

Memo from Matt London:

Important access information for all Philadelphia University on-line students and faculty.

eCollege will be instituting “ALT Access.”, to provide alternative access to courses whenever you may experience slow connection times or timeout errors when attempting to gain access to [www.philau.org](http://www.philau.org)

After ‘ALT Access’ is implemented, you will be prompted to download a small software package onto your desktop. If you choose not to download ALT Access, there will be reminder to download every time you attempt to log on. After the initial download of ALT Access, you will only be prompted to download again for software updates. These updates will be kept to a minimum to avoid the inconvenience of frequent downloads.

After downloading the ‘ALT Access’ application you can access this detour, when your web browser connection is running slow or unavailable, by following the instructions below:

- 1) Select the ALT Access icon from your desktop,( or select ‘ALT Access’ from the Windows Programs list )
- 2) After opening the program the user will see a page with explanatory text and a login/password entry area. Read through the text and enter your login id, password and the URL/web address ( [www.philau.org](http://www.philau.org) ) you use to access your courses.
- 3) Click the login button.
- 4) You will now be routed to your online campus through the alternate route and can login as normal to access courses.

Once you have reached the Philadelphia University site and have logged into your course, ‘ALT Access’ will not be needed.

Should you have any questions or run into technical problems please contact the Helpdesk. [Helpdesk@PhilaU.edu](mailto:Helpdesk@PhilaU.edu)