

# Finding Courses in eCourseware

## Center for Teaching and Learning (CTL)

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## **Purpose**

This training material highlights how to find missing courses within eCourseware.

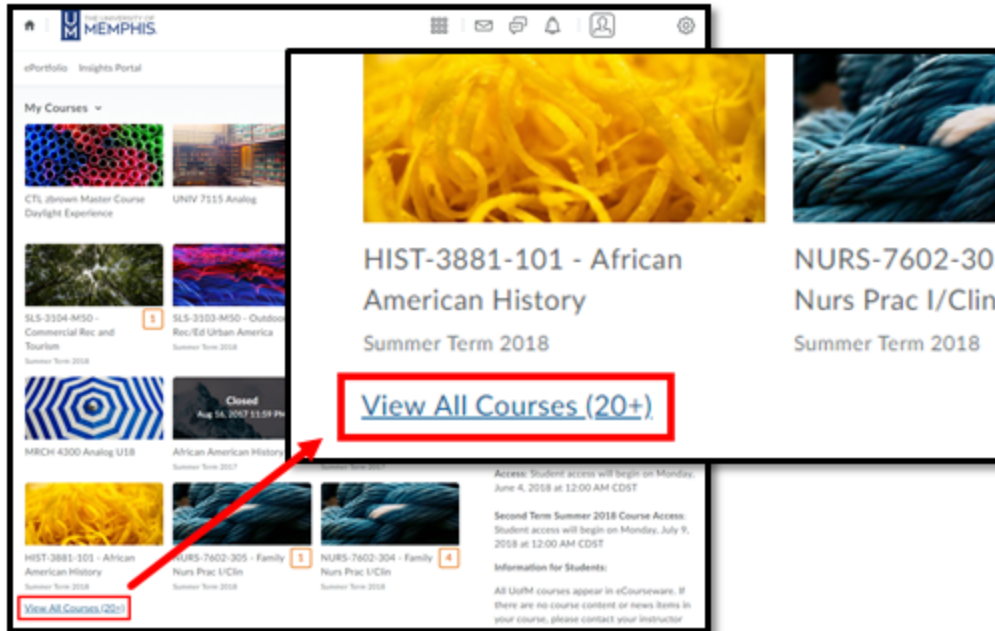
## **Audience**

University of Memphis Faculty and Students.

