Northern Trust Online Campus

User Manual

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User Manual

Northern Trust Online Campus

Technical Support

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1. Introduction

This user guide has been created exclusively for the users of the Northern Trust Campus site.

To access the site, the Training Coordinator must first create an account for you or you can create an account and wait for the Training Coordinator to approve your account. Once the Training Coordinator has approved your account, you will have access to Professional Development, Information Technology and End User courseware.

The site address is http://campus.serebra.net/northern

Main Home Page

Main Home Page

Main Navigation links

Username/Password Field
Place username and password in fields to login

Forgot My Password
Click to retrieve your password

Create an Account
Click to create an account

Course Catalog
Click to view the Course Catalog

Request a Course
Click to request a Course

Documentation & Help
Click to view help section

Training Coordinator
Training Coordinator e-mail address

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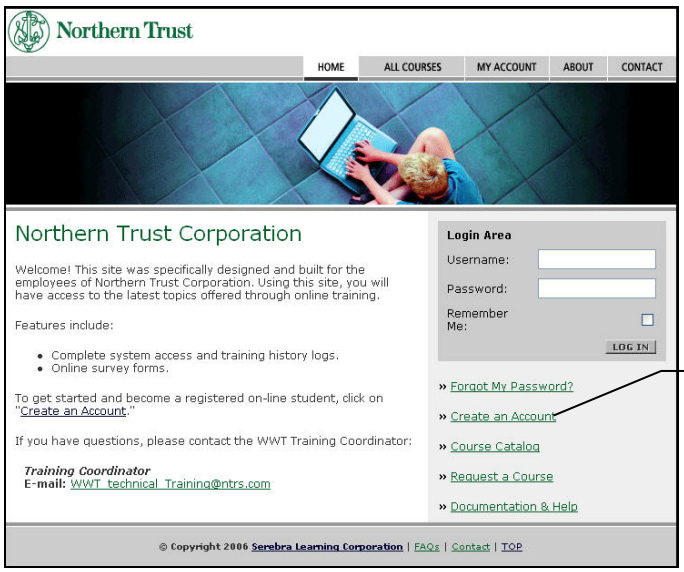
2. Create an Account

If you choose to create your account please remember that accounts will not be active until the Training Administrator approves the account. You will receive a notification email once the account is active.

Home Page



Click on "Create an Account".

Home Page

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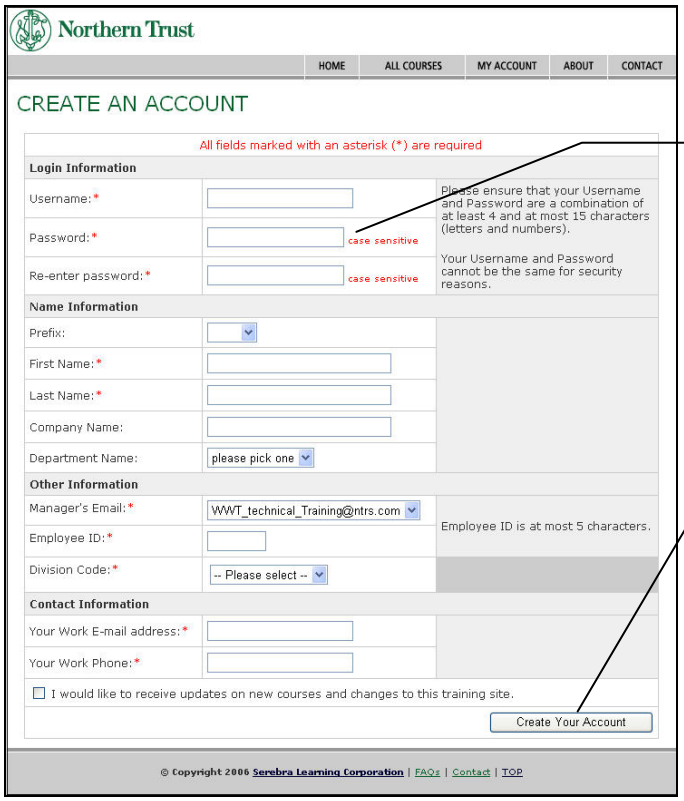
Create an Account Page



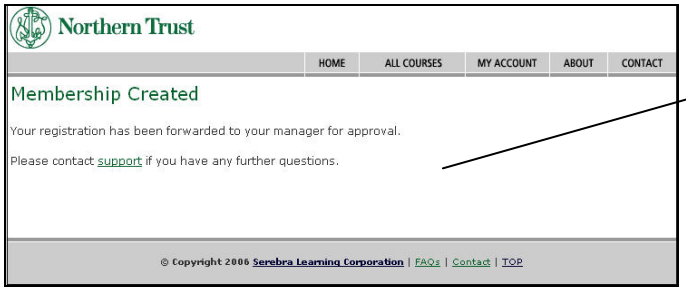
Fill in the information fields.

