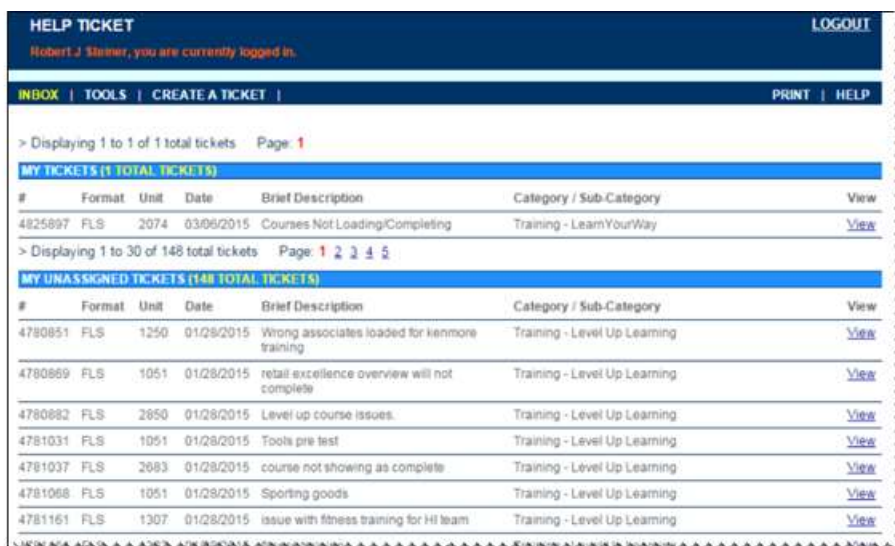
## Answer and close a Help Ticket

Use the procedure below to answer and close a Help Ticket that has been assigned to you.

1. Open the Help Ticket application and log on:

[https://helpticket.searshc.com/login/login\\_help.asp](https://helpticket.searshc.com/login/login_help.asp)

2. Go to the “My Tickets” section at the top and then click **View** on the right.



The screenshot shows the 'HELP TICKET' application interface. At the top, it says 'HELP TICKET' and 'LOGOUT'. Below that, it says 'Robert J Steiner, you are currently logged in.' There are navigation links: 'INBOX | TOOLS | CREATE A TICKET |' and 'PRINT | HELP'. The main content area shows a list of tickets. The first section is 'MY TICKETS (1 TOTAL TICKETS)'. It contains one row with the following data: # 4825897, Format FLS, Unit 2074, Date 03/06/2015, Brief Description Courses Not Loading/Compleing, Category / Sub-Category Training - LearnYourWay, and a 'View' link. Below this, it says '> Displaying 1 to 30 of 148 total tickets Page: 1 2 3 4 5'. The second section is 'MY UNASSIGNED TICKETS (148 TOTAL TICKETS)'. It contains several rows of tickets, each with a 'View' link. A red circle with the number 2 and an arrow points to the 'View' link in the first row of the 'MY TICKETS' section.

#	Format	Unit	Date	Brief Description	Category / Sub-Category	View
4825897	FLS	2074	03/06/2015	Courses Not Loading/Compleing	Training - LearnYourWay	<a href="#">View</a>

#	Format	Unit	Date	Brief Description	Category / Sub-Category	View
4780851	FLS	1250	01/28/2015	Wrong associates loaded for kenmore training	Training - Level Up Learning	<a href="#">View</a>
4780889	FLS	1051	01/28/2015	retail excellence overview will not complete	Training - Level Up Learning	<a href="#">View</a>
4780882	FLS	2850	01/28/2015	Level up course issues.	Training - Level Up Learning	<a href="#">View</a>
4781031	FLS	1051	01/28/2015	Tools pre test	Training - Level Up Learning	<a href="#">View</a>
4781037	FLS	2683	01/28/2015	course not showing as complete	Training - Level Up Learning	<a href="#">View</a>
4781068	FLS	1051	01/28/2015	Sporting goods	Training - Level Up Learning	<a href="#">View</a>
4781161	FLS	1307	01/28/2015	issue with fitness training for HI team	Training - Level Up Learning	<a href="#">View</a>

3. Read the “Detail Description” section. Investigate and resolve the Ticket using the steps in this guide or from the support knowledge base.
4. Click the **Add resolution and close** link in the “Actions” section at the top.

