# LearningStudio (eCollege) Frequently Asked Questions

Note: The only courses that appear in LearningStudio (eCollege) are online, blended, and web-enhanced courses. Face to Face courses that do not have an online component will NOT appear in LearningStudio (eCollege).

1. How do I access my LearningStudio (eCollege) course(s)?
   a. Login to myLeo
   b. View the video by clicking on "How to Access your Online Course thru LearningStudio (eCollege)" under LearningStudio (eCollege), at the bottom the screen. This will guide you through the login process.
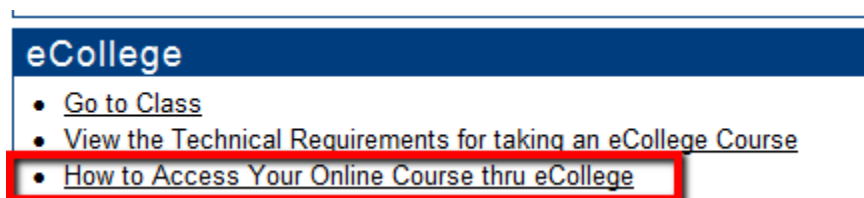
2. How do I find my online courses without viewing the video?
   a. Login to **myLeo** portal
   b. Click on **LearningStudio (eCollege)** in the top right corner of the screen **or**
   c. Click on **"Go to Class"** in the LearningStudio (eCollege) area at the bottom of the screen.
   d. Click on **"My Courses"** tab
   e. Scroll down to find the **semester**
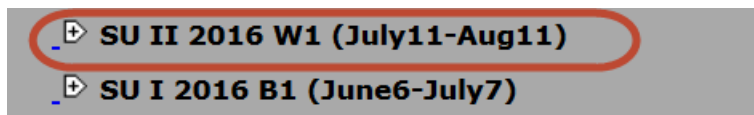
   f. Expand the term to see the courses in which you are enrolled by clicking on the **+ sign** to the left of the semester.


   g. Your course should be there, if not, check in your myLeo Registration to confirm that you are enrolled in the course.

3. If I am enrolled in an online, blended, or web-enhanced course, why is my course not showing in LearningStudio (eCollege)?

  a. Courses links appear in the My Courses list **during the week prior** to the term start date.
  b. Courses **cannot be accessed until** the first day of class.
  c. If **Staff** appears on the **Schedule of Classes**, an instructor has not been assigned to the course and the course will not appear in LearningStudio (eCollege).
  d. Courses do not appear in LearningStudio (eCollege) until the instructor has requested the **course be created** in LearningStudio (eCollege).

4. How do I check if an instructor has been assigned to my course?

  a. The Schedule of Classes is found at the bottom of the university Home page under Quick Links, see image below.
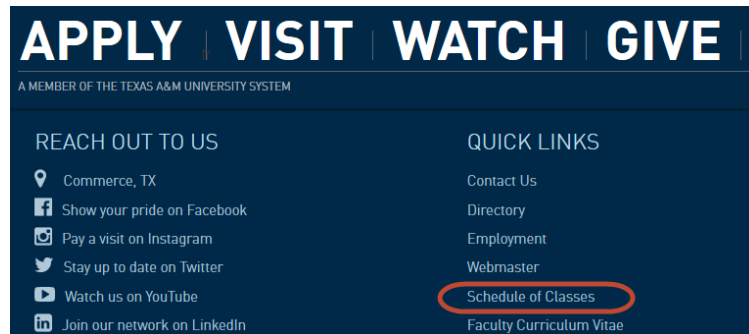
  b. In the Schedule of Classes **Dropdown Menu**, select the term and press the Enter key.
  c. Scroll down to the desired department.
  d. Scroll through courses to find desired course, if:
    1. **Staff** appears, the **course will not** show up in LearningStudio (eCollege)
    2. Instructor's name is listed; access **Syllabus** for instructor contact information.

5. What do I do if I am experiencing issues with LearningStudio (eCollege) or Class Live Pro?

a. Restart your computer
b. Empty the cache on your computer
   1. Click on Tools
   2. Click on Internet Options
   3. In Browser History, click Delete.
c. Use a different browser
   1. LearningStudio (eCollege) is **most compatible** with a PC using Internet Explorer as the browser.
   2. If you are using a Mac, install Google Chrome or Firefox as your browser.
d. ClassLive Pro is **not compatible** with **Google Chrome**, use Firefox (Mac) or Internet Explorer (PC.)
e. Make sure you have the latest version of Java Script on your computer.
   1. Go to **http://www.java.com/en/download/installed.jsp**
   2. On the screen, click ***Verify Java version***
   3. If you need to download Java, when the page opens, click the Free Java Download button.

f. If this doesn't work, call the LearningStudio (eCollege) HelpDesk at (toll-free) 1-866-656-5511 or 720-931-3847.

