Safe Campus

Online Education Learner Support

Support for end users of Safe Campus.

Frequently Asked Questions

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

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

I lost my email

You can wait for a reminder from myHR Learn, or if your job record is activated, follow this link to the course now and login with your NetID and password:
https://learn.northwestern.edu/Saba/Web_spf/PRODTNT074/common/ledetail/NUPD100-200

Reminders are sent weekly for four weeks or until the training is complete.

This training takes too long.

The course is approximately 20 minutes.

You have 30 days to complete the training. You may space the training over several days. When you leave and return, the course remembers where you left off.

Can I substitute an in-person training event for the online course?

In-person training events may be scheduled for specific contexts in addition or as a supplement. Administrators can discuss completion credit with University Police who conduct the educational events and with HR who applies the completion in myHR Learn.

Do I have to take this course? I need an exception / I cannot watch because it is triggering or traumatic.

University Police and HR approve exceptions and ask that these individuals download course resources and open a ticket asking for the exception, in which case HR applies the completion in myHR Learn.

Help for technical problems

Learners may call 1-HELP or send email to consultant@northwestern.edu for technical support, or to request a ticket.

Technical support addresses network, connectivity, equipment, and browser issues.

Help for myHR Learn application problems

Tickets are assigned to NUIT for 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.

Course malfunction or completion issues

Tickets are assigned to L&OD workplace-learning@northwestern.edu. Questions about individual completion ("I completed but myHR Learn says I'm still in progress.") or overall completion reporting ("I am a manager and how can I find out who is complete/not complete?").

Further education and compliance questions

University Police addresses questions about in-person event scheduling and the training requirement.

Self-help for technical problems

Prior to launching the training, learners can self-support for the most frequently occurring browser and network problems and fixes in myHR Learn Help.

Get a profile of your PC and browser at http://www.supportdetails.com

Help for technical problems

Learners may call 1-HELP or send email to consultant@northwestern.edu for technical support, or to request a ticket.

The help desk will ask for a description of the problem and may help with diagnosis. They provide technical support involving network, connectivity, equipment, and browser issues.

- Issues with the myHR Learn application — tickets are sent to NUIT.
- Issues with course malfunction — tickets are sent to HR.
- Questions about the program — tickets are sent to University Police.

Help for myHR Learn application problems

Application support addresses 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, print certificate, My Plan, or managerial assignment.

Help for course problems

L&OD addresses questions about course content, intended audience, individual completion, and overall completion reporting. Tickets assigned to L&OD.