The New Learning Hub Admin Guide

E-learning Not Showing Complete

Check your e-learning

If you have attempted an e-learning module and it does not show as complete, firstly do the following checks:

- Log out of the Learning Hub and re-enter as your session may have been timed out. If this was the case then you will need to go to the sections that did not register the completion and complete them
- Check that you have fully completed all instructions in the e-learning e.g. have you clicked on all the information/images/text where it was requested? Did you fully watch the video and allow it to complete on it's own (without scrolling)? etc
- Exit correctly – If you have not exited correctly then your e-learning will not correctly save your progress. Do not click on the **'X'** on top left of your internet page. Most e-learning courses will have a *'Exit Course'* button or will request you go to click on the *'Home'* button.

If you are still experiencing issues after completing **all the checks above** then email our Business Support Team on lscdg@leics.gov.uk specifying your availability and a member of the team will call you back on Microsoft TEAMS so that you can screenshare to discuss the issue.