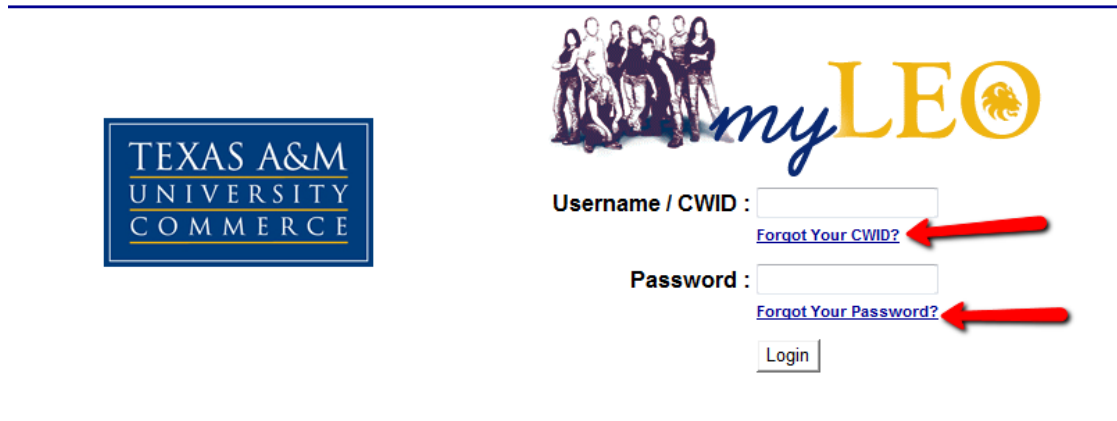## 6. How do I login to LearningStudio (eCollege)?

a. On the university homepage, **http://www.tamuc.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 **LearningStudio (eCollege) link,** in the top menu bar, or **"Go to Class"** under the LearningStudio (eCollege) tab.

7. What if I have forgotten my CWID and Password?

   a. Under the textbox for your **CWID** and your **Password,** there is a link for help with finding or resetting these.
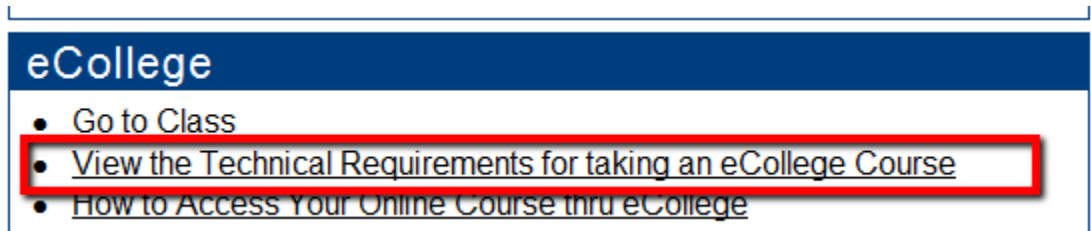
   b. If you have any difficulty accessing the myLeo portal, contact IT Support at **HelpDesk@tamuc.edu** or call 903-468-6000.

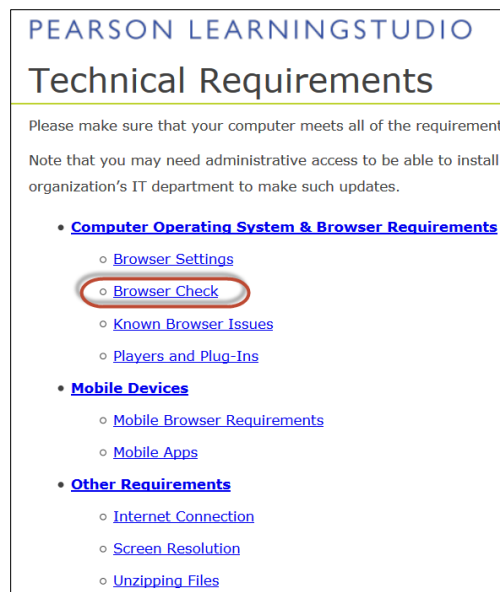## 8. What are the LearningStudio (eCollege) technical requirements?

   a. After logging in, scroll down to the LearningStudio (eCollege) heading at the bottom of the screen.

   b. Click on the Technical Requirements link view the full list of browsers supported by LearningStudio (eCollege) to run a browser test.

9. What if I am unable to access a tab in an LearningStudio (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".

10. Why do I keep getting "timed out"?

    a. myLeo times out **after 20 minutes** of no activity.
    b. LearningStudio (eCollege) times out **after 90 minutes** of no activity.
    c. ***To avoid being "Timed out" close the myLeo window but leave the LearningStudio (eCollege) window open.***

11. What if I need technical help (Error Message, page not loading, etc.) with LearningStudio (eCollege)?

Call the LearningStudio (eCollege) HelpDesk (toll-free) 1-866-656-5511 or 720-931-3847.

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

Contact your instructor.

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

    a. **EMAIL or CALL YOUR INSTRUCTOR IMMEDIATELY** then
    b. Attempt to re-enter the quiz or exam.
    c. If this is unsuccessful:
        a. Call the eCollegeHelpDesk at (toll-free) 1-866-656-5511 or 720-931-3847
        b. If LearningStudio (eCollege) Helpdesk refers you to Technology Services call 903-468-6000

14. How do I find out what changes or outages relate to LearningStudio (eCollege)?

After signing in to myLeo and clicking on the LearningStudio (eCollege) or Go to Courses link, the screen below opens. Notice the Announcements and Student Support Services areas.