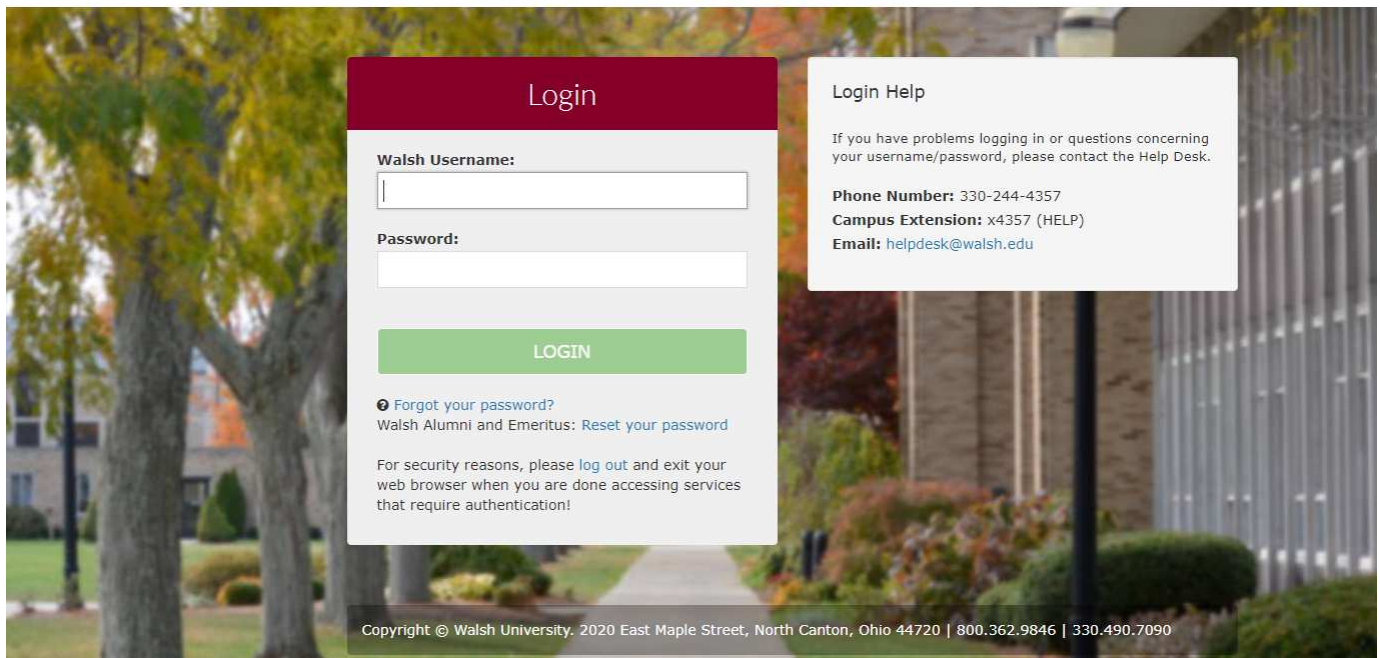


Skilled Technical Workforce student instructions

1. Go to ecn.walsh.edu
2. Click on Walsh login

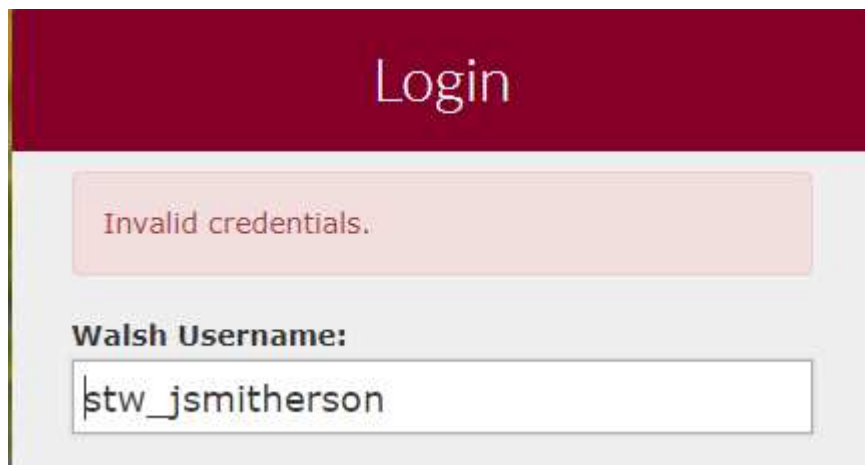


3. Enter the user name that was given, for example stw_jsmitherson in the Walsh Username box.
Enter the password you were given – it will be capital letters, small letters and numbers (you can copy and paste but make sure to have NO spaces)
Click Login.

