

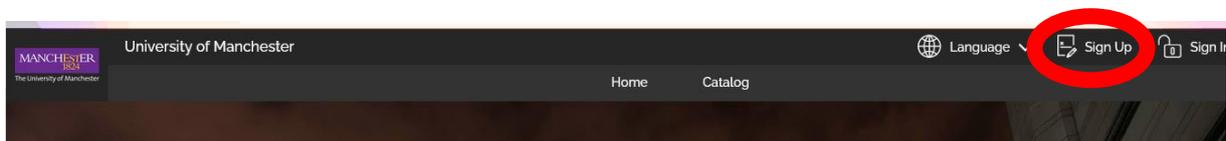
Lifelong Learning Portal: Frequently Asked Questions

Below is a list of our most frequently asked questions.

Managing your account

1. How do I create an account?

To create an account, you will need to select “Sign Up” located at the top right-hand side of Lifelong Learning Home.



Type in your email address, date of birth, read and, if you wish to, agree to our Terms of Service & Privacy Policies, and then select “Submit” **N.B your email will be your username.**

A pop-up window is then displayed. You will also be sent a security token to the email address you provided. This needs to be copied into the pop-up window to proceed.

Once you have confirmed your email address you will be asked to provide some additional information to complete your account creation. Only your first name, surname and a password are mandatory.

Please note your password will only be accepted by the Lifelong Learning Portal if it is sufficiently complex. You can tell the password you have entered is sufficiently complex when it is labelled as strong.

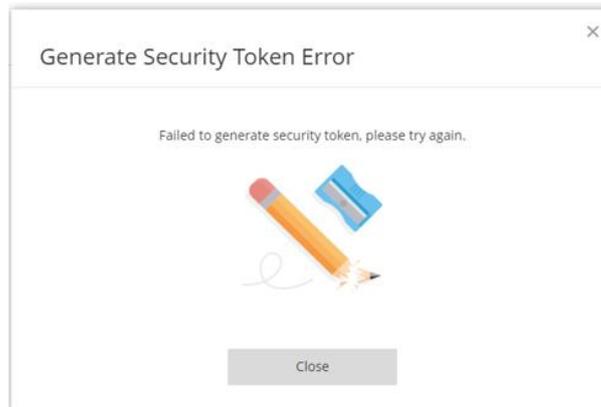
Password ⓘ *

Password Strength: **STRONG**

STRONG

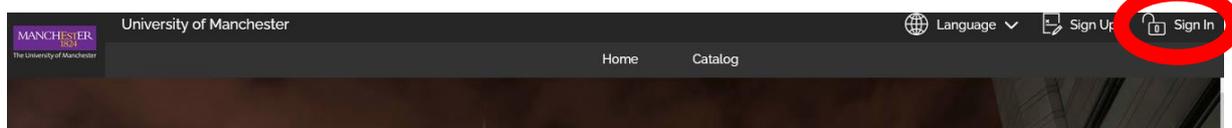
2. I've got a "Generate Security Token Error" what do I do?

We would advise you close your browser, open it up again and retry creating an account.



3. How do I log into my account?

You will need to select 'Sign In' located at the top right-hand side of Lifelong Learning Home.



Alternatively, go direct to Lifelong Learning Portal <https://lifelonglearning.manchester.ac.uk>. Enter in your username, which will be the email address you provided when you created the account, and your password.

4. I've forgotten my password what do I do?

Go to the Lifelong Learning Portal <https://lifelonglearning.manchester.ac.uk>. Select "Forgot Password?" and enter your email address, first name and surname.



An email will then be sent providing guidance on how to reset your password.

5. How do I reset my password?

To reset your password, you can follow the instructions provided for Q4 “I've forgotten my password what do I do? “

If you are already logged into your account, you can also reset your password from Lifelong Learning Portal via your profile page. In the Basic Information section there is a “Change password” link.

6. How do I change my account information?

To change your account information, you must be logged into your account. Then from the Lifelong Learning Portal view your profile page, from here you can update your account details.

7. How do I close my account?

If you wish to close your account, please contact your current or previous course contact and they can submit a request on your behalf. If you do not have a course contact, please email lifelonglearning@manchester.ac.uk.

Please ensure you have downloaded any certificates for courses you have completed prior to closing your account.

Course enrolment

8. I can't find the course I'm interested in

To find the course you are interested in, first select the Catalog link at the top of Lifelong Learning Home.



If you know the name of the course, you want to enrol on then the quickest way to find it is using the search tool at the top left-hand side of the Course Catalog.

