



eLearn Frequently Asked Questions - Students

Ver:1.5

Updated: 26 Apr 2013

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1. What is eLearn?

eLearn is a web-based teaching and delivery platform that provides online learning. With eLearn you can access your course at anytime and anywhere as long as you have the Internet connection.

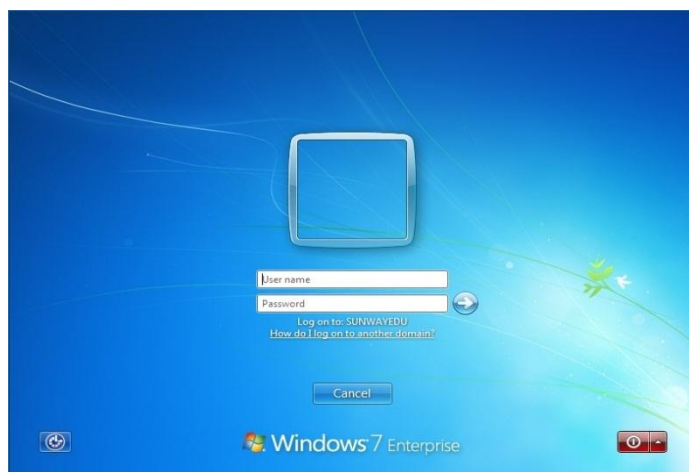
2. How do I log into eLearn?

- (a) Have you collected your student's network ID and password?
Yes → Please proceed to Q(b).
No → Please collect your username and password at Computer Learning Centre (CLC) Level 1, South Building. Please make sure that you have paid the semester fees and bring your receipt(s) for verification purposes.
- (b) Have you ACTIVATED your network ID and password by logging on to Windows in Computer Learning Centre (CLC) Level 1, South Building?
YES → Please proceed to Blackboard login via <https://elearn.sunway.edu.my> by using your network ID and password.
No → Please proceed to Q2.

3. How do I activate my network ID?

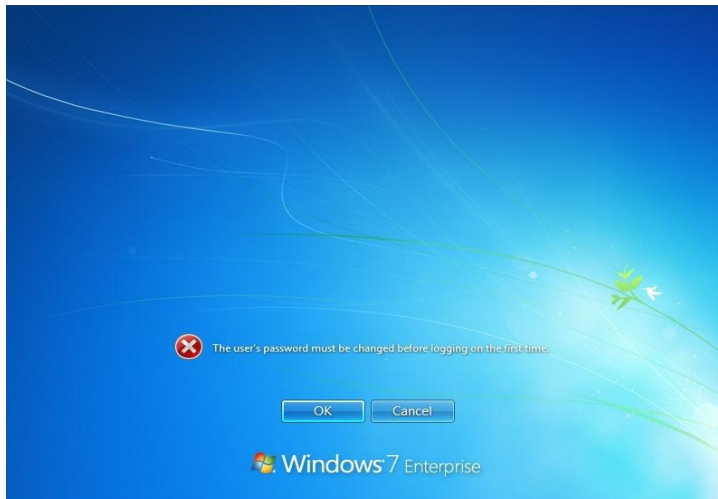
For first time login to Windows, you will be prompted to change to a **NEW PASSWORD**.

Step 1: Press CTRL + ALT + DEL. Enter new student ID and default password and click on the arrow button. Make sure the "Log on to" points to SUNWAY EDU.

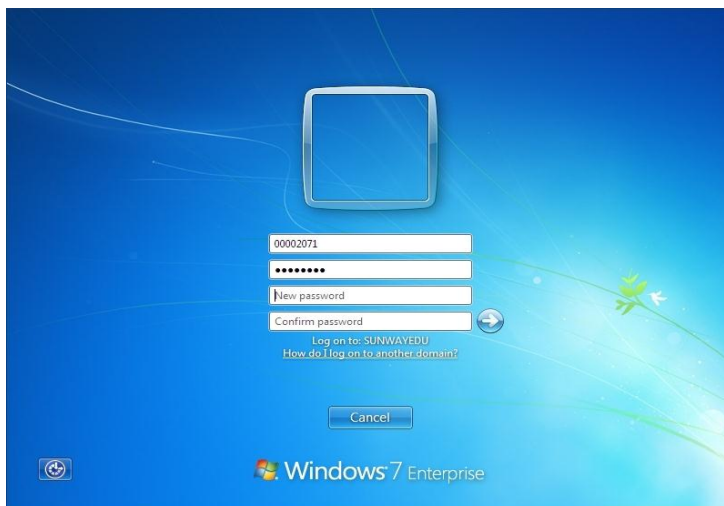




Step 2: Click *OK* to proceed when you see this logon message.



Step 3: Enter your new password, re-type the new password in the confirm box and click on the arrow button.



Tips:

Your password must be at least seven (7) characters with combination of:


- Alphanumeric (a - z and 0 - 9)
- Upper and lowercase (A and a)
- Special characters (!@#\$%&)

The following are prohibited from being used in your new password.

