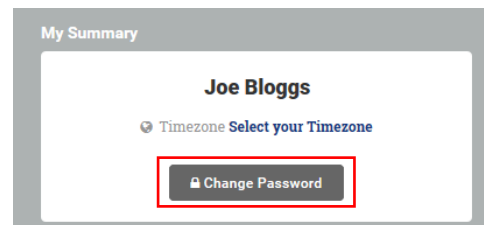
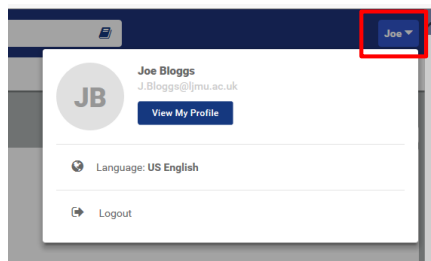
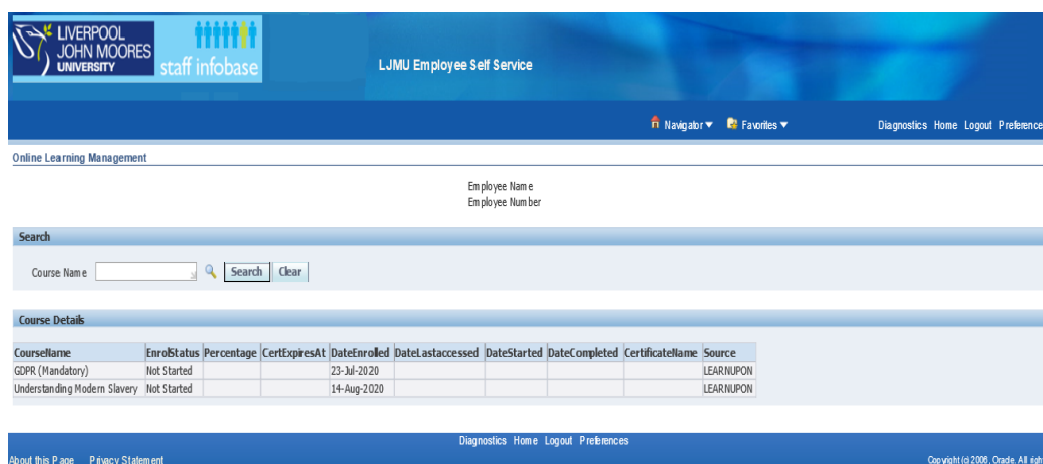


Modules Frequently Asked Questions:

- My screen is blank when I log in?**
 Please use **Google Chrome** as the web browser to access the modules. If the screen is still blank, contact IT Services Helpdesk.
- Who do I call if I don't know my User ID and Password?**
 Contact the IT Helpdesk.
- How do I access the Modules**
 Please refer to the **Access Guide** available on the LDF web pages
<https://www.ljmu.ac.uk/staff/ldf/elearning-modules>
- How do I change My Password?**
 Go to the drop-down arrow next to your name and select 'View My Profile,' select 'Change Password' and enter 'Current password,' enter a 'new password,' enter confirmation of a new password and select 'Save Password.'




- 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. Access the individual modules by clicking on the 'Relaunch' button.
- Are my details of the modules in Staff Infobase?**
 The information is in Staff Infobase. Go to **LJMU Employee Self Service > Online Learning LJMU**



CourseName	EnrolStatus	Percentage	CertExpiresAt	DateEnrolled	DateLastAccessed	DateStarted	DateCompleted	CertificateName	Source
GDPR (Mandatory)	Not Started			23-Jul-2020					LEARNUPON
Understanding Modern Slavery	Not Started			14-Aug-2020					LEARNUPON

- As a line manager, can I see my staff completion data?**
 Yes, the data is available in Staff Infobase. Go to **LJMU Manager Self Service > LJMU Manager Online Learning > Online Learning LJMU** select the Action option in the list of staff

Focus Name	Assignment Number	Job	Department	Action
		Administrative		
		Administrative		
		Administrative		

available.

The page with the individual module details for the member of staff will show the following information:

The screenshot displays the LJM Manager Self Service interface. At the top, there is a header with the Liverpool John Moores University logo and 'staff infobase' branding. Below this, the text 'LJM Manager Self Service' is visible. A navigation bar includes links for 'Navigator', 'Favorites', 'Diagnostics', 'Home', 'Logout', and 'Preferences'. The main content area is titled 'Employee Name' and contains a search bar for 'Course Name'. Below the search bar, a 'Course Details' section is shown, featuring a table with the following data:

CourseName	EnrolStatus	Percentage	CertExpiresAt	DateEnrolled	DateLastAccessed	DateStarted	DateCompleted	certificateName	Source
SDPR (Mandatory)	Not Started			23-Jul-2020					LEARNUPON

A 'Back' button is located below the table. The footer of the page includes 'About this Page', 'Privacy Statement', and 'Copyright (c) 2008, Oracle. All rights reserved'.

- **Will I receive reminders to complete the modules?**
Yes, you will receive reminder notifications in Staff Infobase to complete modules.
- **Do I have to complete 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 using a Mac, how do I access the modules?**
Google Chrome is the preferred web browser. It is available via either the 'Start' menu if you are in the University systems, accessing Citrix or VPN.
- **How can I access the modules remotely?**
IT services have guides, and further information is available at <https://www.ljmu.ac.uk/staff/help/help-with-working-from-home#>
- **What do I do if I am having issues with my technology?**
Contact LJM HelpMe on your desktop or ring 0151 231 5555 or 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 Go to https://ljmu.learnupon.com/users/sign_in

- **Who do I ask for help?**
Contact Julie Bennett via email J.Bennett1@ljmu.ac.uk or Joan Graham J.Graham@ljmu.ac.uk
- **Where can I find further details of the e-learning modules?**
on the Leadership and Development pages <https://www.ljmu.ac.uk/staff/ldf/elearning-modules>