IAEA Nuclear Security E-Learning
Frequently Asked Questions

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There does not seem to be a final test

The final test is generally available only after the module, including all its subtopics, are marked completed.

Some e-learning modules do not feature a final test, namely
- *Transport Security*
- *Radiological Crime Scene Management*
- *Information and Computer Security*
- *Physical Protection.*

Who can take this training?

Anyone who creates a free account in the IAEA's Learning Management System can access the training.

What is the target audience?

The intended audience for nuclear security e-learning is all personnel and organizations with nuclear security responsibilities and functions. This includes, but is not limited to, national security authorities, regulatory bodies, national nuclear security coordinators, law enforcement, customs, intelligence and security agencies, operators, technical support organizations, educational and training organizations, and nuclear security support centres.

What languages are the modules available in?

All modules are currently available in English and will be translated into Arabic, Chinese, French, Russian and Spanish by the end of 2021. Currently the following are available in all of the mentioned languages:

- Overview of Nuclear Security Threats and Risks
- Nuclear Security Threats and Risks: Material and Facilities
- Nuclear Security Threats and Risks: Material out of Regulatory Control
- Nuclear Security Threats and Risks: Cyber Threats

- Preventive and Protective Measures Against Insider Threats
- Radiation Detection Techniques for Nuclear Security Applications

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How can I access the e-learning modules?

The modules are publicly available in the IAEA's Learning Management System at elearning.iaea.org. You are only required to register a free account. Instructions for registration are available here in 3 easy steps.

How do I open the module?

Please note that pop-ups must be enabled in your browser. Follow this guide to learn how to enable pop-ups.

Can I print out the module, or is there a summary of the content in the module?

The modules do not offer a PDF download to always be able to provide updated e-learning content throughout our frequent revisions in accordance with IAEA publications. We are however looking at creating summaries for future reference which will be downloadable upon completing the course.

Why is the module so slow / keeps crashing?

Your experience depends on the device (PC, tablet, mobile) you are using and your network connectivity. Try some of the following:

Connection
Make sure you have a fast and stable network connection
- if possible, use a wired connection (ethernet cable) with your device (as opposed to wireless)

- move your device closer to the Wi-Fi router were the signal strength is stronger

Device

E-learning modules are relatively resource intensive on your device. If possible, try using a newer / more powerful device. You can use the image below for reference:

Browser

Ensure you are using an up-to-date browser. While the modules were tested on Google Chrome, Firefox, Edge, Safari and Internet Explorer, we generally recommend Google Chrome.

Please note: Modules can be completed offline using the Moodle app. See the *Can I do the e-learning offline?* question below.

Why do I not see certificates in my profile?

Not all IAEA e-learning will be shown in your profile. For Nuclear Security e-learning certificates, please access specific certificates from the relevant course pages. We are currently working on a solution to add nuclear security certificates to the profiles, so please keep checking the website for updates!

Why is the module not being marked complete?

Please note that you need to complete the introduction, all content subtopics and conclusion for the module to be marked complete. If you have checked that you have

completed everything, but still have issues with the module, please contact nsnselearning@iaea.org with details and snapshots if possible.

How can I fix the name on my certificate?

Your name is based on the NUCLEUS user account you registered with the IAEA. You can follow this link to directly change your name, or

1. Go to nucleus.iaea.org
2. Log in
3. Click your name in the top right corner
4. Open NUCLEUS SETTINGS
5. Change your name (please note certificates only include first and last name, so if you need your middle names to show, please include them in the last name field)
6. Log in to elearning.iaea.org (in case you were logged in earlier, you might need to log out and log back in for the change to take effect)

I forgot my password!

Access to the IAEA e-learning site is managed via IAEA's NUCLEUS single sign on. Use the forgotten password facility to restore your password.

Can I do the e-learning offline?

You can now enjoy the IAEA's e-learning courses offline using the Moodle app - please follow the instructions below:

1. INSTALL THE APP
You can download the app for your PC, tablet or mobile.

Mobile Application
- Read the instructions here or download directly using App Store or Google Play.

Desktop application
- Read the instructions here or download directly Windows store or Mac App Store

2. INSERT WEBSITE ADDRESS

Once installed, open the application and enter the IAEA e-learning website address as follows::

    elearning.iaea.org/m2

Please note that there is '/m2' at the end.

3. LOG IN

You will be prompted to log in to your NUCLEUS account in your default browser once.

4. DOWNLOAD CONTENT

Once you are logged in, you will be able to see your courses listed on the Dashboard and enrol in new courses. When you open a module in the Moodle app, it will be automatically downloaded to your device where you may complete it offline.

5. SYNCHRONIZE PROGRESS

Please note that you will eventually need to go online to synchronize your progress in the module.