Remember the password fields must match and they are case sensitive

Click "Create Your Account" when all fields are filled in correctly

Create an Account Page

Membership Forwarded Page



The account request has now been forwarded to the Training Administrator.

Membership Forwarded Page

Membership Forwarded Email

You'll receive this confirmation email that the request has been forwarded.

Membership Forwarded Email

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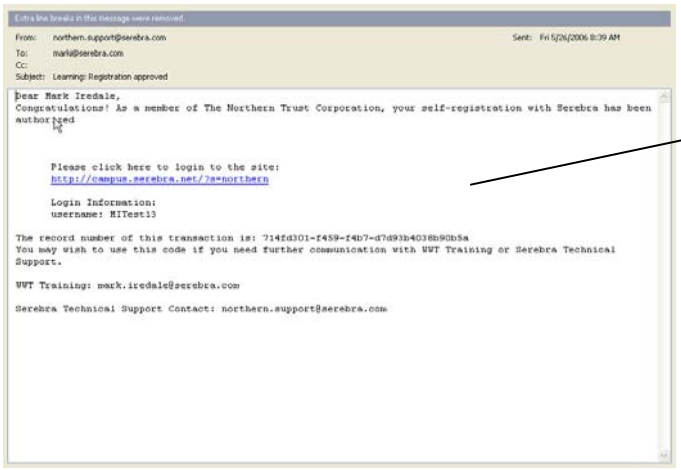
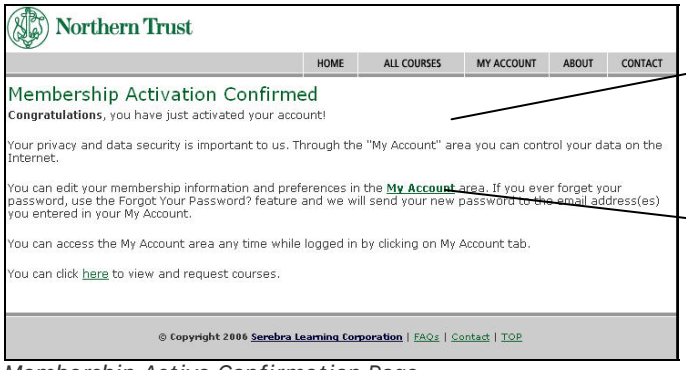
Membership Approved Email



Once the account is approved you'll receive this email notification. You can now log into the site.

Membership Approved Email

Membership Active Confirmation Page



When you log into the site you'll see this confirmation message.

Click the My Account link to continue.

Membership Active Confirmation Page

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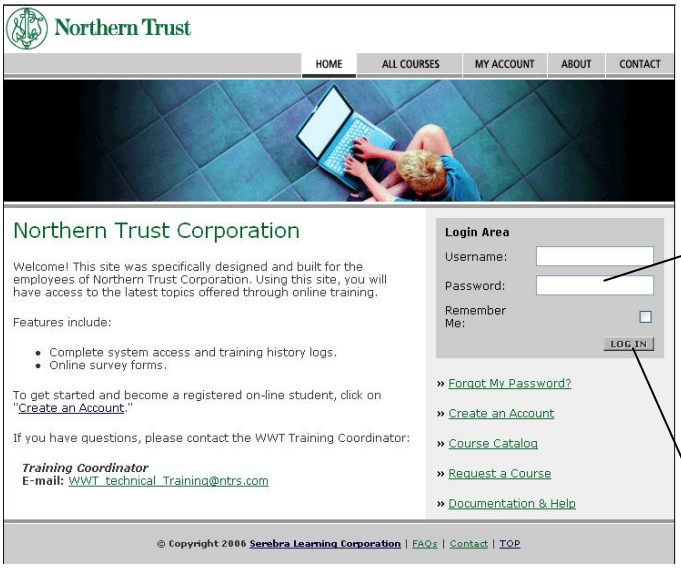
3. Requesting a Course

The Northern Trust site has been configured to allow learners to self select enrollment into any training course available on the site. The enrollment process includes an approval loop, which requires your manager to grant your access to the requested course.