The screenshot displays a web interface for a help ticket. At the top, it says "HELP TICKET" and "LOGOUT". Below that, it indicates "Robert J Steiner, you are currently logged in." A navigation bar includes "INBOX | TOOLS | CREATE A TICKET | BACK TO LIST | PRINT | HELP".

The "ACTIONS" section is highlighted with a red circle containing the number "4". It contains several links: "Add resolution and close ticket", "Assign ticket", "Remove ownership", "Add comments", "Change category / sub - category", and "Ask sender a question".

A yellow message box states: "Ticket successfully assigned to CAT OWNER - 490 - Robert J Steiner. Assignment email successfully sent to Robert J Steiner."

The "TICKET DETAIL -- TICKET NUMBER 4826072" section is highlighted with a red circle containing the number "3". It lists various fields:
 

- Submit By: [Redacted]
- Submit Date: 03/06/2015
- Job Code: [Redacted]
- Job Type: HR Lead
- Location: [Redacted]
- Format: KMART
- Status: [Redacted]
- Assigned To: CAT OWNER - 490 - Robert J Steiner
- Closed By: [Redacted]
- Closed Date: [Redacted]
- Category: Training
- Sub-Category: LearnYourWay
- Brief Description: Training not logged as completed
- Detail Description: Enterprise ID-1: Ihurst  
Associate Name: Laura Hurst  
Course Name-1: Sears Card Payments 10924  
Enterprise ID-2:  
Associate name-2:  
Course name-2:  
Enterprise ID-3:  
Associate name-3:  
Course name-3:  
Enterprise ID-4:  
Associate name-4:  
Course name-4:  
Enterprise ID-5:  
Associate name-5:  
Course name-5:  
Detailed Description: Associate has completed course multiples times. Computer has been rebooted multiple times and software is up to date.  
Still will not give associate course credit.

The "TICKET COMMENTS AND LOG" section shows two entries:
 

- Mar 6 2015 11:47AM - Robert J Steiner  
Ticket assigned to CAT OWNER - 490 - Robert J Steiner. Assignment email successfully sent to Robert J Steiner.
- Mar 6 2015 11:25AM - [Redacted]  
Ticket opened - Route to CAT OWNER.

5. Type the resolution response in the **Add Resolution** text field. Review your response for correct spelling and content accuracy.
6. Answer the **Ratings Questions**. For most Tickets, you should answer “Yes” for (1) and “No” for (2).
7. Click **Close ticket**.

**HELP TICKET** [LOGOUT](#)

Robert J Steiner, you are currently logged in.

[INBOX](#) | [TOOLS](#) | [CREATE A TICKET](#) | [BACK TO LIST](#) | [PRINT](#) | [HELP](#)

**ACTIONS**

- [Add resolution and close ticket](#)
- [Assign ticket](#)
- [Remove ownership](#)
- [Add comments](#)
- [Change category / sub - category](#)
- [Ask sender a question](#)

**ADD RESOLUTION**

We reset the course for your associate, so she should be able to run it now. However, we recommend she only takes it on a Training PC with the right eLearning software from start to finish, or she risks getting the same error again (starting on a non-Training PC and then moving to a Training PC will not resolve the error).

Link Name (What the sender will see):

URL (Ex: http://) -- URL will not be displayed:

**RATINGS QUESTIONS:**

1) Did the original question have all the required information to provide a response?  YES  NO

2) Could the ticket creator have found the information using local or existing resources without submitting a help ticket?  YES  NO

**TICKET DETAIL -- TICKET NUMBER 4826072**

<b>Submit By:</b>		<b>Submit Date:</b>	03/06/2015
<b>Job Code:</b>		<b>Job Type:</b>	HR Lead
<b>Location:</b>		<b>Format:</b>	KMART
<b>Status:</b>	OPEN	<b>Assigned To:</b>	CAT OWNER - 490 - Robert J Steiner
<b>Closed By:</b>		<b>Closed Date:</b>	
<b>Category:</b>	Training		
<b>Sub-Category:</b>	LearnYourWay		
<b>Brief Description:</b>	Training not logged as completed		
<b>Detail Description:</b>	Enterprise ID-1: lhurst Associate Name: Laura Hurst Course Name-1: Sears Card Payments 10924 Enterprise ID-2:		

8. Your response will display in the “Ticket Comments and Log” section.
9. Click the **Inbox** link at the top to return to the main Help Ticket page.

