



RSU Ecampus Student Information

Welcome to ecampus!

Ecampus is Rogers State University's new course management system that will meet a variety of learning needs for RSU students. It will serve as the foundation for supporting the teaching and learning environment for all online and blended classes, as well as traditional classes using the Internet to post supplemental class materials.

Do You Need Help?

The information on this page is designed to guide you through several self-help remedies for fixing your problem. Help Desk support for ecampus is located in the Center for Teaching and Learning. If you must contact the **ecampus Help Desk** to resolve your issue, please refer to the "Contacting the ecampus Help Desk" area in this document.

ECAMPUS Login Help

When will I get access to ecampus?

Students will be able to access ECAMPUS two weeks prior to the semester start date. Classes will then open at 8:00 am on the first day of the semester. Exceptions to this timeframe may be short-term classes and intersession classes. Please note that if you enroll late or in the two week period prior to the semester starting, it may be 24-48 hours until you have been processed through admissions and/ or enrollment and subsequently added to the system.

All RSU students have an ECAMPUS login after their enrollment has been processed. If you do not know your login or password, please refer to the information below for assistance:

What is my USER NAME and PASSWORD?

The user id for a student is composed of the characters **sd** followed by the student's first name and last name. If there are duplicates (another student has the same first name and last name), the user id is composed of the characters **sd** followed by the student's first name and last name followed by a number.

- Example1: Joe Smith would have an id of **sdjoesmith**
- Example2: If there is more than one person named Joe Smith, then one of them will have an id of **sdjoesmith**, another will have id **sdjoesmith2**, another will have id **sdjoesmith3**
- Each student's password is his/her birthday: **mmddyyyy** (Note: password must be 8 characters)

You will be required to change your password after logging in for the first time. After you change this password, you must use your chosen password. Please write down your password in a safe place and keep it secure.

To login, go to  on the RSU homepage or ...
go to <http://rsu.angellearning.com>

ECAMPUS Customization Help

How do I forward my ECAMPUS mail to an external mail account?



Click the "Preferences" button on the toolbar on the left side of the screen -- it resembles a face.

Click "System Settings", and under "Forwarding Address" enter the address of the email that you would like your ECAMPUS mail to be forwarded to. Under "Forwarding Mode" choose the method you would like to use.

"Do not forward my mail" will keep your messages in ECAMPUS and will not forward to your external account.

"Forward my mail and mark as read" will mark your message as read in ECAMPUS but forward it to your external account.

"Forward my mail and keep as new" will keep your message marked as new in ECAMPUS, and forward it to your account.

"Forward my mail and delete" will forward it to your external email, and delete it in ECAMPUS.

ECAMPUS Troubleshooting Tips

The recommended connection types for ecampus are the following:

Broadband - Broadband internet is a high data-transmission rate internet connection. This is the best type of internet connection for attending online classes. This type of service is usually offered through a local cable service provider.

DSL - Digital Subscriber Line (DSL) is a high speed internet connection that uses the same wires as a regular telephone line. However, DSL services come in various grades. **It is recommended to use a 3 Mbps downstream/384 Kbps upstream or better DSL connection.** Contact your service provider to find out the speeds available. The faster the connection, the better your online experience will be.

Special note to users with satellite and cellular connections:

Please note that you may experience sporadic issues while working in your online courses particularly with upload times. Specific problems may need to be addressed with your cellular or satellite connection provider.

What browser are you using?

— To find this, start your browser and select Help > About...

Are you using AOL, Compuserve, Netscape, or any other browsers designed by AOL?

— ECAMPUS is not compatible with any of the browsers created by AOL, which includes Compuserve and Netscape. When connected to the Internet, minimize AOL, Compuserve, or Netscape and open an Internet Explorer or Firefox browser SEPARATELY of your program to access ECAMPUS.

Are you using a Mac?

— ECAMPUS does not presently support the Apple Safari browser, which is the default browser for Macs. You can, however, download the free [Firefox](#) web browser, which will allow Mac users to use ECAMPUS with no difficulty.

Are you using an old version of Internet Explorer?

