



# Light Duty Pathway Update

**Dear Valued Clients,**

We know it hasn't been very long since our last update, but we have a few new features we're excited to tell you about! One of these, you've been asking for since our big update and others are new features we think you'll love.

Light Duty Pathway

## New Features!

**Assign Employee Form Update:**

- **Team Contacts (Report Recipients) can now be added when assigning an employee to a seat.**
  - After selecting a team, a section appears listing all email contacts for that team.
  - You can select which contacts should receive communication about the employee.
  - New team contacts can also be added via this form.
- **Selected Team Contacts will receive:**
  - A copy of the welcome email sent to employees (if a valid email address was used as the username).
  - The daily report email showing user progress on the days they use the program.
  - Any other emails related to the employee account.

Team contacts can also be added and deleted via the "Manage Team Contacts" button on the Teams page.

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## Add New Employee

\*First Name

Test

\*Last Name

Employee

\*Email/Username

testAccount

\*Temporary Password

.....

Team

Glitter & Glue

Team Contacts

Search contacts

☒ new@emailTeamContact.com

☐ dana@nlytenmedia.com

New Contact Email

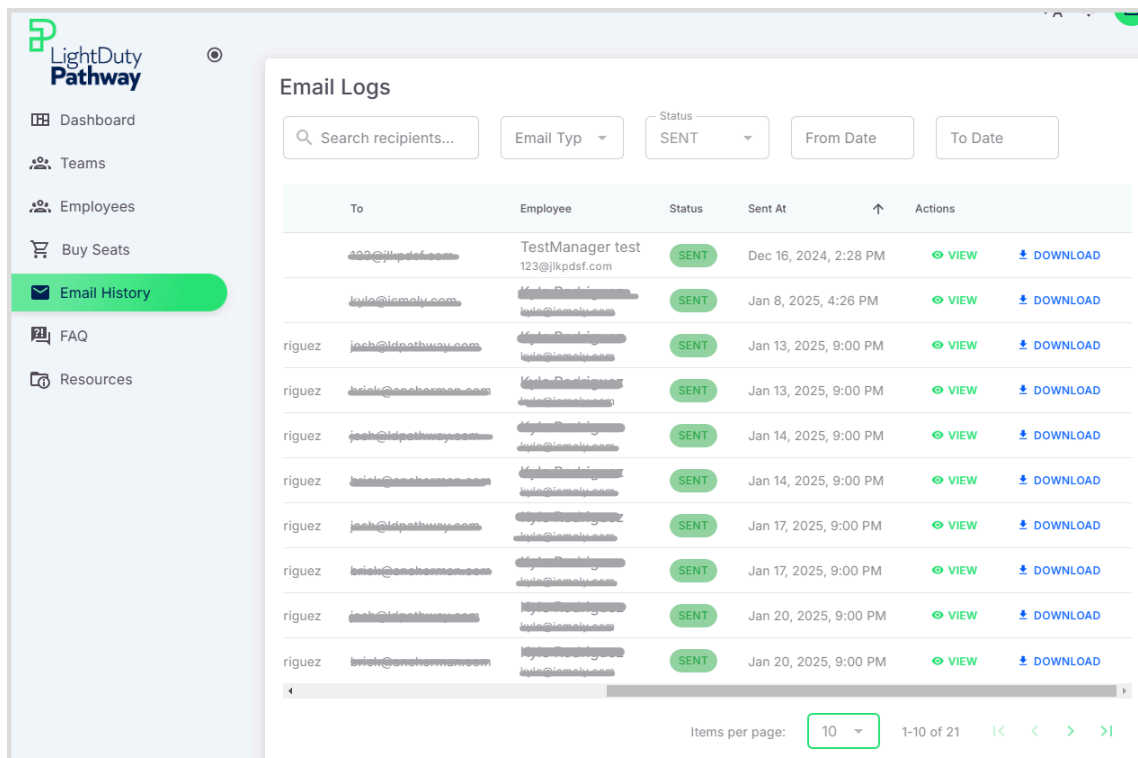
ADD CONTACT

### Email History:

Employer accounts now have access to the site's email history for your company!

From this page you can:

- Troubleshoot email delivery issues
- See when welcome emails were sent
- View and Download emails



## Descriptive Activity Titles:

We've updated the titles of the activities in LDP so you can have a better idea of what your employees are seeing. The subject listed in the title is the main topic of that video, however the videos will often have shorter segments in them that cover different topics. The numbers that come before the title indicates the day, hour, hour and order of the content within that hour.

Status	Activity	Hour	Order	Type	Actions
✓	[18.1.1] Q&A About Personal Protective Equipment Part 2	1	1	video_quiz	
✓	[18.1.2] Water Purification	1	2	video_quiz	
✓	[18.1.3] Windstorms Part 1	1	3	video_quiz	
✓	[18.2.1] General Automotive Safety	2	1	video_quiz	

## Inactive Log Out Notice for Employees:

We've added a "You were logged out" pop-up on the employee training side to notify employees when they are logged out due to inactivity. Previously, employees may not have realized they were logged out and would complete a quiz, only to be asked to retake it.

On the quiz page, there is a 2-minute inactivity timer. If an employee does not click, move the mouse, or tap the screen within that time, they are logged out. This action is recorded in the **Inactive Log Out** column in the progress report.

# Fixes and Updates

## **New Progress Report 'Time Spent' Bug Fixed**

Late last week, we identified an issue with the Time Spent column calculation. If an employee had an 'inactive log out' time, the calculation showed zero because the 'logged out at' time was earlier than the 'started at' time. We alerted the development team on Friday, and the issue was resolved by end of day Monday. Now, when 'started at', 'completed at', and 'logged out at' times are present, the calculation will use the 'started at' and 'completed at' times. Going forward, we plan to create a new row when an employee logs out due to inactivity to ensure a more complete time record.

We apologize for any inconvenience caused.

## **Fix to Edit Team Contact Page:**

Another recent fix implemented on the site involves the Edit Team Contact page. It was possible to have so many team contacts that they would go off the screen and not be visible or selectable. We made the page scrollable so this is no longer an issue.

## **Updated FAQ page:**

We've added information about the Video Library feature as well as a link to video tutorials on the FAQ page.

[Video Overview and Tutorials](#)

# What's Next?

We have a long list of improvements and fixes that we are working through, and these things take time. We appreciate your patience. The next round of updates and fixes will be mostly things that you may not even notice, but should make the user experience smoother.

## **Welcome Emails Update:**

Currently, welcome emails are only sent if the employee's username is a valid email. Even if a team contact is selected, they do not receive the email because there is no employee email to CC.

We are updating this so that if the employee's username is not a valid email, the selected team contacts will receive the welcome email instead. In these cases,

the employee will not get an email, and it will be up to the account creator or a team contact to provide the login credentials.

# Thank you!

Thank you again for using Light Duty Pathway and for your patience through this transition.

Sincerely,

**Dana Burman**

Director of Technology,

**Light Duty Pathway**

nLyten Media LLC

## **nLyten Media LLC**

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