Logging in to the Campus

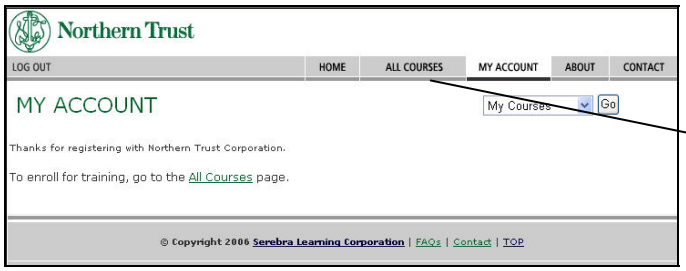


Sign in using your Username and Password.

Click "Log In" to log in to the site.

Logging in to the Campus

My Account Page



Click "All Courses" to start the course request process.

My Account Page

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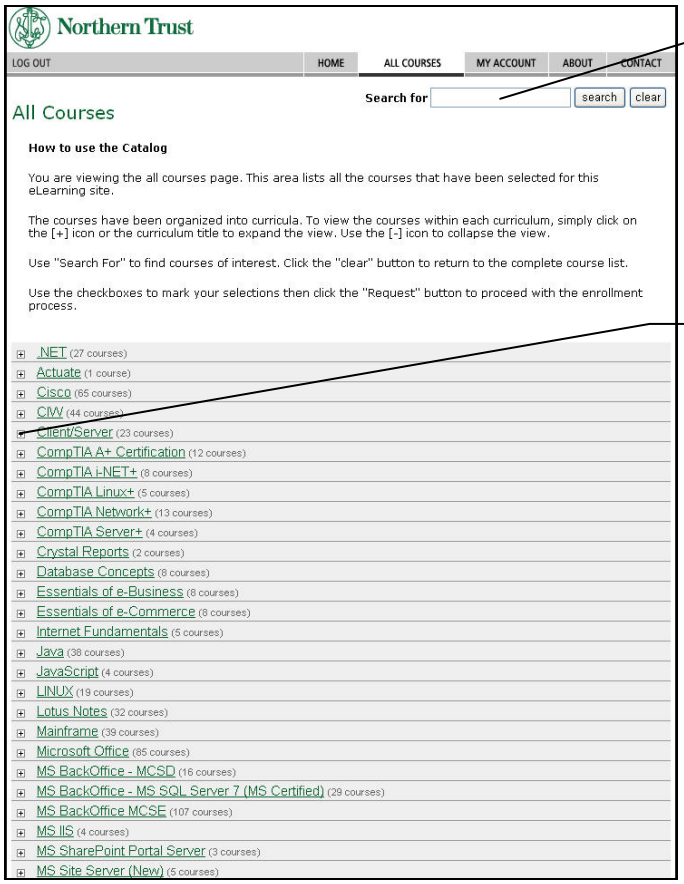
All Courses Page

To find a course you can use the search tool or simply expand the curriculum topics.



All Courses Page

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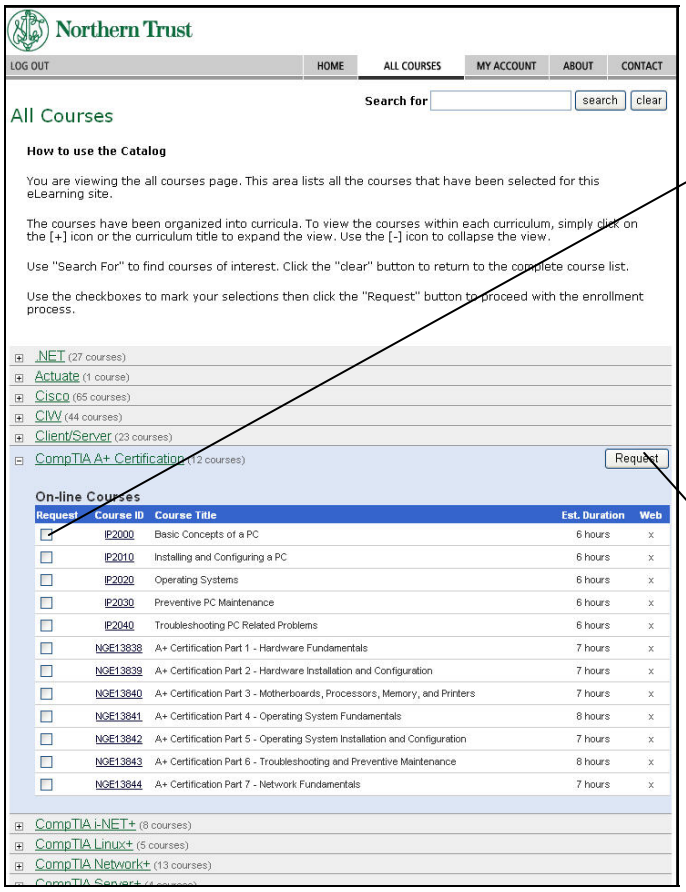
All Courses Expanded



