

FAQ

Q1. About inquiries relating to teaching materials

We have received inquiries relating to the contents and/or settings of teaching materials including:

- A teaching material is not displayed (My instructor informed me that the material is available but I cannot see any teaching material).
- I did not receive a reply from a course instructor to a message I had sent.
- I received a mail confirming receipt for a report submitted by another student.
- A teaching material that had been displayed disappeared.
- I worked on a teaching material that limits the number of times that students can work on it. However, during the process, my network became unstable and shut down.
- I forgot to work on a teaching material. What should I do?

A1. The administration office cannot change the settings of teaching material that the course administrator (teaching staff) has configured. Please ask the course administrator directly.

How to send a message (For student):

https://eclass.doshisha.ac.jp/toppage/html/faq/faq_0401_1.pdf

Q2. The [End Time] is not displayed in the [History] section on the students' screen and in the [History] section of the teaching staff's screen, and the [Total Time] is displayed as [00:00:00].

A2. This situation occurs when you have not clicked the [Quit] or [Quit Textbook] button in the teaching material window. As a result, what you have done was not reflected in the system and thus the display shows [00:00:00]. After working on teaching materials, **make sure to click the [Quit] button rather than simply shutting down the browser.**

Q3. Which browsers are recommended?

A3. Please refer to the following document:

General Instructions

<https://eclass.doshisha.ac.jp/toppage/important.pdf>

Q4. Once a teaching material is made available, is any notifying message sent to students?

A4. No. Students must confirm it in the [Course Material] window.

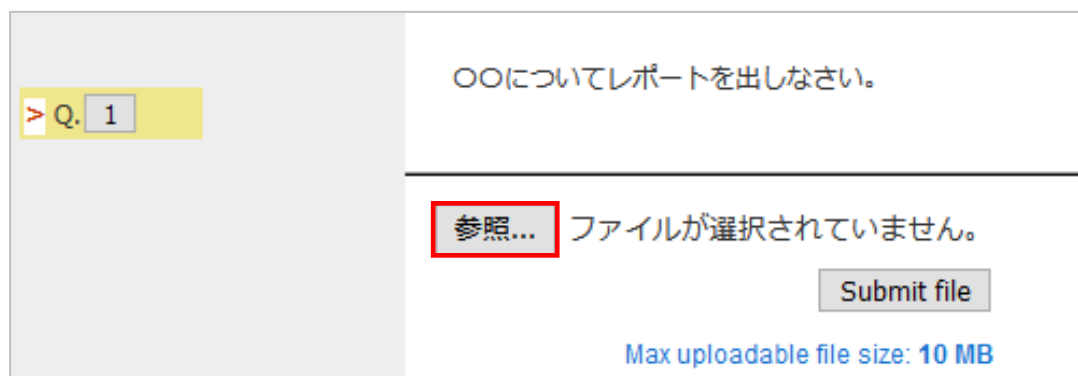
Q5. I tried to submit my report/assignment, but I could not upload it. [Student]

A5. The maximum size of files that can be uploaded is **10 MB**. Please confirm the file size of your report/assignment.

Q6. I do not understand how to submit my reports/essays.

A6. Regarding reports, click the [参照...] or [Select Files] button (expressions differ depending on the browser) to select the file to be submitted and then click the [Submit file] button. Regarding essays, enter your answer in the box and click the [Save Answers] button. Please note that clicking either the [Submit file] or [Save Answers] button means you have submitted your reports/essays, not temporarily saved them. After submitting your reports/essays, click the [Quit] button in the teaching material window.

<In the Case of Reports>



The screenshot shows a web interface for submitting reports. On the left, there is a sidebar with a yellow button labeled "> Q. 1". The main area has a header with the text "〇〇についてレポートを出しなさい。". Below this, there is a red-bordered button labeled "参照..." followed by the text "ファイルが選択されていません。". To the right of this is a grey button labeled "Submit file". At the bottom right, it says "Max uploadable file size: 10 MB".

