

eCourseware Essentials

Center for Teaching and Learning (CTL)

100 Administration Bldg., Memphis, TN 38152

Phone: 901.678.8888

Email: itstrainers@memphis.edu

[Center for Teaching and Learning Website](#)

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General Information

Purpose

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

Audience

Students using eCourseware.

eCourseware Essentials

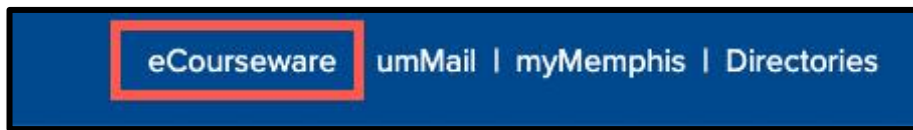
System Check

We recommend you perform a system check to ensure your computer contains the supported system and software requirements used in Learning Environment.

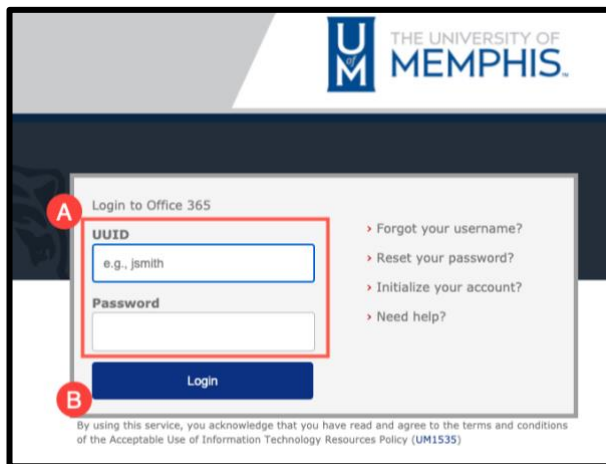
[Please click here for a System Check](#) before logging in.

Logging into eCourseware

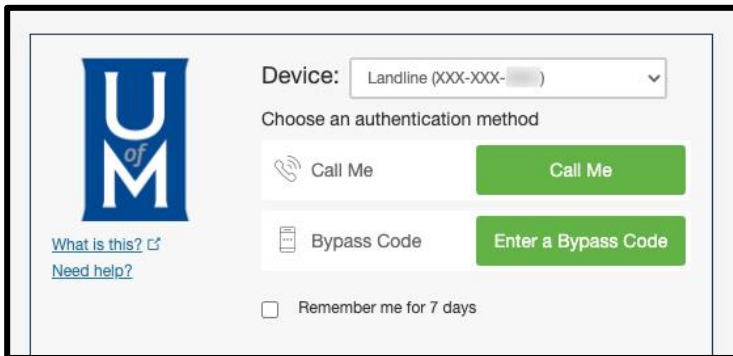
1. Go to any page on the UofM Website and click on the lower left-hand corner of the page, click on the word **eCourseware**.



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



3. Authenticate Using DUO.



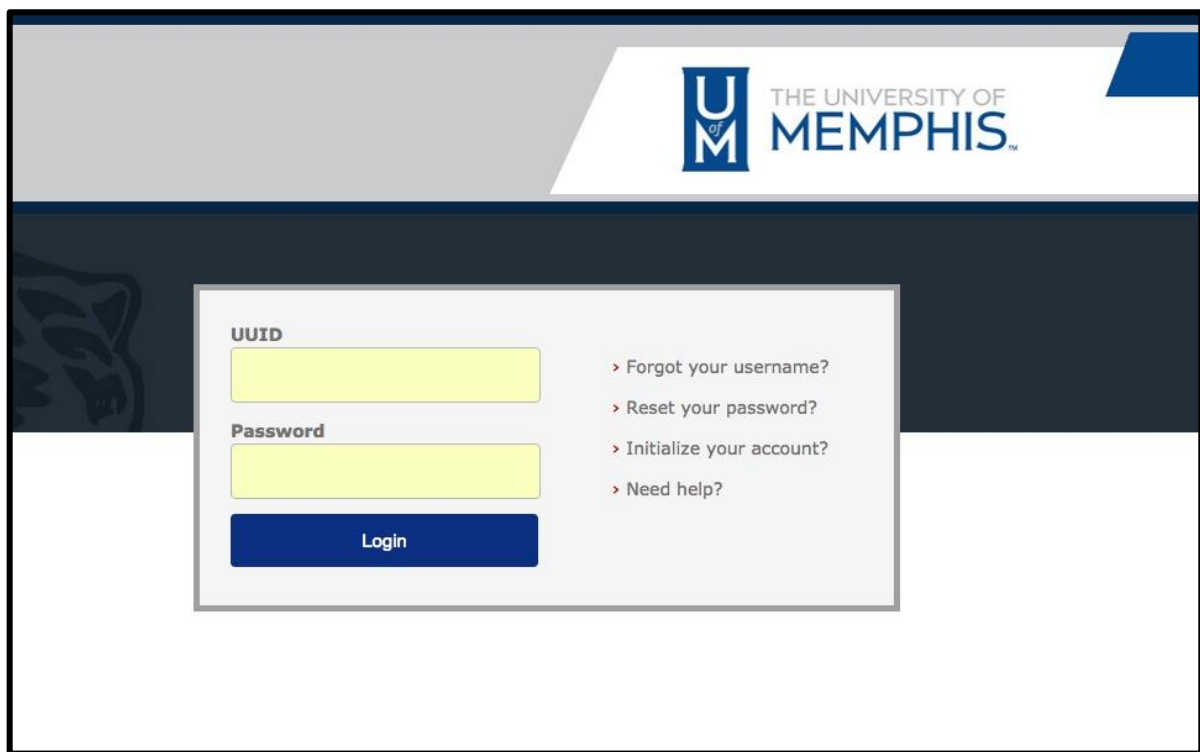
The screenshot shows the Duo authentication interface for the University of Memphis. On the left is the U of M logo. Below it are two links: "What is this?" and "Need help?". To the right, there is a "Device:" dropdown menu currently set to "Landline (XXX-XXX-XXXX)". Below this is the heading "Choose an authentication method". There are two options: "Call Me" with a phone icon and a green "Call Me" button, and "Bypass Code" with a document icon and a green "Enter a Bypass Code" button. At the bottom, there is a checkbox labeled "Remember me for 7 days".

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.

Logging into eCourseware via the myMemphis Portal

To access the portal, use your University of Memphis Universal User Identification (UUID) and password. The UUID and password required to enter the myMemphis Portal are the same as those used to login to your University e-mail and other University computer resources.

NOTE: The myMemphis Portal has a time-out of one hour. After one hour of inactivity, the myMemphis Portal will log you out. This is a security feature.



