COVID-19: Returning to Campus

Online Education Learner Support

The course is 30-35 minutes.

The timeframe for completion is determined by plans to return to campus ([COVID-19 Campus Updates](#)).

This course has audio and requires headphones or speakers in a private setting. It is made for PC but also functional with 1st generation (and later) iPads in landscape orientation.

Self-help for technical problems

Performance issues related to network, connectivity, or equipment can appear to the end user as missing content or disabled features.

- I can't hear the audio.
- I can't see the images.
- I can't see the quiz response options.
- It's not moving. It says "Loading…"
- The screen is blank.

Old or memory-clogged iPads or other tablets especially can be overwhelmed. One solution is to exit and relaunch. See screenshots of such issues in the Appendix.

> Below find answers to FAQs and help for technical problems.

Frequently Asked Questions

I didn't receive an email / When will I receive an invitation email? / I lost my email.

New employees whose job records are activated are identified by query Tuesday nights and invitations to training sent Wednesday mornings.

In myHR Learn you can search for the course by title, browse to Safety & Security, or follow this link to the course now and login with your NetID and password: https://learn.northwestern.edu/Saba/Web_spf/PRODTNT074/common/ledetail/RMCRTC-200

Do I have to take this course? / When do I have to complete the course?

Yes, it is a required part of returning to campus. There is no specific due date or timeframe for completion. Completion hinges on your plans to return to campus for work.

I am unable to see quiz results and my status is incomplete

myHR Learn requires you to click Submit when answering all quiz questions. If you did not, please retry the quiz. If you still cannot see results, a screenshot of the last slide counts as proof of completion. Open a ticket and explain the issue to be granted credit.

In a small percentage of cases, there is a communication lapse -- between your PC, browser, network, or application servers. You will be granted completion.

<u>I passed the quiz but my status is still incomplete</u>

A screenshot of quiz results counts as proof of completion. Open a ticket and explain the issue to be granted credit.

In a small percentage of cases, completion is not communicated to the myHR Learn server. The likely cause is a communication lapse between your PC, browser, network, or application servers.

<u>I completed the training but the myHR Learn dashboard says I have a pending action.</u>

You may be seeing the course evaluation. It is an option to evaluate the course with a short 2-minute survey. It does not affect your course completion credit.

Help for technical problems

Call 1-HELP or send email to consultant@northwestern.edu for technical support, or to open a ticket.

Technical support addresses network, connectivity, equipment, and browser issues. The Help Desk may also use the EverFi Online Support Center to resolve issues.

Help for myHR Learn application problems

- Tickets are assigned to NUIT — Application issues, such as JavaScript errors surfaced by the browser or errors encountered on the interface related to browse, search, launch, re-launch, view summary, My Plan, or print certificate.
- I completed the presentation but my myHR Learning dashboard says I have a pending action.

Course experience problems

Tickets are assigned to HR Learning & Organization Development

- I passed the quiz but did not receive completion credit...
- I cannot see quiz results…

Course completion reporting

Tickets assigned to HR Learning & Organization Development

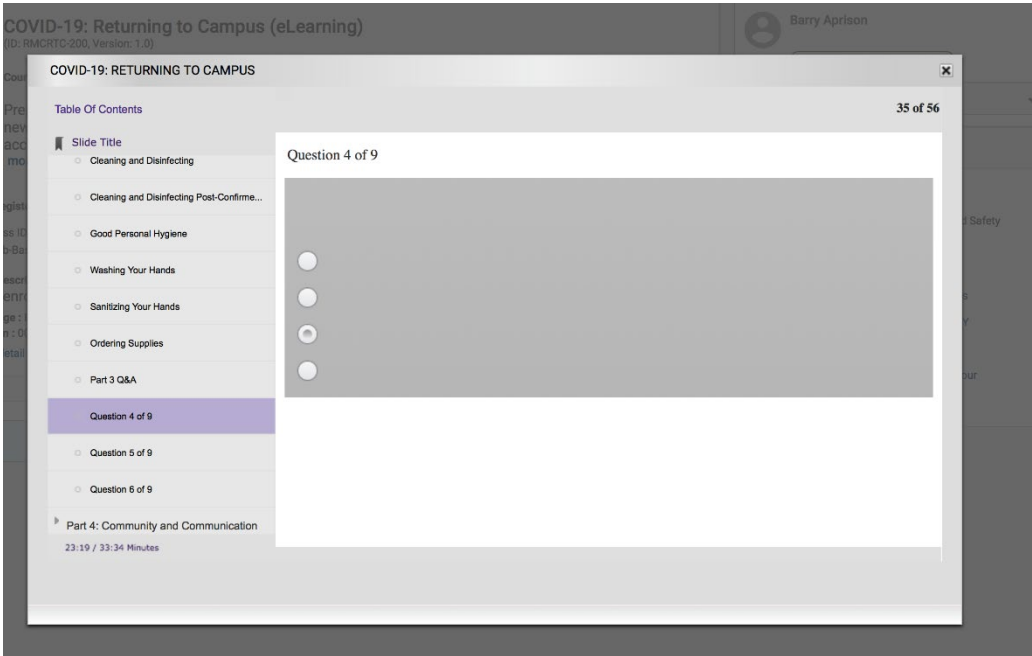- I am a manager and how can I find out who is complete/not complete?

Course and policy content questions

Tickets are assigned to Risk Management.

- How does this training align with Northwestern policy?
- How does this training align with Federal/State/Local guidance or ordinances?

Appendix: Network/Equipment/Connectivity Issues

Missing content…

Loading…