

# LJMU Mandatory and Optional E-Learning Modules Access Guide



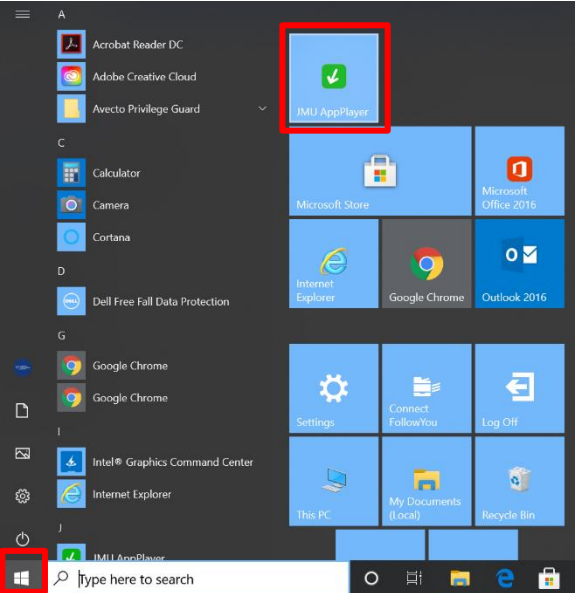
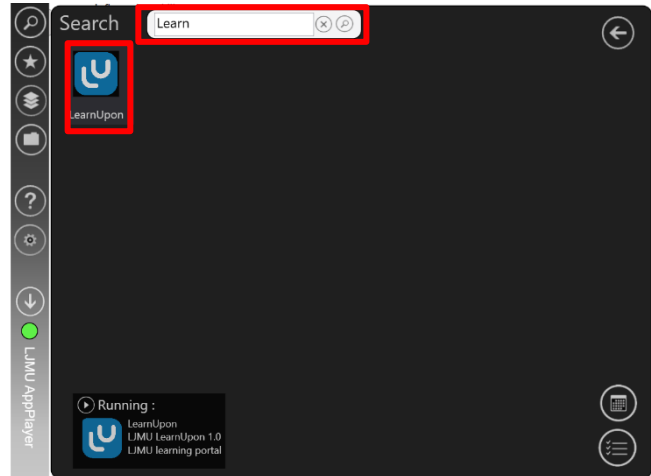
## How to access LJMU's Diversity in the Workplace, Data Protection & Freedom of Information, Bribery Act, Introduction to the Prevent Duty, Understanding Modern Slavery Modules, Appraisals, and Connected Conversations, Future Ways of Working toolkit.

**Detailed instructions:** Access to the e-learning modules is via **LJMUAppPlayer** or from your **desktop PC**.

**Apple Mac** users **Do Not** require steps 1 and 2, go to the web page link below and follow from step 3.

<https://ljamu.learnupon.com/saml/init>

**Please Note:** Unless using an **Apple Mac** use **Google Chrome** as the web browser to access the modules.

<p>1. To access the login using LJMU App Player:</p> <p>Open LJMU App Player. To access this go to <b>Start &gt;LJMU AppPlayer</b> or Click the <b>LJMU AppPlayer</b> icon on your desktop or in the taskbar at the bottom of the screen.</p>	 A screenshot of the Windows Start menu. The 'LJMU AppPlayer' icon, which features a green checkmark, is highlighted with a red rectangular box. The taskbar at the bottom shows the 'LJMU AppPlayer' icon also highlighted with a red box.
<p>2. Click in the <b>Search</b> option and type <b>Learn</b> &gt; click on <b>search</b>, when the LearnUpon Icon is visible click on it.</p>	 A screenshot of the Windows Search interface. The search bar at the top contains the word 'Learn'. Below the search bar, the 'LearnUpon' icon is highlighted with a red rectangular box. At the bottom of the search results, a 'Running' section shows 'LearnUpon LAMU LearnUpon 1.0 LJMU learning portal'.

