

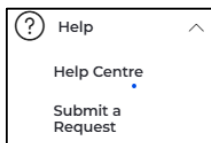
LINEBREAK Procedure: The etrainu and NZR LMS system helpdesk process

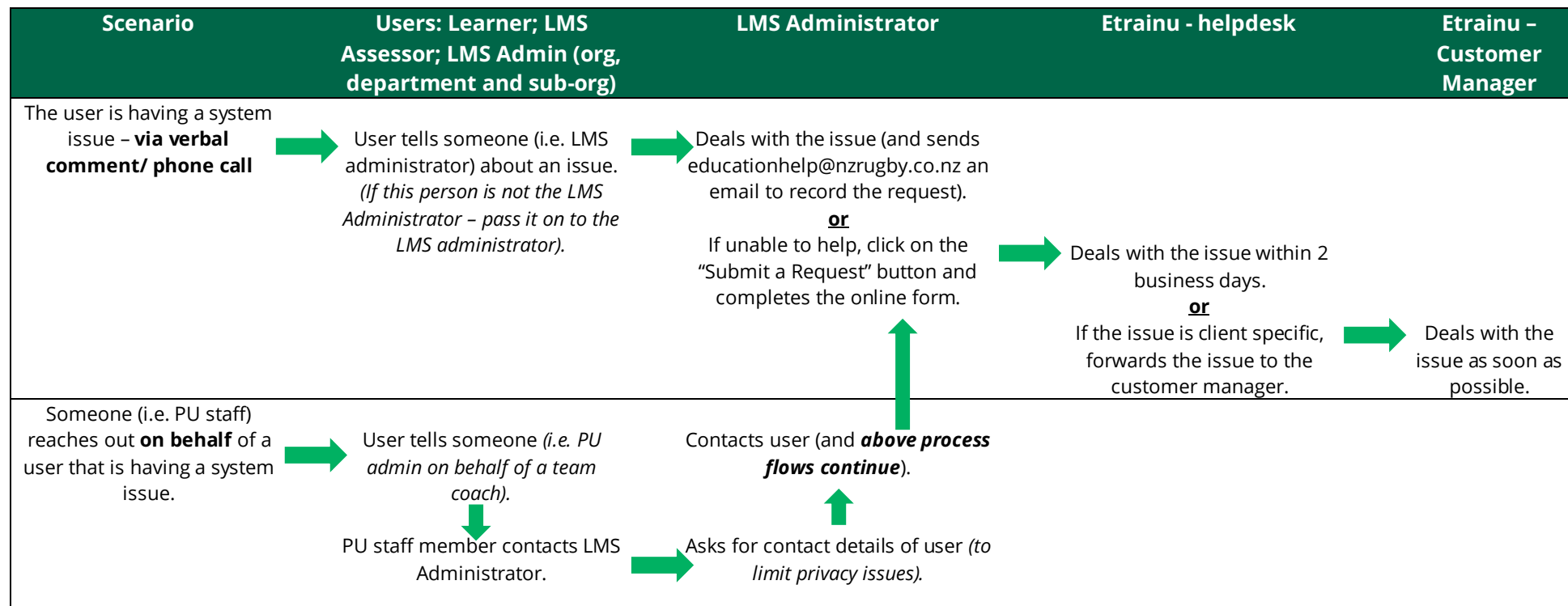
Purpose

The process is to explain the helpdesk process that can be followed by learners, admins, assessors and other NZR staff when having issues with the **LINEBREAK** system.

Overall Process

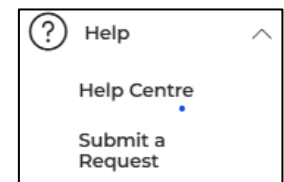
Scenario	Users: Learner; LMS Assessor; LMS Admin (org, department and sub-org)	LMS Administrator	Etrainu - helpdesk	Etrainu - Customer Manager
The user is having a system issue – via NZR education email.	Email educationhelp@nzrugby.co.nz as on home page.	Deals with the issue. or If unable to help, click on the "Submit a Request" button and completes the online form.	Deals with the issue within 2 business days. or If the issue is client specific, forwards the issue to the customer manager.	Deals with the issue as soon as possible.
The user is having an issue – via the etrainu submission request.	Click on the "Submit a Request" button and completes the online form.	Deals with the issue as soon as possible.	Deals with the issue within 2 business days. or If the issue is client specific, forwards the issue to the customer manager. or If it is an NZR to answer query, forwards it to the LMS administration via the NZR education email.	Deals with the issue as soon as possible.





Notes:

- One **key issue** we may have once live is “accessing the LMS through RX”. This may be the biggest issue and will include multiple other people in the process.
 - First check is “do they have an RX profile?”
 - If not, they need to create one.
 - If they do, and are still having issues, then troubleshoot the access issues with the Xplorer team.
 - *RX help and support emails can be found on the bottom of the RX page and on the NZR website.*
- All courses added to the LMS, as part of release, will have draft communications with guidance document and video links (*in the facilitator guides for PUs to use*) to direct learners to LINEBREAK. If users have trouble ‘finding LINEBREAK’ due to lack of communication and are unaware of the NZR educationhelp@nzrugby.co.nz email, someone needs to be able to explain the access process of “log into RX” and “click on the “Learning Portal” button. To mitigate this:
 - The Xplorer team will have basic knowledge of LINEBREAK to manage initial queries.
 - The LMS administrator will have basic knowledge of Rugby Xplorer to manage initial queries.
 - A “how to access LINEBREAK” video is placed on the NZR website.
- If the etrainu helpdesk request comes in over a weekend or on Australian public holiday, the helpdesk will deal with the query on the next business day.
- If there was a **critical* urgent error** in the system, the etrainu tech team is notified immediately and will deal with it, even on a weekend or Australian public holiday.
- There are self-help resources for all users under the **etrainu Help Centre** as well as NZR specific help resources in the **Resource Library**. There are also generic use online learning modules in the **Training Library** for learners, assessors and administrators.
- If a user emails the NZR email, LMS administrator can access via **HelpScout**. This can be used to farm out issues the LMS Administrator cannot handle, and view and track who it has been assigned to plus has an AI function. (*to be implemented in the IT project schedule*).



*Critical issue = Business critical service is lost, or significant features are completely unavailable, and no workarounds available, or security related incidents around customer privacy i.e. Platform is offline, administrators cannot pull any reporting, assessors unable to access the Assess App, API outage between NZ Rugby & etrainu due to etrainu failures.