UE United Educators®

IT Tip Sheet

United Educators' (UE's) learning programs play an important role in ensuring the safety of students, staff, and faculty while allowing your institution to focus on delivering on your academic mission.

To ensure learners are set up for successful training, please share the following information with your IT team.

Hosting Information

The UE Learning Portal is hosted on the Docebo Learning Management System (LMS), a cloud-based platform used to deliver and manage online training and education content.

Automated Emails

The Learning Portal distributes automated emails to learners when:

- Learners use the "Forgot password?" feature.
- Learners complete a course and are emailed the completion certificate.

Whitelisting

To ensure learners receive emails from the learning portal, please send the whitelisting information below to your IT team. This helps prevent learning portal emails from being blocked or sent to spam folders.

- **We recommend setting these conditions on sendgrid emails coming from @learn.ue.org: (Envelope Sender Email Address contains "em3505.ue.org" OR Envelope Sender Email Address contains "em5420.ue.org") AND Sender Hostname contains "sendgrid.net."**

Notifications

Training Admins can opt in to notifications from the Learning Portal, as listed below:

Notification Subject Line	Event	Schedule
Welcome to the United Educators Learning Portal	User has been created (by administrator)	At the time of the event
Learning Certification Expired	Certification has expired	30 days before the event – 9 a.m. ET
Upcoming Course Deadlines	Digest: Learner has yet to complete the course	Weekly on Monday at 8 a.m. ET
Impending Expiry of Course	Course has expired	14 days Before the event – 7 a.m. ET
Course Enrollment	User enrolled in a course	At the time of the event
Learning Plan Enrollment	User has been enrolled in a learning plan	At the time of the event
Users Who Haven't Completed Courses	Digest: Learner has yet to complete a course (administrator only)	Weekly on Friday at 9 a.m. ET

Notification Subject Line	Event	Schedule
You Have Been Enrolled in Training	Digest: User enrolled in a course	Weekly on Wednesday at 8 a.m. ET
You Have Completed Course [course_name]	Learner completed a course	At the time of the event
Users Who Haven't Completed Courses	Digest: Learner has yet to complete a course (administrator only)	Weekly on Friday at 9 a.m. ET
A Learner Has Completed a Course	Learner completed a course	At the time of the event

To enable these notifications, contact **launch@ue.org**.

Browser Compatibility

The Learning Portal is compatible with the latest version of the following web browsers:

- Firefox
- Google Chrome
- Microsoft Edge
- Safari

Mobile Device Compatibility

You can access the Learning Portal and courses from iOS and Android mobile or tablet devices. Take courses through a web browser. **Courses are not configured for the Docebo mobile app.**

Hardware Requirements:

The hardware requirements for learners accessing courses are:

- 1024 x 768 resolution (or higher)
- 256K internet connection (or higher)
- Sound card and speakers (if required by the content)

Learner Help Desk

For technical questions specific to the Learning Portal, learners can access the help desk by:
- **Visiting the Support Portal via the website**
- Calling the Help Desk at (877) 209-2236.

Single Sign-On Availability for the UE Learning Portal

Single sign-on (SSO) is available to institutions that meet eligibility requirements determined by the UE team. Interested in discussing the possibility of using SSO? Email **launch@ue.org**.

Hosting UE Courses on Alternative Platforms

Members can host UE courses on their own platform that can accommodate Shareable Content Object Reference Model (SCORM) files through a no-cost licensing agreement. Interested in learning more? Email **launch@ue.org**.

Privacy Policy

For information on how UE handles your data, **please review the UE Privacy Policy**.