3. The login is single-sign-on:

Enter your LJMU username followed by @ljmu.ac.uk, e.g. [TSTJBlog@ljmu.ac.uk](mailto:TSTJBlog@ljmu.ac.uk)  
Password: your current LJMU password



Sign in

Password

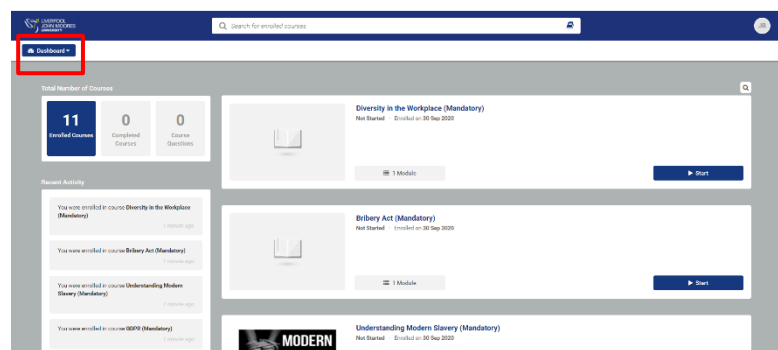
Sign in

Sign in with username@ljmu.ac.uk  
Authorised Users Only.  
If you have forgotten your password, please [click here](#)

4. Once logged in, you will see the Dashboard.

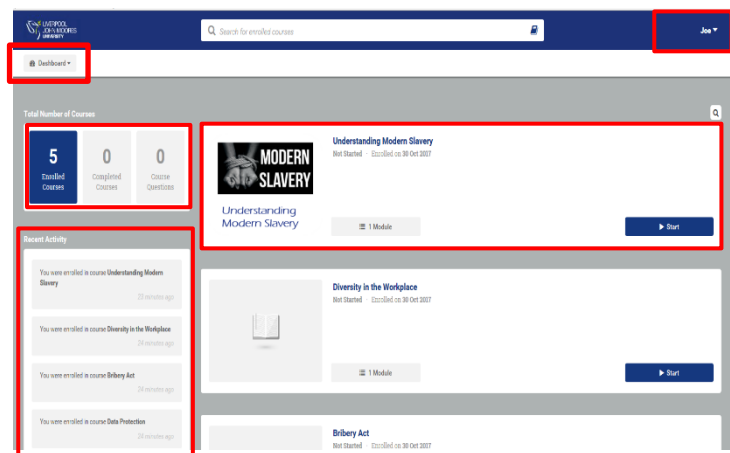
The home page is where you can access all the options available within the system.

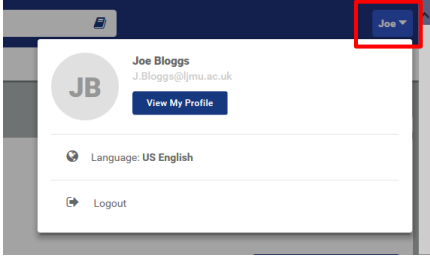
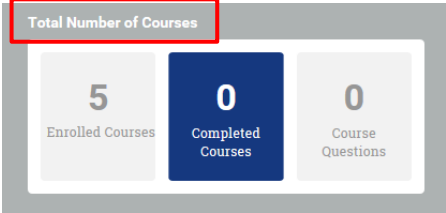
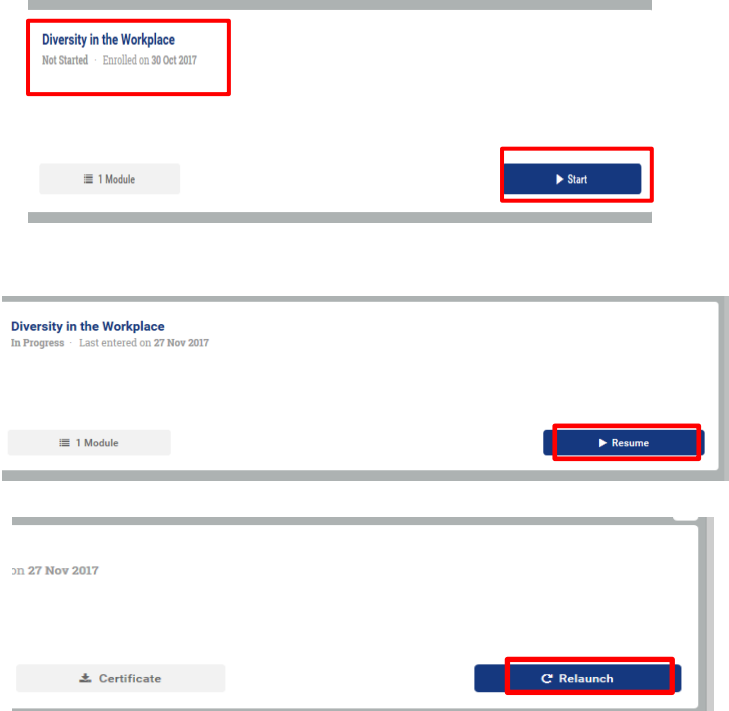
To return to this page, select the Dashboard button in the top left corner.



