

eCollege FAQ's

How do I login to eCollege?

- a. On the university homepage, <http://web.tamu-commerce.edu/> click on the myLeo icon in the bottom, right corner of the screen.



- b. On the login screen, enter your CWID and your password.
- c. Click on the eCollege link in the top menu bar or "Go to Class" under the eCollege tab.

What if I have forgotten my CWID and Password?

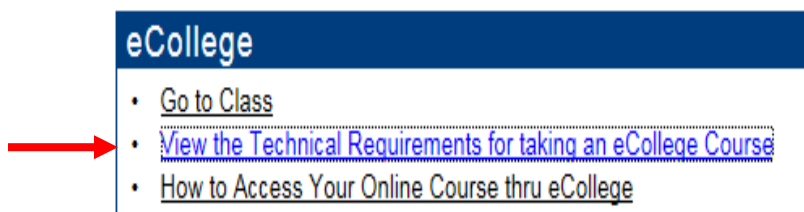
- a. Login using your SSN and date of birth (mmddyy). (Your CWID will be displayed.)
- b. Under the textbox for your CWID and your Password there is a link for help with finding or resetting these.

A screenshot of the login form. It shows two input fields: "Username / CWID :" and "Password :". Below the "Username / CWID :" field is a blue link "Forgot Your CWID?". Below the "Password :" field is a blue link "Forgot Your Password?". A "Login" button is located below the "Forgot Your Password?" link. Two red arrows point to the "Forgot Your CWID?" and "Forgot Your Password?" links.

- c. If you have any difficulty accessing the myLeo portal, contact Technology Services at HelpDesk@tamu-commerce.edu or call 903-468-6000.

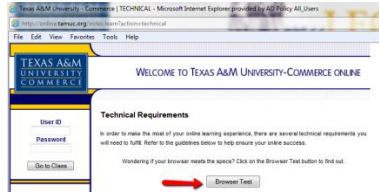
What are the eCollege technical requirements?

- a. Internet Explorer is the eCollege recommended browser (see "Technical Requirements" for full list of browsers supported by eCollege).
- b. Follow these instructions for a full list of technical requirements and to complete a browser test.
 1. After logging in, scroll down to the eCollege heading at the bottom of the screen.
 2. Click on the Technical Requirements link to run this test.



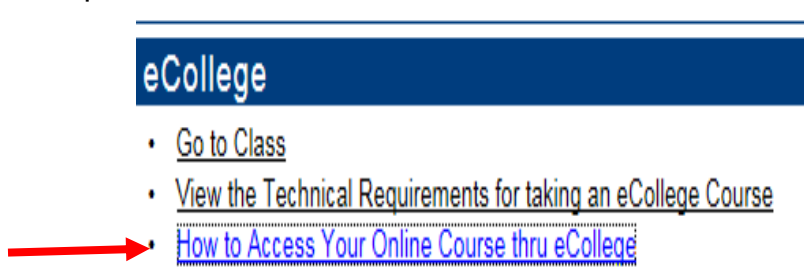
3. The browser test is at the top of the page

eCollege FAQ's



How do I access my eCollege course(s)?

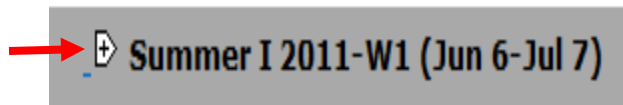
- Login to myLeo
- View the video by clicking on “How to Access your Online Course thru eCollege” under eCollege, at the bottom the screen. This will guide you through the login process.



NOTE: Courses are listed in your My Courses list approximately 2 weeks prior to the term start date. You will not be able to enter your course(s) until the first day of class.

How do I find my online courses without viewing the video?

- Login to myLeo portal
- Click on eCollege in the top right corner of the screen or
- Click on “Go to Class” in the eCollege area at the bottom of the screen.
- Click on “My Courses” tab
- Scroll down to find the semester



- Expand the term to see the courses in which you are enrolled by clicking on the + sign to the left of the semester



eCollege FAQ's

- g. Your course should be there, if not call the Registrar's Office at 903-886-5068 to confirm that you are enrolled in the course.

What if I am unable to access a tab in an eCollege course?

Adjust Cookies cache, and Java setting. (Cookies are a small text files that websites put on your computer to store information about you and your preferences.)

- a. Cookie for a PC:
1. Click the Tools button, and then click Internet Options.
 2. Click the Privacy tab, and then, under Settings,
 3. Move the slider to the top to block all cookies or to the bottom to allow all cookies
 4. Click OK.
- b. Cookie for a Mac:
1. Go Safari
 2. Go to Preferences
 3. Click on Security
 4. Beside "Accept Cookies" select "Always".
- c. Make sure you have the latest version of Java Script on your computer.
1. Click on this link to verify you have Java-[Do I have Java?](#)
 2. If you need to download Java, click [HERE](#). When the page opens, click the Free Java Download button.

A red, rounded rectangular button with the text "Free Java Download" in white, bold, sans-serif font.

If this doesn't work, contact the eCollege HelpDesk at helpdesk@online.tamuc.org or call the HelpDesk at (toll-free) 1-866-656-5511 or 720-931-3847.

Why do I keep getting "timed out"?

myLeo times out after 20 minutes of no activity. eCollege times out after 90 minutes of no activity. To avoid being "Timed out" close the myLeo window but leave the eCollege window open.

What if I need technical help with eCollege?

Contact the eCollege HelpDesk at helpdesk@online.tamuc.org or call the HelpDesk at (toll-free) 1-866-656-5511 or 720-931-3847.

What if I have question regarding the content of my course, exam, assignments, etc.?

Contact your instructor.

eCollege FAQ's

What do I do if I am kicked out of an exam or quiz?

- a. EMAIL or CALL YOUR INSTRUCTOR IMMEDIATELY then
- b. Contact helpdesk@online.tamuc.org or
- c. Call the HelpDesk at (toll-free) 1-866-656-5511 OR 720-931-3847
- d. If eCollege Helpdesk refers you to Technology Services call 903-468-6000

How can I access my course if the university website is down?

- a. Type in the url: <http://online.tamuc.org/>
- b. Enter your CWID and Password
- c. Click "Go to Class"