Frequently Asked Questions (eLC)

**I am using Internet Explorer and cannot log into eLC, or some things will not display. Why?**

Internet Explorer has compatibility issues with a number of websites and services. In order to view eLC in IE, you must enable compatibility view. The icon for compatibility view can be found in your address bar (it resembles a ripped piece of paper). Click to activate, and try loading eLC again. In many cases, however, you must use Mozilla Firefox or Google Chrome instead.

**Why can I not log into eLC but can log into everything else?**

First, try accessing eLearning Commons through the MyUGA Portal (my.uga.edu). This works in most instances. Otherwise, this may be due to one of many potential problems:

- You are experiencing a cookies and cache problem, similar to the problems above. Please see “Why am I getting an “Session Already Active” error message in eLC?” above, follow the steps, and try again.
- If you registered your MyID today, your eLC account has not yet been provisioned. This occurs the day after you register your MyID, in most cases; try again tomorrow.

If you are still experiencing problems accessing eLC, please contact the Help Desk directly.

**How do I change my name as it appears in eLC?**

This information is pulled directly from authoritative sources (the student information system and the Human Resources database); in order to change your name as it appears in eLC, you must make sure it is updated with the Registrar’s Office (students) and/or your internal Human Resources department (faculty and staff). Changes to information currently take one business day to propagate into eLC.

**How do I cross-list my courses?**

eLC courses are automatically cross-listed based on data from Athena. Courses that are taught at the same time, in the same location, by the same instructor should be automatically cross-listed with no action required by you.

We can also create manual cross-listings based on your needs. For example, we can cross-list all of the BIOL1108L courses so that the instructor can manage the course content in only one course as opposed to 10 courses. Or we can cross-list the three sections of the same course, ACCT2101, that you are teaching. Instead of managing 3 separate courses, you’d only need to manage the content for one course.

Please fill in and submit this form.

**Can I use eLC for a non-Athena course or for committee work?**

Please submit this form to request a non-Athena course.

**Where’s the course I’m teaching? (Faculty and Staff)**

- Courses are created each semester based on the data in Athena. To see your courses, log in to http://elc.uga.edu and check the My Courses widget on your My Home page. If you have access to more than 25 courses, you will have to do a search: Leave the My Courses widget search bar blank, and click the magnifying glass. Then choose the semester from the drop-down. Once you click on a course from the search results, it will show up in your My Courses widget as a recently-accessed course. If you still do not see your course, please complete the instructor access request form.
- For cross-listed courses, only one selected section will appear in the course list. For example, if the instructor doesn’t see an undergrad course, go into the grad course and the
course title should begin with an XLS to indicate that it is cross-listed

Where is the course I'm taking? (Students)

- It takes a business day for a course to appear in eLC after adding it during Drop/Add periods.
- eLearning Commons courses will typically only appear the day before the first day of classes.
  - The start and end dates can be modified. You should consult your course instructor if you do not see an eLC course covering the class for which you are enrolled.

How do I export grades in eLC?

In order to export grades in eLC, please follow the instructions here.

Why am I getting an "Session Already Active" error message in eLC?

- This may be a problem with your web browser's cookies and temporary files/cache. You should try clearing your cookies and cache using these instructions:

  Internet Explorer
  1. Open Internet Explorer and press Ctrl + Shift + Del.
  2. Place a checkmark next to Cookies (if applicable) and Temporary Internet Files only.
  3. Press “Delete”
  4. Restart Internet Explorer

  Mozilla Firefox
  1. Open Firefox.
  2. In Windows, press Ctrl + Shift + Del; on a Mac, press Command + Shift + Del.
  3. In the “Clear All History” window, under “Time Range to Clear;” choose “Everything.”
  4. Under “Details,” leave a checkmark next to cache and cookies. If you cannot see any options under “Details,” press the down arrow to the right.
  5. Click “Clear Now”
  6. Restart Firefox

  Google Chrome
  1. Open Chrome.
  2. In Windows, press Ctrl + Shift + Del; on a Mac, press Command + Shift + Del.
  3. In the “Clear Browsing Data” window, select “Obliterate the following items from;” and choose “the beginning of time.”
  4. Uncheck everything except “Empty the cache” and “Delete cookies[...]
  5. Click the “Clear browsing data” button.
Safari

1. Open Safari.
2. Press Option + Command + E.
3. In the "Are you sure you want to empty the cache?" window, select "Empty".

Why can I not see the "On My Computer" link when attempting to upload a file?

First, you should make sure you have the latest version of Java ([www.java.com](http://www.java.com)). If Java is installed, but you still cannot "On My Computer", follow the steps above to clear your web browser cache and cookies, then clear your Java cache:

- Please note: Your Java plug-in could also be disabled due to a security risk (common with older operating systems and versions of Java). If you are unsure how to enable the plugin, please contact the Help Desk.

Windows

1. Close your web browser
2. Click on the Start button and go to Control Panel
3. Select Java (in classic view; in Windows 7, choose "View by: Small Icons")
4. Select the "Settings" button under Temporary Internet Files in the General tab
5. Select the "Delete Files" button
6. Open your web browser and try again

Mac OS X

1. Close your web browser
2. Open the Finder
3. Open the Applications folder
4. Open the Utilities folder
5. Open Java Preferences
6. At the bottom of the Network tab click Delete Files and then make sure all three boxes are checked on the popup window and click 'OK'
7. Open your web browser and try again

How do I access courses from the old version of eLC?

Courses from the old version of eLC are not archived and are not available.