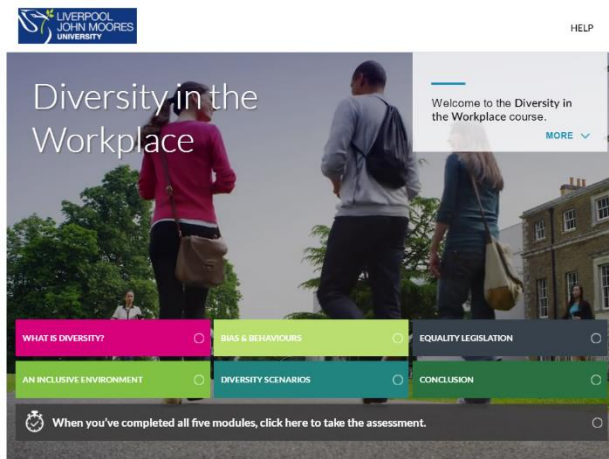
5. The Dashboard contains:

- Links to the modules you are enrolled in/Completed.
- Option to change the language
- Quick links to view your profile to amend details
- Review your recent activity
- Individual modules
- View your course history
- To return to the home page, click on the Dashboard option

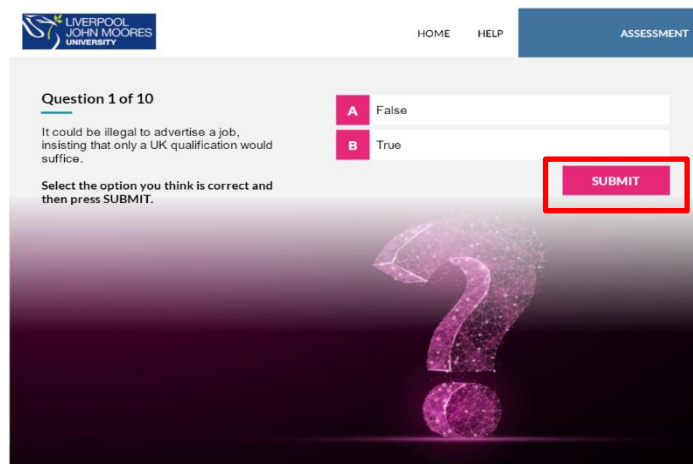


<p>6. Profile Options:</p> <ul style="list-style-type: none"> <li>• To change the language, click on the down arrow next to your name in the top right-hand corner</li> <li>• To edit personal details, click on the View My Profile option</li> <li>• You can also Logout here</li> </ul>	
<p>7. To assess your status of a module, in the Total Number of Courses on the Dashboard, select the Enrolled Courses/Completed Courses/Completed Courses option.</p>	
<p>8. To start a module, click on the 'Start' button. To review module details, e.g., enrolment date, this is available on the Dashboard.</p> <p>If you have not completed the module, select the 'Resume' button option on the Dashboard.</p> <p>To complete the modules again or review your completed modules, select the 'Completed Courses' option on the dashboard, and select 'Relaunch' or follow step 10.</p> <p><b>Please Note: Refer to the FAQ's Why am I seeing an Enrolled message etc.</b></p>	

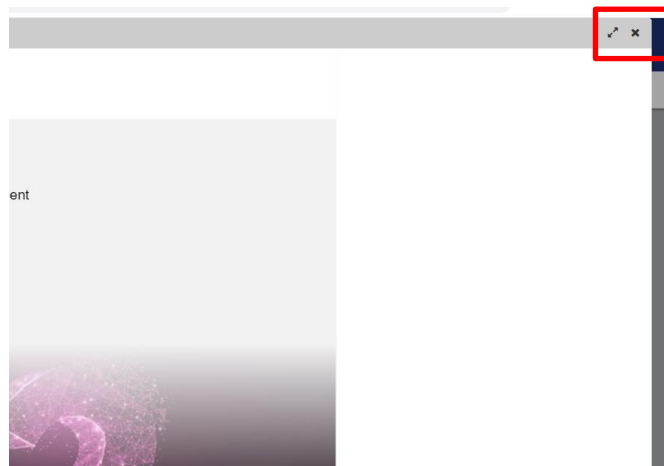
9. The modules open with a welcome page. To navigate the modules, see section 12. There is a Help section in the modules for further information.



