



# Light Duty Pathway Update

**If this is your first time receiving a newsletter—welcome!**

As a quick refresher, Light Duty Pathway offers two products:

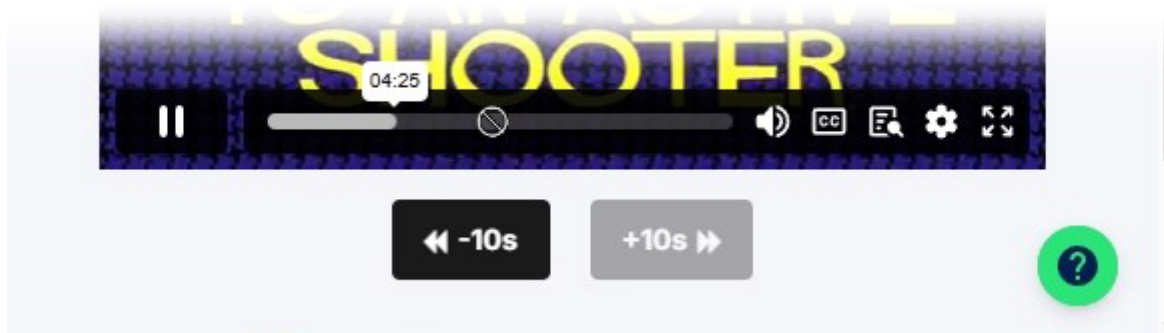
- **Light Duty Job Seats** provide injured employees a structured, low-impact job while they recover. This helps reduce time-loss claims, lower workers' comp costs, and keeps employees engaged—whether they're on-site or at home.
- **Video Library Seats** offer standalone access to select LDP videos. These can be assigned individually as supplemental training for any employee—injured or not.

Light Duty Pathway

## Recent Updates & Fixes!

### ✓ Video Player Playback Restrictions

Employees can no longer skip ahead freely. They may only skip forward in 10-second increments using a button that temporarily disables itself. If an employee experiences frequent playback issues and you trust them not to abuse the system, you can grant full playback controls in their Employee Details page.



Note: The backup video player (used if the main video provider is offline) does not include these restrictions.

### ✓ Employee Help Menu / Activity Skipping

We've added a help menu to the activity player which allows employees to:

- Report problems with content or performance
- Skip content that they have been pre-approved to skip or skip to the next activity if there is a technical glitch preventing them from moving forward.

Employees must select a reason for skipping, and any skipped activity will appear in the "Skipped At" column of their report. Their reason is included in the downloadable .csv from the *Progress* tab.

## Report an Issue

If you're experiencing problems with this activity, please describe the issue below and choose a reason.

Issue type

Employer Approved Skip

This will skip the entire activity and move you to the next one.

Describe your issue

Allowed to skip content that may be traumatic

Please provide details about the problem you're experiencing

45 / 255

Note: This is not a support channel. If you need immediate assistance, please contact LDP support at 800.677.1538

CANCEL
REPORT ISSUE
SKIP ACTIVITY

### ✓ Page Name Update – “Employees”→ “Personnel”

The **Employees** page is now **Personnel** to better reflect its broader purpose.

Use the *Personnel* page to:

- Add staff (including Admins and Managers)
- View all accounts in a searchable list
- Edit, activate, deactivate, or delete employee accounts
- Renew expired seats

### ✓ Expanded Video Library Content

We've added more training materials to the **Video Library course** and added a link to the list of the content in the FAQ page.

- Crane and Rigging Safety
- Hazard Prevention at the Job Site - Construction
- Hazard Prevention at the Job Site - General
- Hazard Prevention at the Job Site - Restaurant
- The Importance of Safety Data Sheets
- Safety Standards for Forklifts

### ✓ Bug Fixes & Technical Improvements

- Time zone support improved to account for daylight saving time
- Checkout error messages now display payment failure details
- Updated our quiz completion routines to reduce failures.
- Activities now include categories and descriptions to facilitate future UI improvements for the Video Library
- Fixed issue allowing wrong course to be assigned to Video Library seats

Video Overview and Tutorials

## Legacy Training Site End Date Set

Our **old training site (ldp-training)** will be decommissioned **on or shortly after July 15, 2025**. If you need to download employee progress reports for activities completed **before November 19, 2024**, please [log in to your account on the legacy site](#) by **July 14, 2025**.

### Quick Troubleshooting Tip

If an employee has been using the system without issues but suddenly encounters errors (e.g., content not loading, or messages about checking their connection), try these steps:

[ 1 ] **Log out and log back in.**

[ 2 ] If the issue persists, **switch to a different web browser** and log in again. This has resolved issues for multiple users.

# Looking Ahead

We're continuously improving Light Duty Pathway based on real-world use, client requests, and internal innovation. If there's something we can do to make the platform more effective for you, we'd love to hear from you.

**Thank you for being a part of Light Duty Pathway!**

Warmly,

**Dana Burman**

Director of Technology,

**Light Duty Pathway**

nLyten Media, LLC

**nLyten Media LLC**

1420 Marvin Rd NE No.C-623, 98516, Lacey

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