



# Light Duty Pathway Update

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

[Open Light Duty Pathway](#)

## 2025 Year End Review

2025 was a big year for **Light Duty Pathway**. After launching our new platform in late 2024, we focused on reliability, flexibility, and tools our customers asked for most. Here are some highlights:

### **1 Flexible Training Options**

We introduced **Video Library Seats**, allowing employers to assign individual safety videos outside the full Light Duty Job program—plus a redesigned, searchable Video Library and expanded content across multiple industries.

### **2 Clearer, More Accurate Reporting**

Reports are now easier to read and more reliable, with session-based time tracking, better time-zone handling, PDF downloads, inactivity indicators, and improved quiz reporting.

### **3 Smarter Account & Seat Management**

Managing employees is simpler than ever with integrated Team Contacts, email history, automatic suspension of inactive accounts, easier seat renewals, and optional employee work schedules.

### **4 Improved Employee Experience**

Employees benefit from clearer instructions, better inactivity handling, improved playback controls, built-in help tools, and more consistent activity delivery.

## 5 Stronger Reliability & Security

Behind the scenes, we added a backup video player, improved validation and security checks, upgraded infrastructure, and fully retired our legacy training site.

## Looking Ahead

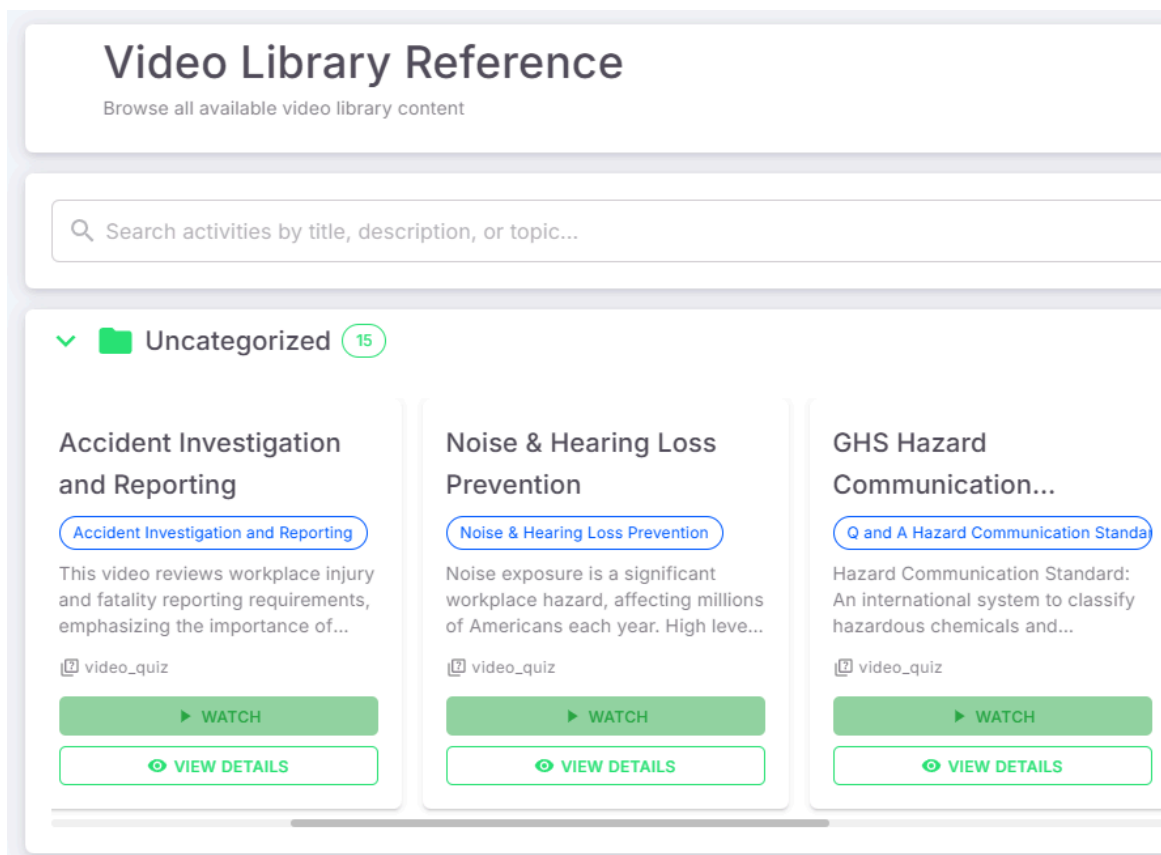
With a strong foundation in place, 2026 will focus on continuing to improve the experience for both employers and employees.