— ECAMPUS requires that Internet Explorer users be running **version 7**. If you are using an unsupported version, a message will pop up that will notify you of this when you visit ECAMPUS's home page. You can update yourself to Internet Explorer 7 by using Windows Update, or by visiting Microsoft's web site.

Are any other browser applications, pop-up blockers, or games running?

— This can severely affect your system performance. This includes browser add-ons like Google or Yahoo toolbars. Close or disable any other browser applications, add-ons or games while you are accessing ECAMPUS. *Do not use these applications while taking tests.*

Is ECAMPUS a trusted site in your browser?

— From the Menu Bar, choose Tools > Properties > Security >Trusted Sites Icon>Sites button> add the following: *http://rsu.angellearning.com* Turn off the "require https" check box before clicking OK.

Is your security level on the browser set correctly?

— It is highly recommended that your browser settings be set *medium to medium high*

Are you only logging in once?

— For your security, ECAMPUS uses browser security and cookies to ensure that you are logged in only one time. If you log in a second time after you have logged in, your first session will become invalid. This is particularly important while taking tests: **while you are taking tests, never log in to ECAMPUS twice, or you will receive an authentication error on your test because your test taking session will be invalidated by the second log-in.**

Are you always entering the same course no matter which course you click on? Is your cache not refreshing with every visit?

— To check your cache settings choose Tools>Internet Options>General Tab> Temporary Internet Files >Settings – Here you need to select *Choose 'Every Visit to the Page'* and click the OK button.

You may need to clear out your Temporary Internet files.

— *If you use Internet Explorer 7:* Tools>Internet Options>General Browser History – click Delete > Temporary Internet Files > Delete Files.

Are you bookmarking a page inside of ECAMPUS?

— While you may bookmark the ECAMPUS sign-on page, bookmarking pages inside of ECAMPUS will result in various errors including messages that you are a guest and that your session has timed out. You **must** log-in to ECAMPUS each time you wish to use it.

Are you blocking cookies?

— Cookies are required to verify that you are logged in to your ECAMPUS and ensure that you have the appropriate access to enter areas you have been granted permission to enter, including your tests. Therefore, under the Privacy tab, ensure that your security level is set to at least Medium. Additionally, software such as Norton Internet Security have options to block cookies. You should be allowing cookies to be set on your computer, or you may get an authentication error when taking tests.

Are you blocking pop-ups?

— Some ECAMPUS pages make use of pop-up pages. Ensure that you have either added ECAMPUS as a trusted site (see above) or disabled any pop-up blockers that you may be running. Please note that programs such as Yahoo! Toolbar and Google Toolbar have pop-up blockers that function separately of the one for your web browser, and you will need to disable these separately of your web browser's pop-up blocker by following the instructions in your pop-up software.

Do you regularly scan for spyware, malware, viruses?

— **Spyware and malware** can cause many applications on your computer to function poorly or not at all. You should ensure that you scan your computer regularly, as they can cause you to not be able to access ECAMPUS at all, or can interfere with the normal operation of your computer.

Do you get red x's or blank spaces where there should be equations in math tests?

— You need to install the Java software, which can be downloaded by following a link from the [ECAMPUS Software Download Page](#).

If you are using Internet Explorer and you are still experiencing problems, or if you would like to leave your Internet Explorer settings as they are, you may try [downloading the Firefox browser](#)

(<http://www.firefox.com>) and using it to access ECAMPUS. Apple's Safari browser is not officially supported by ECAMPUS.

ECAMPUS Software Downloads

Do you need special software to access ECAMPUS?

— ECAMPUS requires the Java software to be installed, and Javascript to be enabled in your web browser. Additionally, to view special content such as Word or Powerpoint presentations without Microsoft Office, you will need to download an appropriate viewer. You can download all essential software from the [ECAMPUS Software Download page by clicking on this link](#).