All Courses Expanded

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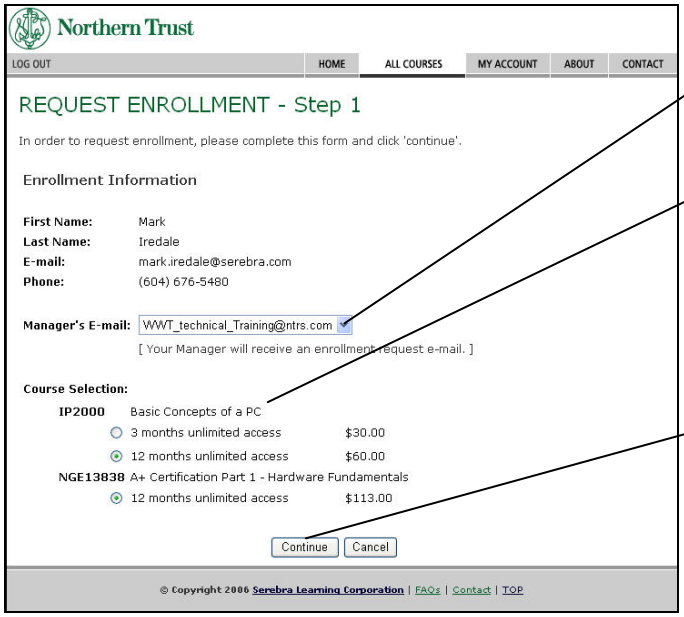
Request Enrollment Form



Confirm the approving manager's e-mail address is correct

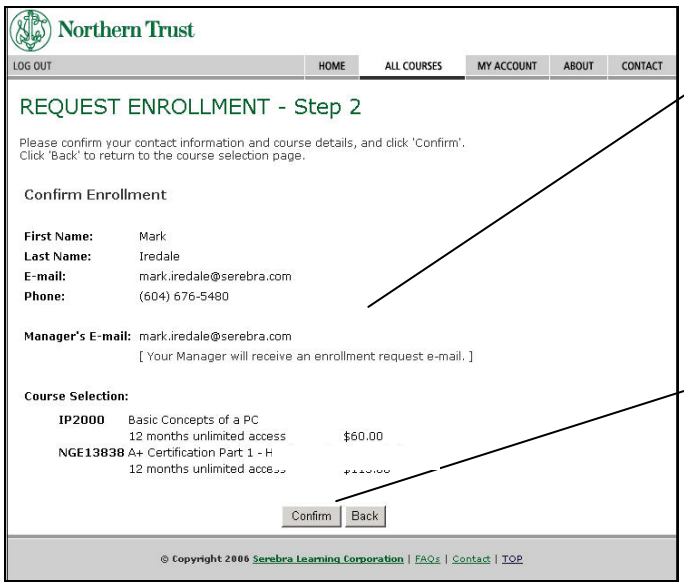
Confirm that these are the courses you want to request.

*Some courses have different license lengths so make sure to place a mark beside the correct length of time.

Click "Continue" to advance to Step 2

Request Enrollment Form

Request Enrollment Step 2



Confirm the enrollment request is correct.

Click "Confirm" to submit the request to your manager

Request Enrollment Step 2

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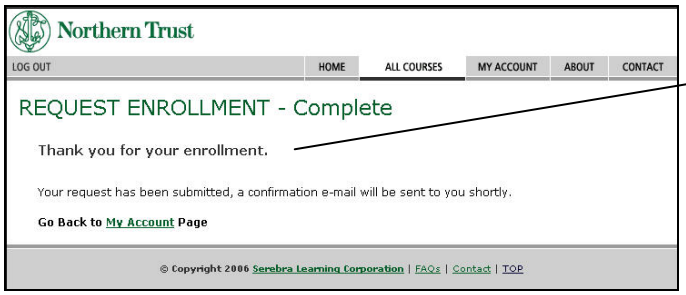
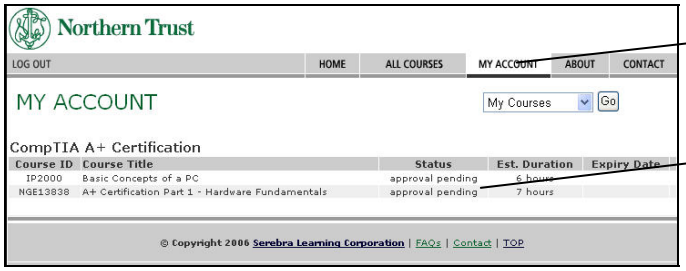
Registration Complete page