**HELP TICKET** LOGOUT  
 Robert J Steiner, you are currently logged in.

**INBOX** | TOOLS | CREATE A TICKET | BACK TO LIST | PRINT | HELP

**ACTIONS**

- [Reopen ticket](#)

The ticket was successfully closed with your resolution. An email was sent to the ticket submitter, when possible. Emails are not sent to those who submit on behalf of stores.

**TICKET DETAIL -- TICKET NUMBER 4826072**

<b>Submit By:</b>		<b>Submit Date:</b>	03/06/2015
<b>Job Code:</b>		<b>Job Type:</b>	HR Lead
<b>Location:</b>		<b>Format:</b>	KMART
<b>Status:</b>	CLOSED	<b>Assigned To:</b>	CAT OWNER - 490 - Robert J Steiner
<b>Closed By:</b>	Robert J Steiner	<b>Closed Date:</b>	03/06/2015
<b>Category:</b>	Training		
<b>Sub-Category:</b>	LearnYourWay		
<b>Brief Description:</b>	Training not logged as completed		
<b>Detail Description:</b>	Enterprise ID-1: Ihurst Associate Name: Laura Hurst Course Name-1: Sears Card Payments 10924 Enterprise ID-2: Associate name-2: Course name-2: Enterprise ID-3: Associate name-3: Course name-3: Enterprise ID-4: Associate name-4: Course name-4: Enterprise ID-5: Associate name-5: Course name-5: Detailed Description: Associate has completed course multiples times. Computer has been rebooted multiple times and software is up to date. Still will not give associate course credit		

**RESPONDER RATINGS:**  
 1) Did the original question have all the required information to provide a response? **YES**  
 2) Could the ticket creator have found the information using local or existing resources without submitting a help ticket? **NO**

**TICKET COMMENTS AND LOG**

**Mar 6 2015 11:58AM - Robert J Steiner**  
 Ticket Closed

**Mar 6 2015 11:58AM - Robert J Steiner**  
 Resolution:  
 We reset the course for your associate, so she should be able to run it now. However, we recommend she only takes it on a Training PC with the right eLearning software from start to finish, or she risks getting the same error again (starting on a non-Training PC and then moving to a Training PC will not resolve the error).

Also, please be aware that the Training PCs time out after just 2 minutes. If a course is longer than that, you have to move the mouse around "at least once every two minutes" to ensure that you do not get kicked out of LYW and lose your completion. The time-out is for security purposes. We are working with the support teams to increase this time-out limit.

Please ensure your associates follow the tips at the link below when taking LearnYourWay courses:  
[http://learningportal.intra.searshc.com/training/lyw\\_docs/TIPS\\_for\\_LYW\\_courses-try\\_BEFORE\\_opening\\_Help\\_Ticket.pdf](http://learningportal.intra.searshc.com/training/lyw_docs/TIPS_for_LYW_courses-try_BEFORE_opening_Help_Ticket.pdf)