Course Related Issues

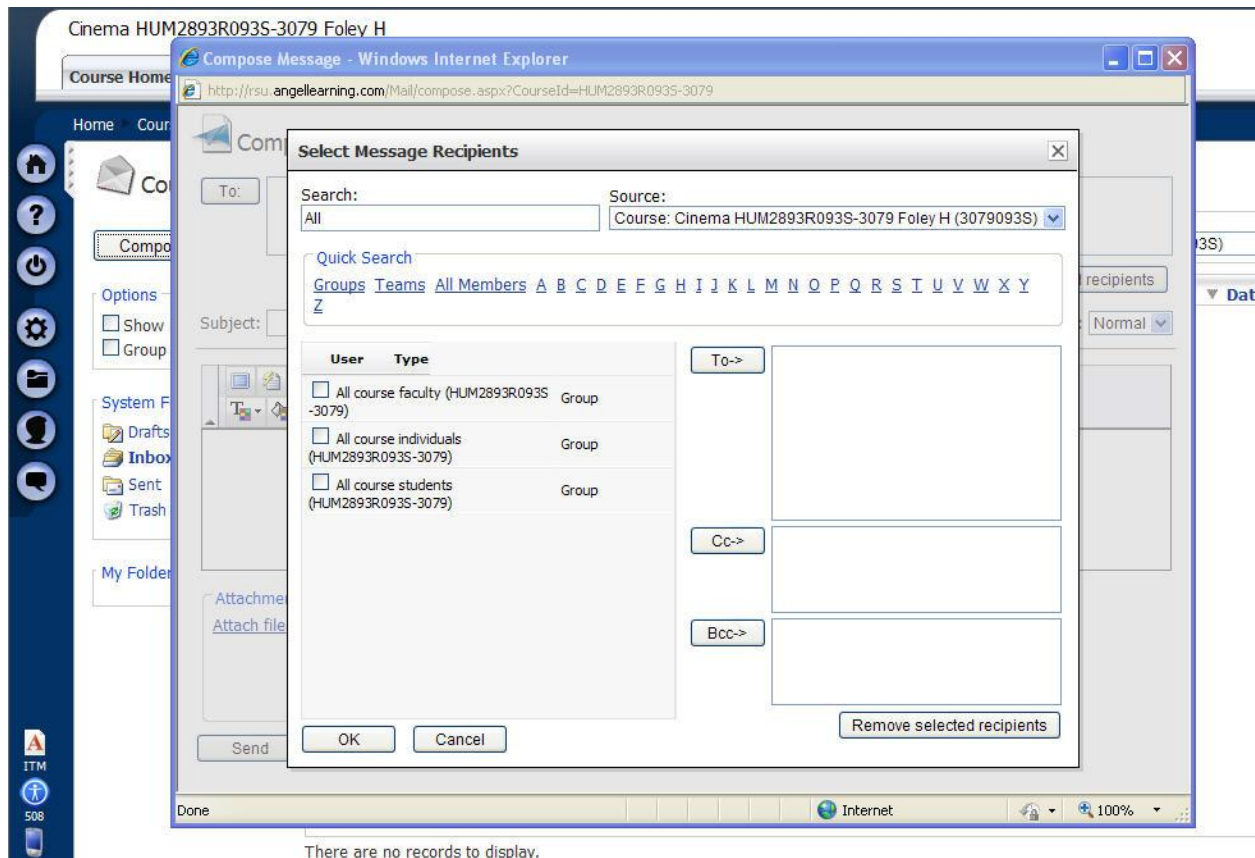
Are your courses not showing up?

ECAMPUS courses automatically appear the NEXT BUSINESS DAY after you register for them. This means that if you register on a Friday for a course, it will appear on Monday.

Course Mail Issues

If you are using Internet Explorer and can't click the "OK" or "Cancel" buttons when choosing recipients in Course Mail...

Click in the "Select Message Recipients" area and hold down the mouse button, then drag the window upward until the buttons become visible.



You can also set your screen resolution higher to alleviate this problem.

Contacting the ecampus Help Desk

Before you contact the **ecampus** Help Desk, please collect the following information:

- Your contact information (First and Last Name, Email, Phone)
- Your student id no.
- In what course and section number are you experiencing a problem? (ex: POLS1113 section 1234)
- Is your problem happening on a home computer or on campus?

Once you have collected the necessary information, you may contact the Help Desk:

Phone: 1-918-343-7849

Email: rsuonlinehelp@student.rsu.edu