The screenshot shows the myMemphis Portal login interface. At the top right is the University of Memphis logo. The main content area features a login form with two yellow input fields labeled 'UUID' and 'Password'. Below the 'Password' field is a blue 'Login' button. To the right of the input fields are four links: '> Forgot your username?', '> Reset your password?', '> Initialize your account?', and '> Need help?'. The background of the page is dark blue with a faint tiger head logo on the left.

1. Go to: [myMemphis](https://myMemphis.com) and enter your UUID and password.

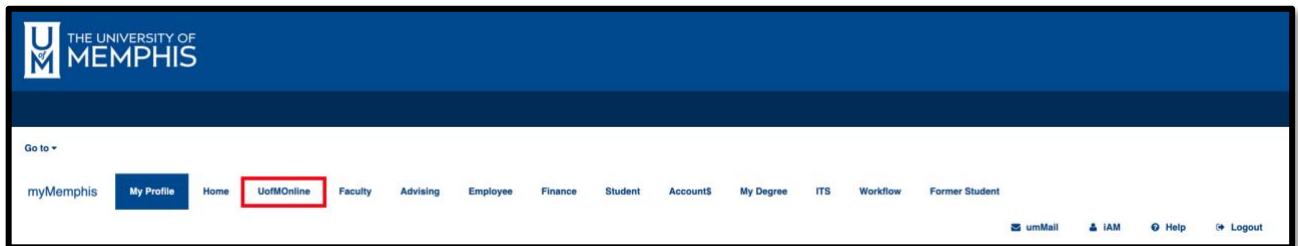
*Note: Your **Username** will be the first part of your UofM email address and your **Password** will be the same as the log in for myMemphis.*

2. Authenticate with DUO.

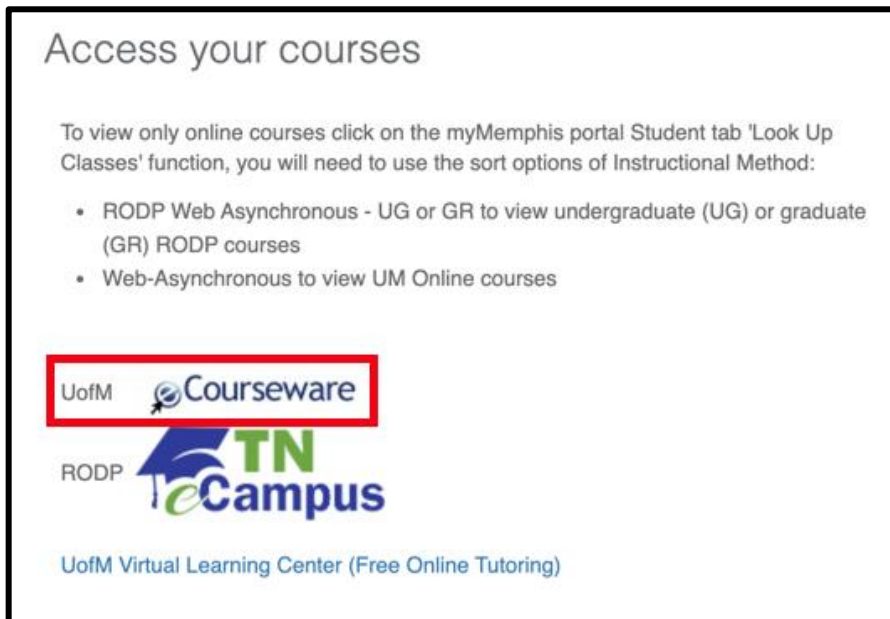
3. Click **Login**. The myMemphis Portal **Home** page will display.

Note: The myMemphis Portal UUID and password are case sensitive. If you have trouble visit [the self-service portal](#).

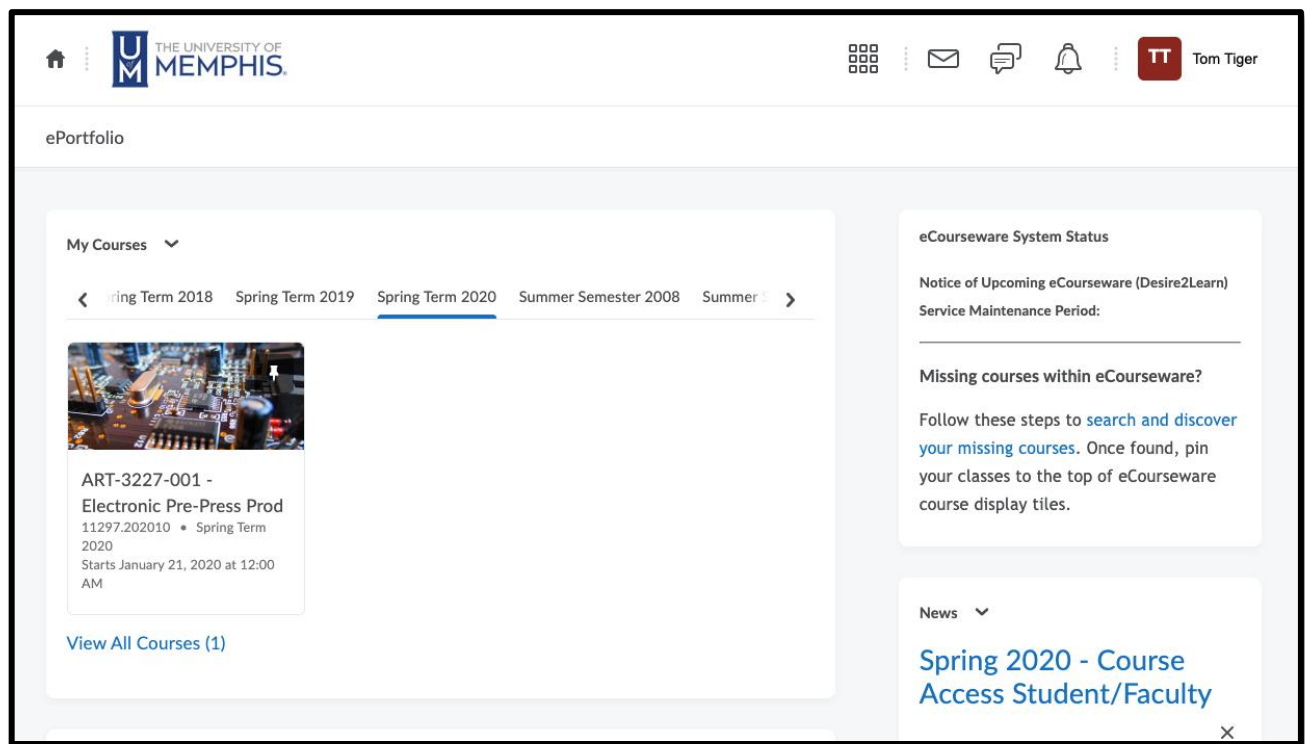
4. Select the **UofM Online**.