Once your manager approves the course you will be able to start your training

Registration Complete page

Before Manager Approval

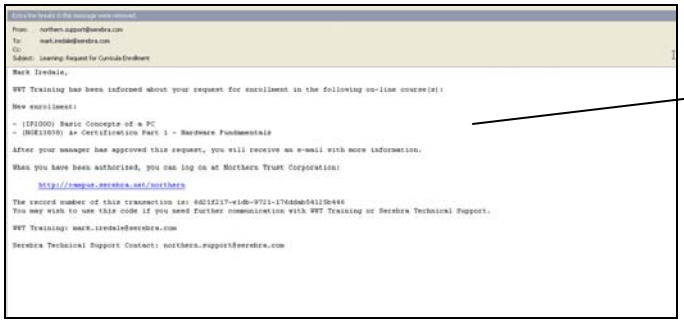


List of Courses in your "My Account" page

The status of the course shows "approval pending"

Before Manager Approval

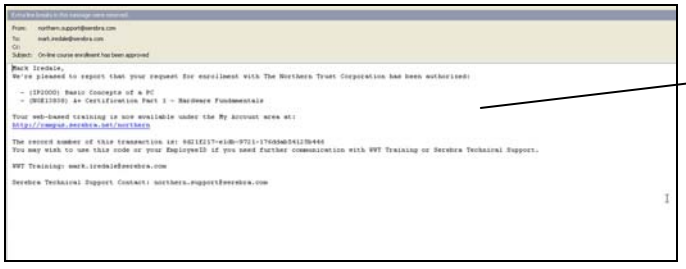
Course Request was Forwarded Email



You'll receive this confirmation email.

Course Request was Forwarded Email

Course Approved Email



Once the request is approved you'll receive this notification email. You can now start using the course

Course Approved Email

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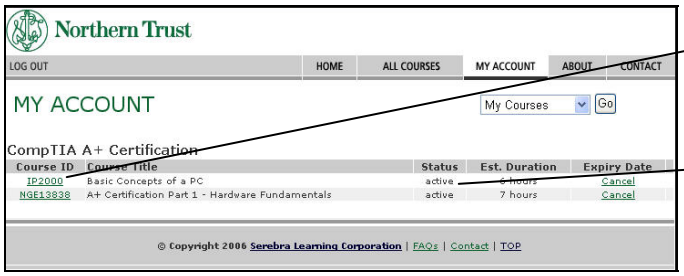
After Manager Approval



After Manager Approval

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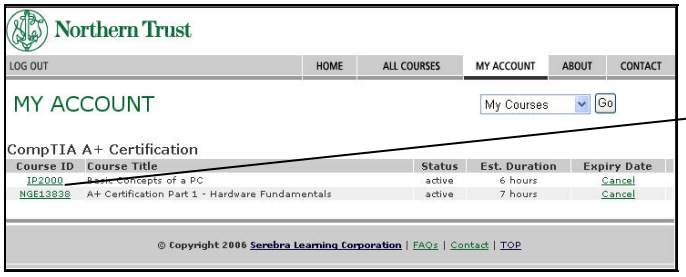
4. Launching a Course

