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.

iPod 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.