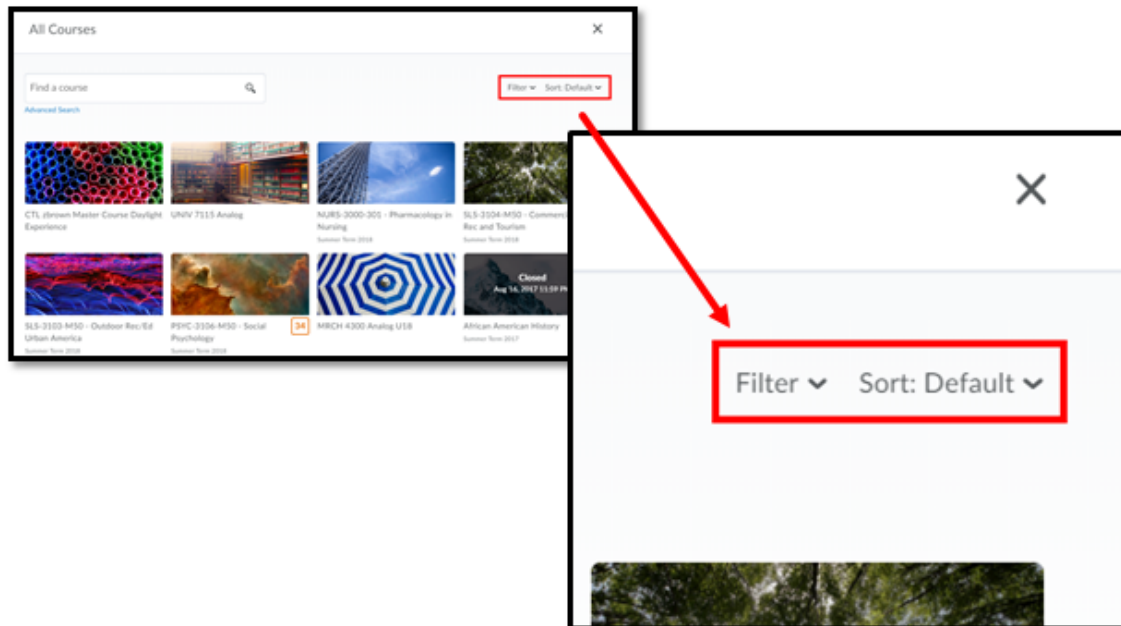
## Getting Started

### Finding Missing Courses

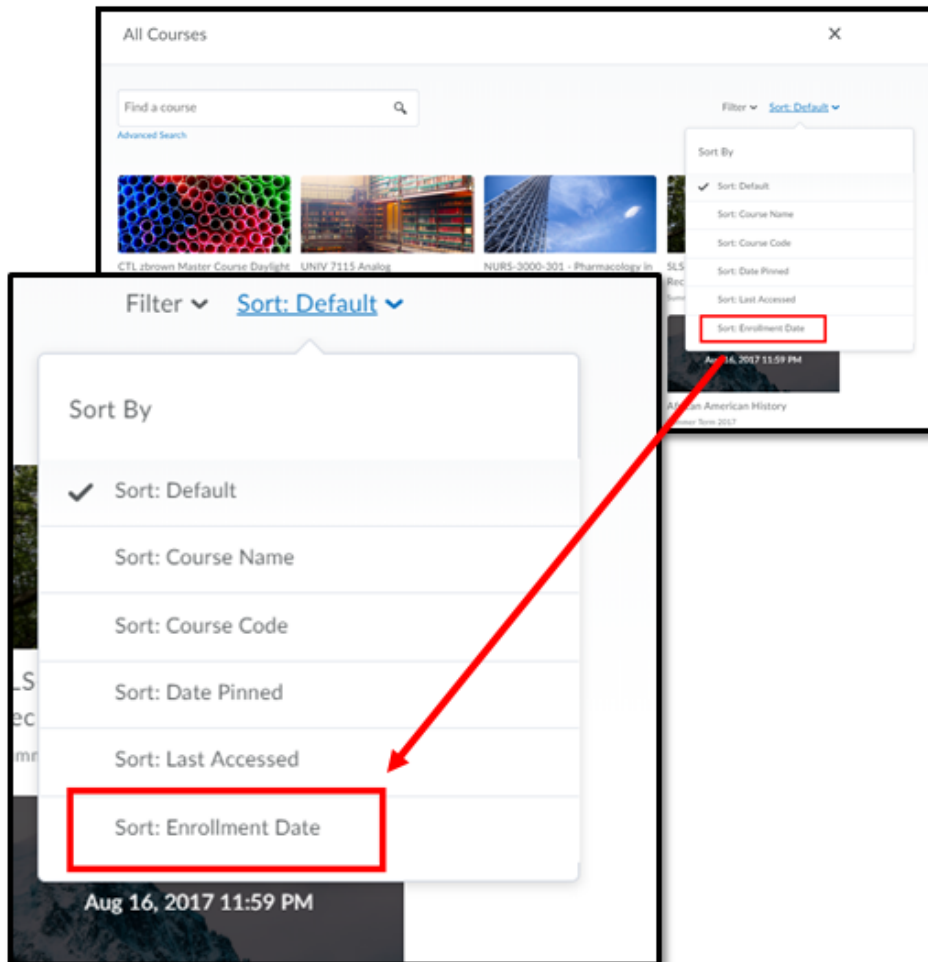
1. Under the My Courses widgets, click **View All Courses**.




