

What is ella?

ella is Mount Holyoke College's learning management system, a set of tools for teaching, learning, and sharing all sorts of information. Instructors and students can share information through ella, and groups can share project materials through ella. The ella system is our local implementation of an open-source product called the Sakai Learning Management System.

How do I log in to ella?

The ella login page is at <https://ella.mtholyoke.edu/portal/> but you can also type ella.mtholyoke.edu into your web browser address bar if you are on campus. You will see blanks for your user id and your password: the email username and password you use for your MHC email and ISIS will work here. Please remember never to share your password with ANYONE.

The ella login page offers links on the left hand side to useful information about ella including: Training & Support, Requesting MHC Guest Accounts and Resetting passwords. Five College students **must** request an MHC Guest Account to use ella.

Not all of my courses are showing—where are they?

There are a few possible answers to this question.

1. Take a look at the black bar where courses show up, click on the dropdown menu marked "more sites" and see if the site is in that list of additional sites.
2. If you are not seeing the ella site for a particular course on the black bar or in the "more sites" menu, are you certain that instructor is using ella? Not all instructors at MHC do, and when in doubt, it's best to check with your instructor.
3. If the instructor has directed you to an ella site and you have confirmed that it is not showing up, it is possible that the instructor has not "published" their site to make it visible to students yet, or it is possible that for some reason you are not enrolled in the course yet. You can contact Research and Instructional Support at ris-d@mtholyoke.edu or speak to a librarian at the Reference Desk for help determining which of these is the case, or you can speak to your professor about it first. Research and Instructional Support can also help your instructor resolve the situation.

I'm not a Mount Holyoke student but I'm taking a class here, how do I use ella?

To use ella, you will need a suitable way to log in to ella. *If you are a five college student cross-registered in an MHC course* you need to register for a Five College student guest account at: <http://www.mtholyoke.edu/lits/8697.shtml> . After receiving your MHC account information, give your new MHC username to the faculty member. S/he will then need to add this username to the ella course site so that you have immediate access to

course materials. You should do this ASAP in order to obtain access to course materials in ella.

If you are a non-matriculated auditor, not seeking credit from any institution for this course, your instructor can add you to the course. Instructors should contact their LITS Liaison or ris-d@mtholyoke.edu for assistance in doing this.

Nothing looks right in my browser. Why is that?

Currently, the preferred browser to maximize your ella experience is Firefox. Other browsers (IE, Safari, Netscape, etc.) may be compatible, depending on the version you have or platform you use (MAC vs. PC), but bugs and glitches occur in them as well. Firefox version 3 has just been released but has not been completely tested with ella, so we recommend downloading version 2 from this site:

<http://www.mozilla.com/en-US/firefox/all-older.html>

I've registered for a class and I still can't see it on ella, what's going on?

Ella course registration lists are updated from new ISIS data every 2 hours. This means that once the change is *processed by the registrar*, the information will propagate to ella in a few hours. If you need immediate access to readings or other course materials, your professor can add you to the course in the "Student, Unregistered" role. If you cannot reach your professor and need immediate access to readings, please contact the Research and Instructional Support Team at ris-d@mtholyoke.edu or contact the reference desk at x2212 for assistance.

I dropped a class and I still see it in ella. What do I do?

Ella course registration lists are updated from new ISIS data every 2 hours. This means that once the change is *processed by the registrar*, the information will propagate to ella in a few hours. At that time, the course will no longer be visible.

My professor added me to a course in ella, does that mean I am registered?

Nope! And this is very important: ISIS is the authority for registration data, and it does not obtain data from ella at all. You *must* go through the usual process of registering for a class in order to be listed as registered in ISIS. *If you are not registered in ISIS, you are NOT registered.*

My OneCard photo is showing in my ella profile. How do I stop it from showing up? Can I upload a new one?

ella profiles now includes OneCard photos for most users by default. You can upload a new picture to replace the old one; the instructions are in a PDF file at <http://www.mtholyoke.edu/lits/assets/lits/ellaprofile08v2.pdf>

Be warned: other people will see whatever photo you upload, and your instructors can always override a custom photo to see the original OneCard photos of students, if they want to.

I can't find my e-reserves, where are they?

E-reserves are now in ella. You will need to know the course and section number for your class. Follow the instructions for logging in (the first question above), and look on the black bar or in the "more sites" menu for your class. Click on your class. Once the home page loads, you should see an e-reserves link on the left navigation bar.

My professor has been sending emails to the class at our ella address, but when I reply I get an error message. What's going on?

Your instructor can control whether anyone *other than an instructor* can email the ella address for the course. This is the email that ends in @ella.mtholyoke.edu, and the messages go out to all members of the course. If you're trying to email your professor privately, use the professor's own username (you can look up names in the directories at <http://webdev.mtholyoke.edu/dir/email.shtml>). If you are trying to email the entire class and the email is being rejected, speak with your instructor about whether s/he is going to enable this feature for all users.

How do I hide or remove the classes from previous semesters?

You can hide the classes from previous semesters by going to My Workspace in ella, and then looking for the Preferences link, and within that section, the Customize Tabs menus. Full instructions are available at <http://webdev.mtholyoke.edu/dir/email.shtml>. We do not recommend that you remove yourself from courses, in case you need to refer back to materials from a course later.