5. Go to the **Access Your Courses** portlet. Click on **eCourseware**.



6. The home screen for eCourseware will look like this.




Navigating eCourseware


My Courses

This section is where your eCourseware courses can be accessed. The drop-down menu will allow you to choose the semester and department of courses that you are currently enrolled in to view.


My Courses ▾




ART-3227-001 - Electronic Pre-Press Prod
11297.201810 • Spring Term 2018



SPAN-2010-009 - Intermediate Spanish I
11049.201810 • Spring Term 2018



ENGL-3326-M50 - Af/Am Lit since Harlem Ren
11897.201810 • Spring Term 2018



COMM-4014-M50 - Communication on the Internet
20933.201810 • Spring Term 2018

eCourseware Training Resources

This section is a place where training resources for Students and Faculty are listed.

eCourseware Training Resources

Faculty Training Resources

The Training for the new version of eCourseware is available in multiple formats through [Learning Curve](#) (faculty only).

Customized videos created by The Center of Teaching & Learning, covering the basic tools of eCourseware, can be found at [Teaching and Learning Videos](#). Additional [Training Resources](#) have been made available for faculty use.

Individual consultations can be scheduled at [Consultation Ticket](#).

Student Training Resources

A brief video introducing students to eCourseware can be found at [Student Introduction to eCourseware](#).

A more detailed video, explaining how to use the basic tools of eCourseware, can be found at [eCourseware Tools to Know](#).

UNABLE TO ACCESS THE VIDEOS? Click [Here](#) to check your browser.

If you have questions:

Please call the Service Desk at 901-678-8888 or put in a help request at [umhelpdesk.memphis.edu](mailto:umhelpdesk@memphis.edu). Service Desk staff are being given additional training in eCourseware and will be able to answer many of your questions.

Please visit <http://blogs.memphis.edu/cio> for additional information and updates.

News

The News section is a messaging place for important news regarding eCourseware and other online course resources.

News ▾

Spring 2020 - Course
Access Student/Faculty

×

Faculty Access:

Spring 2020 Course shells are now available.

If you do not see your course shell - before submitting a ticket or calling the Service Desk (x8888), you should either (1) make sure that you are assigned as the faculty of record in Banner or (2) try searching for it as a "Spring 2020" course.

Calendar of Course Shell Creation:

Semester	On/Before
Fall	July 4th weekend
Spring	Thanksgiving
Summer	April 15 (tax day)

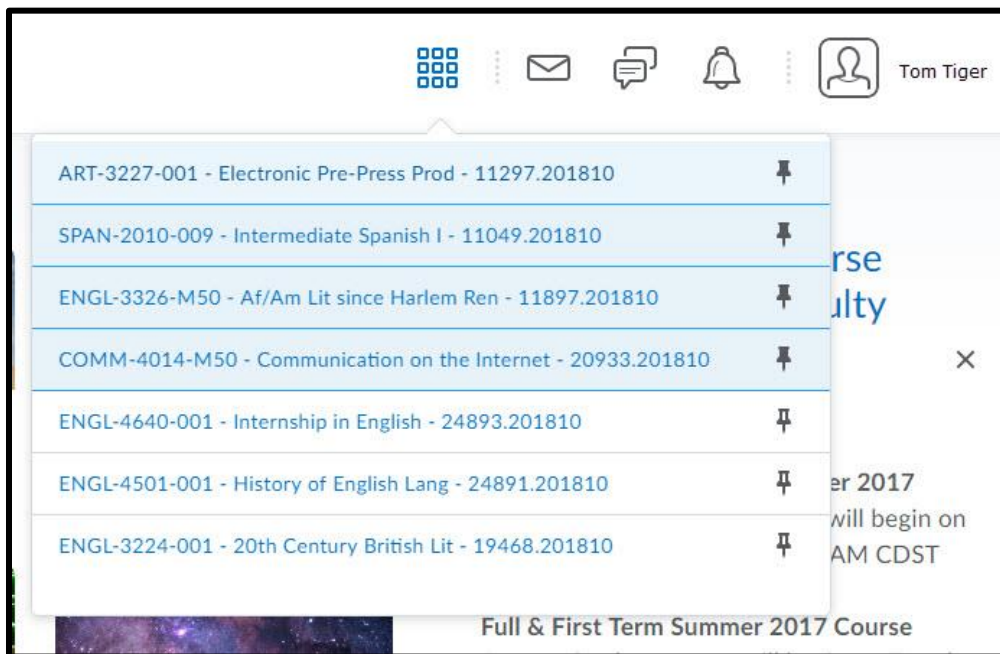
UofM eLearning Resources

The section is where additional eLearning Resources are listed that are available to Students and Faculty.




Navigating eCourseware

1. In eCourseware, select the course you would like to enter from the drop-down menu.




2. To filter courses by department, select **View All Courses** at the bottom of the My Courses section.


My Courses ▾




ART-3227-001 - Electronic Pre-Press Prod
11297.201810 • Spring Term 2018




SPAN-2010-009 - Intermediate Spanish I
11049.201810 • Spring Term 2018




ENGL-3326-M50 - Af/Am Lit since Harlem Ren
11897.201810 • Spring Term 2018




COMM-4014-M50 - Communication on the Internet
20933.201810 • Spring Term 2018



ENGL-4640-001 - Internship in English
24893.201810 • Spring Term 2018



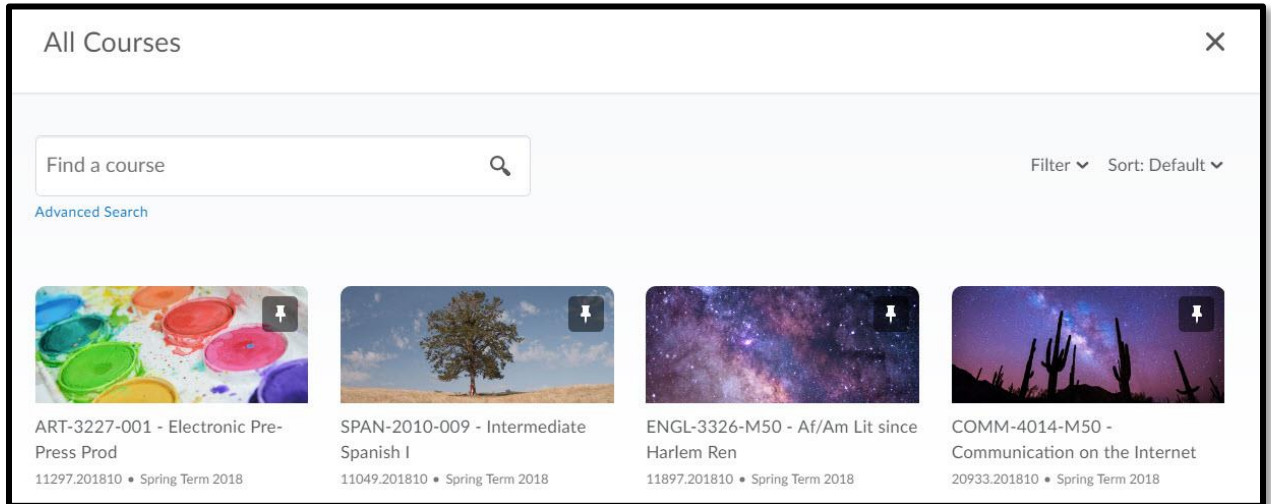
ENGL-4501-001 - History of English Lang
24891.201810 • Spring Term 2018



