HOW TO ACCESS YOUR CS COURSE HOSTED ON COURSERA

PLEASE READ ALL OF THESE INSTRUCTIONS CAREFULLY!

WHEN A STUDENT REGISTERS FOR A COURSE HOSTED ON COURSERA:
1. They are added to the "Illinois Campus" program on the Coursera platform.
   - The process to be added to the Illinois Campus program starts *approximately 7 days prior to the start of term.* If you register for the course early in the registration period, please note you will not receive any notifications from Coursera until this process is launched for the term.
   - If a student registers for the course less than 7 days from start of term, there is a lag of up to 24 hours from registering in Student Self-Service to being added to the Coursera platform for the campus program.

2. When a student is added to the Illinois Campus program, an email is auto generated from Coursera inviting you to link your Coursera account affiliated to your @illinois.edu email address.
   TIP: Check your spam folder! If you still cannot find the linking invite email after 24 hours pass from course registration, please search your inbox for the email from no-reply@t.mail.coursera.org.
   - If you are unable to locate this email, please follow contact directions below for #3 Coursera platform issues.

3. Follow the instructions in the email and ***immediately*** complete the task as instructed.
   - **Access will NOT be granted to course content until you have 1) linked your Coursera account, 2) you have completed the onboarding course that you are auto-linked to upon course enrollment, and 3) you verify your ID (steps outlined in [this onboarding reading](#)).** *TIMELY ACTION IS REQUIRED ON YOUR PART TO GAIN ACCESS TO YOUR COURSE! Failure to log into your course in a timely manner will result in missed assignments, quizzes, exams, etc. Deadline extension requests may not be accommodated.*
   - Please also note there is an **approximately 6-hour time lag** between completing the onboarding course and getting access to your for-credit course on the Coursera platform.

   - **If you have a pre-existing Coursera account that does not use your @illinois.edu email address:** Update your Coursera account with your @illinois.edu email address.
     - You can do this through *Account Settings* here: https://learner.coursera.help/hc/en-us/articles/208279576-Change-your-Coursera-account-settings.
     - You will have the ability to add your personal email address to your account later.
   - If you have taken CS courses on the Coursera platform in a previous term and have already completed the onboarding course, it does not need to be repeated.

DESIGNATED CONTACTS FOR YOUR ACADEMIC NEEDS WHILE YOU ARE TAKING COURSE(S) ON THE COURSERA PLATFORM:
1. Subject matter-related questions and course administration; peer discussions; course staff contact for questions that will include personal information (e.g. grading, requests for accommodations, exam scheduling): Please refer to the course portal and syllabus.

2. General academic advising questions (e.g. add/drop courses, general degree requirements, registration issues): Please directly contact your respective on-campus Academic Advisor(s).

3. Coursera platform issues:
   - Support for any technical- or account-related issues you experience is available through Coursera 24/7 chat by navigating to the Learner Help Center (https://learner.coursera.help/hc/en-us). Please make sure you are logged in to the Learner Help Center with your @Illinois credentials in order to access 24/7 chat.

- You may also email uiuc-support@coursera.org for platform-related questions, from your @illinois.edu email address.
- Coursera staff will not be able to respond to questions related to course content or course/program administration. Please use the appropriate contacts provided above (#1 & #2) for these needs.

ADDITIONAL INFORMATION:
Enrolled students will be sent periodic reminder emails through 10th day of class, as students continue to enroll in classes to the Illinois Campus program.

Late adds to courses hosted on Coursera are not allowed after the 10th day of the semester.