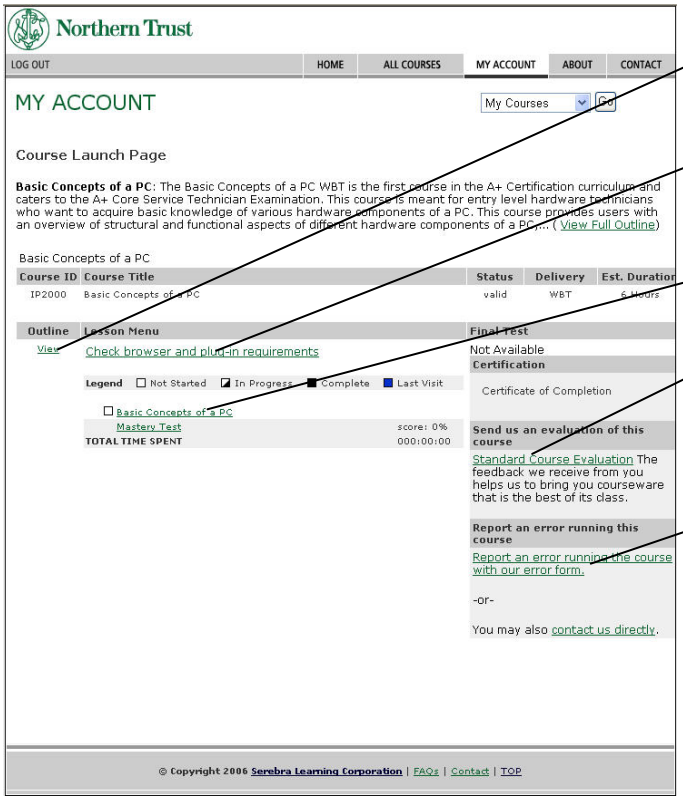
My Account Page



Click the Course ID to proceed to the course launch page.

My Account Page

Course Launch Page



Click to view the course outline

Click to check Browser and Plug-in Requirements for this course

Click to launch course

Click to complete a course evaluation of the course

Click to report an error with running the course

Course Launch Page

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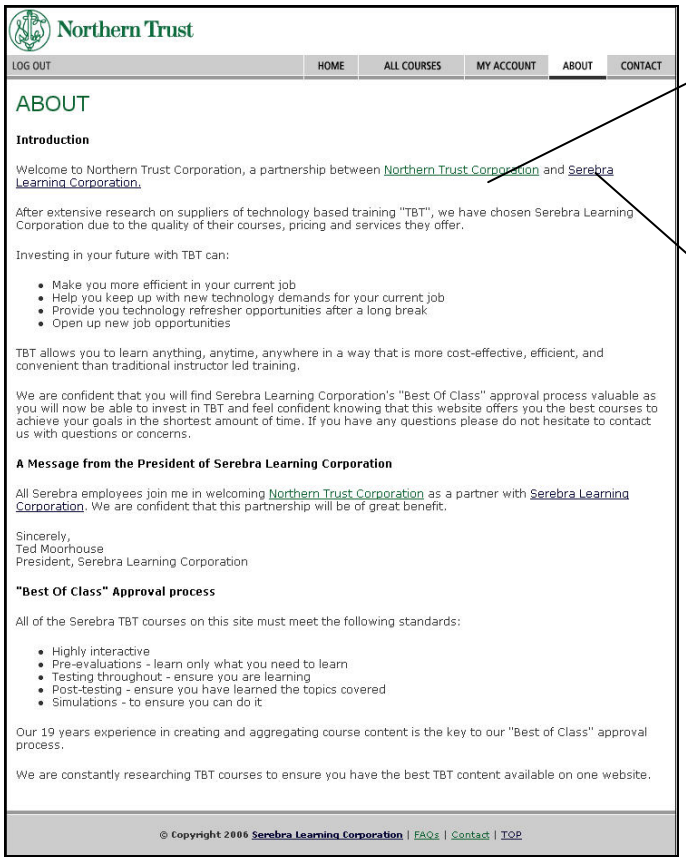
5. Additional Campus Site Areas