ENGL-3224-001 - 20th Century British Lit
19468.201810 • Spring Term 2018

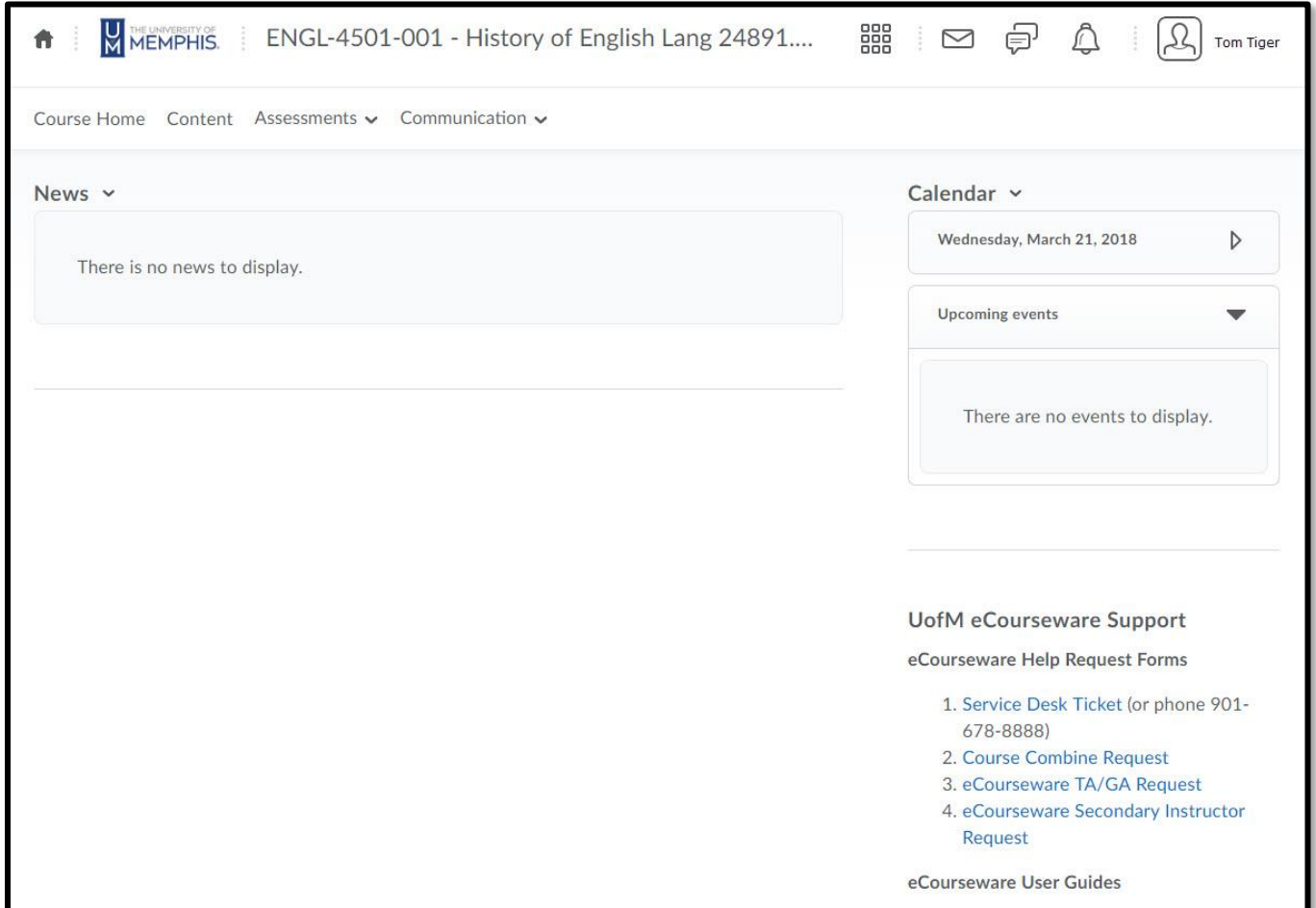
[View All Courses \(20+\)](#)

3. You will see this screen that will show all of your courses:



4. Click **Filter** and select the department of courses you wish to see.

Once you have entered your course this is what you will see:



The screenshot displays the eCourseware interface for the course ENGL-4501-001 - History of English Lang 24891.... The interface includes a top navigation bar with the University of Memphis logo, course title, and user profile (Tom Tiger). Below the navigation bar, there are tabs for Course Home, Content, Assessments, and Communication. The main content area is divided into two columns. The left column features a 'News' section with a message: 'There is no news to display.' The right column features a 'Calendar' section with a date selector (Wednesday, March 21, 2018) and a message: 'There are no events to display.' Below the calendar, there is a section for 'UofM eCourseware Support' which includes a list of help request forms: 1. Service Desk Ticket (or phone 901-678-8888), 2. Course Combine Request, 3. eCourseware TA/GA Request, and 4. eCourseware Secondary Instructor Request. At the bottom of the support section, there is a link for 'eCourseware User Guides'.

Course Home Content Assessments Communication

News

There is no news to display.

Calendar

Wednesday, March 21, 2018

Upcoming events

There are no events to display.

UofM eCourseware Support

eCourseware Help Request Forms

1. [Service Desk Ticket](#) (or phone 901-678-8888)
2. [Course Combine Request](#)
3. [eCourseware TA/GA Request](#)
4. [eCourseware Secondary Instructor Request](#)

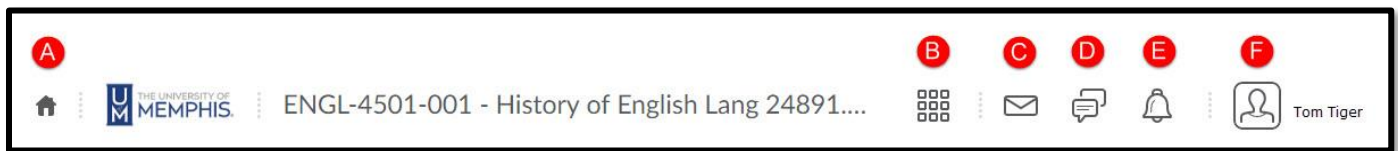
[eCourseware User Guides](#)

Minibar

The **Minibar** is located at the top of your screen. The minibar is your main navigation tool to courses and personal settings in Learning Environment. The minibar contains a link to My Home, the course selector, alerts, and your personal menu.



