

# 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>.

This screenshot shows the top navigation menu of the Neumann University website. A dropdown menu is open under the 'Login' link, listing several options: Admissions Profile, Password Reset, NU Learn - Blackboard, WebAdvisor, OneDrive, SharePoint, and MyLabsPlus. Two callout boxes provide instructions: one points to 'Password Reset' with the text 'Set up password via Password Reset on the Login menu) https://reset.neumann.edu', and another points to 'NU Learn - Blackboard' with the text 'NU Learn - Blackboard on the Login menu Or directly via: https://neumann.dcollege.net'.

This screenshot shows the Blackboard login page. On the left, there is a 'Learn Resources' sidebar with links for Student Resources, Faculty Resources, and Bb On Demand Learning Center. The main area contains 'USERNAME:' and 'PASSWORD:' input fields, a 'Forgot Your Password?' link, and a 'Login' button. A callout box points to the input fields with the text 'Your Neumann user name and password'.

This screenshot shows the Blackboard user interface after login. The top navigation bar includes 'Home', 'Courses', 'Community', and 'Content Collection'. Below this is a 'My Institution' section with a 'Notifications Dashboard' link. A 'Personalize Page' button is visible, with a callout box pointing to it that says 'Edit personal information'. Below the navigation is a 'My Courses' section with a 'Module' callout pointing to a 'Tools' sidebar. A callout box points to a course listing '25128.FA2012: ENG101A Rhetoric/Writing I' with the text 'Click course name to enter a course'. Another callout box points to a 'Personalize Page' button with the text 'Change the look of NU Learn'.

**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.

The image shows a screenshot of a Blackboard course page with several callout boxes explaining navigation elements:

- Course Home:** and quick access to other courses (points to the Home icon)
- Breadcrumbs:** to find your way back (points to the Start Here breadcrumb)
- Switch menu between **List** and **Folder** view (points to the menu icon)
- Course Menu –** Content and tools (points to the left sidebar menu)
- Course Menu in folder view** can be detached (points to the detached course menu window)
- Online Help** (points to the Bb Learn Student Help link in the detached menu)

The main page displays the "Division of Arts and Sciences" header, "Start Here" title, and a "Welcome to Course Name!" message. The instructor is identified as Scott Beadenkopf with email [instructors@neumann.edu](mailto:instructors@neumann.edu). The course menu includes links for Start Here, Welcome to Course Name!, Hybrid Course Expectations, Week 1, Course Dashboard, Discussions, and Bb Learn Student 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](mailto: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](mailto:NUlearn@neumann.edu).