

# Logging Into eCourseware

## Center for Teaching and Learning (CTL)

100 Administration Bldg., Memphis, TN 38152

Phone: 901.678.8888

Email: [itstrainers@memphis.edu](mailto:itstrainers@memphis.edu)

[Center for Teaching and Learning Website](#)

8/9/2021

Brought to you by:  
**umTech & The Center for Teaching & Learning**

## Table of Contents

---

My Home.....	3
Minibar.....	4
My Courses .....	5
Service Desk Request .....	5
Submitting a Ticket.....	5
Call the ITS Service Desk (901.678.8888) any day of the week! .....	5
(Excluding Some Holidays).....	5
Important Links .....	5

# General Information

## **Purpose**

The Center for Teaching and Learning welcomes you to our orientation for eCourseware. This guide will instruct in how to use eCourseware

## **Audience**

Faculty and staff using eCourseware.

# Logging In

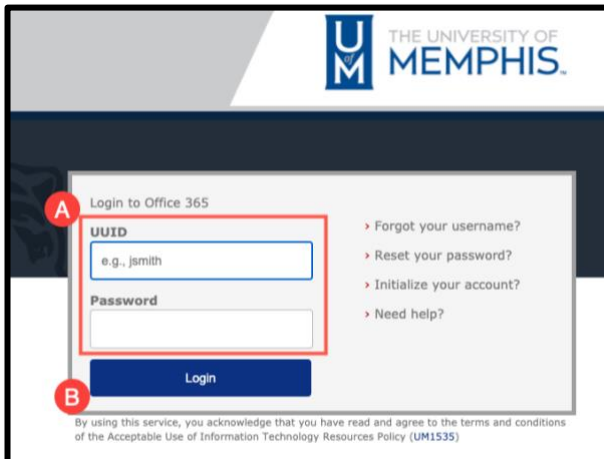
## My Home

---

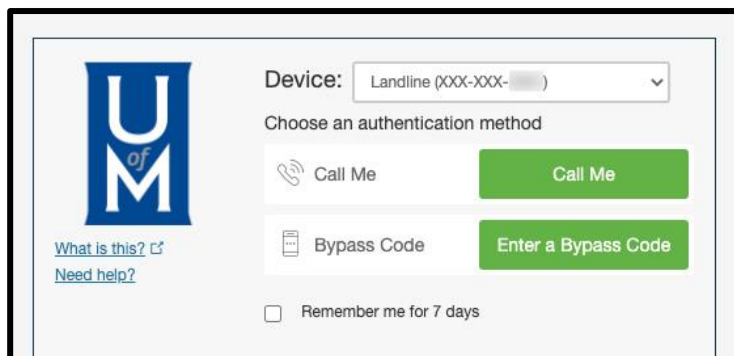
1. Go to any page on the UofM Website and click on the lower left-hand corner of the page, click on the word **eCourseware**.



2. Using your UofM sign in with your **A) uuid** and **B) password**.

A screenshot of the 'Login to Office 365' page. The page has a white background with a dark blue header containing the UofM logo. A red box labeled 'A' highlights the 'UUID' field (with the example 'e.g., jamith') and the 'Password' field. A blue 'Login' button is labeled 'B'. To the right of the fields are links: 'Forgot your username?', 'Reset your password?', 'Initialize your account?', and 'Need help?'. At the bottom, there is a small disclaimer: 'By using this service, you acknowledge that you have read and agree to the terms and conditions of the Acceptable Use of Information Technology Resources Policy (UM1535)'.

3. Authenticate Using DUO.

A screenshot of the DUO authentication page. It features the UofM logo on the left. On the right, there is a 'Device:' dropdown menu set to 'Landline (XXX-XXX-XXXX)'. Below this is the heading 'Choose an authentication method'. There are two options: 'Call Me' with a green 'Call Me' button, and 'Bypass Code' with a green 'Enter a Bypass Code' button. At the bottom, there is a checkbox labeled 'Remember me for 7 days'. On the left side of the page, there are links: 'What is this?' and 'Need help?'.

