Colleague User Interface (UI 5) FAQ

What's New and What's Not in Colleague UI 5?

- No more Silverlight, UI5 is based on HTML5.

- No changes to Colleague screens. Purpose of UI5 release - to eliminate dependency on outdated Silverlight and update the look and feel.

- Support for mobile devices, iPads.

Watch Colleague UI 5 Quick Tour to get familiar with the updated interface.

Accessibility:

One must have a valid Colleague account to access Colleague system via Colleague UI. Colleague accounts are granted to SVA employees by a request from their supervisors.

To request an access to the Colleague system, fill out an electronic Colleague Login Access Request form located at MySVA - Departments - Colleague Computing Services - Login Access Forms

Colleague UI is accessible inside of SVA Administrative network only.

Your Colleague login credentials are the same as for MySVA/SVApps.

Your login credentials should not be shared with anyone.

Supported Operating Systems/Browsers:

 Access from Apple and Windows operating systems, including iPads.

Full support of standard web browsers. Browser performance for HTML5 (listed fastest to slowest): Chrome, Safari, Firefox, Edge, and Internet Explorer.

Additionally disabling browser add-ons and extensions or using Chrome in 'New incognito window', Internet Explorer in 'inPrivate Browsing' and Firefox in 'New Private Window' will improve the performance experience.

Accessibility features for use with Freedom Scientific JAWS(R) or NV Access NVDA (NonVisual Desktop Access). For more info see Accessibility Guide.

Browser Requirements:

Pop-up blockers must be disabled or set up with an exception to allow pop-ups from colleagueui.sva.edu in your browser options.

Exiting Colleague UI:

To properly log out from Colleague click on the UI Logout button. Closing browser window does NOT terminate your Colleague session.

Changing Colleague Password:

Colleague password is one and the same as for MySVA. To change your Colleague password - change your MySVA password via the 'Forgot your username or password?' link located on MySVA Portal main page at

http://my.sva.edu

If you are a Mac user contact HelpDesk for assistance.

User Documentation:

UI videos and user guides are available on Colleague Department's website at MySVA - Departments - Colleague Computing Services –Colleague User Interface

 Support:

 Contact SVA HelpDesk at 212.592.2400 or helpdesk@sva.edu support.sva.edu for additional support.