

If you have received a report stating that your staff needs to complete training; follow the steps below prior to calling the Service Desk:

1. Confirm that the course is marked "Complete" in the employee's LMS Learning History.
  - Check that the completion is current and not due for renewal.  
Note: Staff cannot renew courses from their Learning History. They must register for the current session and complete it from their Learning Plan to get a new completion date.
2. Confirm that their SAP ID is in their LMS account:
  - If NO, give them the instructions on how to [Add SAP Number to the LMS](#).
  - If YES, is it properly entered – enter an 8-digit SAP ID; click the link above for instructions.
3. Call or email the Service Desk (204-980-8500 or 1-866-999-9698 or [servicedesk@sharedhealthmb.ca](mailto:servicedesk@sharedhealthmb.ca)) with the following information:
  - Employee's first and last names
  - SAP ID
  - Course name (s)

Note: The results in the SAP Qualifications are uploaded bi-monthly.