10. There are knowledge check questions within the modules. At the end of the Diversity in the Workplace, Data Protection, and Bribery Act modules there is a short quiz to complete. The questions are multiple-choice. Once the answer is selected click on Submit then Continue to go to the next question. **Please Note:** the modules will not allow you to go directly to the quiz.



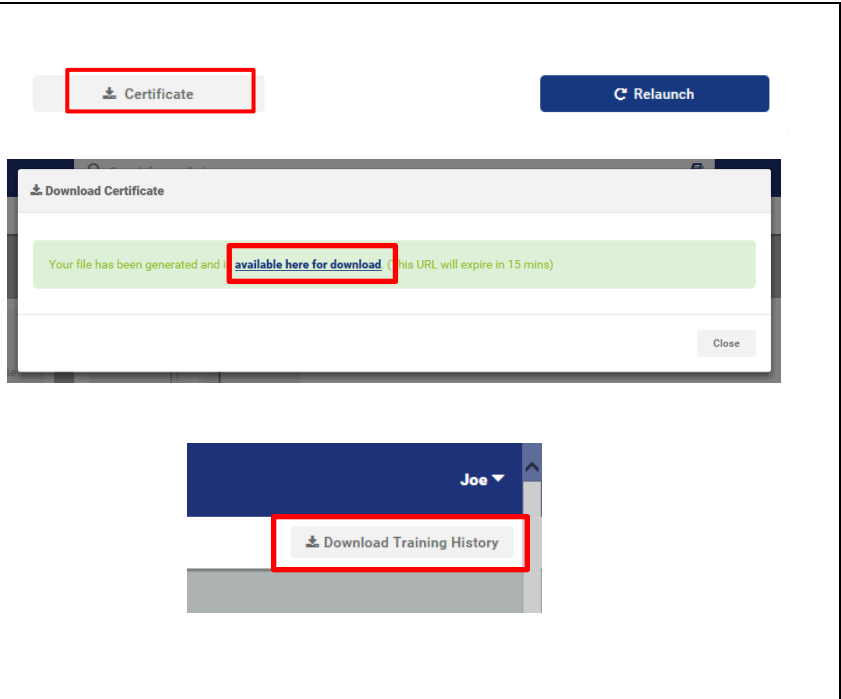
11. Once the module is completed you will see a Congratulations message. **Please Note:** When completed click on the small cross in the top right corner of the screen to ensure the system is updated.



12. **Please Note: I highly recommend a certificate is printed and the copy is kept. This is your evidence the modules are completed.**

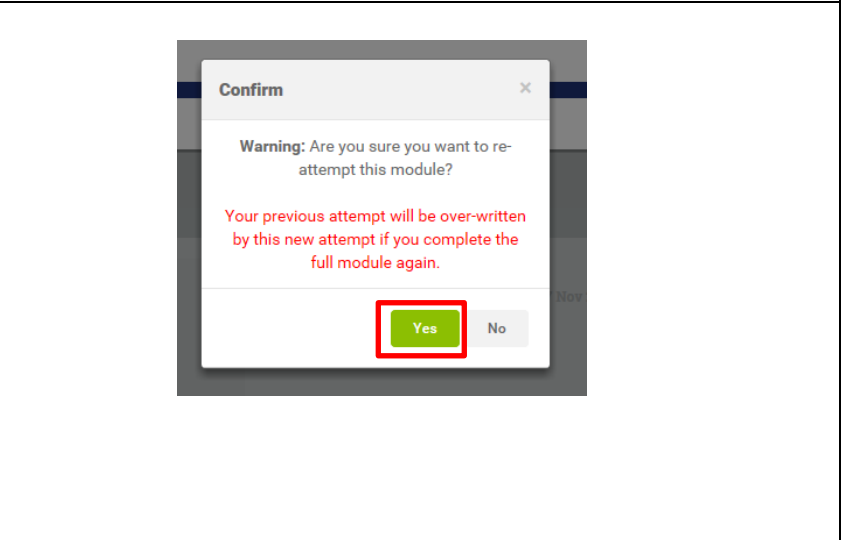
To access the certificate click on the completed tab. Click on the option Certificate. This will download the certificate as a PDF to print or save. This view also contains the dates of completion.

