IAEA Nuclear Security E-Learning
Frequently Asked Questions

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Who is the target audience?

The audience for nuclear security e-learning is intended to include 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.

Is the e-learning free?

The IAEA's Nuclear Security E-Learning suite is available to the public for free. You are only required to create a NUCLEUS account (IAEA's single sign-on service).

What languages is the e-learning available in?

Most modules are available in all official UN languages (Arabic, Chinese, English, French, Russian, Spanish). Please note that any new modules are first developed and made available in English and only later translated to other languages. To see the up-to-date list of modules and languages they are available in, see the NSNS e-learning category on the learning management system.

Which browser should I use?

Please make sure you use **Google Chrome** or **Safari** to run the e-learning. Other browsers may have issues with navigation and displaying content or fonts.

I cannot open the e-learning module.

Please ensure that you are using a standard browser (**Google Chrome** or **Safari**) to run the modules and that you have **pop-ups enabled** for elearning.iaea.org (guide for enabling pop-ups).

I finished the module, but it is not getting marked complete.

Please check that you followed the general guidance below when completing modules:

- Ensure you are using a **standard browser** (Google Chrome or Safari).
- Please make sure to **keep the page that launches the e-learning pop-up open**. It is necessary for the module to stay connected and report progress to the learning management system.
- Complete all **subtopics, including introduction and conclusion**.
- Try going through subtopics that are not marked completed again (there may have been a connection issue between your device and IAEA's Learning Management System and completion of some pages has not been recorded)

If the issue persists, create a support ticket in the course area.

I cannot access the final test.

Completing the module is a prerequisite for accessing the final test. Please refresh the course area page and verify that the module has a blue checkmark next to it. If this is not the case, please see the section on completing modules.

Can I take the e-learning offline?

The mobile and desktop apps that you may remember using are currently not available due to technical issues. The IAEA is planning to introduce a moodle app in 2023. Then, it should be possible to download the e-learning and complete it offline.

Where can I get my certificate?

Each e-learning course area has a certificate available once you have completed the module, passed the final test (scored 80% or above) and submitted your response to the feedback form.

The certificates have a unique code registered in the system that can be verified here, remain available in the course areas and your dashboard indefinitely and are in a PDF format that can be downloaded or printed at any time.

If your name is not displaying correctly on the certificate, please see the relevant section.

My name in the system / on the certificate is incorrect.

Your name in the learning management system is based on the information in your NUCLEUS account. You can change your details here.

Please note it may take a while for the information to be updated in the learning management system.

How can I change the e-mail address associated with my account?

Access to the IAEA Learning Management System is through IAEA's NUCLEUS single sign-on system. To change your e-mail address, contact the NUCLEUS team here.

The e-learning module is crashing / slow.

If the e-learning module is slow, there may be multiple reasons:

- Connection issues
  - Please ensure you have a reliable connection. Try to move closer to the WiFi router (mobile on Wifi), connect using ethernet cable (PCs) or search for better reception (mobile data)
- Device performance
  - If your device is older or less powerful in general, make sure to **restart the device** and on and **close all unnecessary programs** before launching the e-learning. Please see the chart below for the expected behaviours with different RAM sizes.

1GB RAM or less		Transition speed: Slow Stability: Expected to restart
2GB RAM		Transition speed: Medium Stability: Might occasionally restart
3GB RAM or more		Transition speed: Fast Stability: Less likely to restart

How do I reset my password?

To reset your password, go to NUCLEUS settings and open the *'Change password'* tab.

Issues with 'Use of radiation detection instruments for front line officers'

The module on 'Use of radiation detection instruments for front line officers' was developed over 10 years ago, using now outdated technologies and some users may experience issues. Updating this module is one of Nuclear Security Division's priorities in the near future.

Need further help?

If none of the instructions above answer your question, feel free to submit a support ticket.