

Apple Safari and eCollege

If you are using an Apple computer with Safari, you may have trouble accessing your eCollege courses. Safari features privacy settings that affect what data computers accept from Web sites. To ensure that data from eCollege or other Pearson sites are not blocked, follow the instructions below.

Safari - Accept Cookies

- ✦ Select **Safari** at the top of the Web page.
- ✦ Go to **Preferences**.
- ✦ **In Safari 8 or Later**
 - ★ In the window that opens, click **Privacy**.
 - ★ Look for the **Cookies and Website Data Heading**.
 - ★ Select **Allow Always**.
 - ★ Close the **Privacy** window.
- ✦ **In Safari 5.1 through 7**
 - ★ In the window that opens, click **Privacy**.
 - ★ Look for the **Block Cookies** heading.
 - ★ Select **Never**.
 - ★ Close the **Privacy** window.
- ✦ **In Safari 5.0 or Earlier**
 - ★ In the window that opens, click **Security**.
 - ★ Look for the **Accept Cookies** heading and select **Always**.
 - ★ Close the **Security** window.

iPad and iPhone - Accept Cookies

To accept cookies in Safari on an iPad or iPhone, please follow the steps below.

- ✦ Tap **Home**.
- ✦ Scroll to the **Home Screen** on the far left.
- ✦ The **Search** feature should show.
- ✦ Type **Settings** into the **Search** field.
- ✦ Select the **Settings** app from the list.
- ✦ On the left **Navigation Pane** of the **Settings** panel, tap **Safari**.
- ✦ In **iOS 8**: Set **Block Cookies** to **Always Allow**. This option will appear on the right side of the **Settings** panel.
- ✦ In **iOS 7 or Earlier**: Set **Block Cookies** to **Never**. This option will appear on the right side of the **Settings** panel.
- ✦ Tap **Home**.
- ✦ Tap **Safari** at the bottom of the screen.

Once these changes have been made, you should be able to open Safari, log back into My Siena and access your courses.

Safari - Add Top (Trusted Site)

In order to access course materials, it may be necessary to add some or all of the following addresses as Top (Trusted) Sites. To add Top Sites to any version of Safari, the following steps need to be completed for each of the appropriate links listed below.

Add Top Sites

- ✚ Right-click the link or press **Control** while clicking the link.
- ✚ Select **Add link to Bookmarks**.
- ✚ Under **Add this page to**, click the arrow for the drop-down menu.
- ✚ Select **Top Sites**.
- ✚ Click the **Add** button.

Top (Trusted) Sites

- ✚ <http://ecollege.com> (if a new design course, Learning Studio, or My Lab Plus is used)
- ✚ <http://pearsoned.com>
- ✚ <http://pearsonmg.com>
- ✚ <http://mathxl.com> (if your course includes XL features)
- ✚ <http://myitlab.com> (if the ITLab website is used).

Once these changes have been made, you should be able to open Safari, log back into My Siena and access your courses.

iPad, iPhone: Clear Cached Files and Cookies

- ✚ On the **Home** screen, scroll to the **Home Screen** on the far left.
- ✚ This should show the **Search** feature.
- ✚ Type **Settings** into the **Search** field.
- ✚ Select the **Settings** app from the list.
- ✚ On the left **Navigation Pane** of the **Settings Panel**, click on **Safari**.
- ✚ On the right side of the **Settings Panel**, select **Clear Cookies and Data**.
- ✚ Click **Clear** or **Clear Cookies and Data**.
- ✚ Click **Home**.
- ✚ Tap **Safari** at the bottom of the screen to access the **Web** content.

If this does not work please contact eCollege directly via the toll free eCollege Help Desk number at 1-888-SHU-1WEB (1-888-748-1932).

If you have any questions regarding these issues or any other eCollege issues, please send a message to eLearning_support@sienaheights.edu.