<In the Case of Essays>



The screenshot shows a web interface for submitting essays. On the left, there is a sidebar with a yellow button labeled "> Q. 1". The main area has a header with the text "Max length : max 20000 chars". Below this is a large text input box. To the right of the box, there is a list of instructions: "Answer will be saved as submitted by each button.", "Space, tab characters, line feeds are counted as characters.", and "Please do not use Platform dependent characters.". Below the input box, it says "Now 0 chars. You can type 20000 characters.". At the bottom right, there is a red-bordered button labeled "Save answers".

Q7. I would like to upload multiple files. Is that possible? [Teaching Staff]

A7. As a rule, **only one file can be uploaded per page**. However, by compressing multiple files into one zip file that is **300 MB** or lighter, you can upload these files at once. Multiple materials can also be uploaded by dividing the page into the corresponding number of pages as shown in the following document:

How to Create Teaching Materials

https://eclass.doshisha.ac.jp/toppage/html/faq/faq_0201.pdf

Q8. I thought I had sent a file by attaching it to my message, but actually the file was not attached nor shown in the sent folder. I am confused because I saw the attached file in the preview screen.

A8. We have received similar inquiries since June and are currently investigating the problem.
After sending a message, be sure to confirm that the intended file was properly attached.

Q9. In the teaching material window, the message [You have assignments due soon] is displayed.

A9. When a course administrator sets a deadline for a teaching material, this message is displayed from one week before the deadline. Once you have worked on the assignment and submitted a report/essay, the message will disappear.

However, sometimes the message does not disappear due to factors such as the instability of the network or the presence of multiple groups in one course. So, we strongly recommend that you confirm whether the submission has been properly completed in the My Report section.

Q10. The previous pages of a PDF file are not displayed.

A10. We have received similar inquiries from users of Google Chrome. No such problems have occurred when using other browsers such as Internet Explorer, Microsoft Edge, FireFox and Safari. Please change browsers and retry.

In addition, please note that the University does not recommend Google Chrome as an internet browser for use in the University. Please refer to the following document:

General Instructions

<https://eclass.doshisha.ac.jp/toppage/important.pdf>

Q11. When clicking the URL of a video link on my iPad, the message "Connecting" is displayed, resulting in an error.

A11. In Safari with iOS13 and above, the default setting is that "View Desktop Site" is "on," and thus you have an error message. Change the setting to "off".

■How to Change Settings

1. Open "Settings" on your iPad.
2. Select "Safari".
3. Turn off "View Desktop Site" in "Website Settings".
4. Reboot Safari.
5. Click the URL again to play the video.

Q12. I cannot find the audio icon.

A12. Internet Explorer by default displays the “X” mark rather than the audio icon and you will find the message “You are running Windows Media Player.” By selecting “Approve” you will find the player and can listen to audio contents.

Q13. My laboratory PC does not display e-class. (Only a blank page appears.)

A13. Please check if your PC uses the lab VLAN. When using the lab VLAN, you need to configure the proxy settings. After the maintenance carried out in the autumn of 2020, if e-class is included in the Exceptions settings, the e-class pages are not displayed. Thus, delete e-class from the Exceptions.

- In the case of IE

Check if e-class is included in “Exceptions” (P1, screen capture 5.) in the following URL:

https://it.doshisha.ac.jp/inside/it/manual/pdf/lan/proxy_win_jpn.pdf

- In the case of FireFox

Check if e-class is included in “Connect to the internet without using a proxy server” (P2, screen capture 4.) in the following URL:

https://it.doshisha.ac.jp/inside/it/manual/pdf/lan/proxy_win_firefox_jpn.pdf

- In the case of Safari

Check if e-class is included in “Host and domain without using proxy settings” (P3, screen capture 5.) in the following URL:

https://it.doshisha.ac.jp/inside/it/manual/pdf/lan/proxy_mac_jpn.pdf

Q14. I want to submit my report using the Safari browser and MacOS Mojave. However, the window to select reports is not displayed.

A14. ~~This problem has occurred only on MacOS Mojave since November. We currently have a vendor investigating the problem. For now, we recommend that the Mojave users use the FireFox browser.~~
This issue has been resolved by updating the Safari version to 14.0.3.

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