To view details of all module completion for current and three years of training history select the 'Download Training History' option under your name

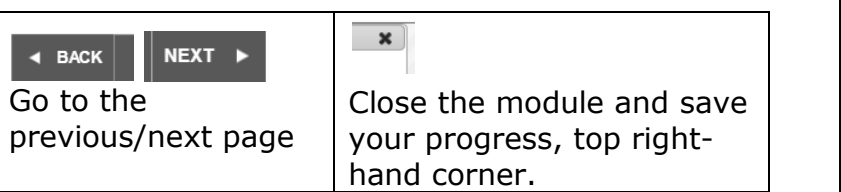


13. **Please note: If you have already completed modules when you access the module then you will see the message opposite.**

In the 'Completed' section select Launch or click on the module title. A warning message will appear, select the 'Yes' button. A Resume message will be displayed asking 'Would you like to resume where you left off'. Please select the 'No' button.



14. When working through the modules you can use the navigation buttons.



**Remember to Log Out of the module when you have finished your session.** Click on the Exit in the top right-hand corner.

## Further Guidance

### What you will see:

Once inside the site, you will see the main window: the modules will be visible in the main window.

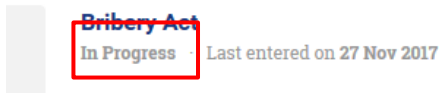
### Taking a Module:

Click on the **Start or Relaunch** to access. To exit the module, choose the Exit button on the module screen (located in the top right-hand corner).

It is not necessary to complete a module in one session. By choosing the Exit button to exit a module, this will activate the bookmarking feature. **Click on the module 'Resume' option to re-enter at the place where you left off, please see Step 10.**

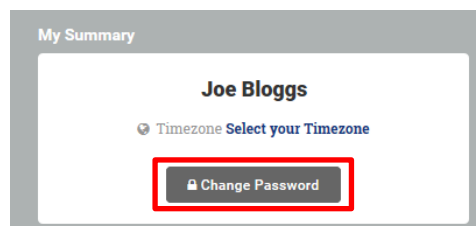
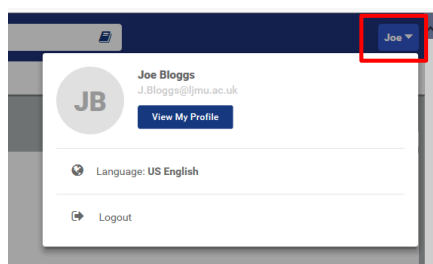
### Features

- **Accessibility**  
The Bribery Act, Diversity in the Workplace and General Data Protection Regulation is available in a word document format.
- **Bookmarking**  
The **Global Bookmarking** feature remembers where you were when you left a module. To activate this feature, click the **Exit** button located in the top right-hand corner of the screen. If you click the **Exit** button when you leave, select the resume option and you will be returned to the same screen the next time you enter the module.
- **Certificates**  
Once you have completed the end of module quiz, in the Completed tab a **Download** button appears under the certificate option. You can print your Certificate of Completion from most printers. This will only be available if the status of the module is shown as 'complete'.
- **Navigation – Module Topics**  
To move forward one screen, click the forward arrow found in the lower right corner of the screen. To move back one screen; click the back arrow in this same location.
- **Progress**  
This allows you to view your progress of the modules; it will show the date enrolled, in the completed tab it will show the date modules are completed and the result of the test.

