E-Learning Modules - Frequently Asked Questions:

Why is my screen blank when I log in?
Please use Google Chrome as the web browser to access the modules. If the screen is still blank, contact the IT Services Helpdesk via LJMU Help Me on your desktop.

Who do I contact if I have forgotten my Username and Password?
Contact the IT Helpdesk via LJMU Help Me on your desktop.

How do I access the Modules?
Please refer to the *Access Guide* available on the Organisational Development web pages.
https://www.ljmu.ac.uk/staff/organisational-development/elearning-modules

Please Note: The GDPR module has been replaced by the new Cybersecurity and Data Privacy Awareness training available via *KnowBe4*. The Knowbe4 training can be accessed via *Quick Links* on the LJMU Staff Homepage.

Contact the IT Services Helpdesk via LJMU Help Me on your desktop if you have any queries regarding this training.

Why do I see an Enrolled message when I log in to complete the modules?
On the *Enrolled tab*, the message 'Currently you have not been enrolled in any courses. You will be sent a New Course Enrolment email when you have been assigned courses to complete.' The message means you have completed the modules previously, and to complete the modules again, you need to click on the *Completed Courses tab*. You can access the individual modules by clicking on the *Relaunch* button.

Which modules are mandatory, and how often do I have to complete them?
All mandatory modules have *Mandatory* in the module title. Details of the mandatory modules and completion requirements can be found on the Organisational Development web pages.
https://www.ljmu.ac.uk/staff/organisational-development/elearning-modules

Do I have to complete the modules if I am on leave?
Staff on long-term sick leave, maternity, paternity, or adoption leave are not expected to complete the modules.

Staff on maternity or other parental leave can use a KIT day to complete the modules.

I am an Apple Mac User; how do I access the modules?
Google Chrome is the preferred web browser. It is available via either the *Start* menu if you are using University systems, accessing via *Citrix* or *VPN*.

How can I access the modules remotely?
IT Services have guides, and further information available on their web pages.
https://www.ljmu.ac.uk/staff/help/help-with-working-from-home

Who do I contact if I am having issues with my technology?
Contact the IT Services Helpdesk via LJMU Help Me on your desktop or by telephone: 0151 231 5555 and select the option for IT Services.

Can I access the e-learning modules outside of the University systems?
Yes, the e-learning modules are web based, so you can access the modules via any internet connected device using the web address: **https://ljmu.learnupon.com/users/sign_in**

Who do I contact for help with the LearnUpon modules?
Contact Joan Graham via email - **J.Graham@ljmu.ac.uk or orgdev@ljmu.ac.uk**

Where can I find further details about the e-learning modules?
Please refer to the Organisational Development web pages for further information.
https://www.ljmu.ac.uk/staff/organisational-development

Are my details of the modules in Staff Infobase?
Please click on the *Module Completion Data* tab on the Organisational Development web pages for further information **https://www.ljmu.ac.uk/staff/organisational-development**

As a line manager, can I see my staff completion data?
Please click on the *Module Completion Data* tab as detailed above.

Will I receive reminders to complete the modules?
Yes, you will receive email reminder notifications via Staff Infobase to complete the modules.