

Get Assistance With eCollege Issues

It does get confusing, sometimes, trying to figure out whom to contact when you need help.

If you've just forgotten how to use, or setup, something in your course, the **Help** tab in your eCollege course can give step-by-step instructions for most anything. You can also contact the Academic Coordinator of Distance Learning or the Technology Trainer (517-264-7651) for assistance with any eCollege issues.

If you are having trouble getting to where you need to go online, or you're getting error messages, or things just aren't working right, you're probably experiencing technical issues that you would want to ask the **Helpdesk** about. If you're in a course, click the **Tech Support** tab near the top of the page and you can contact them by phone, email or chat.

If you are having difficulty with log in issues or need your password changed, you can contact the **Siena Help Desk** at 517-264-7655 or call the **Technology Trainer** at 517-264-7651.

The Siena Training Web Site contains numerous documents that can assist you with eCollege. This site can be viewed by going to **My Siena** (don't need to log in). Once you are in My Siena, click the **Department of Information Technology** under **Quick Links**. When the IT Division Web site appears, click the **Training Assistance Site** link on the right side of the window. When the Web site displays scroll down the page to access the link to **eCollege**.

If you're unsure about the best way to teach your courses online using the eCollege platform, or need direction in setting up or using one of the many available tools, that would be something that the Academic Coordinator of Distance Learning and her team can assist you with. The table below lists the people on this team.

Liliana Toader	Academic Coordinator of Distance Learning	ltoader@sienaheights.edu
Wanda House	Technology Trainer and Assistant eCollege Administrator	whouse@sienaheights.edu

We're all here to help you, and if you're unsure, just ask anyone!