## *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

  Please Note: The GDPR module has been replaced by the new Cybersecurity and Data Privacy awareness training available via KnowBe4 login. Click **here** for further details.

- **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.'
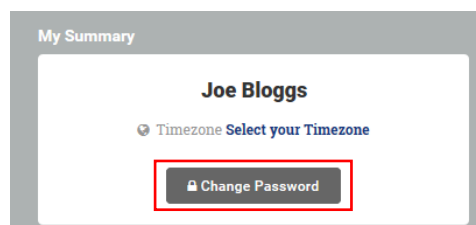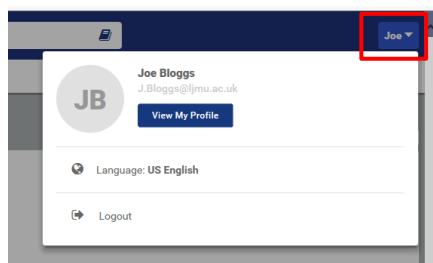

- **Why do I see an Enrolled message when I log in to complete the modules?**
  On the Enrolled tab, the message 'Currently you have not been enrolled in any courses. You will be sent a New Course Enrolment email when you have been assigned courses to complete.' The message means you have completed the 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.

- **Which modules are mandatory, and how often do I have to complete them?**

Module Title	System to Access a Module	Requirements
Cybersecurity and Data Privacy Awareness	**KnowBe4**	Periodically
Bribery Act	**LearnUpon**	**New Staff** – Within three working days of receiving registration. **Re-enrollment** – Once every three years
Diversity in the Workplace	**LearnUpon**	**New Staff** – Within three working days of receiving registration. **Re-enrollment** – Once every three years
Introduction to Prevent	**LearnUpon**	**New Staff** – Within three working days of receiving registration. **Re-enrollment** – Once every three years
Understanding Modern Slavery	**LearnUpon**	**New Staff** – Within three working days of receiving registration. **Re-enrollment** – Once every three years

- ***Are my details of the modules in Staff Infobase?***
  The information is in Staff Infobase. Go to **LJMU Employee Self Service** > **Online Learning LJMU**
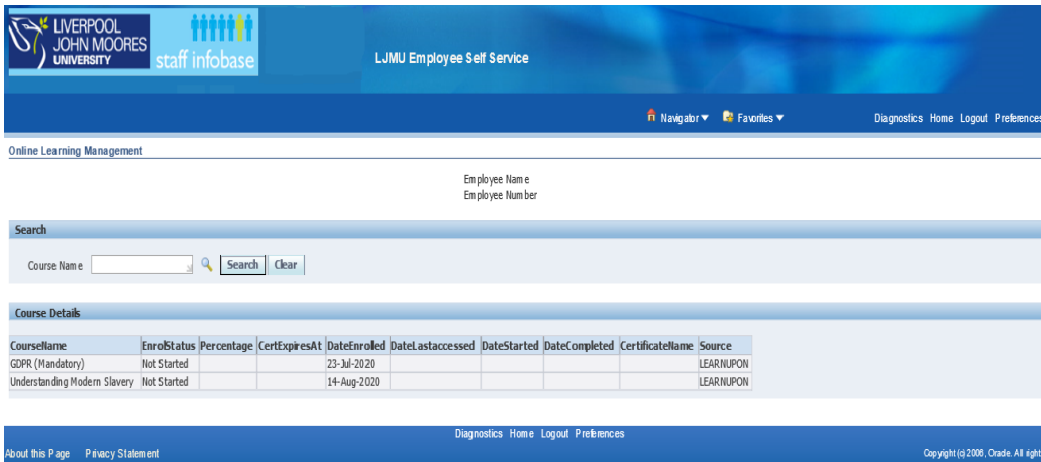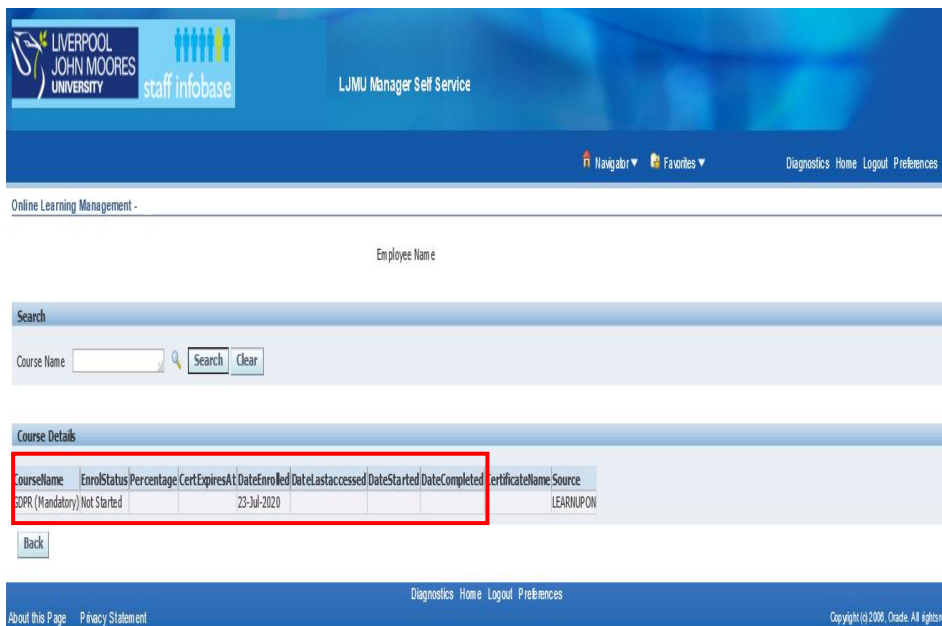

- **As a line manager, can I see my staff completion data?**
  Yes, the data is available in Staff Infobase. Go to **LJMU Manager Self Service> LJMU Manager Online Learning** > **Online Learning LJMU** select the Action option in the list of staff available.

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

- **Will I receive reminders to complete the modules?**
  Yes, you will receive reminder notifications in Staff Infobase to complete modules.

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- **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

- **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