**Course Home** is the first page you see when you navigate to a course. Similar to My Home, it also contains widgets, tool links on the navigation bar, and resources that enable you to access your personal information, account settings, and course specific content.

## Minibar

---

The **minibar** is located at the top of your screen. The **minibar** is your main navigation tool to courses and personal settings in eCourseware.

The minibar is comprised of three major sections: the **Course Selection dropdown menu**, the **Alerts panel**, and your **account dropdown menu**. The minibar is also not course specific.

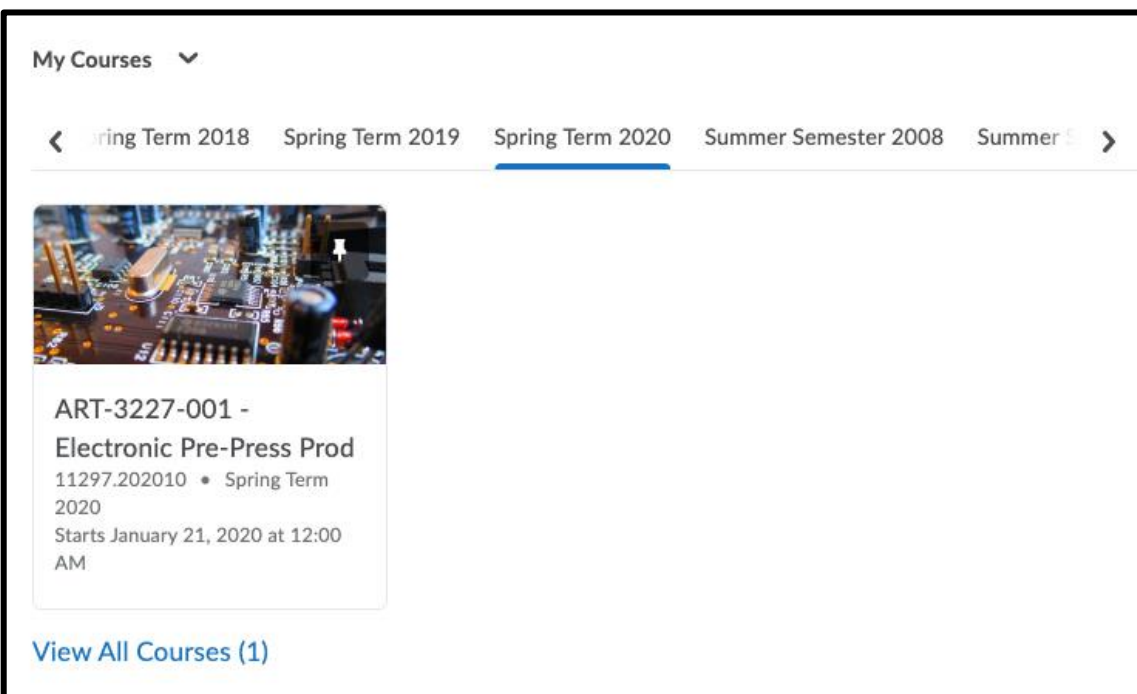


## My Courses

---


The **My Courses Widget** is where you will be able to enter your courses in D2L. This widget obtains its information from Banner and any courses assigned to you using this system will appear here. Courses are listed by Semesters.

If you are enrolled in courses by different roles, such as **Faculty** and **Student**, your courses may be listed under separate tabs at the top of the widget. Just select the course by clicking its name to enter it.



My Courses ▾

◀ Spring Term 2018 Spring Term 2019 Spring Term 2020 Summer Semester 2008 Summer ▶



ART-3227-001 -  
Electronic Pre-Press Prod  
11297.202010 • Spring Term  
2020  
Starts January 21, 2020 at 12:00  
AM

[View All Courses \(1\)](#)

# 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

---

### 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 hours will be as follows:
  - Monday - Friday 8:00 am - 8:00 pm
  - Saturday 10:00 am - 2:00 pm
  - Sunday 1:00 pm - 5:00 pm
- 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 8:00 pm, 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).

## Important Links

---

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