

eCollege(eCompanion) Help for Learners

How to log in:

To log in to eCollege, go to <http://ecollege.myunion.edu> (or following the MyUnion Log-in link on the Union Home Page). Enter your MyUnion ID# and password. These are the same as your CampusWeb login. In fact, when you update your CampusWeb password, it will automatically update your eCollege password the next morning (around 7 am).

How to get help

- 1) Union's Help Desk – Available 8 am to 8 pm, Monday thru Friday. The Union Help Desk can help with password problems and how to use the system. 888-85-UNION or help@myunion.edu
- 2) eCollege Help Desk – Available 24 hours a day via email or chat. The eCollege Help Desk provides technical support for problems within the eCollege system. Emails (ecollege@myunion.edu) are typically responded to within 4 hours (but may be up to 24 hours). A live agent can be accessed via the chat link within eCollege at any time. Chat requests are usually responded to within 10 minutes.

[eCompanion for Learners help document](#) – click to download this document for help using the Dropbox.

90-Minute Timeout

The eCollege system, like most Web applications, has an “idle timeout” value of 90 minutes. That means if you don't go to another page within the eCollege site for 90 minutes, your session will time out. That includes if you are typing a message within the site that takes longer than 90 minutes. Typing is not an activity the system can detect and therefore you may “time out.” If you need to type a long email, discussion thread response, or other similar message for eCollege, we recommend you type the message offline (using Microsoft Word or a similar program) and then copy and paste it into eCollege.

Supported browsers

eCollege supports a large number of browsers and versions. They have a support information page that specifies which browsers are supported vs. recommended. We encourage you to use the recommended versions, because the supported versions work, but may have small issues. For example, if you use Internet Explorer 8, we suggest you turn on Compatibility View (under the Tools menu of IE). For a full list, go to the following page and go to the Browser Requirements section and click either Windows or Mac OS. <http://online.myunion.edu/Includes/browsertest.learn>

Supported Computers and Software

For the official list of computer software supported by Union, please visit: <http://myunion.edu/it> then click Minimum Tech Requirements on the right menu.

Email Attachments

The maximum size of an email attachment that can be sent via eCollege is 10 MB.

Dropbox

Many assignments are submitted via the Dropbox. Click here to download the [Dropbox Guide](#).

Email

There is an excellent email tool within eCollege. Click here to download the [Email Guide](#).