

“I can’t see my courses” Troubleshooting Your Account Information

If you are unable to see your courses there could be several reasons why. Below are some of the most common reasons and how to resolve the problem.

Student ID/E-mail

Your UID may not be listed in your account. If this is the case you will not be able to see your courses. To add or change your student UID;

1. Login to your LiveText account and click on My Account
2. Scroll down to the School Information section and click on edit
3. Complete the Student ID field. (Check to make sure your University email is listed in the School e-mail field below, if not
4. Change or add your University e-mail address
5. Click on Save
6. Scroll down to the Member Information Section and click on Edit
7. Change or add your Primary e-mail address to your university e-mail
8. Click on Save

Name Change

If your name has changed please contact LiveText at support@livetext.com and request a name change on your account. Please provide them with your previous name, you new name, reason for the change, your LiveText user name, UID and a number where you can be reached.

Transfer Students

If you have transferred from another university and activated your LiveText account at that university/college you must contact LiveText at support@livetext.com and request your account be moved into the ISU domain. Make sure to include the name of your previous university, your user name and contact information. Once your account has been transferred you must modify your account information in order to see the documents and courses for Illinois State in your account. To modify your account information:

1. Login to your account at www.livetext.com
2. Click on the **My Account** link located in the upper right of your account screen
3. Scroll down to the *Member Information* section and click on **Edit**
4. Complete all of the fields making sure the primary e-mail address is your ISU e-mail address.
5. Click on **Save** and scroll to the *School Information* section
6. Click on Edit
7. Enter you UID with no dashes, I.e., 123456789
8. Enter your university e-mail
9. You **do not** have a PIN, you may skip this field.
10. Select your role
11. Click on **Save**

Click on the **Dashboard** tab at the top of the screen. You should now see your courses listed on the right side of the page. If you are still unable to see your course(s) try logging out and back in again. If you are still unable to see your courses please contact the ePortfolio helpdesk at Teportfolio@ilstu.edu. Please make sure to include your ePortfolio user name and password and a number you can be contacted at. Also include the course/section number and the name of your instructor.

Student rosters will be updated after 10-day. If you have dropped/added or switched course sections you may not see changes in your ePortfolio account until after 10-day.