2. Click the drop-down menu next to the **Sort** option.

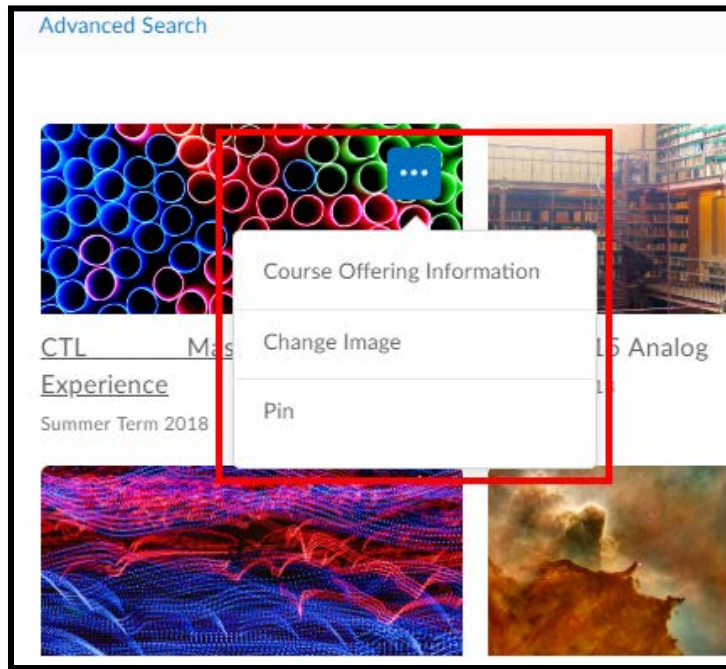


3. Click Sort: Enrollment Date.

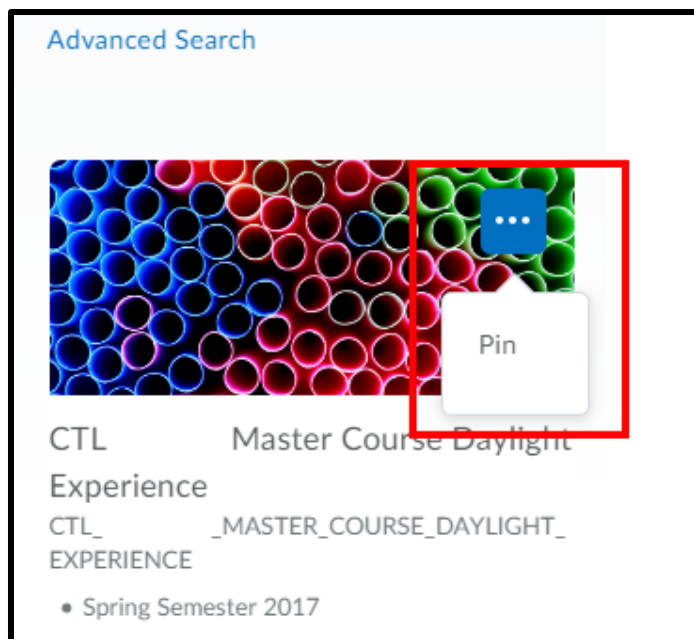


4. For easy access, pin your desired course(s) to the top of course menu by rolling your cursor over the image associated with the course and clicking the three dots  and selecting Pin from the drop-down menu.

Faculty view:



Student view:



# Locating Help Resources

Upon completing the training covered in this course, faculty, staff, and students are able to receive additional training help and resources. Such help can be located as follows:

## Service Desk Request

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### Submitting a Ticket

- Login URL:
  - [Here is a link to our service desk ticketing system](#)
  - After logging in, choose the link **Request Help or Services**.
  - Choose Request Help or Services.

### Call the ITS Service Desk (901.678.8888) any day of the week! (Excluding Some Holidays)

- The ITS Service Desk is available from 8:00 a.m. - 11:59 p.m., seven days a week (excluding some holidays). You can contact the Service Desk for assistance with technical login problems or issues. Incoming calls after hours will be handled by voicemail services. If you require assistance after 12:00 a.m., please leave a message or submit a service request.
- Messages will be checked regularly and receive priority response the following business day. You may also email The Center for Teaching and Learning, [umtech@memphis.edu](mailto:umtech@memphis.edu) (using this email will automatically generate a help desk ticket).

### Email umTech

- Email at [umtech@memphis.edu](mailto:umtech@memphis.edu) (Using this email will automatically generate a help desk ticket). Please keep your Service Desk ticket number for faster assistance.

## Important Links

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- [Explore the umTech Website](#)
- [Center for Teaching and Learning \(CTL\) Website](#)
- [Search our Training and Documentation](#)