The minibar is comprised of Course Home, Course Selector, Alerts, Message Alerts, Update Alerts, Subscription Alerts, and Personal Menu.

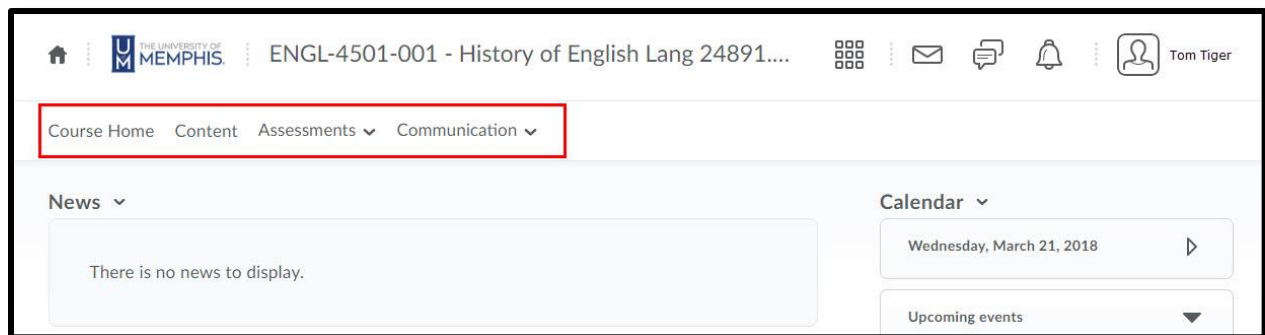


- (A) Course Home is a button that will take you back to the course home page.
- (B) Course Selector The course selector lists your courses. You can also select specific courses from the course selector and pin them to the top of the list for easier navigation.
- (C) Message Alerts contains alerts for new Email messages, Pager messages, and ePortfolio invites.
- (D) Update Alerts contains alerts for new and updated news posts, upcoming end dates and due dates, new and updated grades, and ePortfolio item assessments.
- (E) Subscription Alerts contains alerts for new blog posts, discussion posts in forums, topics, and specific threads you subscribed to, comments left on ePortfolio items, and ePortfolio subscription notifications.
- (F) Personal Menu contains links to your profile, notification options, account settings, and logout. Click your name on the minibar to open the personal menu.

Note: If you have the appropriate permissions, you can perform a role switch from the personal menu.

Navbar



The **Navbar** is your main navigation tool within a course. It displays the course name, tool links, custom links, and custom link groups. Each course can have its own unique Navbar to provide relevant tools and resources. At the UofM the default Navbar contains links to Course Home, Content, Assessments, and Communication.



Course Home

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 navbar, and resources that enable you to access your personal information, account settings, and course specific content.

Content

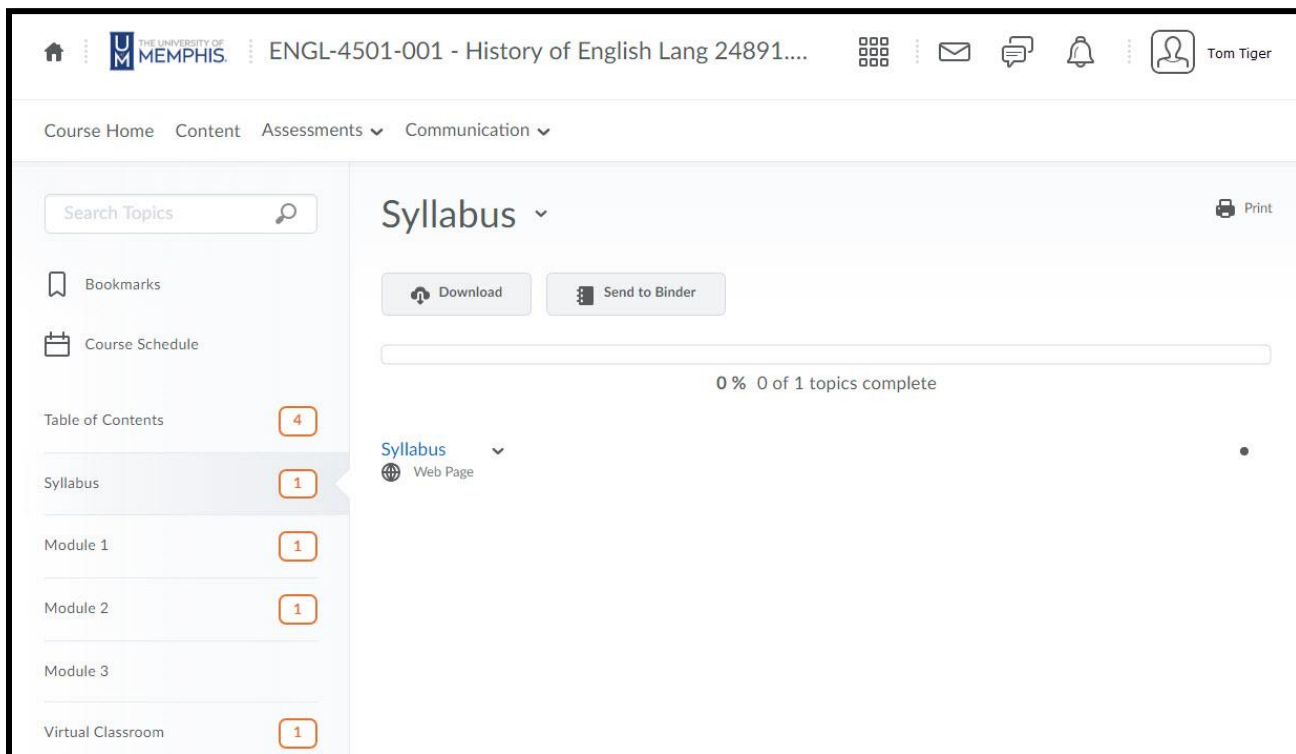
Content contains all of the content for a course in eCourseware. If you work through course content online within the Content tool, you can access bookmarked content and follow course events from  **Bookmarks** and bookmarks  **Course Schedules**.