Thanks, Rob

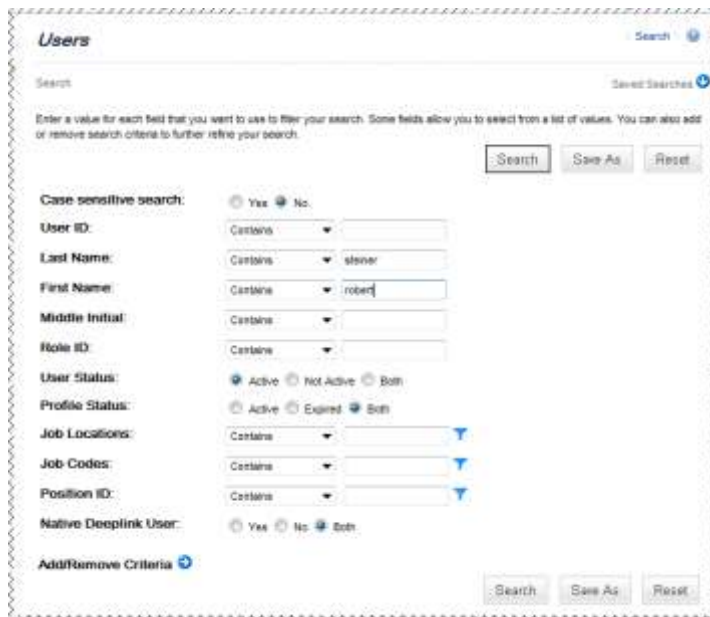
## Reset a LearnYourWay course

Follow the steps below if you are assigned a Help Ticket in which a user requests a course reset.

1. Log on to LearnYourWay and click the **Admin** tab.
2. Click the **Users** button.



3. Enter user's search criteria, and then click **Search**. Search criteria can be either a full name or user's 11-digit Employee Number.



4. Click the user's **User ID** link in the Search Results at the bottom.

The screenshot shows the 'Users' search interface. At the top, there are search filters for 'Case sensitive search', 'User ID', 'Last Name', 'First Name', 'Middle Initial', 'Role ID', 'User Status', 'Profile Status', 'Job Locations', 'Job Codes', 'Position ID', and 'Native DeepLink User'. Below these filters are buttons for 'Search', 'Save As', and 'Reset'. A 'Field Chooser' section is also visible. The search results are displayed in a table with columns: User ID, User Name, Job Location, Emp Status, Active, Work State, Job Loc, Job Code, and Notify. A red circle with the number '4' points to the 'User ID' link in the first row of the table.

User ID	User Name	Job Location	Emp Status	Active	Work State	Job Loc	Job Code	Notify
<a href="#">61004034016</a>	STEINER, ROBERT J	58491	A	Yes	IL		SK0602	<input type="checkbox"/>

5. In the “Assigned Items” section, locate the course that the user is having trouble with and click the title. Find the **Object Details** link beneath the title, which indicates the user has started, but not completed the course (course titles *without* an **Object Details** link have *not* been started by the user and do *not* need a reset).

Search Results

**ROBERT J STEINER**

Active: Yes  
MI: J  
Last Name: STEINER  
Position:  
\*Domain: Sears Holdings Corp (SHC)  
Primary Supervisor:  
Plateau Talent Gateway Access: No

View All

Related More Assigned Items View Needs Sort By Item

Assigned Items  
Items Completed  
Curricula  
Competency Profiles  
Competencies  
Assignment Profiles

Item Title	ID	Assigned By
2010 Gasoline Storage and Handling <a href="#">Object Details</a>	10082	Robert J Steiner
2015 SHC Code of Conduct Acknowledgement	CCS15-COC-REGA	System AP
Performance Enablement at SHC	PerfEnab101	System AP

6. Go to the Related section on the left and click **Online Content**.

The screenshot shows a course page for "2010 Gasoline Storage and Handling". The page includes a description, a table of course attributes, and a "Related" section. The "Related" section has a sidebar menu with "Online Content" selected, indicated by a red circle with the number 6 and an arrow. The "Online Content" section displays a table with the course title.

**2010 Gasoline Storage and Handling**

**Description:** This course describes policies and requirements our Company has established for handling gasoline. You will learn how to safely remove spills.