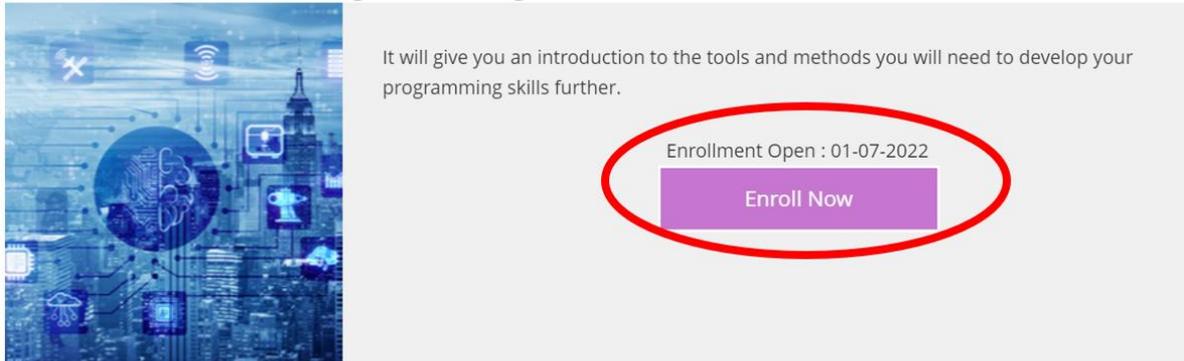
If you want to search for courses using a set of criteria, then select one or more filters in the left-hand menu. This will filter the courses displayed in the main part of the Course Catalogue page, making it easier to find the course you are interested in.

9. How do I enrol onto a course?

To enrol on a course, you must first find the one you are interested in see Q8 “I can't find the course I'm interested in”. Once you have found the course you are interested in select the course. If the course is currently taking enrolments, there will be a purple “Enroll Now” button available to select.

Sample image

Introduction to Programming



It will give you an introduction to the tools and methods you will need to develop your programming skills further.

Enrollment Open : 01-07-2022

[Enroll Now](#)

The image shows a course card for 'Introduction to Programming'. On the left is a blue-tinted graphic with various icons representing technology and programming. To the right, there is a text description, an enrollment date, and a purple 'Enroll Now' button. A red oval highlights the enrollment date and the button.

About this course

In this course you'll build your coding knowledge through lots of hands-on practical activities.

If the course does not have an enrolment button, then there are no immediate plans to run this course. If you are interested in the course, then please select the thumbs up icon to register your interest.

Sample image



University of Manchester

Home Catalog Admin

Language Sign Out

Course Catalog

Refine your search

Enter at least 3 characters

Availability

Immediately

Not currently scheduled

Future

Register

Demo Offering

Morbi sed elit sit amet risus accumsan porttitor a at enim. Vestibulum ante ipsum primis in faucibus orci luctus et ultrices posuere cubilia Curae; Sed accumsan congue placerat. Ut in erat ut nunc consectetur fringilla.

Course Starts : 01-06-2022
Enrollment Open : 01-06-2022

Watch Video

About this course

[Thumbs Up](#)

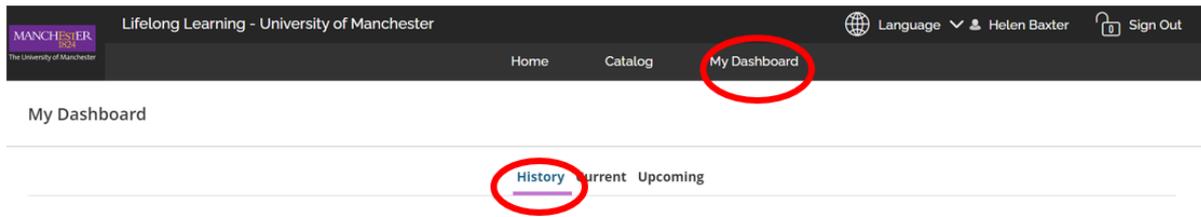
The image shows a screenshot of the University of Manchester Course Catalog. On the left is a sidebar with search and filter options. The main content area shows a 'Demo Offering' card with a video thumbnail, a description, and enrollment dates. A red circle highlights a thumbs-up icon in the bottom right corner of the card.

10. How do I pay for a course?

For those courses that require payment, information on how to pay will be included in the description of the course. You will still be able to enrol on the course, but your access to the course will be enabled later once your payment has been processed. You will be emailed when your access has been enabled and then you will be able to engage with the course material.

11. How do I download certificates for courses I have completed?

First from Lifelong Learning Home "Sign In", then go to "My Dashboard". From here you can view all your completed, current and upcoming courses. Select the History tab to view completed courses then you can select the course you are interested in and download your certificate.



Support questions

12. How do I contact my course instructor?

Once you have enrolled on a course you will be provided with information on who your instructor is and the best way to contact them.

13. I need academic support what should I do?

Your course instructor is the best person to contact when you have an issue with course you have enrolled on.

14. I need technical support what should I do?

Once you have enrolled on a course you will be provided with information on who to contact if you have a technical issue. Alternatively, you can contact your course instructor who can raise a technical issue on your behalf.

15. Will this course sponsor me for a visa?

Most courses provided by Lifelong Learning Portal are for Continued Professional Development (CPD) and as such do not lead to the types of qualifications that meet the criteria for a student visa.

16. What browser do I need to use?

Please go to the following web page for guidance on compatible browsers

https://help.blackboard.com/Learn/Student/Ultra/Getting_Started/Browser_Support