

Harassment and Discrimination Prevention

Online Education Learner Support

Levels of support for end users of Harassment and Discrimination Prevention.

Self-help for technical problems

Prior to launching the training, learners can self-support for the most frequently occurring problems and fixes in myHR Learn Help [Known Issues and Fixes](#). Learners may also follow a line to the Ever-Fi [Online Support Center](#). Ever-Fi exerts the following requirements on learners' browsers:

- Internet Explorer is not tolerated, and learners cannot access the training with that browser.
- Microsoft Edge is tolerated but does not support some audio (four slides are affected).
- The current and prior three versions of Chrome, Firefox, and Safari are recommended. NOTE: When Ever-Fi detects an older version, it alerts the user with a Warning dialog, but does not prevent the learner from proceeding.

Upon launching the training, learners have a Help button inside the module that leads to the EverFi [Online Support Center](#).

Before opening a ticket, please try to apply the following Q&A.

Frequently Asked Questions

I didn't receive an email / When will I receive an invitation email?

New employees whose job records are activated are identified by query Tuesday nights and invitations to training sent Wednesday mornings.

I lost my email

You can wait for a reminder from myHR Learn, or if your job record is activated, follow this link to the course now and login with your NetID and password:

https://learn.northwestern.edu/Saba/Web_spf/PRODTNT074/common/ledetail/HRD782-200

Reminders are sent weekly for four weeks or until the training is complete.

This training takes too long.

The course is approximately 1 hour and a half.

You have 30 days to complete the training. You may space the training over several days. When you leave and return, the course remembers where you left off.

Do I have to take this course? Even if I took the prior course, Preventing Sexual Misconduct?

Yes, it is mandatory including for those who completed the prior course.

You have 30 days to complete the training. You may space the training over several days. When you leave and return, the course remembers where you left off.

Can I substitute an in-person training event for the online course?

No, the online course provides a baseline of information for all participants in the University. In-person training events may be scheduled for specific contexts in addition or as a supplement.

Why am I required to take this training?

Recent amendments to Illinois law require employers to provide annual sexual harassment prevention training to all of its employees.

These amendments were put into place to assist employers in their efforts to prevent and address sexual harassment.

Northwestern recognizes the importance of these efforts with respect to all forms of discrimination and harassment.

As part of its commitment to fostering a culture of access, belonging and accountability, Northwestern's training extends to issues related to discrimination and harassment beyond sexual harassment.

Help for technical problems

Learners may call 1-HELP or send email to consultant@northwestern.edu for technical support, or to request a ticket.

Technical support addresses network, connectivity, equipment, and browser issues. The Help Desk may also use the EverFi Online Support Center to resolve issues.

Help for myHR Learn application problems

Tickets are assigned to NUIT — Application issues, such as JavaScript errors surfaced by the browser or errors encountered on the interface related to browse, search, launch, re-launch, view summary, My Plan, or print certificate.

Course malfunction or completion issues

Tickets are assigned to L&OD workplace-learning@northwestern.edu. Questions about individual completion ("I completed but myHR Learn says I'm still in progress.") or overall completion reporting ("I am a manager and how can I find out who is complete/not complete?").

Course content and training compliance

Tickets are closed with external referral to the OOE at equity@northwestern.edu and to HR at workplace-learning@northwestern.edu.

How does this training align with Northwestern policy / Illinois law / Federal law, etc?

OOE can discuss.

I need an exception / I cannot / I find this triggering or traumatic.

OOE must approve requests for exceptions.