



Light Duty Pathway Update

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

[Open Light Duty Pathway](#)

Service Interruption Recap

Between **February 5–6**, Light Duty Pathway experienced a platform issue that caused some users to be logged out, videos to restart, quizzes not to record completion correctly and the inactivity-logout function to run while the videos were still playing. This resulted in reports showing the same activity started multiple times, missing end timestamps, or inactivity logouts—similar to the example shown below. There were a few hours where users were unable to login at all with scattered login issue reported by a few users after that.

The issue has been resolved, and the platform is now operating normally.

What this means for reports:

During this window, completion counts and active time may appear lower than expected. We recommend reviewing **activity start times** to confirm employee participation and focusing on **time spent engaged**, rather than the number of completed activities, for this period.

We apologize for the disruption and appreciate your patience as we worked to resolve this and prevent it from happening again.

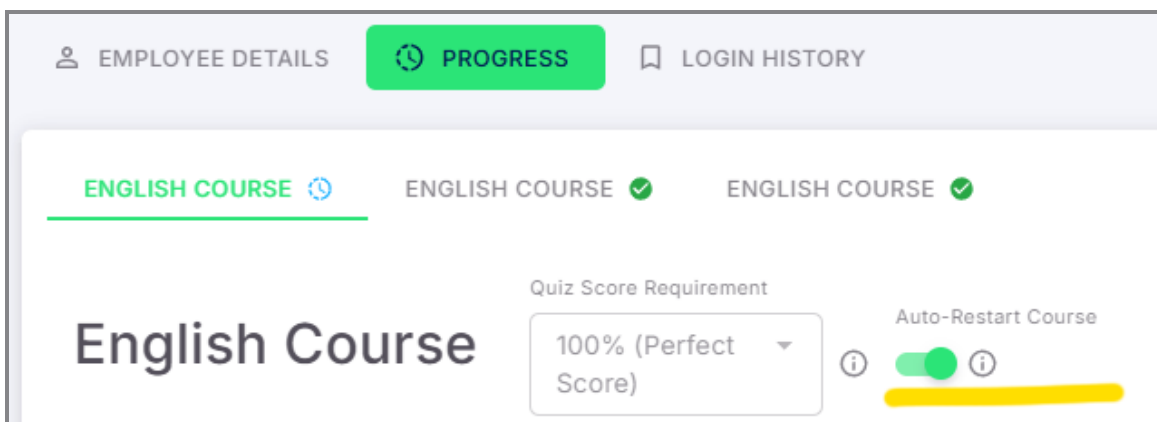
Day	Hour	Segment	Activity	Started At	Completed At	Logged Out At	Skipped At	Status	Video Length	Time Spent	Quiz Attempts	Quiz Score
14	1	2	[14.1.2] Throwing Chains and Straps	2/6/2026, 12:30:46 PM	2/6/2026, 12:32:19 PM	-	2/6/2026, 12:32:03 PM	Completed	0h 13m	0h 1m	1	5/5 (100%)
14	1	3	[14.1.3] Public Transportation	2/6/2026, 12:32:21 PM	-	-	-	In Progress	0h 11m	0h 0m	N/A	N/A
14	1	3	[14.1.3] Public Transportation	2/6/2026, 12:33:05 PM	-	2/6/2026, 12:36:07 PM	-	Logged Out	0h 11m	0h 3m	N/A	N/A
14	1	3	[14.1.3] Public Transportation	2/6/2026, 12:36:24 PM	-	2/6/2026, 12:45:38 PM	-	Logged Out	0h 11m	0h 9m	N/A	N/A
14	1	3	[14.1.3] Public Transportation	2/6/2026, 12:53:00 PM	2/6/2026, 12:54:14 PM	-	2/6/2026, 12:53:34 PM	Completed	0h 11m	0h 1m	1	5/5 (100%)
14	1	4	[14.1.4] eLearning Activity: History Of Technology	2/6/2026, 12:54:15 PM	2/6/2026, 12:54:19 PM	-	-	Completed	0h 12m	0h 0m	N/A	N/A

New Feature

✓ Automatic Course Restart

Previously, when an employee completed a course, employers needed to manually reset the course before the employee could continue. Courses will now **automatically restart upon completion**, ensuring uninterrupted access—especially helpful for employees working overnight or outside of management hours.

This feature is **enabled by default** but can be toggled off if you prefer more manual control over when employees regain access to course content. This feature is editable on a per-user basis via the Progress panel.



✓ User Completion Status on Dashboard

New dashboard widgets now highlight when users are nearing completion of their assigned courses.

✓ Password Reset Can Send Email

When resetting an employee's password, you can now choose to send a new welcome email with updated temporary credentials.

✓ Spanish Captions Fix

After receiving reports of missing Spanish subtitles, we conducted a full audit of all 480 video segments. Several caption files were reuploaded, and all affected videos were rechecked to ensure Spanish captions are now working properly.

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✓ Other Recent Updates

If you missed last month's newsletter, you may have missed:

- New Video Library Preview and Assignment pages
- A new Orders page to view past orders and request refunds
- Language selection now automatically enabling video captions
- Inactivity warnings/logouts added to eLearning Activity sections and paused videos

✓ And more...

We've also made several behind-the-scenes improvements to enhance performance and help our team better support your account.

Known Issue:

There is a bug in the **Scheduler** that gets time and date confused around midnight. This seems to be related to time zone calculations across date changes.

We are working on fixing this issue and expect it to be solved within the next few days. In the meantime **we recommend not using the scheduler feature if your employee's shift starts or ends within 3 hours of midnight.**

The Scheduler limits when an employee can login or start activities. This is an optional feature.

[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. The program includes approximately **160 hours** of course content.

- **Video Library Seats** offer standalone access to select LDP videos that can be assigned individually as supplemental training for any employee. The Video Library includes approximately **23 hours** of content.

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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