**1. What is eLearn?**

eLearn is a web-based learning management system at Sunway Education Group. It is used to post and distribute course contents such as syllabus and hand-outs, to communicate with students via announcements and email, to assess student learning through quizzes, assignment and discussion board and much more.

**2. How do I log into eLearn?**

Login via [https://elearn.sunway.edu.my](https://elearn.sunway.edu.my) with your student login credentials. You need to activate your Windows login before you can access eLearn. If you have not collected your student login credentials, please proceed to Lab support counter at IT Learning Lab at Level 1, South Building to collect it. You are required to present either one of the following to get your login credentials:

- Identity card (I/C)
- Passport
- Student ID card
- Payment official receipts

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

4. I get this error “The username and password you entered is incorrect. Please try again”. What does it mean?

There are few possibilities.

i. The username and/or password you have entered are incorrect.
ii. Your eLearn access has not been granted by your schools. Please check with your instructor or eLearn coordinator.
iii. Your eLearn access has been blocked due to financial hold. Please proceed to the Finance counters to make the payment. It takes 24 hours to unblock the access once the payment has been cleared.
5. I have forgotten my password. How can I reset it?
Please proceed to Lab support counter, IT Learning Lab at Level 1, South Building to reset your password.

6. I can login to eLearn but don’t see my subjects listed. Why?
There are 2 possibilities.
   i. You have not enrolled into eLearn yet. Please check with your instructor and ask for the enrollment access code to enroll into the subject.
   ii. The subject has been expired. Please check with your instructor to extend the course duration in eLearn.

7. 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 or iZone. Follow the following steps to enroll for a course:

   1) Log onto eLearn
   2) Click on the Courses tab and click on Browse Course Catalogue.
   3) Look for the course you wish to enroll in.
   4) 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 enrolment by clicking Submit. You are now enrolled in the course concerned.
      • Instructor may choose to receive your requested enrolment 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 enrolment by e-mail and decide whether or not to add you to the course.
      • 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 enrolment 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.

8. Can I access my courses and contents on mobile devices or tablets?
Yes. You can download the eLearn app from the App Store (iOS) or Play Store (Android).

   i. Search for Blackboard Mobile App
   ii. Install and launch the app on your device
   iii. Tap on Search for your school
   iv. Search for and select “SunwayEd”
   v. Log in using the same username and password that you normally use to access eLearn and tap Continue.
   vi. You will see the course you are enrolled in from the Dashboard.

9. What are the eLearn supported browsers?
Click here to view the supported browsers.