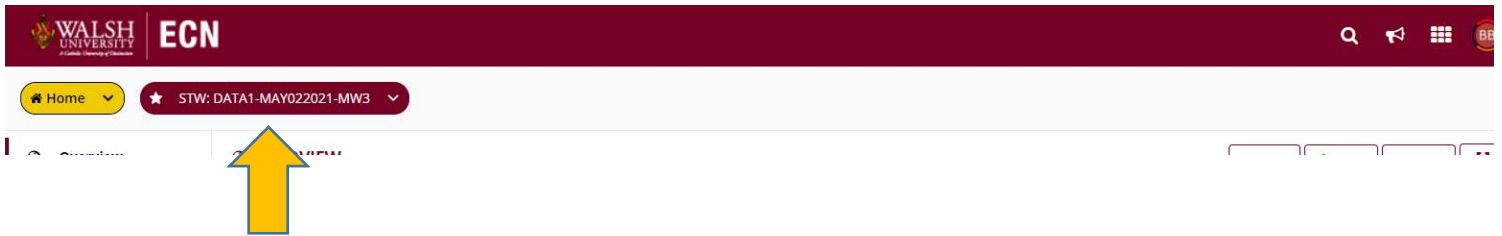


NOTE: If you receive an invalid credentials as the image shows below:

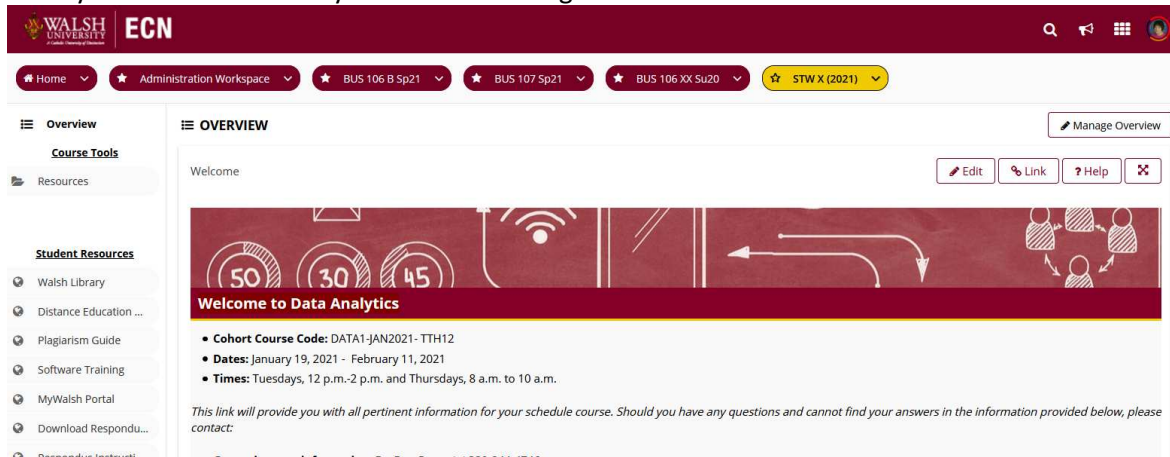
- Make sure to have typed or copied and pasted the correct information
- Your class is over and the credentials are no longer valid (credentials expire 2 weeks after last date)