The **Table of Contents** link enables you to browse course materials and assignments and keep track of your progress, since the number beside a module indicates how many topics within the module you need to complete. The number decreases as you work through course materials.

Use the Table of Contents panel to view a specific module or sub-module directly.

The **Content** area contains the bulk of your class. Content may be divided into **Modules and Topics**.

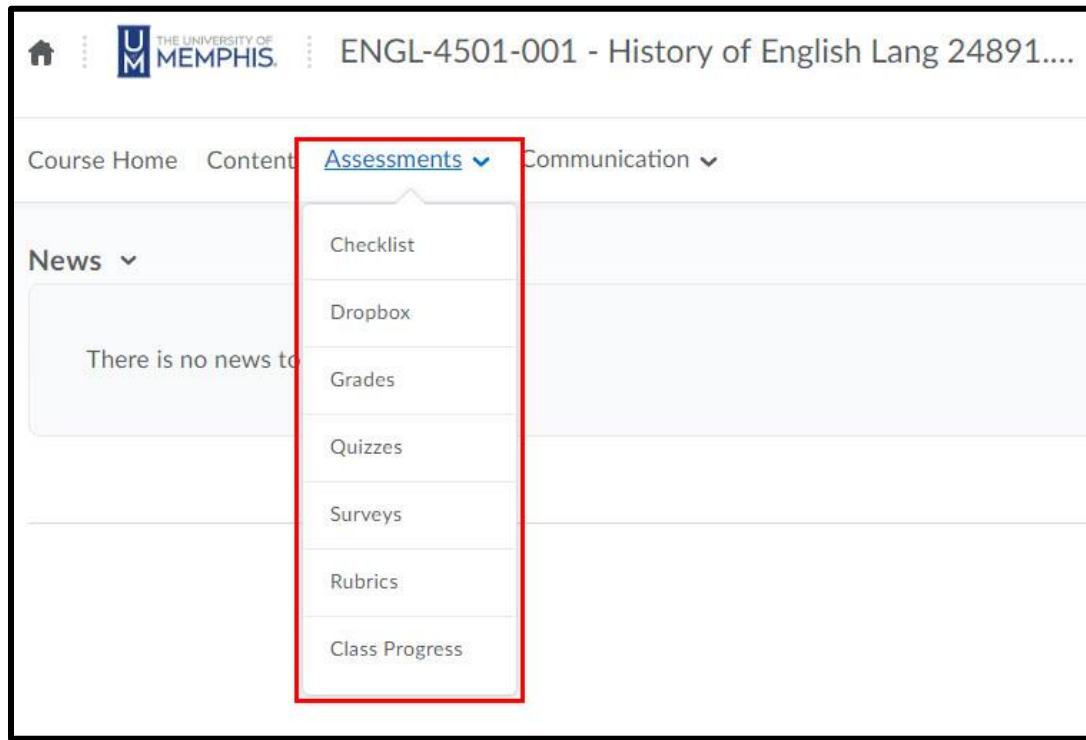
Links to documents such as Word, Excel, PowerPoint, movie or audio files, and other course tools can be placed within the Content area.



The screenshot shows the Canvas LMS interface for a course titled "ENGL-4501-001 - History of English Lang 24891....". The user is logged in as "Tom Tiger". The interface includes a sidebar with navigation links: "Course Home", "Content", "Assessments", and "Communication". The main content area displays the "Syllabus" section, which includes a search bar, a "Download" button, a "Send to Binder" button, and a progress bar indicating "0 % 0 of 1 topics complete". The sidebar also lists "Table of Contents" with a count of 4, "Syllabus" with a count of 1, "Module 1" with a count of 1, "Module 2" with a count of 1, "Module 3", and "Virtual Classroom" with a count of 1.

Assessments

From its drop-down menu, **Assessments** contains links to Checklist, Dropbox, Grades, Quizzes, Surveys, Rubrics, and Class Progress.



Checklist - If your instructor has made a checklist for your course it will appear here. A checklist contains important or required assignments, readings, or other items to complete. Each checklist contains one or more categories, into which checklist items are organized. For example, you might have an “Assignments” checklist with categories for written assignments and quizzes, both of which could have multiple items that you need to complete.

Dropbox - The Dropbox tool enables you to submit assignments in Learning Environment, eliminating the need to mail, fax, or email your work to instructors. Simply upload your submission to the appropriate dropbox folder and submit.

Grades - Use the Grades tool to check your grades on assignments and tests. You can see your individual grades and comments, as well as class averages and feedback. You can also view your final grade and the grade formula used to evaluate you once your instructor releases your grades.

Quizzes - Use the Quizzes tool to take a quiz, review your quiz results, and see class statistics for a quiz.

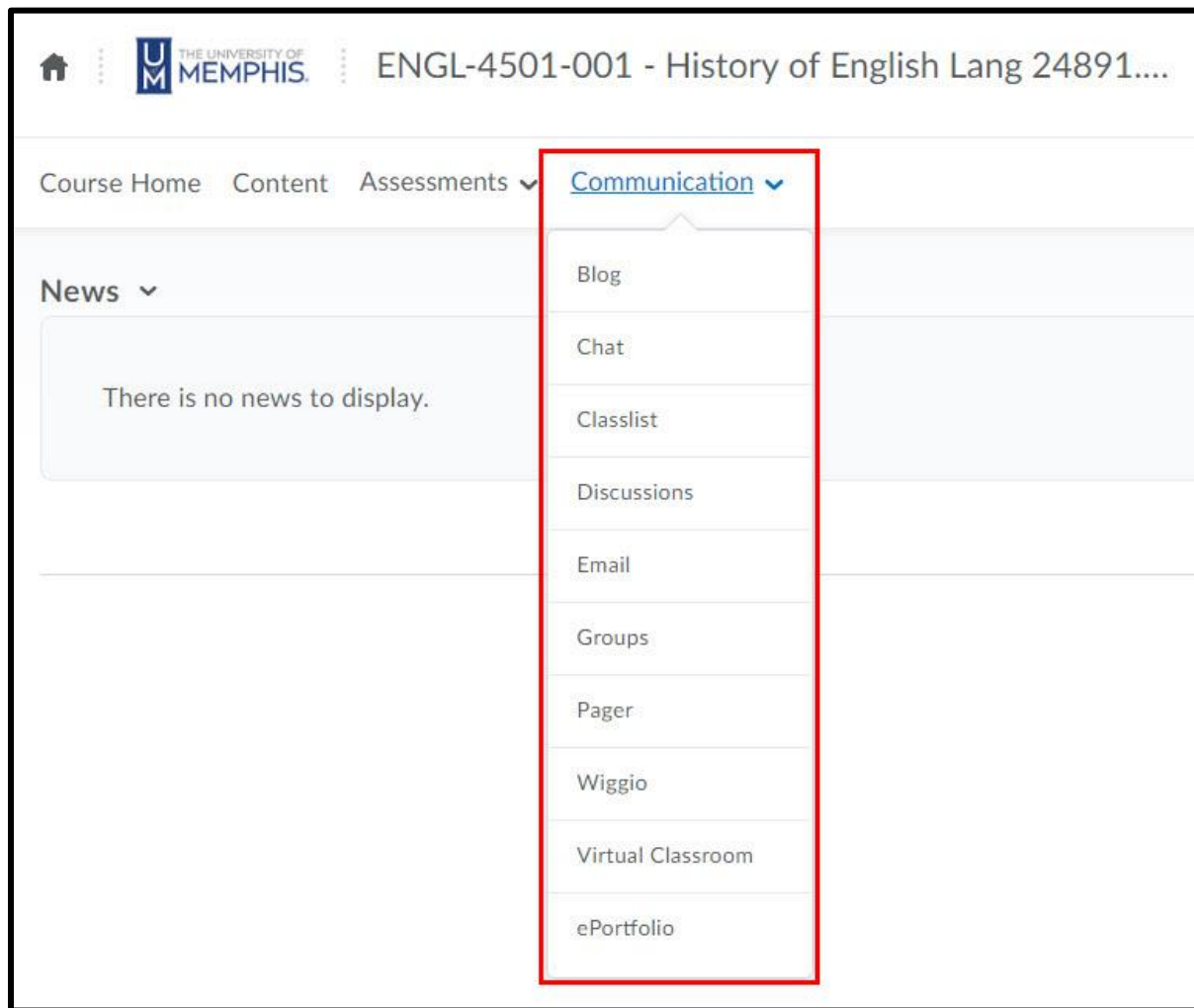
Surveys - The Surveys tool provides link to any surveys that are available for eCourseware.