<b>Self Registration:</b>	No
<b>Active:</b>	No
<b>Domain:</b>	COMPLIANCE (COMPLIANCE)
<b>Approval Required:</b>	No
<b>Credit Hours:</b>	

[View All](#)

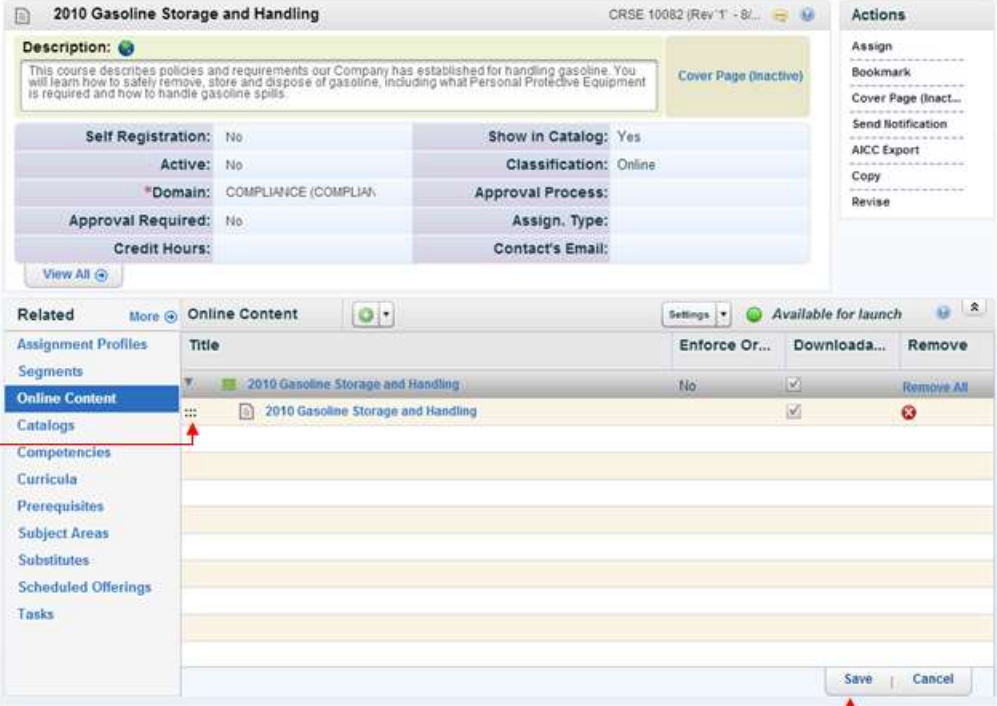
**Related** [More](#) **Online Content**

Assignment Profiles  
Segments  
**Online Content**  
Catalogs  
Competencies  
Curricula  
Prerequisites  
Subject Areas  
Substitutes  
Scheduled Offerings  
Tasks

Title
2010 Gasoline Storage and Handling
2010 Gasoline Storage and Handling

7. Click and drag the small dots icon  to the left of one of the lesson titles *just enough* so that the **Save** button displays in the lower left corner of the screen. **Do not change the order of the lessons.** You just need to drag the dots a little bit to simply move them.

8. Click **Save** when it displays.



The screenshot shows a course page for "2010 Gasoline Storage and Handling". The page includes a description, a "Cover Page (inactive)" button, and a table of course details. Below this is a table of "Related Online Content". The table has columns for "Title", "Enforce Or...", "Downloada...", and "Remove". The second row of the table has a three-dot icon next to the title "2010 Gasoline Storage and Handling". A red circle with the number "7" points to this icon. At the bottom right of the page, there is a "Save" button and a "Cancel" button. A red circle with the number "8" points to the "Save" button.

9. Click **Yes** in the Warning pop-up.



The warning dialog box contains the following text:

Warning

There are Users who have been assigned this item. You must reassign it for them to see your changes. If you continue, your changes will be saved, and you may then select which Users to whom the item will be reassigned.

Note: Reassignment of this item (on the next page) will cause Users to lose all of their progress on this item

Do you want to continue?

Yes No

10. Navigate through the View Users to Reassign window until you find the name of the user you want to reset. Click the **Next/Previous** links; or enter an exact page number in the **Page** field at the top and click **Go**.
11. When you find the user's name, click the **Reassign** checkbox next to his/her name and then click **Finish**.

