

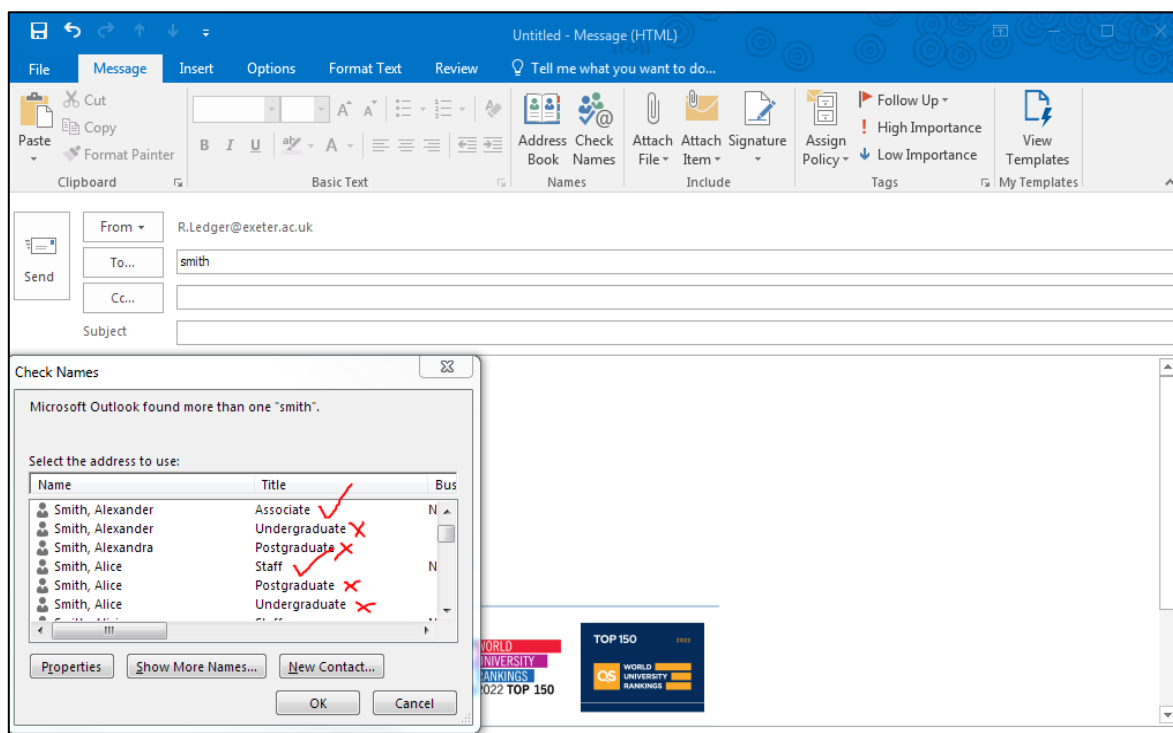
Why can't I logon to LearnUpon? – IT Account set up issues

NOTE: the People Development team cannot set up IT accounts

LearnUpon accounts are set up via an automated system when a Staff, Associate or eClaims IT account is created through the IT account provisioning system. If, when logging into LearnUpon, access is denied the most likely issue is that no Staff IT account has been created and therefore the automated system has not been triggered. There are a few simple checks that can be completed by managers and staff to see if the IT account is indeed the issue, if it is then the [IT Helpdesk](#) or eClaims team should be contacted (the People Development Team cannot set up IT accounts):

0. **Is the staff email account set up?** You can check this initially by trying to send an email. More often than not the person will not appear when you put their name in the 'To' line on an email and press 'Ctrl k'; or they are listed with a Postgraduate or Undergraduate account. This means there is no staff email account for them and therefore no LearnUpon account, this is the most common cause for the 'access denied', 'Error 440 or 404' message.

You need to speak to the eClaims team or IT Helpdesk about where the IT account set up has got to. You can see in the example below that people can have multiple accounts but only those with Staff, Associate or eClaims will result in a LearnUpon account being created. People Development cannot set up IT accounts.



1. **Ask the member of staff to check their details.** You can also ask the staff member to check whether their Staff IT account has been set up by checking their personal details in the [Staff Directory](#), they should be able to see their status as 'Staff' or 'Associate' and their staff number. If they can't access the Directory, then that is another indicator that the IT account hasn't been set up.