Rubrics - Access the Rubrics tool to help guide and to communicate what is expected of you on an assignment.

Class Progress - The Class Progress tool allows you to view your progress in your course.

Communication

From its dropdown menu, **Communication** contains many links for collaboration and communication including: Blog, Chat, Classlist, Discussions, Email, Groups, Pager, Wiggio, Virtual Classroom and ePortfolio.



Blog - The Blog tool is a way to share information on topics that interest you. Use this page to post and respond to questions, engage in discussions, and share opinions and comments with other users. Blog entries can be public or private.

Chat - Personal chats are private and visible only to users who you have added to the chat's participants list. Personal chats are ideal for keeping in touch with friends and colleagues or for clubs and other groups whose members do not share a single org unit. Anyone with the proper permissions can create personal chat rooms.

Classlist - Use the Classlist tool to view who's enrolled in your course, check users' online statuses, send email or pager messages, view shared locker files, and read their blogs if they have one.

Discussions - The Discussions tool is a collaboration area to post, read, and reply to threads on different topics, share thoughts about course materials, ask questions, share files, or work with your peers on assignments and homework.

Email - The Email tool allows you to send emails from within Learning Environment. You can also organize received mail using folders and store email addresses using the Address Book.

Groups - The Groups tool allows the instructor to set the course up into groups to collaborate.

Pager - The pager is an online messaging tool for sending text messages to classmates and other members of your Learning Environment. A page is quicker and less formal than an email. Use the pager to quickly see which of your classmates are online, get an answer from a friend, or to send a reminder or notice.

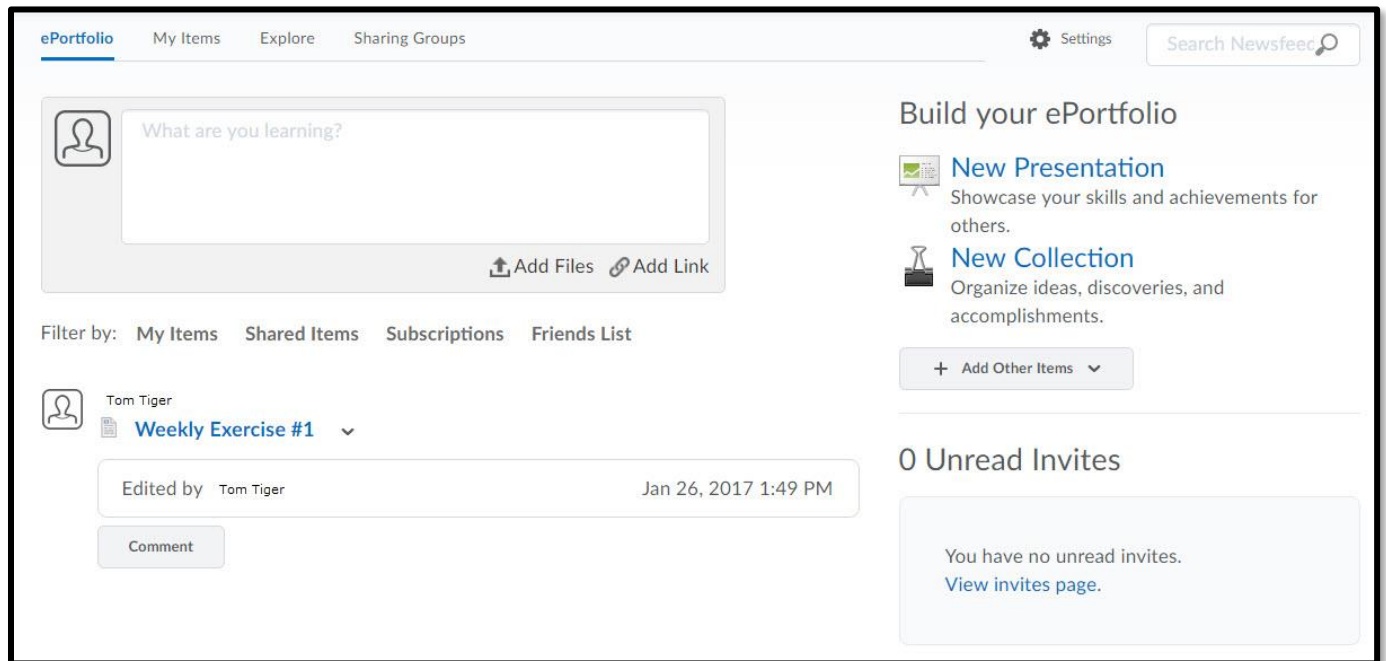
Wiggio - Wiggio enables group communication and collaboration. Using Wiggio, you can hold group discussions, assign tasks to group members, poll members, share calendars and schedules, upload and manage group files, and communicate using live conference calls, video conferences, chat rooms, texts, emails, and voice mail.