**View Users to Reassign**

Select all the Users of the search results

Select All / Deselect All

Records per Page: 15 Page: 1 2 3 4 «Previous Next» (52 total records) Page 3 of 4 Go

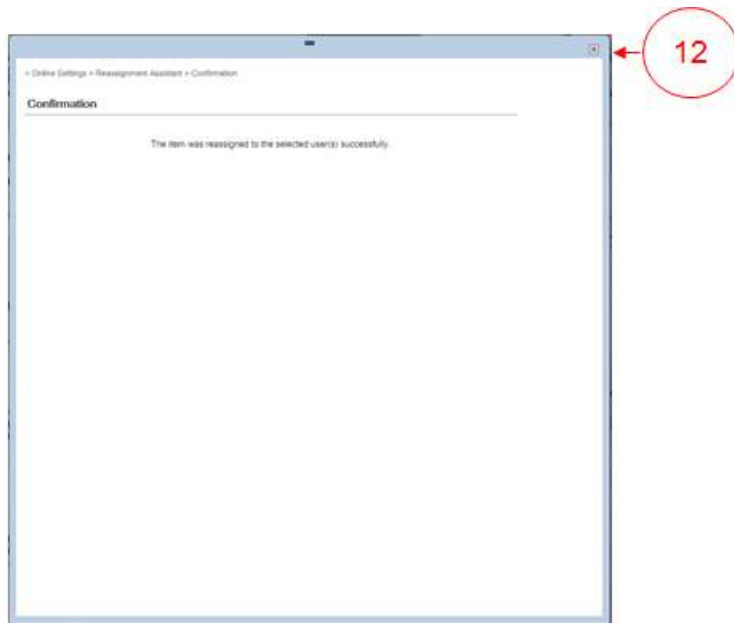
User ID	User Name	Item Status	Reassign
210	PARH	STARTED	<input type="checkbox"/>
010	PATRI	STARTED	<input type="checkbox"/>
010	PENRI	STARTED	<input type="checkbox"/>
410	POUN	NOT STARTED	<input checked="" type="checkbox"/>
910	POWC	STARTED	<input type="checkbox"/>
110	PRICE	STARTED	<input type="checkbox"/>
610	ROBIN	STARTED	<input type="checkbox"/>
710	ROCH	STARTED	<input type="checkbox"/>
410	RYSSI	STARTED	<input type="checkbox"/>
510	SHEIK	STARTED	<input type="checkbox"/>
510	SHEPI	NOT STARTED	<input checked="" type="checkbox"/>
210	SMITH	STARTED	<input type="checkbox"/>
410	SOKO	STARTED	<input type="checkbox"/>
610	STEIN	STARTED	<input type="checkbox"/>
710	SUARI	STARTED	<input type="checkbox"/>

Records per Page: 15 Page: 1 2 3 4 «Previous Next» (52 total records) Page 3 of 4 Go

Select All / Deselect All

Finish

12. Click the “X” icon in the upper right corner of the Confirmation window to close it.



13. Go back to Help Ticket and send the following response, substituting the correct pronouns where appropriate:

We reset the course for your associate, so **he/she** should be able to run it now. However, we recommend **he/she** only takes it on a Training PC from start to finish, or **he/she** risks getting the same error again (starting on a non-Training PC and then moving to a Training PC will not resolve the error).

Also, please be aware that the Training PCs time out after just 2 minutes. If a course is longer than that, you have to move the mouse around \*at least once every two minutes\* to ensure that you do not get kicked out of LYW and lose your completion. The time-out is for security purposes. We are working with the support teams to increase this time-out limit.

Please ensure your associates follow the tips at the link below when taking LearnYourWay courses:

[http://xxx.xxx.com/training/lyw\\_docs/TIPS\\_for\\_LYW\\_courses-try\\_BEFORE\\_opening\\_Help\\_Ticket.pdf](http://xxx.xxx.com/training/lyw_docs/TIPS_for_LYW_courses-try_BEFORE_opening_Help_Ticket.pdf)

## Unlock an exam after too many attempts

Sometimes LYW exams limit users to a specific number of attempts that they can make without passing. When users reach this limit, the exam “locks” and will need to be opened by an LMS Admin.