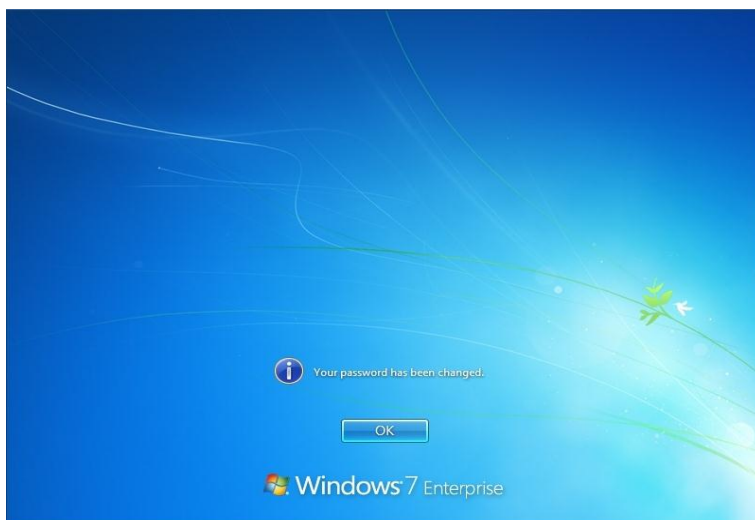
- Blank space
- The same username and password
- Dictionary words

Examples of a Strong password: pD#Esl89

You must NOT reveal your password to anyone in anyway.

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Step 4: This change password message will appear if you have successfully changed the password. Click *OK* to continue.



4. **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 your instructor/eLearn coordinator.
- b) **Could not login. Valid authentication credentials were not provided.**
This means you are not using the correct username and password.
- c) **No authentication credential were provided with the request**
This means you have JavaScript disabled in your browser, a browser configuration problem.
- 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"
- d) **Access denied - your account access to the system is no longer permitted.**
This means your access has been blocked. Please check with your instructor/eLearn coordinator.

5. **I have forgotten my network password. How can I reset my network password?**

You will not be able to log into eLearn if you have forgotten your network password. To reset your network password, please go to CLC1 counter at 1st Floor South Building and give your network ID to the IT Personnel there. They will help to reset your network password. However, it will not take effect immediately. For those students who reset the password in the morning will take effect after 1pm. For those students who reset the password in the afternoon will take effect after 5pm.

6. **Can I change my password in eLearn?**

No. eLearn uses your Sunway network ID and password. If you wish to change your network password, please log on to Windows in Computer Learning Centre (CLC), Level 1, South Building.



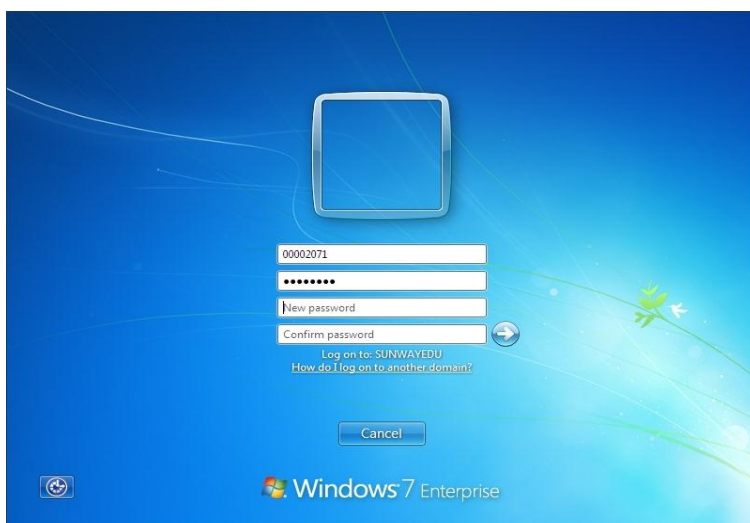
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Step 1: Press CTRL + ALT + DEL

Step 2: Click **Change Password**. Enter your old password and new password. Retype your new password to confirm and click **OK**.



7. Can I update my email address in eLearn?

No.

8. I can login to eLearn but don't see my subjects listed. Why?

Please be aware that there are few instructors do not use eLearn at all, or do not make their course sites available to students until after the semester has started. If you aren't certain whether your class is going to be using eLearn, please speak with your instructor.

There are few other possibilities.

- You have not enrolled into eLearn yet.** Please check with your instructor and ask for the enrollment access code to enroll into the subject.
- The subject has been expired.** Please check with your instructor to extend the course duration in eLearn.

9. How do I enroll in a course in eLearn?

Enrolment for courses in eLearn is often separate from the course registration via the student administration of Sunway. Follow the following steps to enroll for a course:

- Log onto eLearn with your Sunway ID.
- Check whether you have not already been enrolled by checking the courses listed under the heading **Courses in which you are participating**.
- If you have not been enrolled already, choose the Courses tab and click on **Browse Course Catalog**.
- Look for the course you wish to enroll in.
- From here on, there are various options:
 - Beside the course you may find the button **Enroll**. If you click on **Enroll** you see a page on which you should confirm your enrollment by clicking **Submit**. You are now enrolled in the course concerned.
 - Instructor may choose to receive your requested enrollment by e-mail. In this case you also click **Enroll**, after which you will see the confirmation page, but now a message will appear stating that your request is being dealt with. The course instructor will receive your requested enrollment by e-mail and decide whether or not to add you to the course.



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- Another possibility is that, after clicking **Enroll**, you are asked to enter an **Access Code**. In this case, the instructor has set a password which you need to enroll in the course. If you do not know this access code you can contact the instructor.

If the **Enroll** button is not present but you would like to participate in the course, you can contact the instructor.

You can check whether your enrollment has been successful by clicking on the **My Institution** page. If you have been enrolled, the course is listed under the heading **Courses in which you are participating**.

10. Can I use my Hotmail or Yahoo email address in eLearn?

All Sunway students are required to use Sunway iMail account to communicate with the institution.

11. 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 OSX 10.6 "Snow Leopard"	Certified	Certified	Compatible	Certified	Certified	Certified
Mac OSX 10.7 "Lion"	Certified	Unsupported	Unsupported	Certified	Certified	Certified

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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 OSX 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.