



■ **WHEN WILL I SEE MY CLASSES in eCOURSES?**

Courses will be available approximately *10-days* before the posted term start date.

■ **WHEN WILL I SEE MY CLASSES I ADDED *AFTER* the course start date, in eCOURSES ?**

Course schedule changes made *after* the first day of class, should be reflected in eCourses within 12-24 hours of being processed through PV Place.

■ **WHO DO I CONTACT IF MY SCHEDULE IN eCOURSES *DOES NOT MATCH* WHAT'S IN PANTHERTRACKS?**

You should contact the Office of Distance Learning at [dlearning@pvamu.edu](mailto:dlearning@pvamu.edu).

■ **WHEN SHOULD I CONTACT MY INSTRUCTOR?**

- I missed the deadline on an assignment
- I cannot see an assignment the instructor posted
- I do not have the code to the e-book my instructor assigned
- Anything related to classroom assignments
- Anything related to exams
- Anything related to discussion/forums
- Anything related to the syllabus

■ **WHO DO I CONTACT IF I CANNOT LOGIN TO eCOURSES?**

Be sure that you can access PV Place and/or student email using your PVAMU username/password combination. If you are **unable to access PV Place and/or email**, you can reset the password at <https://mypassword.pvamu.edu/>.

If you **can access PV Place but not eCourses**, you should contact the Office of Distance Learning at [dlearning@pvamu.edu](mailto:dlearning@pvamu.edu).

■ **[HOW DO I ACCESS ECOURSES?](#)**

■ **[HOW DO I LOGIN TO ECOURSES? \(VIDEO\)](#)**

■ **[HOW DO I USE TURNITIN TO SUBMIT PAPERS? \(VIDEO\)](#)**

■ **WHEN TO CONTACT ITS (936-261-2525)**

- cannot login to PV Place
- cannot access PV email
- cannot reset PV email password
- can login to PV Place but cannot login to eCourses
- any issues/errors referring to internet down

■ **WHEN TO CONTACT THE REGISTRAR'S OFFICE**

- My name is missed spelled in eCourses, PantherTracks and PVPlace
- I have had a name change due to live events (Marriage, divorce, etc.)

*For more information, visit our Distance Learning [Student FAQ](https://www.pvamu.edu/dlearning/student-frequently-asked-questions/) page at <https://www.pvamu.edu/dlearning/student-frequently-asked-questions/>*