

# KentVision: User support and guidance at go-live

KentVision is due to go-live on Monday 19<sup>th</sup> April. A range of options to seek guidance and raise issues will be available to users.

## How do I...?

If you have a question on how to do something or run a particular process, and you and your colleagues are not quite sure, there are a number of options available.

## Teams site

A new KentVision training team will be created, and available for use for a selected group of users from the beginning of April. Members will be able to post messages in functional area channels, with the KentVision team responding as soon as is possible. Over time, members can respond to colleagues' posts if they know the answer and can help. This should create a sense of community amongst users and that they are not isolated and the only person with questions.

This site is not designed as a way to handle and resolve specific issues, so in some cases the advice might be that a help-call has been raised for further investigation and prioritisation against other issues coming in.

## FAQs

As issues or questions are identified as commonly being raised, FAQs will be added to the KentVision website and communicated to relevant key users.

## User guides

User guides, where available, will be hosted within the functional area channels on the Teams site and on the KentVision website (tbc).

## Training sessions

Scheduled training sessions on a range of functionality will be available to book in the period immediately prior to launch, and resuming after the first couple of weeks. We are not running any scheduled sessions in the first two weeks after launch as this will enable us to provide more ad-hoc and drop-in support to more users. Details of upcoming sessions are at

<https://staff.kent.ac.uk/kentvision>

### Website training resources

A number of bitesize training videos are available via our website, giving an oversight of the functionality and talking through the key processes.

Recordings of previous training sessions are also available.

<https://staff.kent.ac.uk/kentvision>

### One-to-one drop-ins

A number of support sessions with bookable one-to-one slots will be scheduled and available to book for the period after go-live. Ideal for a quick question that hasn't been addressed elsewhere or you need to be talked through the steps in a process.

Details will be at <https://staff.kent.ac.uk/kentvision>

### Something not working...?

In case of an error or on-screen message, or where something is not saving or working as expected...

Please raise a ticket via [helpdesk@kent.ac.uk](mailto:helpdesk@kent.ac.uk) with KentVision – (functionality, eg admissions, attendance, marks entry) in the subject line and giving as much information as possible including screenshots, steps taken and users affected.

The KentVision team will then review, prioritise and investigate the issue raised, getting back to you with progress, estimated timescale where feasible and any workarounds, as soon as possible.

### I'd like to propose a change to functionality or something new...

A new process will be put in place to deal with suggestions for changes. A form will need to be completed, but discussion with the team in the first instance will likely be needed. The team can be contacted via the Teams channel above (there might be functionality available, a workaround or something already in the pipeline) or you can email us at [kentvision@kent.ac.uk](mailto:kentvision@kent.ac.uk) for advice.

Any changes submitted that are feasible will be considered by a new KentVision stakeholder group. However please note that the period after go-live will be busy for us all, so unless the change is critical or is required for statutory compliance reasons there may be some delay initially.