



DTU Health & Safety E-learning – Q&A

DTU Health & Safety E-learning aims to support shared learning, knowledge, and understanding of a proactive health and safety culture and safe behavior at DTU.

DTU Health & Safety E-learning is intended for employees, students, and guests alike, and it provides a general introduction to a sustainable working and study environment at DTU. It does not replace specific/local training and instruction, which will continue to be handled within the individual university units.

The e-learning is based on a digital learning platform with various gamification features. It includes a number of different 3D environments reflecting DTU's campus setting, and each environment contains several scenarios with tasks and information important for building shared knowledge and understanding of safe behavior and a proactive health and safety culture at DTU.

DTU Health & Safety E-learning is accessed as an app (SafetyEngine) on mobile or tablet.

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App

1. What are the requirements for my mobile device before I can use the SafetyEngine app?

- SafetyEngine can be downloaded to both Android and Apple devices.
 - The recommended minimum versions as of 1 January 2026 are Android API level 34 or iOS 18.
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2. How do I download the SafetyEngine app?

- You can download SafetyEngine from both the **App Store** and **Google Play**. Search for "SafetyEngine".
 - Scan the QR code in the guide.
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3. What should I do if I cannot scan the QR code in the guide?

Please check:

- That you are scanning the correct QR code.
 - That you have allowed the app to use your camera.
 - Instead of using the QR code, you can search for and download the SafetyEngine app in both the **App Store** and **Google Play**.
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4. What should I do if the app does not download the e-learning correctly?

Please check:

- The app's instructions
 - Whether you have a stable network connection; try switching between Wi-Fi and 5G
 - Close any other apps running in the background
 - Check whether Edge is the default browser on your mobile device, and if so, change the browser to, for example, Chrome (see the settings on your mobile device).
 - Restart or reinstall the app
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5. Can I use SafetyEngine offline?

SafetyEngine requires an internet connection.

6. How do I log in?

You need to use the following login methods:

Employees and students:

- Use your **DTU email (@dtu.dk)**
- Log in via SSO using your DTU password

Guests:

- Create a profile using your mobile number or email
 - Enter your name, company, job title, and registration code
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7. Which registration code should I use?

A registration code is only required for guests creating a new user profile.

The valid code for guests is:

- **803DTUHSE**
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8. I'm having trouble logging in – what should I do?

Please check:

- Whether your mobile/tablet is too old (see point 1)
- That you have entered your mobile number or email correctly
- That you have accepted the user agreements during login
- Check whether Edge is the default browser on your mobile device, and if so, change the browser to, for example, Chrome (see the settings on your mobile device).

If the login problem continues, you may need to contact your IT support.

E-learning

9. Is there a guide for DTU's Health & Safety E-learning?

DTU provides a guide for both internal and external users with step-by-step images.

10. Is the e-learning available in multiple languages?

The e-learning is available in both Danish and English (see point 11).

11. Where can I change the language in the e-learning?

You can change the language in the settings - tap the gear icon.



12. Can I have the e-learning read aloud?

If you tap the megaphone icon, , the text/questions in the e-learning will be read aloud in the selected language.

13. Can I pause the e-learning and continue later?

You can close/exit the app and return later – you will continue exactly where you left off.

14. How does multiple choice work in the e-learning module?

You will regularly encounter multiple-choice tasks where you must evaluate four statements. Each statement must be marked as either **correct** (thumbs up) or **incorrect** (thumbs down). Once you have assessed all statements and click "Next," you will receive immediate feedback.

15. Can I correct a wrong answer in the e-learning module?

If you answer incorrectly, you will have the opportunity to try again once you have completed all the scenarios. You can keep answering until you choose the correct solution.

16. What should I do if I get stuck in a scenario in the e-learning module?

Please try the following steps:

- Read the task at the top of the screen - it will guide you toward the correct action.
 - Check that you have identified all the elements in the task. There may be more than one.
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17. How many answers must be correct to pass the e-learning module?

You must complete all scenarios correctly, but you have unlimited attempts to get them right.

18. Where do I find my certificate after completing the e-learning module?

Certificates are saved automatically in the app, so you can always show that you have completed the e-learning. Click on *Modules*, then select *Certificate*.

19. What should I do if the e-learning freezes or crashes?

If the e-learning freezes or crashes, it may be a good idea to restart the app.
The app saves your progress automatically, so you can continue from where you left off.

20. Who do I contact if I have questions about:

- DTU Health & Safety E-learning:
 - General questions: Your Health & Safety Coordinator
 - Technical issues: Your IT support
 - Content: CAS Health, Safety & Emergency
 - SafetyEngine App: Contact your IT support
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