About Page



Northern Trust Link
Click to see the Northern Trust Page

Serebra Learning Link
Click to see Serebra Learning Corporation home page

About Page

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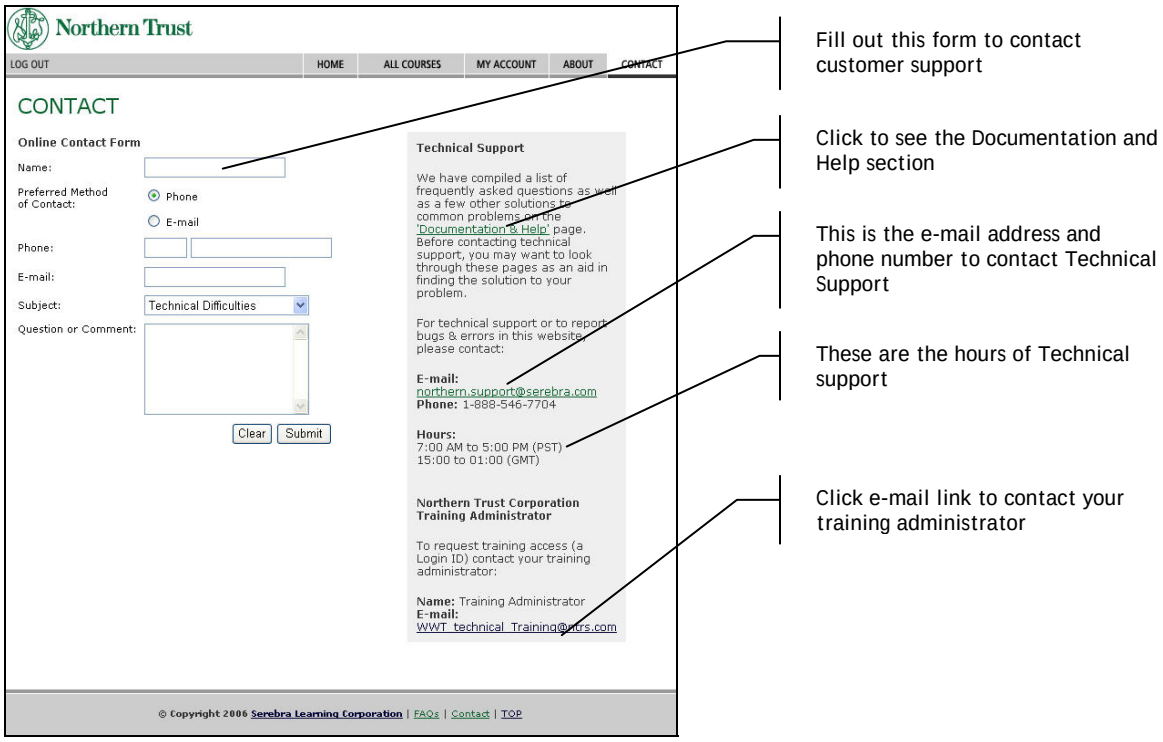
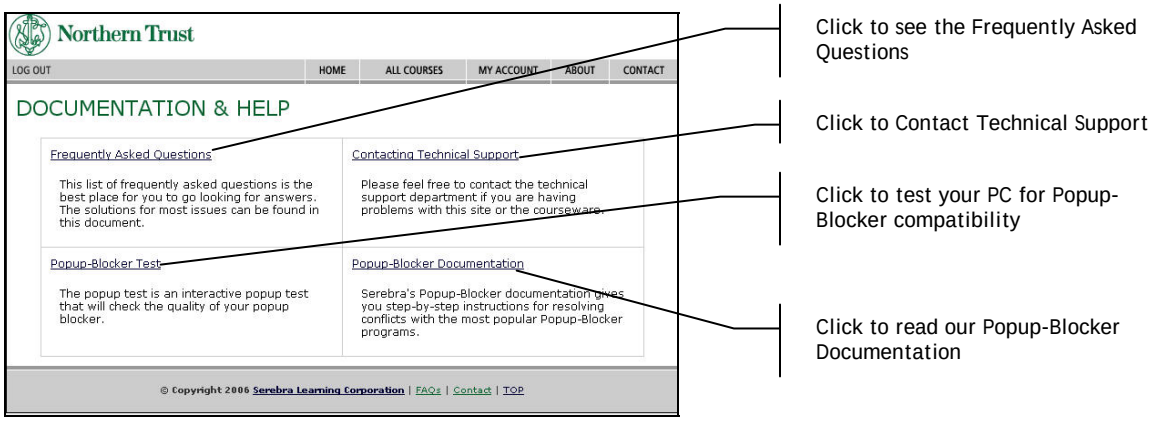
Contact Page



