NEUMANN UNIVERSITY
Online Learning Quick Reference

Neumann instructors use **NU Learn (***Blackboard Learn***)** to post online course materials and assignments for online and on-campus courses. Set up and change your password via https://reset.neumann.edu.

Set up password via *Password Reset* on the **Login** menu) https://reset.neumann.edu

NU Learn - Blackboard on the *Login* menu Or directly via: **https://neumann.dcollege.net**

Your Neumann user name and password

Edit personal information

Change the look of *NU Learn*

Module

Click course name to enter a course

Courses may not be available before the official start of the semester, but you can visit the **Learn Student Orientation** course at any time. After the start of term, if you do not see your course listed in

Learn, first check your courses in Web Advisor. Contact your advisor for registration issues, the Help Desk for tech issues.

Course Home: *and quick access to other courses*

Breadcrumbs: *to find your way back*

Switch menu between **List** and **Folder** view

Course Menu – Content and tools

Course Menu in folder view can be detached

Online **Help**

Troubleshooting

My password does not work. – Use https://reset.neumann.edu or call the **Help Desk: (610) 558-5620**

Nothing happens when I click on a document. – Check for a message at the top or bottom of the browser window, like, "Internet Explorer has blocked download …" Allow the download.

Learn is very slow or I lose my connection. – Generally a temporary network problem. If the problem persists, check your computer for spyware. (Use MS Antispyware, MalwareBytes, Lavasoft Adaware, or SpyBot.) Call or email Help Desk: **helpdesk@neumann.edu** or your warranty support line.

I don't see my course in NU Learn. – If the course is on your roster in WebAdvisor but not in NU Learn, and it has been more than 24 hours since you registered, send email to NUlearn@neumann.edu.