Check your personal details

You can view your personal details within the [University Directory](#) and update some of this information yourself using the links provided.

In particular this will allow you to define your Preferred Name for use across most of our University IT systems, for example

how your name is displayed within ELE, Emails and the Email Address List.

If you choose not to define your Preferred Name this will default to using your registered first name.

3. Are they using the correct login details?

- a. A surprising number of queries come in about not being able to access LearnUpon and it turns out individuals are either trying to use their student login details or their staff username with their student password. The staff login and password will be different from the student one.
- b. Staff need to login with their short username e.g. [ab123@exeter.ac.uk](#).

4. **Were the IT account request forms completed correctly?** On the Associate IT account forms it specifically asks who will be responsible for overseeing the completion of the mandatory training. If this box is not completed the automated LearnUpon account system will not be triggered. Some people have access to conduct an Enhanced Search in the [Directory](#) to confirm this box has been filled in:

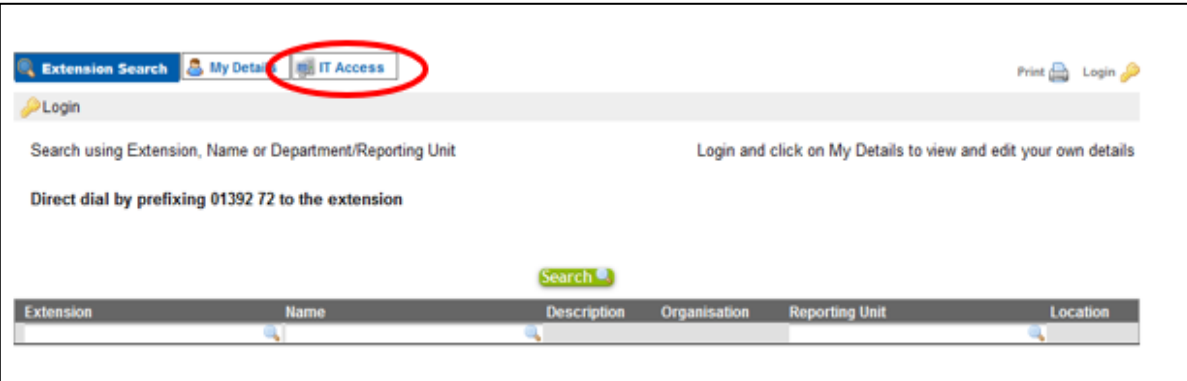
Go to the [Directory](#) and click on **Enhanced Directory Search**:

Contact us

Find a person

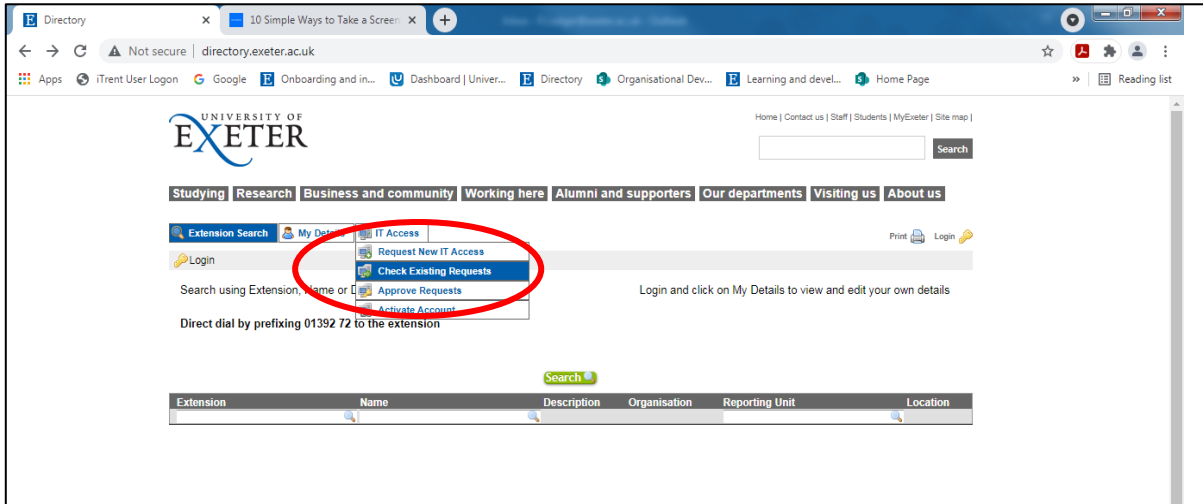
- [Search the University phone directory](#)
- [Search the University email directory](#) (internal access only)
- [Enhanced Directory Search](#) ←

