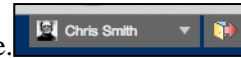


## Annual Training Instructions

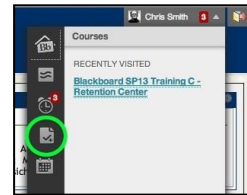
You are pre-registered in Blackboard for these online courses. If you do not have access to a computer, the computer labs and kiosks on both campuses are available for your use.

**To pass an online course you must earn a quiz grade of 80 or better.** The Blackboard format allows you to retake the quiz if your initial score is less than 80. If, for some reason, you have difficulty passing a course, your supervisor will provide you with confidential assistance and/or tutoring to ensure your success.

To track your results, click on your name in the upper right of any Blackboard page.

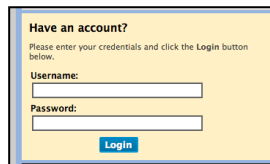


From the drop-down menu that appears under your name, click the “My Grades” icon on the left side of the menu. This will take you to a page where you can view the results of your completed quizzes.



### To start the training process:

1. Go to: <http://elearn.une.edu>
2. Log in using your **NorEaster username and password**

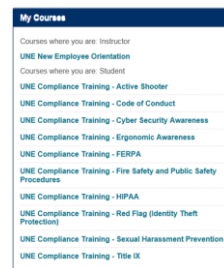


Your password is the same as your password for logging into myUNE or U-Online. If you have **never** logged into myUNE or U-Online, your default password is your date of birth in MMDDYY format. (For example: July 4, 1960 would be entered as 070460)

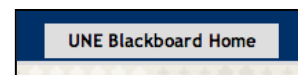
Upon logging in you might see a black screen reading “Hi, [Your Name]”. You can dismiss this screen by clicking the word “Close”.




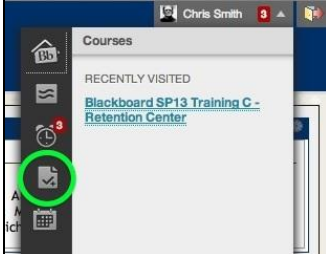
3. Once successfully logged in to Blackboard, you will see a list of your pre-assigned courses in a box titled “My Courses”. This list should match the information listed in your initial letter. Select a training you would like to complete to begin the process.



4. Once you have completed a training topic, and finished its quiz, you will need to click the “UNE Blackboard Home” tab at the top of the Blackboard page to return and select the next topic.



## Commonly asked questions and troubleshooting

<p>General technical questions (logging in, password, browser errors, etc).</p>	<p>Contact the Information Technology Services (ITS) Help Desk at extension 2200 or 4400.</p>
<p>“<b>Course requirements</b>” doesn’t include needed training OR a <b>course requirement</b> is not required for my job.</p>	<p>Contact Tammy Louko at extension 4256 for consideration or adjustment to required training assignments.</p>
<p>Blackboard technical questions</p>	<p>Assistance is available on-line by selecting <b>Blackboard Help</b> from the left side of any Blackboard course.</p> <div style="text-align: center;">  </div> <p>Additional support is available from the ITS Help Desk at extension 2200 or 4400.</p>
<p>Assistance understanding the course content.</p>	<p>Contact the Learning Assistance Center or attend one of the <a href="#">scheduled training workshops</a>.</p>
<p>Browser is <b>blocking pop-up windows</b> automatically.</p>	<p>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.</p>
<p>I am on a sabbatical, leave of absence or have other circumstances and am having <b>difficulty completing my training</b>.</p>	<p>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 (Internet Explorer, Mozilla Firefox, Safari, or Chrome). If you have particular circumstances you would like to review, please contact Human Resources at extension 4256 or email <a href="mailto:Training@une.edu">Training@une.edu</a>.</p>
<p>View my grades</p>	<p>Click on your name in the upper right corner of any Blackboard screen. Select the “My Grades” icon from the list that drops down.</p> <div style="text-align: center;">  </div>
<p>Locked out of the quiz</p>	<p>Blackboard allows three attempts to successfully complete the assessment. Contact Human Resources at extension 4256 or email <a href="mailto:Training@une.edu">Training@une.edu</a> if you have been locked out.</p>