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1. I am a new staff. How do I log into eLearn?

Please inform your HOD to request eLearn access for you via SENEX system.

2. What username and password should I use for eLearn?

Your eLearn username and password is your Sunway network ID and password which is same as the username that you used to log into your office computer/network.

3. I get this error message: "There is a problem with this website's security certificate" when I access Sunway eLearn website.

This warning will appear if the root certificate is not installed in the system. Click on "Continue to this website (not recommended)".

4. I have problem logging in eLearn using my network ID and password. Why?

You have network ID and password doesn't mean you have an eLearn access. In order to access to eLearn, HODs need to request the eLearn access for staff via SENEX.

5. My password doesn't seem to be working. I get an error message.

There are few possibilities.

a) An error occurred while the system was processing this login request

This means your username and/or password you have entered are incorrect or your eLearn access has not been granted by your schools. Please check with the eLearn coordinator of your school.

b) Could not login. Valid authentication credentials were not provided.

This means you are not using the correct username and password.

c) No authentication credentials were provided with the request.

This means you have JavaScript disabled in your browser. You need to enable the JavaScript in your browser.

- For Microsoft Internet Explorer, please go to Tools > Options > Security tab > Custom Level > Scroll down the page until you see "Scripting" section, be sure that "Active Scripting" is enabled. - For Mozilla Firefox browser, Edit > Preference > Advanced > Scripts & plug-ins. Choose "Enable JavaScript for: Navigator"



6. A course I am teaching does not show in eLearn. Why?

Contact your department's eLearn coordinator to check whether your course has been created. If it's not created yet, fill up the Course Creation Form and pass it to IT Services department. You can download the form from Vine > Select IT Services Department from the Department tab > Click on *For Staff* > Click on Form Downloads > Select eLearn

7. My course is still active but my student not able to view my course in eLearn. Why?

If you can see the content but student can't view it, please check your course availability and course duration.

- i. Course availability -- Make sure the Course Availability is set to "Yes"
- ii. Course duration -- Make sure the course duration is not expired.

Navigate to Control Panel > Select Properties under Customization > check the course availability and course duration.

8. How do I add content to eLearn?

Click on the icon on the upper right to turn "Edit Mode" from off to on. Then you can edit the content.

9. My student can't view the course materials that I have uploaded in eLearn even though they have enrolled into my course and the course is still active. Why?

eLearn has the flexibility to allow instructor to pre-upload all the course materials and set it to be viewable by the students at the selected date and time or make the content unavailable. You can check on your setting by navigating to the selected content item > click on arrow down key > select Edit.

10. Where is the "Course Document"?

In eLearn, the "Course Documents" has been replaced with "Content"

11. Where is the digital dropbox?

In Blackboard Learn, the "digital dropbox" has been removed in favor of "Assignment". Student can submit their work through the assignment window if the instructor has created an electronic assignment in Blackboard.

12. Where can I get the instructor guide?

You can download the instructor guide from Vine > Select IT Services from Department tab > Click on For staff > Click on Services > Click on eLearn > Instructor Guide.

13. What is the eLearn supported browsers?

- **Certified:** Fully supported technology with highest level of testing before release.
- **Compatible:** Fully supported technology with minimal level of testing before release.
- **Unsupported:** Unsupported technology because it is either impossible or not tested.



Microsoft Windows Operating System

	Internet Explorer 9	Internet Explorer 8	Firefox (Final Release Channel) ¹	Firefox ESR ²	Chrome (Stable Channel) ³
Windows XP (32 bit)	Unsupported	Compatible	Compatible	Certified	Compatible
Windows Vista (32-bit)	Certified	Compatible	Certified	Certified	Compatible
Windows Vista (64-bit)	Compatible	Compatible	Compatible	Certified	Compatible
Windows 7 (32-bit)	Certified	Compatible	Certified	Certified	Certified
Windows 7 (64-bit)	Certified	Compatible	Certified	Certified	Certified

Apple Mac Operating System

	Safari 5.1	Safari 5.0	Safari 4.0	Firefox ⁴ (Final Release Channel) ¹	Firefox ESR ²	Chrome (Stable Channel) ³
Mac OS X 10.6 "Snow Leopard"	Certified	Certified	Compatible	Certified	Certified	Certified
Mac OS X 10.7 "Lion"	Certified	Unsupported	Unsupported	Certified	Certified	Certified

¹Firefox ESR is a release of Firefox intended for groups who install and maintain the desktop environment in large institutions. More information is available at <http://www.mozilla.org/en-US/firefox/organizations/>.

²The Firefox Release Channel is the fully tested version by Mozilla and intended to be the most stable. This channel is updated roughly every six weeks. More information is available at <http://blog.mozilla.com/blog/2011/04/13/new-channels-for-firefox-rapid-releases/>.

³The Chrome Stable Channel is the fully tested version by Google and intended to be the most stable as the name implies. This channel is updated roughly every 2-3 weeks for minor releases and 6 weeks for major releases. More information is available at www.chromium.org.

⁴Firefox 8 and Mac OS are not compatible with the drag and drop functions on Blackboard Learn.

Technologies Not Supported

The following technologies are not supported in SP 10:

- Internet Explorer 6, 7
- Firefox 1.x, 2.0, 3.0, 3.5, and 3.6
- Safari 2.0, 3.x and any version on Windows
- Windows XP 64-bit
- Mac OS X 10.3, 10.4, 10.5



- Java 5, although it may continue to work

Other Support in SP 10

Accessibility and JAWS

Blackboard strives to make all its products as accessible as possible. JAWS for Windows 11 and 12 were used during accessibility testing in SP 10.

JRE Support

Blackboard Learn requires the latest version of Sun JRE 7. JRE 6 will continue to work with SP 10. The JRE can be downloaded from <http://www.oracle.com/technetwork/java/javase/downloads/index.html>. Windows system administrators who want to provide auto-download for users can find the.cab file link for the appropriate JRE at <http://www.oracle.com/technetwork/java/javase/autodownload-140472.html>.

Java Applet Code Signing

Java applets bundled with Blackboard Learn 9.1 SP 10 are now signed with a time stamping authority, <https://timestamp.geotrust.com>, which certifies that the Blackboard code signing certificate was valid at the point in time when the applet was signed. Web browser client JDKs that trust the time stamping authority will run the applets without error, even after the Blackboard code signing certificate expires. All JDKs since version 1.5 trust this time stamping authority by default.