

FAQs for digital science online



Q. What browsers work best with Digital Science Online?

A. DSO works best with up-to-date versions of Chrome, Firefox, and Safari.

Q. Do my internet settings require changing?

A. These URLs must be 'allowed' as DSO uses third-party websites such as:

s3.amazonaws.com, plugins.longtailvideo.com, l.longtailvideo.com
An up-to-date flash player is also needed.

Q. Can I be automatically signed in to DSO?

A. VLS offers a few ways of authenticating users for single-click automatic sign in.

referral authentication: User must sign into an already secure webpage and be redirected to DSO. (EX: Learning.com)

IP authentication: user must provide VLS with list of IP addresses
(EX: 555.555.5.55)

Q. How do I sign into DSO?

A. Users can sign into DSO from the home page (www.visuallearningsys.com)
or at the login page (www.visuallearningsys.com/subscription-login)

digital science
online

username:

password:

login

[forgot login?](#)

Q. Can DSO be accessed from home?

A. DSO can be accessed from *anywhere that has internet connection.

* If a customer has requested IP or referral authentication, users may only be allowed to automatically sign in through certain websites or computers that can only be accessed at school. Users may need to manually log in with a username and password to be able to access it from home.

Q. How many students and teachers can access DSO?

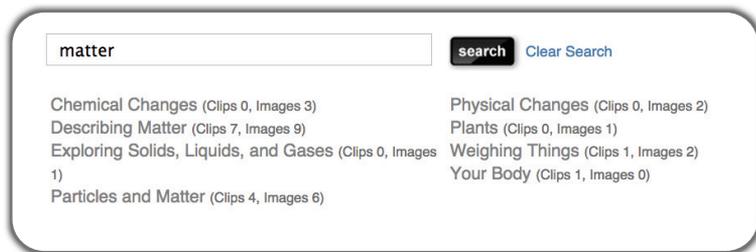
A. All teachers and students in one building. (Unless purchased for a district)

Q. Is there a price per classroom or for a very small school?

A. \$.90 per student (minimum \$300/year)

Q. Can I search for a specific science topic?

A. DSO is equipped with searchable metadata that users can utilize to search for videos that contain certain science topics.



Q. Are the videos closed-captioned?

A. Each video and video clip has captions available.

Q. What can I do to enhance DSO's functionality?

A. Here are some simple solutions that may help if you are having problems connecting:

- empty your 'cache' (these are stored temporary files)
- clear your history
- try using a different browser

Q. I'm having technical problems. What can I do?

A. Visual Learning Systems will be more than happy to provide tech support. Feel free to reach us at 1-800-453-8481 M-F 8:30-4:30 EST or email info@visuallearningsys.com.

-Before calling, please note the computer/device type, browser, and detailed explanation of the problem you are experiencing.

Q. Are there updates?

A. New videos and media assets are added upon completion.

Q. Is there a Digital Science Online user group?

A. Yes - Teaching tips and classroom lessons will be sent monthly.



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