

## **ELMS User Instructions**

[http://msdn.e-academy.com/lasalle\\_mcs/](http://msdn.e-academy.com/lasalle_mcs/)

**Q: How do I get registered?** A: As a CSC/CIS/CSIT/ITL student or faculty member, you are registered automatically. You will receive an email (to your La Salle email account) containing your user name and password to log on to ELMS. Once you log on to the system, you can change your password by going to the Support section. If you did not receive the email, please email [mccoey@lasalle.edu](mailto:mccoey@lasalle.edu). If you forgot your password, click on the “forgot password” link on the Login page.

**Q: How do I download software?** A: You must login before you are able to download. Once logged in you may select the product that you want to download from the software page. Next, choose the delivery method that you would prefer. Click “Add to Cart”, and then you can either continue shopping or check out. Follow the on-screen instructions for downloading your software.

**Q: How do I request a CD copy?**

A: You must login before you are able to request a CD. Once logged in you may select the product that you wish to obtain the CD for. (note: the CD copy option is only available for certain software. If the CD button does not appear as a delivery method then the only option is to download the software.) Click “Add to Cart” and then you can either check out or continue shopping. Follow the on-screen instructions for obtaining the CD.

**Q: If my download times out or I get disconnected, how do I continue my software download and installation?** A: If you were in the middle of downloading the software itself, there will be a shortcut icon saved on your desktop that will allow you to resume your download. Double-click on the icon to begin again. If you don't see the shortcut icon on your computer desktop, you can request a reinstall by going to that product in the software list and clicking on “Request Reinstall”.

**Q: Can I install my software on two computers at once?** A: No, you are limited to one installation only. If you have more than one computer i.e. home computer and laptop or work computer, you will need to choose on which one you'd like to use the software.

**Q: Is the software permanently unlocked by the license (or "key")?** A: No - the key allows you to install the software once. Also, if you need to re-install the software, you will need to go to the Support sections and choose “Request Re-Install”