1. Follow steps 1-4 in [Reset a LearnYourWay course](#) and then return to step 2 below.
2. Find the “Learning Plan” section and locate the course that the user is having trouble with. Click the **Object Details** link beneath the title.
3. Find the exam title and view the “Has Access” column. If it says “No”, click the exam title’s link.

For example, the exam title below is “Chainsaws and Blowers Post-Test” and its Has Access setting is “No”.

**Object Details**

Item Type: CRSE  
Item ID: 5102  
Revision Date: 4/24/2013 11:31 AM America/New York  
Revision Number: 1

**View Item Objects**

Number of Failed Attempts: 0

Objects	Type	Completed	Needs Review	Has Access
Chainsaws and Blowers Post-Test		No	No	Yes
Chainsaws and Blowers Post-Test	Exam	No	No	No
Iteration 1	Exam Iteration	No		Yes

**Global Objectives for this Course**  
There are no global objectives for this Course.

4. On the next “Object Details” window, click the **Has Access** checkbox (which will be blank if “No” displayed in the “Has Access” column in the previous window).

The screenshot shows the 'Object Details' window for an exam titled 'Chainsaws and Blowers Post-Test'. The 'Has Access' checkbox is checked and circled in red. Other options include 'Finished', 'Needs Review', and 'Complete' (with an 'as of Date' field). The 'Initial Access' and 'Last Access' dates are both 4/7/2014 03:24 PM America/New York. The 'Total Times' is 1 and 'Total Time' is N/A. At the bottom, there is an 'Exams' table with the following data:

Exams			
Last Iteration:	1	No. Questions:	30
Exam Type:	Exam	Last Answered:	1
Pass Grade (%):	95	Answered:	0
Score (%):	0	Correct:	0
Evaluation:	Incomplete		

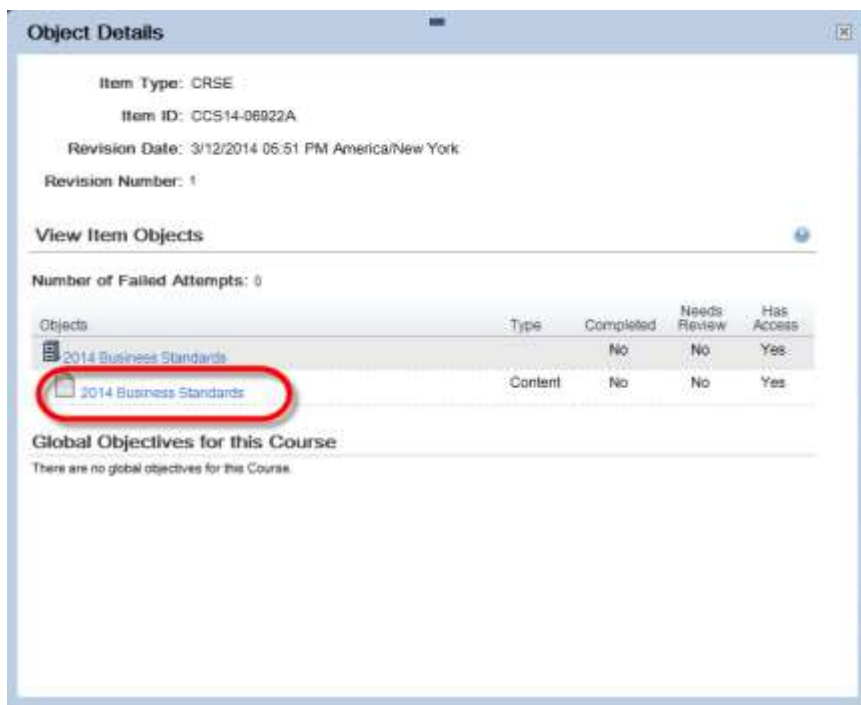
5. Uncheck the **Finished** checkbox, if it is checked.
6. Click **Apply Changes**.
7. Send the following Help Ticket response:

The system locked that course because your associate exceeded the allowable number of attempts without passing ([number] attempts). We've unlocked the course, so he should be able to access it now. However, the system will only allow ONE MORE attempt. If he does not pass on this last attempt, the course will remain incomplete on his record.