Contact Page

Documentation and Help Page



Documents and Help Page

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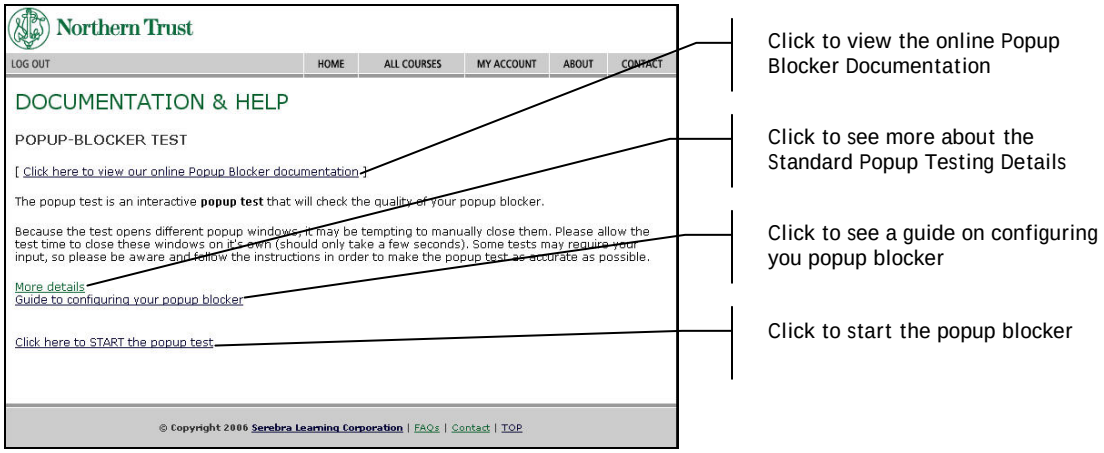
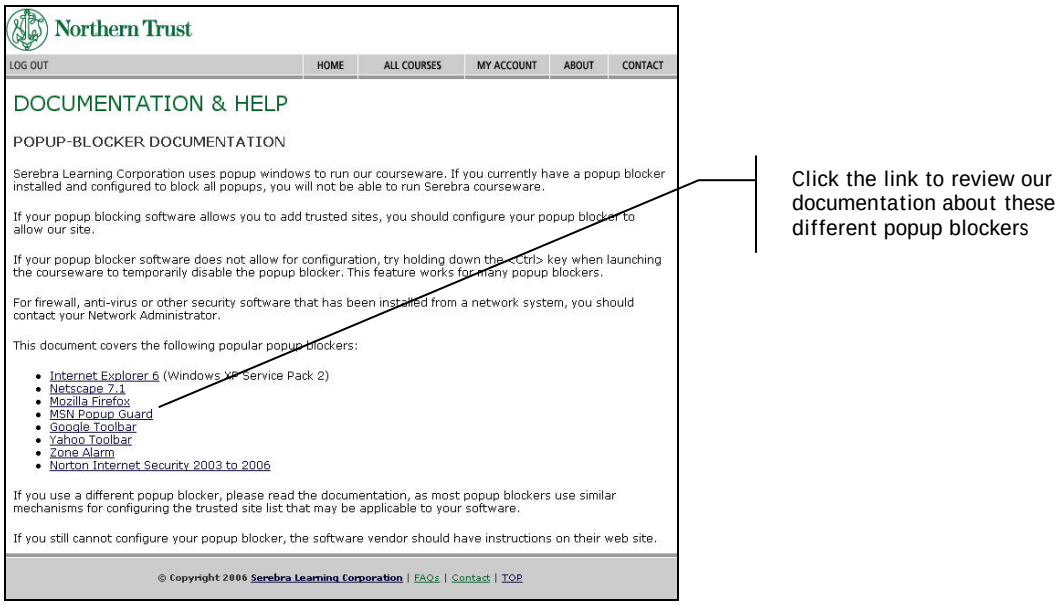
Popup-Blocker Test



Popup-Blocker Test

Popup-Blocker Document



Popup-Blocker Document

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6. Trouble Shooting and Technical Support

Popup-Blocker

When you click on the course launch link a new browser window should open for the course. If nothing happens, a pop up blocker or firewall setting is likely blocking the course window. Try holding down the <Ctrl> key while launching the course to temporarily disable the pop-up blocker. If this does not work, you can find more information on the popup blocker document page by clicking on the link below:
http://campus.serebra.net?p=popupdoc&s=gffg

Technical Requirements

What are the system minimum requirements?

PC	: Pentium 233 or higher
Memory	: minimum 64 MB RAM minimum (128 MB RAM recommended)
Operating System	: Windows 95/98/NT4/2000/XP
Browser	: Microsoft Internet Explorer 4.01 or higher
Screen Resolution	: 800x600 resolution at 16-bit color depth
Audio	: Optional
Internet Connection	: Minimum 56Kbs

Plug-ins

Some of the courses may require certain plug-ins. The course launch page will help you determine which plug-ins are required.

Below is a list of links from which the different plug-ins can be downloaded if necessary.

Java Plug-in
http://www.java.com/en/download/windows_automatic.jsp

Shockwave Player:
http://sdc.shockwave.com/shockwave/download/download.cgi

Shockwave Xtra's
You can get the course.x32 and keycapture.x32 files and instructions from here:
http://www.serebra.com/support/faqs/#4000

Flash Player:
http://www.macromedia.com/shockwave/download/download.cgi?P1_Prod_Version=ShockwaveFlash

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Contact Information

We have designed this Northern Trust Campus site specifically for the people of Northern Trust.

For technical support or to report errors while using this website, please contact:

E-mail: northern.support@serebra.com.
Phone: 1 888 546.7704
Hours: 7:00 AM to 5:00 PM (Pacific)
15:00 to 01:00 (GMT)

Northern Trust Training Coordinator

To request access to the Northern Trust Campus, please contact your training coordinator to request an account:

E-mail: WWT_technical_Training@ntrs.com

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