

LOCK HAVEN UNIVERSITY OF PENNSYLVANIA

Dear Student:

This semester, we will be using “eCompanion” to supplement our face-to-face classroom experience with online materials. You should already have access to log on to the eCompanion.

When you were enrolled into the eCompanion, you should have received an email notification in your LHUP email account. It is very important to check your LHUP email account regularly, as all official University business will be sent to this account. Information on accessing your LHUP email is attached.

The email notification will contain your personalized login information, but the default format for your login credentials is listed below.

To log on to the eCompanion, you will need to go to:

<http://keystone-university.net/lhup.learn>

Your default login credentials would be:

Login ID: LHU + StudentID (i.e. LHU123456)

Password: Your NT Account (first initial plus last name up to 8 characters)

Please Note: If you have used the eCampus in the past, it is possible that you have changed your default password. You will need to use the password that you selected. If your default password does not work, and you cannot recall changing your password in the past, please contact the 24-hour Technical Help Desk at 1-866-313-3164 or helpdesk@keystone-university.net.

Technical Support. If you have technical difficulty with the eCompanion software, please contact the 24/7 toll-free help desk at 1-866-313-3164 or helpdesk@keystone-university.net. You can also log on to the eCampus and click on Help Desk.

If you do not appear to have access to the eCompanion once logged in (i.e. the course does not appear in your list of available courses), please contact the Lock Haven University LearnTech Staff at 570-893-6294 or requests@lhup.edu.