## Mark a lesson complete (“give admin credit”)

**IMPORTANT:** Only give mark a lesson complete after you receive approval from the course’s business owner. Some businesses do **not** want associates receiving “admin credit” due to legal compliance reasons.

1. Follow steps 1-4 in [Reset a LearnYourWay course](#) and then return to step 2 below.
2. Locate the lesson in the “Learning Plan” section that you want to mark complete and click the **Object Details** link beneath its title.
3. On “Object Details”, click the lesson title link.



**Object Details**

Item Type: CRSE  
Item ID: CCS14-06922A  
Revision Date: 3/12/2014 06:51 PM America/New York  
Revision Number: 1

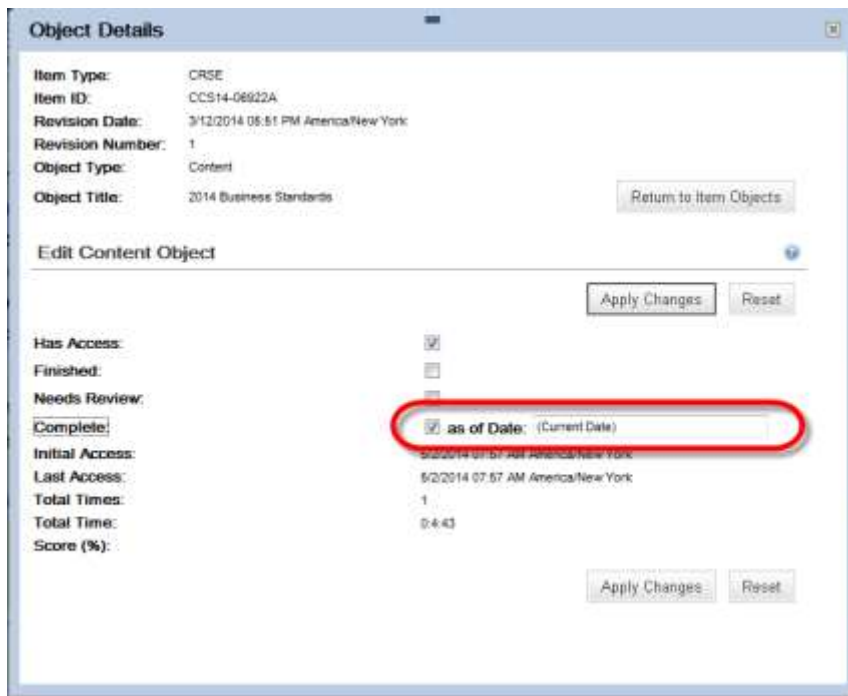
**View Item Objects**

Number of Failed Attempts: 0

Objects	Type	Completed	Needs Review	Has Access
2014 Business Standards		No	No	Yes
2014 Business Standards	Content	No	No	Yes

**Global Objectives for this Course**  
There are no global objectives for this Course.

5. On the next “Object Details” window, click the **Complete** checkbox and then click **Apply Changes**. You will see today’s date/time display in the field next to it.



The screenshot shows the 'Object Details' window with the following information:

- Item Type: CRSE
- Item ID: CCS14-06922A
- Revision Date: 3/12/2014 05:51 PM America/New York
- Revision Number: 1
- Object Type: Content
- Object Title: 2014 Business Standards

Buttons: Return to Item Objects

Section: Edit Content Object

Buttons: Apply Changes, Reset

Has Access:

Finished:

Needs Review:

**Complete:**  **as of Date:** (Current Date)

Initial Access: 5/2/2014 07:57 AM America/New York

Last Access: 5/2/2014 07:57 AM America/New York

Total Times: 1

Total Time: 0:4:43

Score (%):

Buttons: Apply Changes, Reset

6. Click the **Return to Item Objects** button at the top.
7. If the course has multiple lessons listed, perform steps 4 thru 6 for each lesson.
8. Once all lessons are marked complete, close the “Object Details” window.
9. The course now shows “complete” on the user’s Learning Plan.