

## Instructor Course Profile Tips

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This Instructional Support (iSupport) Tip is an overview reminder of some of the basic properties of the eCollege platform.

### Security Timeout

- ✦ If there is no activity in a course that is already logged in, the course will **log you out** after **90 minutes**.
- ✦ A login prompt will appear which can be used to log back into the course.
- ✦ If work had been done in the course prior to the **90 minute inactivity period**, remember to **Save** the work often.
- ✦ **Please note:** Most ISPs (Internet Service Providers) have their own timeout inactivity period, which can have various ranges and often be less than the Pearson Learning Studio system.

### File Name Conventions

- ✦ No special characters (the underscore and hyphens are exceptions) should be included in the file name.
- ✦ The best policy for naming files to upload to eCollege is to never use any characters except the underline and hyphen.
- ✦ There should not be any spaces in the name.
- ✦ Lower case letters are best.
- ✦ Keep the names closely related to the topic of the file.

### Root Path to the File Manager

- ✦ In all eCollege Course Shells, the **root path** to the **File Manager** is always **/CurrentCourse/**.
- ✦ Any links to files stored in the **File Manager**, always start with this root path exactly as shown.
- ✦ An example of the file pathing for an image to be called from the **File Manager**:  
**/CurrentCourse/image.jpg**.
  - ☆ The code is placed in the page which will reference the image.
  - ☆ The image.jpg is in the **File Manager**.

### Downloadable Help

- ✦ In the **Help** pages, under **Getting Started**, there is a link to **Downloadable Help**.
- ✦ It provides a detailed 160 page breakdown of the entire platform.
- ✦ It can all be printed out and used as an additional reference source.