

**University of Rhode Island - Directory Troubleshooting Guideline  
Faculty and Staff**

*URI Directory Information – e-Campus, email, URI phone directory*

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***Some quick facts and terminology explanation:***

1. *URI Directory refers to your setup information on the University's systems of e-Campus, e-mail, and phone directories (both online via [www.uri.edu](http://www.uri.edu) and the annual phone book published during the fall semesters).*
2. *No directory information is shared or setup until you create a userid and password in e-Campus. To do this, go to [www.uri.edu/ecampus](http://www.uri.edu/ecampus) and click on "First Time Users Register Here!".*
3. *The e-Campus userid you select also creates accounts of the SAME NAME on email. So if you choose JDoe as your e-Campus userid, your email account will be [jdoe@mail.uri.edu](mailto:jdoe@mail.uri.edu).*
4. *The e-Campus userid IS NOT the same as your URI ID. Your URI ID is a nine digit number (starts with a 1) that will appear on your ID card. This number is not required to log into e-Campus, only your userid and password that you selected through the First Time Users process.*
5. *Passwords **ARE NEVER SHARED** between systems at URI. Even though you will have the same userid, you are responsible for maintaining your passwords in each of these systems.*
6. *No directory information is passed until Human Resources completes the data entry in their system.*
  - ◆ *Faculty directory setups will happen regardless of your employment start date.*
  - ◆ *Staff directory setups begin the day after your first day of employment.*

***Check out our online help documents as well by opening your web browser and going to [www.uri.edu/ecampus](http://www.uri.edu/ecampus) and click on e-Campus Help. We also place links to some key help documents right on the e-Campus home page ([www.uri.edu/ecampus](http://www.uri.edu/ecampus)) under the "For your information" section.***

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### *What to do if...*

***1. I was hired by the University and I am unable to register for a userid. The error is “no match to the information in the system”.***

You must allow Human Resources time to process your information.

First, call the e-Campus Help Desk at (401)874-9352 and explain that you are a new employee and not able to create a userid in e-Campus. They will check to see if you are setup in e-Campus. If you are not, then you will have to contact Human Resources to see follow up on your setup. If you are setup, the Help Desk will work with you to get you through the registration process.

***2. I have an e-Campus userid but I do not have “SA Self Service” and do not see how to get to my class and grade rosters.***

In this case, your userid was created before you were setup as an instructor. Ask your department chair to send an email to [JVal@uri.edu](mailto:JVal@uri.edu) listing your name, e-Campus userid and explaining which security roles the chair requires you to have in the student system (such as URI Instructor non-advisor, or URI Instructor/Advisor). What happens next is Enrollment Services will add the security to your e-Campus userid.

***3. I have an e-Campus userid, and access to the student system (SA Self Service link in e-Campus) but do not see the class I am scheduled to teach on my list of rosters.***

You must be listed as the instructor in the University’s e-Campus Course Schedule in order to have access to rosters for that class. Your department chair must notify Enrollment Services (email Ken Sisson at [kssisson@uri.edu](mailto:kssisson@uri.edu)) of any changes to the Course Schedule.

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***4. I want to change my information that is listed on the URI online directory. How do I do this?***

This is done through e-Campus by logging in using your userid and password, click on HR Self Service>Home>URI Directory. Remember that your changes do not show up on the directory until the next business day.

For more complete instructions, go to [www.uri.edu/ecampus/help\\_general.html](http://www.uri.edu/ecampus/help_general.html) and click on “How to Update Directory Information”.

***5. I want to start using my URI email account, how do I do this?***

Once you have created your e-Campus userid, *the next business day* you are able to access an email account that is automatically setup with the same name as your userid.

Before you can start using this email account, you must “activate” it. To activate the account, go to [www.uri.edu/its](http://www.uri.edu/its), select Communications in the left index, and then Email. This page gives you step by step instructions for activating your account.

You can then setup an “alias” to this email account if you choose within your e-Campus account. An alias will be a shortcut name to your email. For example, creating an e-Campus userid of jdoe creates an email account of [jdoe@mail.uri.edu](mailto:jdoe@mail.uri.edu). But you can then create an alias to this account of some other name, [johndoe@uri.edu](mailto:johndoe@uri.edu). Alias names are available only for faculty and staff and are always followed by [@uri.edu](mailto:@uri.edu). Setting up an email alias is done in the same area of your e-Campus account (URI Directory) as described in item 4 above. For more complete instructions, go to [www.uri.edu/ecampus/help\\_general.html](http://www.uri.edu/ecampus/help_general.html) and click on “How to Update Directory Information”.

***6. I am an employee with an e-Campus userid and have Student (SA Self Service) access but do not have HR access (HR Self Service). I want to change my directory information and some direct deposit information, who do I get HR Self Service?***

Contact Human Resources by email (Paula Murray at [pmurray@uri.edu](mailto:pmurray@uri.edu)) explaining that you need access to HR in e-Campus and provide your [e-Campus userid](#).