Frequently Asked Questions

- **Who has access to Sycamore eLearning?**
  o All currently enrolled students, full and part-time staff, and faculty

- **How do I access Sycamore eLearning?**
  o Login to [https://myisu.indstate.edu](https://myisu.indstate.edu) > Click on MyISU Apps > Click on the Sycamore eLearning badge

- **Can I access Sycamore eLearning from my mobile device or tablet?**
  o Unfortunately, accessing Sycamore eLearning from a mobile device is not available at this time. If you login to the Portal from a mobile device, you will not see the Sycamore eLearning badge. We anticipate mobile accessibility will be available by Spring 2014.

- **What are the browser requirements to run Sycamore eLearning?**
  - **Microsoft Windows**
    - Microsoft Internet Explorer - 6.x and above
    - Mozilla Firefox - 2.0 and above
    - Google Chrome - *stable builds only*
  - **Macintosh (Mac OS)**
    - Safari - 3.0 and above
  - **Linux**
    - Mozilla Firefox - 3.0.7 and above
  o To view the latest desktop system requirements, please [click here](https://myisu.indstate.edu).
  o It is recommended that you perform a browser check to see if your computer and web browser are configured correctly. You can access the Browser Compatibility check at [http://browser.skillport.com](http://browser.skillport.com).
  o You will need to Enable Pop-ups.
  o You will need to have Java installed and enabled. [www.java.com](http://www.java.com)

- **Who do I contact if I need technical assistance or have questions?**
  o For all technical questions after you have logged into Sycamore eLearning, click on the Support tab on the left side navigation. Use the Live Chat feature to get instant help or Search the Help Tutorials for quick answers.
  o If you are unable to login to Sycamore eLearning through the Portal, please contact the OIT Help Desk at 812-237-2910.