Click on **IT Access** and choose **Check Existing Requests** from the drop-down list:

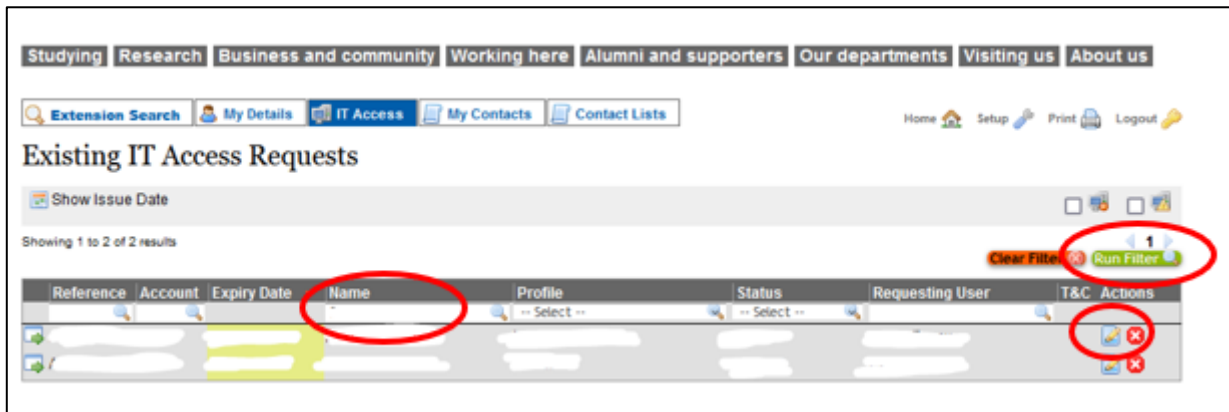


The screenshot shows the 'IT Access' page with the following elements:

- Navigation bar: Extension Search, My Details, **IT Access** (circled in red), Print, Login.
- Search bar: Search using Extension, Name or Department/Reporting Unit. Login and click on My Details to view and edit your own details.
- Text: Direct dial by prefixing 01392 72 to the extension.
- Search button: Search.
- Table header: Extension, Name, Description, Organisation, Reporting Unit, Location.



- (1) Put the name of the staff member in the **Name** field and select from the drop-down list, then press **'Run Filter'**
- (2) Go to the **Edit form icon** – see below



Check that **the name of the person responsible for the Staff member's training is entered into the box**. It is also worth checking that the **start date** has been entered correctly, if it is set for after their first day the LearnUpon account will not be triggered until 24 hours after the date on the form.

Extension Search My Details IT Access My Contacts Contact Lists Home Setup Print Logout

Edit IT Access Request for eClaims

IT access for eClaims staff. Please note that from September 2019 all new associates must complete the mandatory online training. You must specify who is responsible for the associate completing the training on this request.

Account	<input type="text"/>
Requesting User	<input type="text"/>
Requesting User LDAP ID	<input type="text"/>
Title	<input type="text"/>
Forename	<input type="text"/>
Surname	<input type="text"/>
University Card Required	<input type="text"/>
Trent Payroll Number	<input type="text"/>
Date of Birth	<input type="text" value="dd/mm/yyyy"/>
Primary Location	<input type="text" value="Exeter"/>
Staff member responsible for training. Search by surname.	<input type="text"/> <input type="button" value="Find User"/>
Start date	<input type="text"/>
End date	<input type="text" value="1 Years"/>
Message	Your request for IT access requires approval. Once it has been approved you will be sent a link containing the account details.

If there are any problems with the IT Account contact the [IT Helpdesk](#) simply stating that you need an IT Account set up (if you mention LearnUpon or mandatory training you will be sent around the houses so just state that the staff IT Account needs to be set up).

5. If you are satisfied that the staff IT Account, dates and logins are all correct and access to LearnUpon is still being denied please contact peopledevelopment@exeter.ac.uk