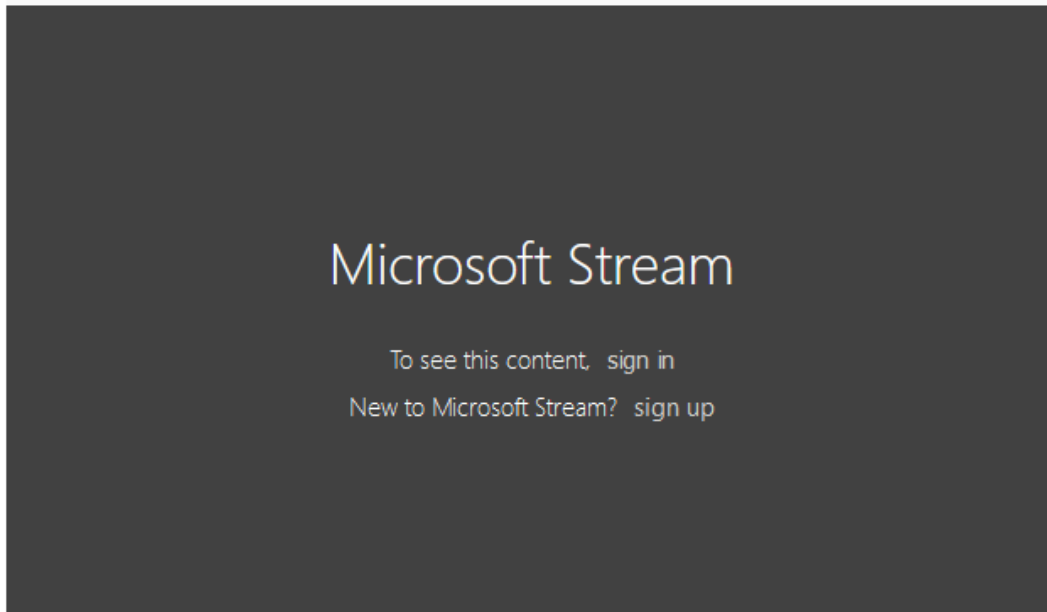
4. Once logged in click on the STW course you are assigned to or your company name in the top bar.
- Alternately if the top bar does not have a course, click on the squares on the top right to find the course



Once you are in the course you can read through all the material.



If Videos are embedded you may need to log in to view them. You will see a notice like this:

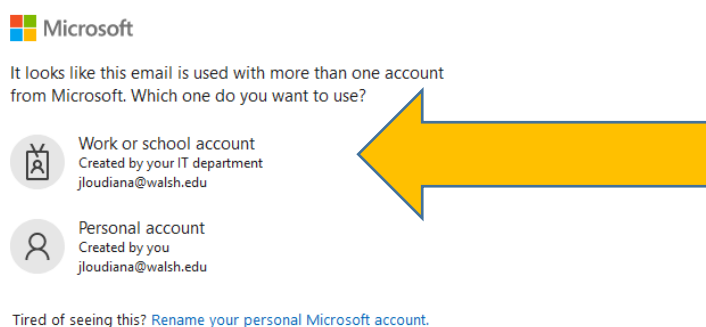


1. Click Sign in.
2. A Microsoft window will open, click Use Another account



If use another account is selected, enter the full email address you were given, for example stw_jsmitherson@walsh.edu

3. If asked choose Work or school account.



4. When prompted enter the same password as you did previously to log into ECN.
5. Once completed the video will open for you to watch.

Any questions, please direct them to your instructors or Dr. Dan Passerini at 330-244-4746 or dpasserini@walsh.edu

Troubleshooting Tips:

1. I am getting invalid credentials when I try to log in.
 - a. Make sure you do not have extra spaces in your username or password
 - b. Only enter the first part of the email address (no @walsh.edu)

2. I am receiving a message the video or channel cannot be found when I log in.
 - a. Make sure you are using the Walsh given email address and password.
 - b. If your company using Office365, make sure to use a brand new browser window to use ECN and the STW information.

 - c. If you have trouble with a new window, please use a incognito (Chrome) or private (Firefox) browsing window.

Chrome
 - Click the 3 dots on the top right and choose incognito window
Firefox
 - Click the 3 lines on the right and choose New Private Window

 - d. If none of these work, try clearing your browser history/cache

Chrome
 - Click the 3 dots on the top right
 - Click history
 - Click History
 - Click Clear Browsing data and make sure to clear browsing history and cached history.
Firefox
 - Click the 3 lines on the top right
 - Click Options
 - Click Privacy & Security
 - Find the History and choose clear History

 - e. If you still have trouble, please check with your company I.T. help desk for further assistance.

3. I am logged in but do not see my course.
 - a. Please click the waffle of squares on the top right
 - b. If you still do not see your course, have Dan Passerini check to make sure you are on the roster at dpasserini@walsh.edu

4. I logged into Stream with my email and password but still asking me to log in.
 - a. Refresh the page in your browser and the video thumbnails should pop up.