

LevelUp Issues – Help Ticket Response Scripts

My [SCORM lesson] will not mark complete.

My new hires/transfers see “user suspended” error.

Courses on To Do List do not apply to my current job role.

Cannot “un-enroll” from courses on To Do List that are outside my job role.

Terminated associates still displaying on LevelUp.

IR-Shopping Recap cannot be completed; only two lessons display.

Vague issue.

My [SCORM lesson] will not mark complete.

There is an open JIRA (xxx-xxxx) for this issue. The temporary fix is for support teams to run a data “rectifier” that gives affected associates credit for the course if they have at least opened it. This runs once per week automatically. You just need to send the following response:

The support teams are working to investigate this issue, as it is affecting many stores throughout the company. Please be aware that a temporary fix for this issue rolls out weekly. Please continue to check the eLearning simulations every couple of days to see if the issue has resolved. Also, please monitor the "LevelUp" group on Pebble, since any further updates on this issue will be released there.

My new hires/transfers see a “suspended ID” error.

This is part of the new hire issue (JIRA xxx-xxxx) where new associates are assigned Enterprise IDs of associates who are not deactivated in LevelUp. An automatic fix runs daily to resolve this issue, so no action is needed other than sending the following Help Ticket response:

There is currently an issue with some associates (particularly new hires and transfers) seeing a “user suspended” error when trying to access LevelUp. Our support teams are aware of this and are working to resolve it. Please have your associate continue to check LevelUp daily, as the courses will display once this issue is resolved.

Courses on To Do List do not apply to my current job role.

Associates can un-enroll themselves from courses that do not apply to their job role:

Associates are assigned LevelUp courses based on their PeopleSoft Job and Department Codes. If your associates see courses on their To Do Lists that do **not** apply to their current jobs, your associates can remove those courses from their To Do List by clicking the round “X” button in the upper right corner of the course box.

Cannot “un-enroll” from courses on To Do List that are outside my job role.

This is another issue with an open JIRA (xxx-xxxx), so send the “working on it” response. Please note, however, that once the LRS is live, this issue should be resolved.

The support teams are working to investigate this issue, as it is affecting many stores throughout the company. I've added your report to their list. Please continue to check LevelUp periodically, as this issue may be resolved at any time. Also, please monitor the "LevelUp" group on Pebble, since any further updates on this issue will be released there.

Terminated associates still displaying on LevelUp.

Send the following response:

Associate terminations are sent from PeopleSoft to LevelUp every Sunday, so if your associates were correctly keyed into PeopleSoft **after** last Sunday, they will not filter down to LevelUp until **next** Sunday.

However, if they were keyed into PeopleSoft **before** last Sunday, and yet they still display on LevelUp, please send the exact termination date displaying in PeopleSoft for each associate. We will investigate.

IR-Shopping Recap cannot be completed; only two lessons display.

A system error is preventing some users from seeing all five lessons in the course. Only two lessons display, which prevents them from taking the Final Test. There is a temporary resolution for this:

1. Open JIRA “xxx-xxxx”.
2. Add **Comment** with associate’s full name and Enterprise ID.
3. Close Help Ticket with the following response:

Due to a system error, three of the “IR-Shopping Recap” lessons are not displaying. I’ve sent this to our support teams and they are working on a resolution. Please continue to check the course every couple of days to see if the issue has resolved. When it is resolved, your associate will see all five lessons and be able to complete the course.

Vague issue.

Sometimes they don’t give you all the info you need to investigate (i.e., all they say is “My course isn’t working”, or something equally vague). Send the following to obtain more info:

Please describe exactly what the system is doing to prevent you from completing those courses. Please provide as many details as possible, including the exact text of any error messages you receive and, if possible, a screen shot of where the problem begins.