Virtual Classroom - The Virtual Classroom tool allows you to virtually collaborate in a user-friendly setting.

ePortfolio - ePortfolio is a personal portfolio tool for storing, organizing, reflecting on, and sharing items that represent your learning.

ePortfolio

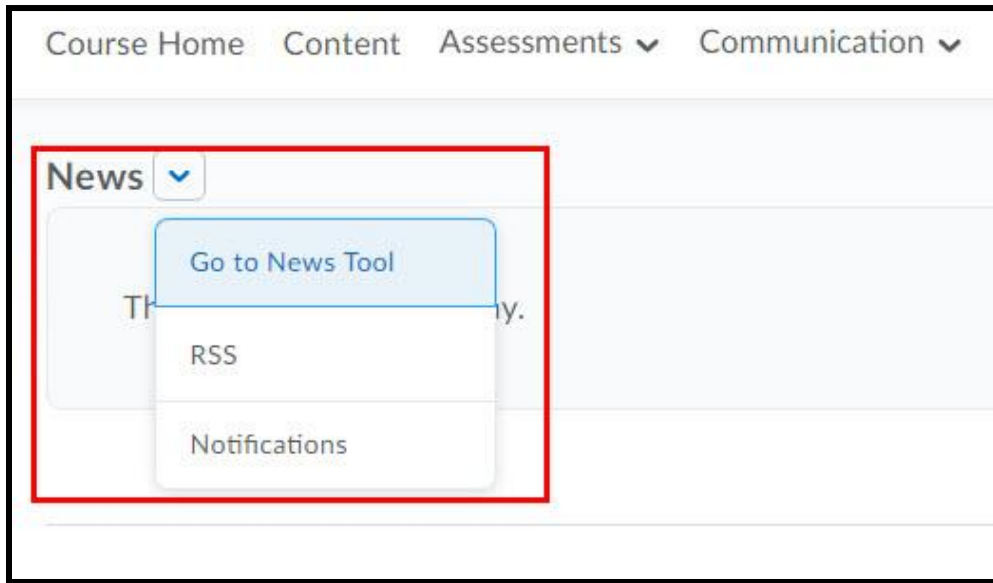
ePortfolio is a personal portfolio tool for storing, organizing, reflecting on, and sharing items that represent your learning. You can include items such as documents, graphics, audio files, videos, presentations, and course work to demonstrate your improvement or mastery in certain areas.



You can control what items you want to include in your portfolio, how they are organized, and who you want to share them with. When you share items with your peers, mentors, or potential employers, you can give them permission to view items, edit items, see or add comments, and see or add assessments to receive feedback.

News Tool

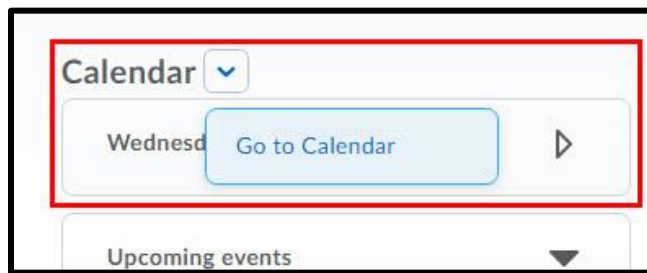
The News tool enables you to view news items that help communicate course updates, changes, and new information quickly and effectively. Since **My Home** or **Course Home** is the first page that users often see when they log in or access their courses, the News widget is a good area for displaying important information.



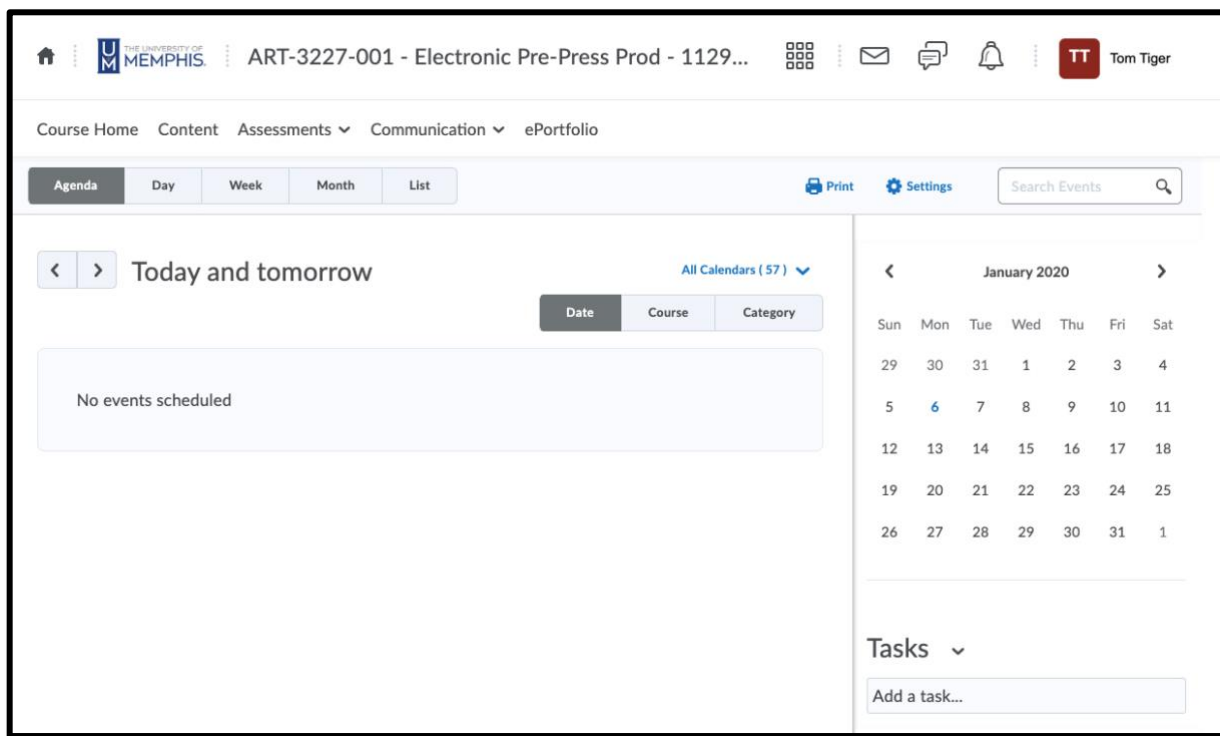
Calendar

The Calendar arranges and visualizes course events in multiple views and enables integration of course content and your Calendar. The dates and events that appear on the Course Calendar are visible to all students registered in the course. You can use iCal to synchronize the Calendar tool to your personal calendars (such as Outlook and Google Calendar, as well as iPhone, Android, and Blackberry).

To view calendar, choose **Go to Calendar** from the drop-down menu.



Here is the calendar 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

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 (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](#)