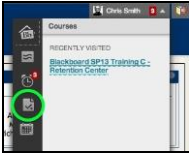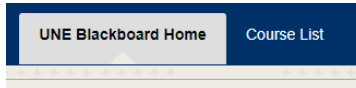# Compliance Training on Blackboard
# Commonly Asked Questions and Trouble Shooting

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| General technical questions (logging in, password, browser errors, etc). | Contact the Information Technology Services (ITS) Help Desk weekdays 7:30 a.m. to 6:30 p.m. EST at 207-602-2487 or extension 2487; other hours1-877-518-4673. |
| **"Course requirements"** doesn't include needed training OR **"Course requirements"** is not required for my job. | Contact Tammy Louko at 221-4256 for consideration or adjustment to required training assignments. |
| What browser should I use? | Blackboard at **elearn.une.edu** works well with most browsers including Google Chrome, Safari and Mozilla Firefox.  It is important to note, however, that some features do not work well with Internet Explorer. |
| Blackboard technical questions | Assistance is available on-line by selecting **Blackboard Help** from the left side of the Blackboard web page.<br><br>Blackboard Help<br><br>Additional support is available from the ITS Help Desk weekdays 7:30 a.m. to 6:30 p.m. EST at 207-602-2487 or extension 2487; other hours1-877-518-467. |
| Assistance understanding the course content. | Contact tlouko@une.edu or Training@une.edu to arrange for appropriate assistance understanding the content of a module. |
| Browser is **blocking pop up windows** automatically. | If a new page does not open, you may need to disable your browser's pop-up blocker.  Contact the ITS Help Desk at extension 2200 or 4400 for assistance. |
| Can I access the training if I do not work on campus, am traveling or have other circumstances of concern**?** | Since this training is available on-line, it may be accessed from home, while you are traveling, or from anywhere you have access to an internet browser (Chrome, Mozilla Firefox, Safari).<br>If you have particular circumstances you would like to review, please contact Human Resources at extension 4256 or email Training@une.edu. |
| View my grades | See your name in the upper-right corner.  Click your name and click the "My Grades" icon from the drop down list.<br><br><br><br>You will see a new screen listing all the courses in which you are enrolled that have grades. Click one of the courses to be taken to view some details for that course.  You can also click the "View Attempt" link to see feedback for the answers you gave. |
| Locked out of the quiz | Blackboard allows three attempts to successfully complete the assessment. Contact Human Resources at 221-4256 or email Training@une.edu if you have been locked out. |

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| I can't see a listed module: Hiding and un-hiding modules | Often individuals will hide a module taken in a previous training period and won't see the module in the UNE Blackboard Home, "my courses" view when the module is re-assigned.  To hide or unhide a module, hover over the blue "my courses" bar.  A gear shape will appear in the right corner of that bar. When you click that icon, find the name of the module that you are enrolled in. If there is a check mark in the first column after the module name, you are able to view and access the modules from your "my courses" section. If you remove the check mark, you will not see the module on your list and won't be able to access the course until it is checked again.  In the above example, you would be able to see three modules, but would not see Cyber Security. Placing a check mark in the "course name column and returning to the "my courses" page, will allow all of the courses to display and be accessible again. While the above is the most common answer to why someone can't see a module, sometimes it is because an individal is assigned a large number of courses and modules through the varrious roles they have in the organization. You might have to look at a second page or search for the module in question. And yes, occassionally, the module was not loaded as intended. For Annual Compliance Training or New Hire Training, please contact Tammy Louko at 221-4256 or tlouko@une.edu for assistance if this might be the case. |