# Logging Into eCourseware

## Center for Teaching and Learning (CTL)

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**umTech & The Center for Teaching & Learning**

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# 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
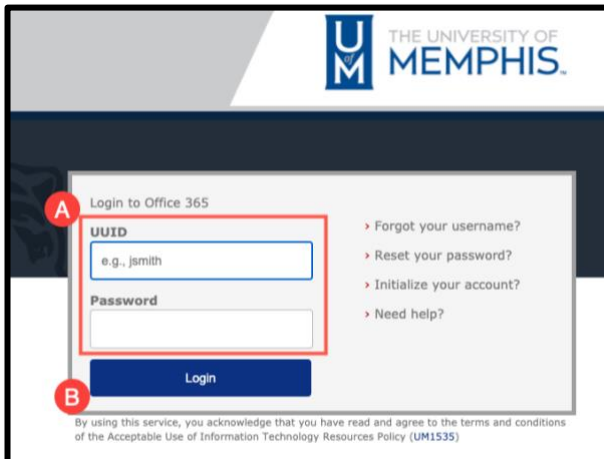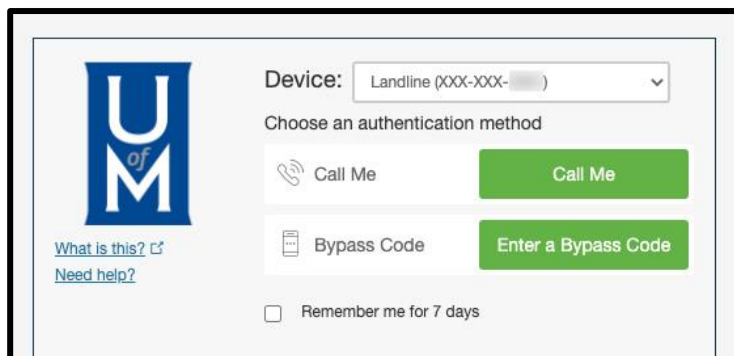
## My Home

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.



3. Authenticate Using DUO.

**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.
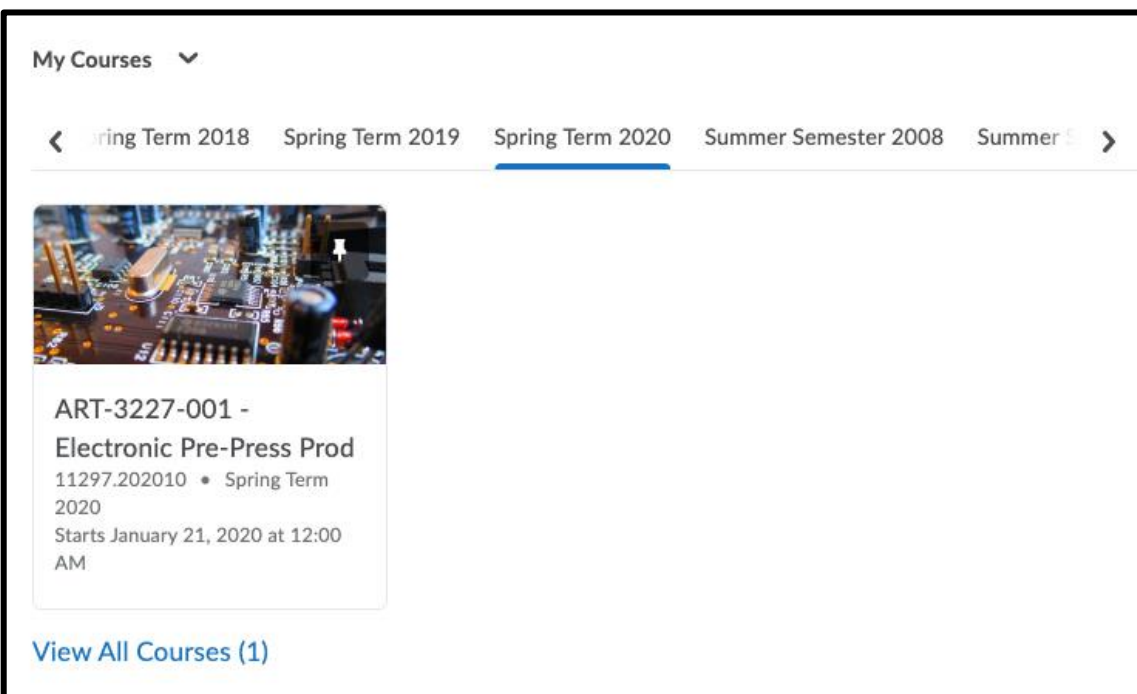
# My Courses

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.

# 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](#)**