

OCHN Learning Center

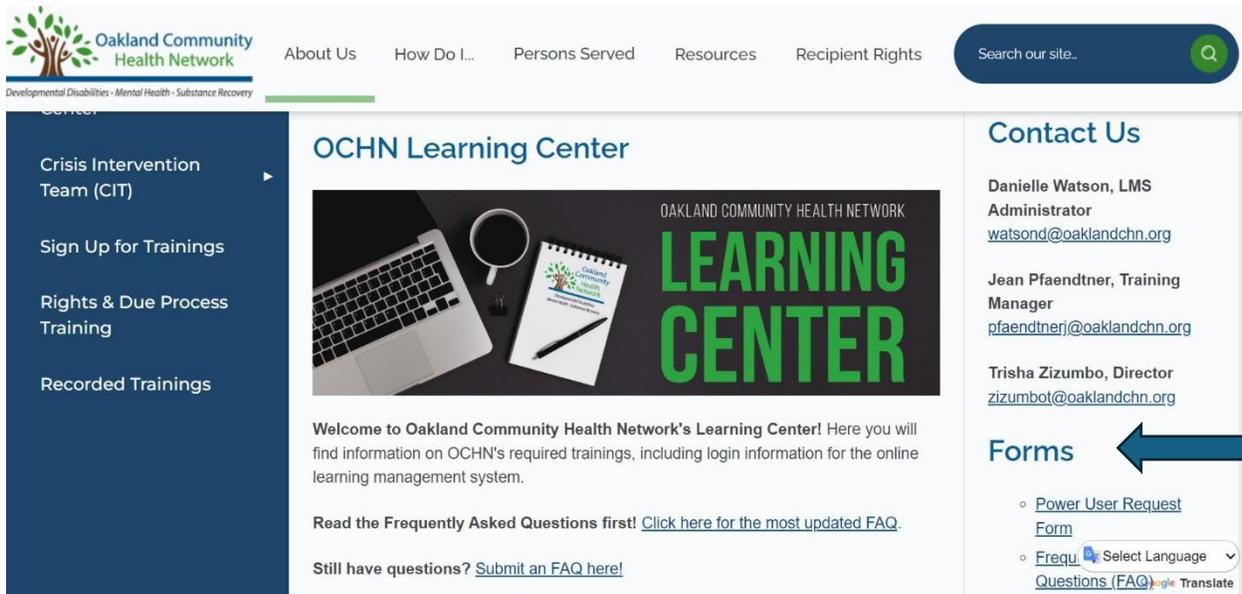
Power User Support Request Form – Instructions

Docebo Power Users who have questions regarding the OCHN Learning Center curriculum for Direct Support Professionals, including the Docebo Learning Management System (LMS), are requested to use the “Power User Support Request Form” that can be found on the Learning Center home page.

1. Go to the Learning Center home page located on the OCHN website.

[OCHN Learning Center | Oakland CHN, MI](#)

2. Locate “Forms” on the right side of the page.



The screenshot shows the OCHN Learning Center website. The header includes the Oakland Community Health Network logo and navigation links: About Us, How Do I..., Persons Served, Resources, and Recipient Rights. A search bar is located in the top right corner. The main content area is titled "OCHN Learning Center" and features a banner image with a laptop, a magnifying glass, and a notebook. Below the banner, there is a welcome message and a link to the frequently asked questions. On the right side, there is a "Contact Us" section with contact information for Danielle Watson, Jean Pfaendtner, and Trisha Zizumbo. Below the contact information, there is a "Forms" section with a blue arrow pointing to it. The "Forms" section includes a link to the "Power User Request Form" and a "Frequently Asked Questions (FAQ)" link.

3. Locate “Power User Support Request” under the Forms heading. Click on this form.

Welcome to Oakland Community Health Network's Learning Center! Here you will find information on OCHN's required trainings, including login information for the online learning management system.

Read the Frequently Asked Questions first! [Click here for the most updated FAQ.](#)

Still have questions? [Submit an FAQ here!](#)

Communication	Tutorials	Additional Info
Provider Bulletin (2/7/24)	Learner / User (Individual) <ul style="list-style-type: none">Enrolling in return demo sessionChanging session enrollment for return demoCPR First Aid Course Syllabus 2024 Power User (Provider) <ul style="list-style-type: none">Creating a user	DSP Curriculum Crosswalk - Modules to Guides This will explain which modules go with which training Guides.
Provider Bulletin (12/13/23)		DSP Course Catalog 2024 Listing of all courses contained within the DSP curriculum.
Provider Bulletin (11/30/23)		
Provider Bulletin (10/23/23)		

Forms

- [Power User Request Form](#)
- [Frequently Asked Questions \(FAQ\)](#)
 - [Submit a FAQ here](#)
- [Power User Support Request](#)



4. Complete all fields of the Power User Support Request form.

Power User Support Request

Please use this form to submit request for support within the Docebo Learning Management System. An OCHN training team member will reach out to you with 2-3 business days.

* Required

1. Power User ID *

2. Power User Email *

3. Power User First & Last Name *

Form fields completion:

1. Power User ID	Your unique USER ID to log into the Docebo LMS.
2. Power User Email	The email that is on file at OCHN and is associated with your USER ID.
3. Power User First & Last Name	The name associated with your USER ID and email.
4. Category of Support Request	<p>Pick ONE of the categories listed in the drop down box. THIS WILL DETERMINE WHO IS ASSIGNED TO YOUR REQUEST!</p> <p>Power User LMS Support Learner/User Concern Learning Plans Content / Curriculum Edits / Modifications ILT / Instructor Led Training Scheduling Health/Medication Courses Other</p>
5. Description of Issue/ Concern	Describe the issue/concern that you have in sufficient detail to allow the Learning Center staff to look into your issue/concern. Do NOT indicate “refer to email” or “call me”. If about a specific User challenge, provide the user’s ID.
6. Is this an urgent deadline? YES/NO	It will typically take 24-48 hours to address issues/concerns that are submitted. Submissions are reviewed daily. Any “urgent” submission may still require up to 24 hours. Otherwise, forms will be responded to in the order received.
7. Provider Name	Insert your organization’s name.

Submit your Form!

Reviewer Assignment Comment: The individual who reviews the submitted forms will be responsible for passing the submission on to the individual in charge of getting the issue/concern taken care of. This will typically be one

of the following: LMS Administrator, Curriculum Manager, or Nurse Educator. That person will be responsible for responding to your inquiry.

Response Comment: Responses will be done via email, typically within 24-48 business hours (Monday-Friday). However, some requests may take longer depending on complexity of the request and/or volume of requests. If there are already written instructions on how to correct the identified concern/issue, referring back to these instructions will be the response. For complicated concerns/issues, a follow-up contact may be made from the Learning Center staff to the Power User.

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