

FAQs – Contents

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New User Checklist

What are the distance learning minimum technical specifications?

As an online module you will be accessing a range of tools via the internet. Some basic requirements are required in order to be able to complete the modules. You will need to have access to a computer with the following minimum technical specification and accessories:

For Windows and Mac

- **Operating System:** Windows 10, Mac OS 10.11 (El Capitan) or higher
- **Processor:** Intel i3 or equivalent; 2GHz or higher
- **Hard Drive:** 80 GB or greater
- **Memory:** 2 GB of RAM or higher, 4GB preferred, depending on the OS
- **Internet Connection:** Broadband internet connection. Note: If you are using a mobile internet provider, you may experience timeouts, IP address issues, session problems, or course mail issues caused by latency. You may also incur additional costs if you go over your mobile data allowance.
- **Browser:** Firefox, Google Chrome. To verify that your browser has all required plugins, use Blackboard's Browser Checker.
- **Software:** Mozilla Firefox or Google Chrome, Microsoft Office 2016, 2019 or Office 365, up-to-date Adobe Acrobat Reader* (Adobe products are available via a free download).
- **Graphics and Sound:** Capable of viewing video/audio over the internet (try YouTube with your machine to see if you can play and hear a video).
- **Webcam/Microphone:** Camera enabled device or separate webcam. Microphone enabled device or separate microphone
- **Blackboard Mobile App Requirements:** Device OS iOS 11+ Android 5+

If you do not have the minimum specification outlined above or would like to ask a question about the technical requirements of joining our courses, please contact Computing Services Department on 0151 794 4567 or email servicedesk@liverpool.ac.uk and let them know what equipment you have, as there may be free* updates that can be applied to your computer to help make it compatible with our learning systems.

What links and software will I need to download?

The following links should ideally be referenced, and software installed before embarking on your distance learning module:

Adobe PDF Viewer: <http://get.adobe.com/uk/reader/?promoid=BUIGO>

Required to access PDF resources.

Documentation: Microsoft Office; Word, PowerPoint, Excel, are required to access resources. You will also need to be able to view PDFs, JPG images and .mov/MP4 video files.

Email system: Mozilla Firefox, Google Chrome or Internet Explorer are required to access the web-based email system.

Links: If resources are hosted outside of the University of Liverpool we must remind you that we are not responsible for content hosted on external servers and ask that if content or links are no longer active or if the content has changed, that you inform us as soon as possible so that we can work on a fix.

*Free at time of collation, updates are available from Microsoft and or Adobe and are applicable to PC based systems. E&OE.

Who Should I Contact?

Who should I contact with a query regarding module content or activities?

For any questions regarding module content or module activities please contact the Module Coordinator whose email address you will find on the Staff Information page of the module.

You can also contact the Senior Administrator/Academic Support Team on 0151 7956299 or email vpumod@liv.ac.uk.

Who should I contact with a technical issues or issues regarding the teaching and learning materials on the module?

If you have any technical queries e.g. broken links, lectures not playing etc, please contact vpusupport@liv.ac.uk or phone 0151 794958.

Who should I contact with a question about enrolling in my next module?

For any module enrolment questions or queries please contact the VPU Office on 0151 794 6016 or email vpuoffice@liv.ac.uk

How can I find out more about the staff involved in my module?

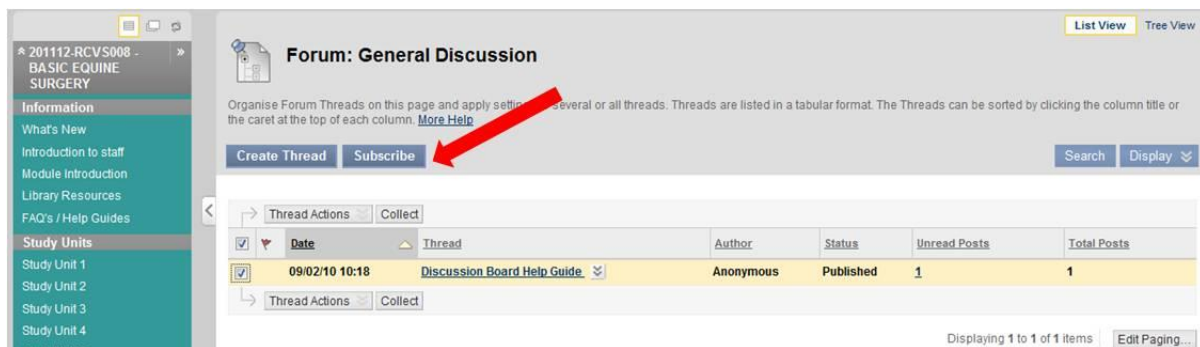
There are short bios available on all the staff involved in your module in the “Introduction to staff” section within the left-hand side menu.

Discussion Boards

How do I know when someone has commented on a discussion board thread?

You can subscribe to a specific discussion board forum by following the instructions below. You will then be sent an email notification to your UoL email, so you will need to check these messages frequently.

1. Click on “Discussion Board” from the left-hand menu
2. This page may open in a new tab. On this page you will see all the “forums” listed.
3. Click on the forum you would like to subscribe to as if you are going into the threads.
4. Under the title of the forum you will see four blue buttons: “create thread”, “subscribe”, “search” and “display”
5. Click on the “subscribe” blue button (as per image below)



This will then send you email notifications when someone adds a new post. Please note the button now shows “unsubscribe” after you have done this. When you have finished with this forum you can then unsubscribe by clicking on this button.

Accessing the Library and Webmail

How do I gain access to journal articles when I don't have a library nearby?

As part of your learning you now have access to the University of Liverpool's e-library and various other issues including Vet Record, In Practice etc. To access all these journals please follow these instructions:

1. Click 'Library Resources' from the left-hand menu
2. This will open all the resources available to you. Scroll down the page to find the quick link picture icons for the most popular journals as well as quick links to PubMed, Science Direct, IVIS and Wiley at the bottom of the page.
3. When you click on an image icon, you will be asked to enter your UoL username and password
4. Click the "LOGIN" button and this will open a new page for that specific journal.
5. You will now have access to most back issues and current ones.

How do I access my UoL emails?

You can easily access your UoL emails by clicking on the webmail icon on the 'Module Introduction' page of your module.

It is essential that you keep track of all emails sent to your UoL account as this is where all announcements and important messages regarding you and your module are sent. You can either login and check your emails regularly using the icon above or set up your UoL emails to be automatically forwarded to another email account of your choice. You will find instruction on how to set up email forwarding on the 'Module Introduction' page of your module.

We also recommend you set the UoL as your homepage – click [here](#) for a step by step guide.

General Queries

Will I get a certificate once I have completed my module?

Yes. You will receive a CPD certificate of completion via email once all the compulsory elements of the module have been completed. This will usually be issued 2-4 weeks after the end of the module. If you complete the module after this period you will need to contact us to let us know that you have now completed the module and are ready to receive your certificate.

Can I book future modules provisionally?

No, unfortunately, due to the extremely high demand for places, we can no longer accept provisional bookings.

Do I need to let you know if any of my details change (e.g. address etc)?

Yes. To keep your records up-to-date, it is necessary to let us know if you change address or wish to change names.