

e-College / e-Companion Support Information for UCCS Students

1. Login at <http://www.uccs.edu/online/login.htm> (alternate in case UCCS server is down = <http://uccsonline.net>)
 - a. **Username = UCCS Student ID number** entered with no hyphens or spaces, for example 123456789
 - b. Default Password is **UCCS** entered in all caps
 - i. **EXCEPTION: All** users from College of Business use **UCCSDMBA**
 - c. If Username is entered accurately and default password does not work, use the “Forgot User ID/Password” link below the login box to attempt to retrieve the User ID or Password.
 - i. NOTE: The e-mail address that is stored in the e-College database usually is the UCCS student e-mail address. Use this e-mail address to retrieve forgotten info (see sample Login Problems page below)
2. **e-College/e-Course** support for fully online courses **ONLY**
 - a. 24/7 at 303-873-0005 OR helpdesk@uccsonline.net
3. **e-Companion Support is by College**
 - a. Beth-El College (Nursing & Health Sciences):
 - i. Jackie Crouch – jcrouch@uccs.edu – x4493
 - ii. Adam Greenbrier – ateter@uccs.edu – x4000
 - b. College of Education:
 - i. Yvonne Bogard – ybogard@uccs.edu – x 3614
 - ii. Cindy Brown – cbrown@uccs.edu – x4344
 - c. College of Business – **DMBA Only**
 - i. Karen Sangermano – ksangerm@uccs.edu or x3070
 - d. ALL Other Colleges or Departments:
 - i. tlc@uccs.edu or x 4872
 - a. Engineering & Applied Science
 - b. Letters, Arts & Science
 - c. Center for Homeland Security
 - d. NISSC
 - e. College of Business **e-Companion ONLY**

4. Have the following information ready when you contact any of the parties listed above:
 - a. What course are you enrolled in including course prefix, course number, section number course name, instructor name
 - i. e.g., NURS 123-001 Philosophical Foundations of Nursing Practice Lynne Bryant
 - b. When did you actually enroll /register for the course (date and time)?
 - c. Are you accessing from campus or home/off-campus?
 - i. If you cannot log in from home, have you logged in from campus?
 - d. What operating system are you using (Windows XP, Vista, Mac OSX)?
 - e. What browser are you using (Internet Explorer, FireFox, Safari)
 - f. Do you have your browser set to allow pop-ups and accept cookies?
 - g. Are you using a wireless or wired connection?
 - h. Who is your ISP (Internet Service Provider)?

Login Problems

Please review the instructions below to help you logon.

New User/First Time Login?

- Please make sure you are using the correct login credentials.

Using correct information but still having problems?

- Login credentials are case sensitive.
- Cookies must be enabled for you to login successfully.

Search for your User ID and Password

First Name:

Last Name:

You must fill out at least one of the following two fields in order to retrieve your login information.

User ID:

Email Address:

UCCS e-mail address

Search