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# New Features in the Next Update

## ✓ Video Library Improvements

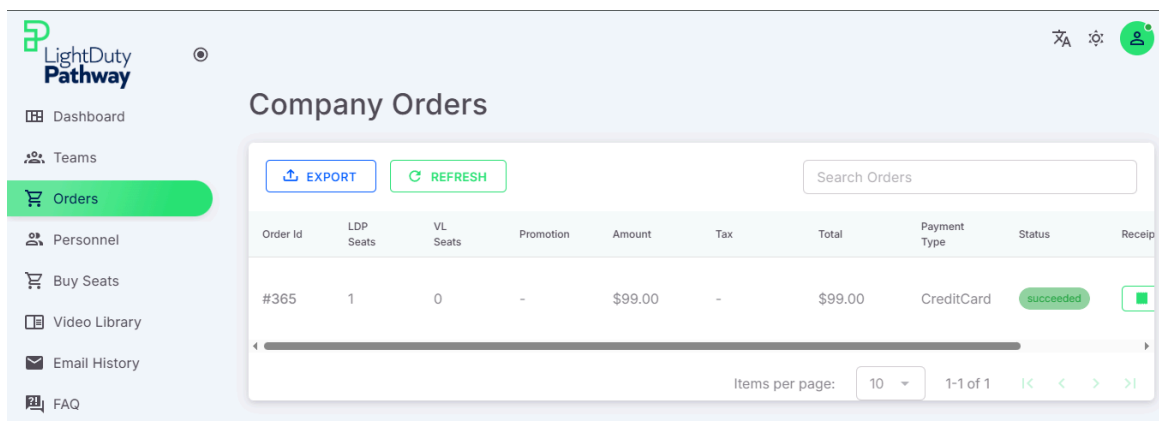
We have expanded the video library assignment page to include more information about the videos. We've also added a 'Video Library Reference' page allowing employers to review video details and to preview the first 60 seconds of each video available in the Video Library.



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## ✓ Orders Page

You can now view your company's order history directly within the platform, access payment receipts, and request refunds.



Note: This does not change our refund policy. Refunds will be granted on individual seat purchases if a seat has not been assigned, or if it was assigned but not actually used. All other refund requests will be reviewed on a case-by-case basis.

### ✓ UI Language Selection Now Enables Captions

Setting the UI language to Spanish now automatically turns on Spanish captions in the video player.

### ✓ Added Inactivity log out to eLearning activities

Previously, employees could leave an eLearning activity open indefinitely without interacting. Now, if a user is inactive for several minutes, they are automatically logged out and must log back in to continue. This ensures more accurate time tracking and completion data.

### ✓ Subtitle Fix

We resolved an issue where one video was missing a Spanish caption track.

### ✓ And more...

We've also made some behind-the-scenes and under-the-hood updates that you may never see, but will improve your experience and/or help our team better service your accounts.

[Video Overview and Tutorials](#)

## Should I choose 'Light Duty' or 'Video Library' seats?

- **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.

There is around 160 hours worth of Light Duty Pathway course content.

- **Video Library Seats** offer standalone access to select LDP videos. These can be assigned individually as supplemental training for any employee—injured or not. There is around 23 hours of content in the video library.

## Subtitle Reminder

Recently, our video player and web browsers changed how caption settings are saved. This mainly affects users who watch videos with Spanish subtitles.

To select captions now:

1. Click the **gear icon** in the video player.
2. Choose **CC/Subtitles**.
3. Select **Spanish**.

Also, **Chrome now blocks third-party cookies by default**, which can prevent your subtitle settings from being remembered. To fix this, click the **eyeball icon** in Chrome's address bar and enable **Third-party cookies** for Light Duty Pathway.

Instructions for both changes can be found on our updated [Language and Captions](#) info page.

### Note About Login History and Failed Logins:

When the login history shows that a user log in was 'successful', what it actually means is that our server delivered the access key to the user, not that the employee actually entered the site. It is possible that the user's browser was unable access the key that was delivered and the login failed. We recommend rebooting the computer and if that doesn't help, doing an update or trying a different device.

## 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!**

Warm regards,

**Dana Burman**

Director of Technology,

**Light Duty Pathway**

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