

ilearn (TLM) - Frequently Asked Questions

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How do I access the ilearn (TLM) site?

Answer - The address for ilearn (TLM) is <http://ilearn.canadorec.on.ca>. This site is available 24/7 anywhere you can connect to the Internet.

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I want to access my TLM account, but I am not sure what my username and password are.

Answer -Your ilearn (TLM) account is created automatically upon registration at Canadore College. Your User ID is your **first_initial.last_name@mycanadore.ca**, and your password is your **student number** including the **A**. You may have a number at the end of your last name. Your network and email account notifications will alert you to the number. Example - **e.student3@mycanadore.ca**

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Do I need any special software to use ilearn (TLM)?

Answer -You require Internet Explorer 6 or higher. Other browsers do not support the functionality of ilearn (TLM).

You will require Adobe reader.

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I cannot login to the TLM site to get my notes for class.

Answer - If you are using the correct User ID and Password, and you still cannot access your account on ilearn (TLM), you may be experiencing a problem with your personal firewall settings. To determine if this is the problem, turn off your firewall, and try to logon again. To turn off your firewall, click on your start button, and go to Settings - Control Panel and click on your firewall icon. You will have the option of disabling your firewall. You will want to enable your firewall after you have completed your ilearn (TLM) course work.

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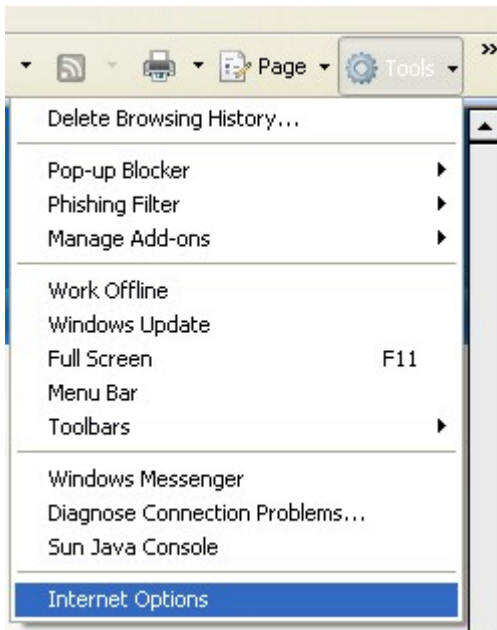
I can login, but I can only view some items.

Answer - If your professor has posted Word, Excel, and/or PowerPoint documents to the ilearn (TLM) site, you must have your **Internet Options** set to allow for file download prompting and file downloads.

TLM Internet Explorer Tool Settings

If you are having problems opening Word/Excel/PowerPoint documents, please follow these instructions to change your Internet settings.

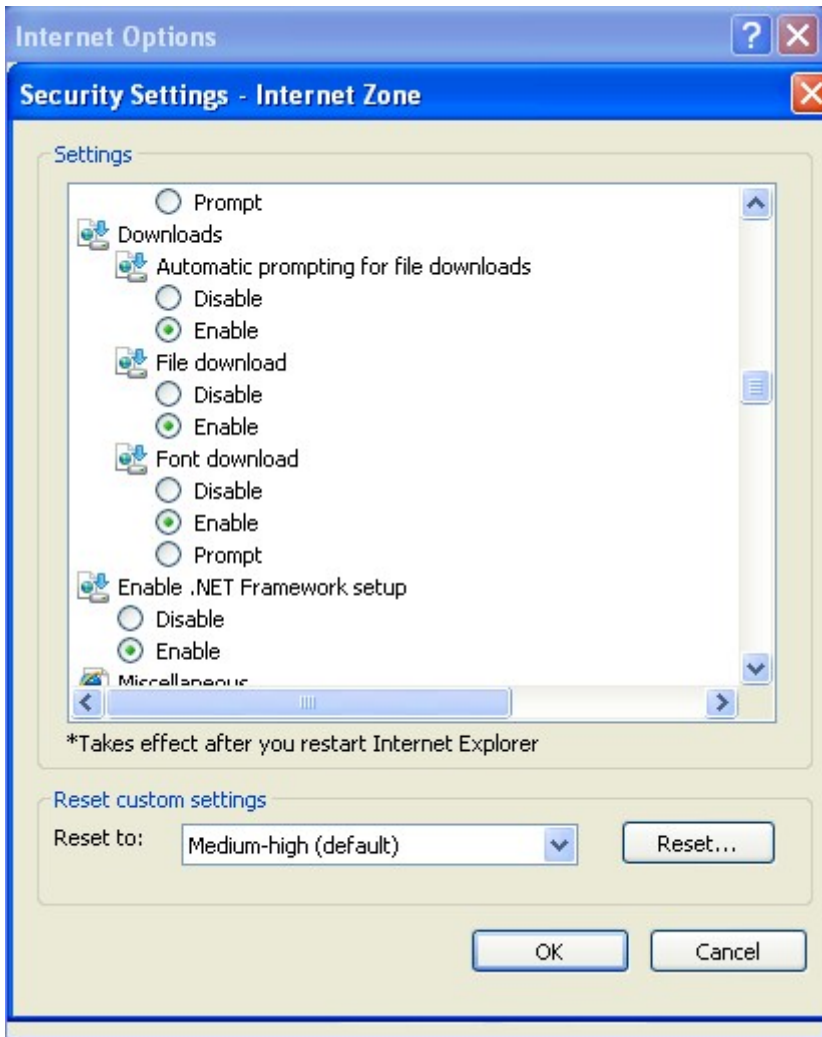
1. Click on **Tools** on your Internet Explorer Tool Bar, and choose **Internet Options**.



2. Choose the **Security** tab, and then choose **Custom Level**.



3. Scroll down to **Downloads**, and change the settings so that you are **Enabling Automatic prompting for file downloads** and **File download**.



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My Test (assessment) or Assignment is unavailable on the map.

Answer - TLM allows the student to bookmark items complete on the map. If you have completed viewing a map item, you must click on the item and select Mark Module Complete. This will allow you to view the next available item. Marking the item complete does not stop you from viewing the map item again.

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LOGIN INFORMATION

Computer Login

User name: firstinitial.lastname@mycanadore.ca

Password: date of birth (ddmmyy)*

* You choose your own password after the first login.

iStudent (student portal)

Website: <https://istudent.canadorec.on.ca>

User name: firstinitial.lastname@mycanadore.ca

Password: same as your computer login password

E-mail (Live@edu)

Website: mail.live.com

Live ID: firstinitial.lastname@mycanadore.ca

Password: same as your computer login password

iLearn (TLM)

Website: <http://ilearn.canadorec.on.ca>

User ID: firstinitial.lastname@mycanadore.ca

Password: student number (not case sensitive)

The iLearn login screen provides links to all other sites on this page.

Self Service

Website: www.canadorec.on.ca (click link at top right)

User ID: student number (case sensitive)

PIN: date of birth (ddmmyy)

Online Library Services

Website: www.eclibrary.ca

User ID: student number or library card number

PIN: date of birth (mmddy)

*** REMEMBER – when you change your password, you must type in your new password the next time you login.**

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