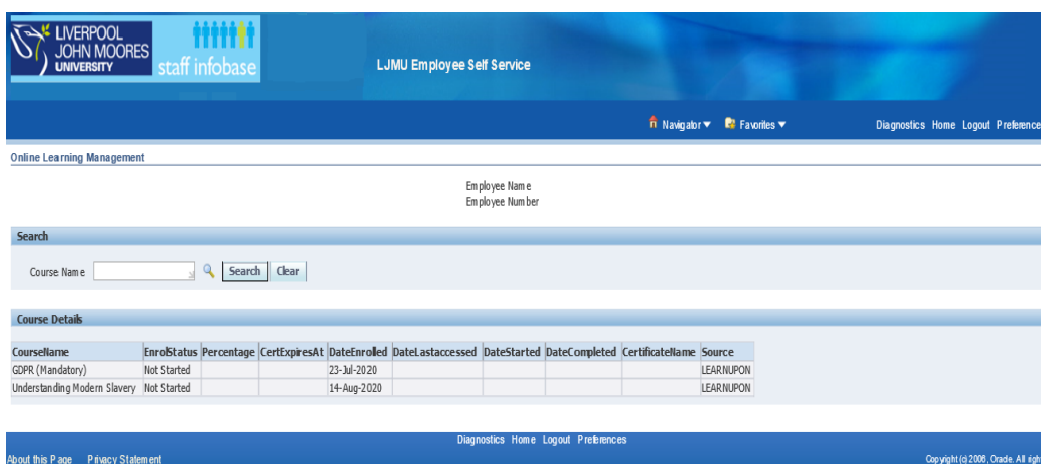


## Frequently Asked Questions:

- **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.
- **What do I do if I have forgotten my password?**  
From the single-sign-on page, click on the 'Forgot Password?' link
- **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**



Online Learning Management

Em ployee Name  
Em ployee Number

Search

Course Name

Course Details

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

Diagnosics Home Logout Preferences




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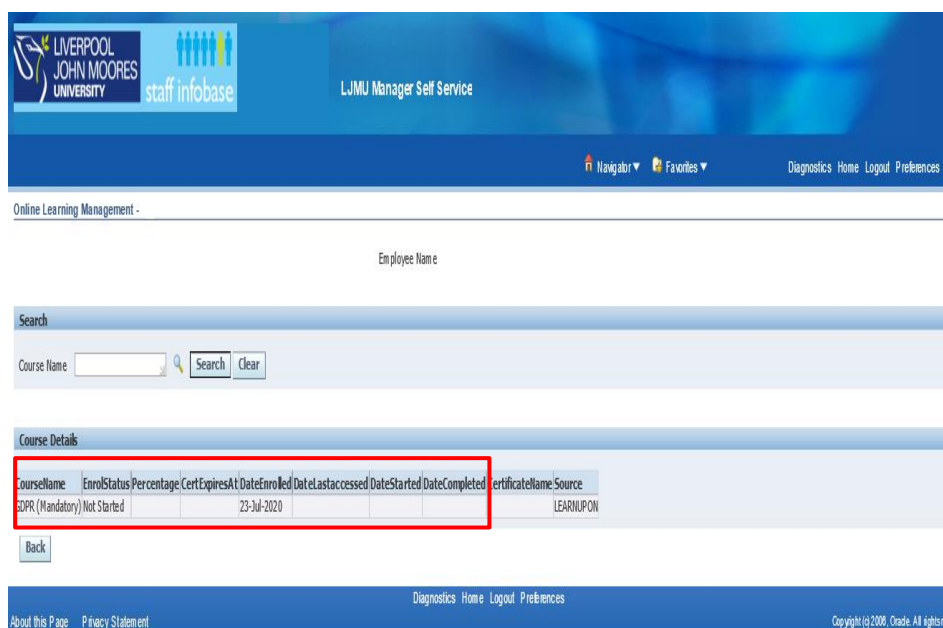


- **As a line manager, can I see my staff completion data?**

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 available.

Focus Name	Assignment Number	Job	Department	Action
		Administrative		
		Administrative		
		Administrative		
		Administrative		

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



The screenshot shows the LJM Manager Self Service interface. At the top, there is a navigation bar with 'LIVERPOOL JOHN MOORES UNIVERSITY staff infobase' and 'LJM Manager Self Service'. Below this, there is a search bar with 'Course Name' and 'Search' and 'Clear' buttons. The 'Course Details' section is highlighted with a red box and contains the following table:

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

Below the table is a 'Back' button. At the bottom of the page, there is a footer with 'About this Page', 'Privacy Statement', and 'Copyright (c) 2006, 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 LJMU 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](https://ljmu.learnupon.com/users/sign_in)

- **Who do I ask for help?**

Contact Julie Bennett via email [J.Bennett1@ljmu.ac.uk](mailto:J.Bennett1@ljmu.ac.uk) or Joan Graham [J.Graham@ljmu.ac.uk](mailto: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>