

Quick Start Guide for Plus Students

Class Dates & Add/Drop Period

Fall Quarter 2008

Session I - Monday, October 6 through Wednesday, November 12

Registration Deadline – Contact your Online Advocate on Campus

Session II - Thursday, November 13 through Saturday, December 20

Registration Deadline – Contact your Online Advocate on Campus

Add/Drop Period – Regardless of what course session you are registered for, there is only one add/drop period which occurs up to Monday, October 13 (See below exception)

Mid Session New Students (Only):

- Registration Deadline – Friday, November 10
- Add/Drop up to Monday, November 17

Withdrawal Information - Contact your Online Advocate

Winter Quarter 2009

Session I - Monday, January 12 through Wednesday, February 18

Registration Deadline – Contact your Online Advocate on Campus

Session II – Thursday, February 19 through Saturday, March 28

Registration Deadline – Contact your Online Advocate on Campus

Add/Drop Period – Regardless of what course session you are registered for, there is only one add/drop period which occurs up to Tuesday, January 20 (See below exception)

Mid Session New Students (Only):

- Registration Deadline – Monday, February 16
- Add/Drop up to Monday, February 23

Withdrawal Information - Contact your Online Advocate

*** All deadlines are 3pm EDT.**

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Course Access

Login/Password – If you have already taken online courses, you will receive a Welcome/Course Information Email from the Art Institute of Pittsburgh - Online Division (AiPOD) approximately one week before class starts. This email contains your login, password, the name of your online course(s) and the URL where you will access your online course. (If you register for an online course less than one week before class starts, you will get this email within 24 hrs.) Please save this important information in a convenient place for your reference. ***Your Online Advocate does not have your login and password information.***

If you are new to online courses, you will also receive an AiPOD Orientation Email within one week of when you register. This email will provide you with your login and password information and the URL where you will access your Online Orientation Tutorial that you are required to take. See below for more information.

Getting into Class - You will be given access to the online course platform (eCollege) through the [Ai Plus Student Campus Common](#) approximately one week before the start of class, but you will only be able to get into your specific classroom approximately 3-days before class starts. Anything that you post in your online classroom prior to the first day of class will not count towards your participation.

If you are new to online courses, you will be able to access the Online Orientation Tutorial within a week of when you register for classes.

Troubleshooting

Contacting the eCollege Help Desk

1-800-351-3846 /helpdesk@myeclassonline.com

If for any reason you do not have your login and password or it doesn't get you into your Online Orientation Tutorial or course, contact the eCollege Help Desk. ***The Help Desk is the only way to get your login and password. Your Online Advocate does not have this information.*** When contacting them please identify yourself as a PLUS student, which will convey to the Help Desk representative that you are fully enrolled as a student at a specific Ai campus.

If a Help Desk representative is not able to assist you with your login and password, let your Advocate know as soon as possible. Please take note of when you contacted the Help Desk and who you spoke to so that your Advocate can respond to you and the situation more quickly.

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eCompanion & Login/Password

The login and password for your eCompanion account is different from your login and password for your online course. Make sure that you are using the correct information when signing in to the Plus Student Campus Common and your online course. If you contact the eCollege Help Desk for assistance, it is helpful to specify that you are looking for your online course password information, not your eCompanion information.

Do Not Receive an AiPOD Welcome/Orientation Emails

If you do not get your email in the timeframe outlined above it may be due to one of these situations.

- Blocked Email – Check your junk mail folder. Make sure that your spam filter is not set to unintentionally block out AiPOD emails.
- Changed Email Address – Check any other email accounts that you have to see if the AiPOD email is in this location. AiPOD's email will be sent to the email address that was used when you initially registered for online classes. If this email address has changed, make sure that it was updated on campus. Your campus will notify AiPOD that there has been a change in your contact information.

Orientation

If this is your first time taking online classes, you will receive an AiPOD Welcome Email within one week of registering with your login and password information and instructions for taking the online orientation tutorial. You are required to take this orientation and successfully complete the quiz with a 100%. The deadlines for completing the online orientation are listed below. If you have already taken the online tutorial, you are not required to take it again.

Fall Quarter 2008

Session I – Friday, October

Session II – Tuesday, November 11

Winter Quarter 2009

Session I – Friday, January 9

Session II – Tuesday, February 17

*** All deadlines are 3pm EDT.**

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Books & Course Materials

Your AiPOD Welcome Email will include the title and code of your online course(s). You will need to use this information to purchase your books and course materials for class. ***It is important to note that the course code and possibly the course title in this email will be different than the course code/title that was used when you registered for your online courses.*** This information is provided to you from your Online Advocate.

You can find the specific textbook requirements of your online course by checking the [AiPOD Course Catalog](#). Review the *Material Requirements* section of each course description. Textbooks will also be listed and available in the [Ai Online Bookstore](#) approximately one-month in advance of the start of class.

Technical Requirements

For Mac users we recommend Firefox (2.0 or higher). For PC users, we recommend Firefox or Internet Explorer (7.0 or higher). You can find the specific technical requirements of your online course by checking the [AiPOD Course Catalog](#). Review the *Material Requirements* section of each course description.