

St Paul's University

Open, Distance & E-Learning Center

Frequently Asked Questions on the e-learning Portal.

1. I am not able to access the e-learning portal:

Solutions: The e-learning portal is accessed through the link <https://elearning.spu.ac.ke> The user name is your student number in full without slashes and the password is the same password you use for your student portal.

2. My password is not working on the e-learning portal but the same is working on the student portal:

Solution: Reset your password by using the forgot password link on the portal. Use the new password for the two portals (e-learning portal & student portal).

3. I have requested for a password change but I am not receiving a link on my email to proceed.

Solution: This will need to be addressed by the ICT team. Write to ict-odel@spu.ac.ke for assistance.

4. I have registered my units but I am not able to view the learning materials on the e-learning portal.

Solution: Ensure that you have registered for your units under the Distance Learning Mode of Study and Distance Learning Virtual Campus on your student portal.

5. I want to upload my Assignment but I cannot see the submission button.

Solution: The submission button disappears immediately after the lapse of the submission deadlines. Write to ict-odel@spu.ac.ke and request for an extension.

For all ICT related queries, forward them to ict-odel@spu.ac.ke