Ella won't let me upload a file to my course. Now what do I do?

There are a few reasons this can happen. ella limits users to uploading only 50MB per single file upload, and to 1 GB per course site. Find out the size of your file, to see if it is over 50MB. Consider choosing a file format with compression, or splitting your material into two smaller files.

If the limit for the course has been reached, ella will give you an error message saying that there is insufficient space, when you try to upload a document. If this is the case, you should contact the instructor to resolve the situation. Contact the Research and Instructional Support team for assistance with file uploading.

I put a Word document in Ella for my instructor, and s/he can't open it. Now what?

It is possible that the format you saved your document in is not compatible with the version of Microsoft Word your instructor uses. You should re-save your original document in an earlier version of Word (File → Save As...). For more info on Word compatibility issues see this link: <http://www.mtholyoke.edu/lits/16126.shtml>

The other option you have for sharing documents is to convert your word doc to a .pdf format. If you don't already have it, you can download the Add On for MS Word to convert your doc to a .pdf from Word's the Print dialogue box. <http://snipurl.com/3jyze>
Note: Your pdf will **NOT** be an editable document!

I'm looking for my video reserves in ella, where are they?

CDigix is the name of the service MHC uses to stream full-length films via the network and access to those streaming files is controlled by ella. Links to these video files are created within the course if the instructor has requested their use through the Media Services Dept. Check with your instructor to verify that they have requested CDigix films for their ella course. If so, you will find a link to your titles on the left column of your course page labeled "Streaming Media Reserves" and information for downloading the video files for viewing.

My post disappeared! What happened?

The text editors built into ella will "time out" like many web applications do and should not be trusted to compose/edit lengthy text documents. The best practice for most web forms that require long text entries, whether they are in ella or not, is to compose/edit in Word and then cut & paste the final draft into the web-based text editor to submit. This also guarantees you a saved version in Word in case something else interrupts your network connection when you are submitting your work.

ella told me the file I was uploading was too large, what do I do?

It is possible to compress files, save in different formats, or split material into two or more files, in order to make files smaller. Single file uploads must be 50MB or less. If ella gave you an error message indicating that there is insufficient space, the course may be reaching its 1 GB storage limit, and you should notify your professor. The Research and Instructional Support team can help you with file upload issues. ris-d@mtholyoke.edu

FOR INSTRUCTORS:

I'm an instructor, and I can see my course, but my students can't.

By default, all courses created in ella are "unpublished" meaning that only the instructor can see and interact with the course site until s/he decides to make it available. To Publish your ella site, go to Site Info, click on the Mange Access tab(at top) and check mark the Publish Site option. Be sure to finish this action at the bottom of the screen. Your site should now be visible to all of the site participants. If not, please contact RIS to troubleshoot the problem: ris-d@mtholyoke.edu

If you have teaching assistants or other aides that will be adding content to your site for you, you must also add them to the site. The role(s) you can assign them have been designed to grant permissions to them to access most, but not all, of the tools/sections in

your ella course. Please contact RIS if your assistant does not have enough privileges to work on your site for you. ris-d@mtholyoke.edu

I'm an instructor, and I want to send email to my class through ella. How do I do that?

A group email list was automatically generated in your course upon creation. You can see what the address is by going to the Email Archive link (left hand list of links). Use this address in its entirety including the word 'ella' (@ella.mtholyoke.edu). By default, only the instructor can send email to this address. If you would like your students to be able to reply to your messages or communicate with each other using the email address you can set their permissions to do so by clicking the Permissions tab at the top of the Email Archive page. All messages sent via this address will be archived on the page.

I'm an instructor. What is the correct way to add students to ella?

ella course registration lists are updated from new ISIS data every 2 hours. This means that once the change is *processed by the registrar*, the information will propagate to ella in a few hours. Encourage your student to follow up with the registrar/ISIS to make sure addition is properly handled. If you need to grant immediate access to readings or other course materials, you can add a student by going to Site Info → Add Participants and use their MHC username only in the top input box. Do not add their email address in the second box! Assign the role of "Student, Unregistered". For a more detailed overview of granting access to ella go to: <http://www.mtholyoke.edu/lits/17806.shtml> or contact ris-d@mtholyoke.edu for additional assistance.

I'm an instructor, and my Five College students can't log into ella. What's wrong?

Any five college students or non-MHC students taking the course for credit must request an MHC Guest account via this link: <http://www.mtholyoke.edu/lits/8697.shtml>

Once they have received their MHC username, they need to email that info to you and you may then add them as described above.

They also need to finalize registration for the course through their home campus registrar so that that information will eventually be synched with ISIS.

I'm an instructor, and I want to make reading available in ella. OR

I'm an instructor, and I thought my eReserves would automatically show up in ella but I don't see them. Why?

The Digitization Center in Dwight (MEWS area) will process, index and link your eReserves into ella for you, but you need to coordinate digitizing your content with James Gehrt at the Digi Center **each semester**. Guidelines for utilizing this service can be found here: <http://www.mtholyoke.edu/lits/8655.shtml>