

STEP 1



EXPLORE

As a user you can't break ONVU Learning so explore all the options.

- What question do you need to answer?
- Do you need training or teaching support from your School?
- Need help with the ONVU Learning System?

RESOURCES

We have a wealth of information available on all aspects of the ONVU Learning system. Setting up the system for the first time?
<https://www.onvulearning.com/set-up/>

How to guides and videos <https://support.onvulearning.com/-User-Guides>

Check out our Knowledge Hub <https://support.onvulearning.com/>

STEP 2



STEP 3



LOCAL SUPPORT

If you're still have problems with the ONVU Learning system, then maybe your local IT or ONVU Learning Lead can help. They can check if the system is switched on and if you have the right permissions in the system.

We also have some additional technical info here
- <https://support.onvulearning.com/Technical-Support>

ONVU LEARNING SUPPORT

Still need some help? Please contact our support team

Portal: <https://support.onvulearning.com/>

Tel: 0370 774 9510 (support hours 09:00 – 17:00 Mon to Fri)

Email: support@onvulearning.com

STEP 4



It would be helpful if you could provide our team with the following information

- Gateway or Camera information (MAC address, LED status)
- Error messages (screen shots would be great)