GETTING HELP WITH ULEARN

Having trouble with ulearn?

Instructions:

Support specialists can be reached by phone or email during the following hours:

Phone: 1.866.598.4357
Email: it@jwu.edu

For more information about hours, please see this link as it will have the most up to date information.

The Help resources referenced below should be used when you are having difficulty using a feature of ulearn. For example, if you need help submitting an assignment, understanding how to post to a discussion board, or taking a quiz, use the Help resources. If you need clarification on the requirements of your course, contact your instructor directly.

Follow the steps listed to get help with ulearn.

1. When you first log in to ulearn, information on getting help appears on the right side of the my ulearn page. Click **Need Help Using ulearn.**

2. Another way to get to the ulearn support page is to click on **Student Help** from the menu on the left side of the screen from within a course site.