

OTHER I-LEARN TOOLS

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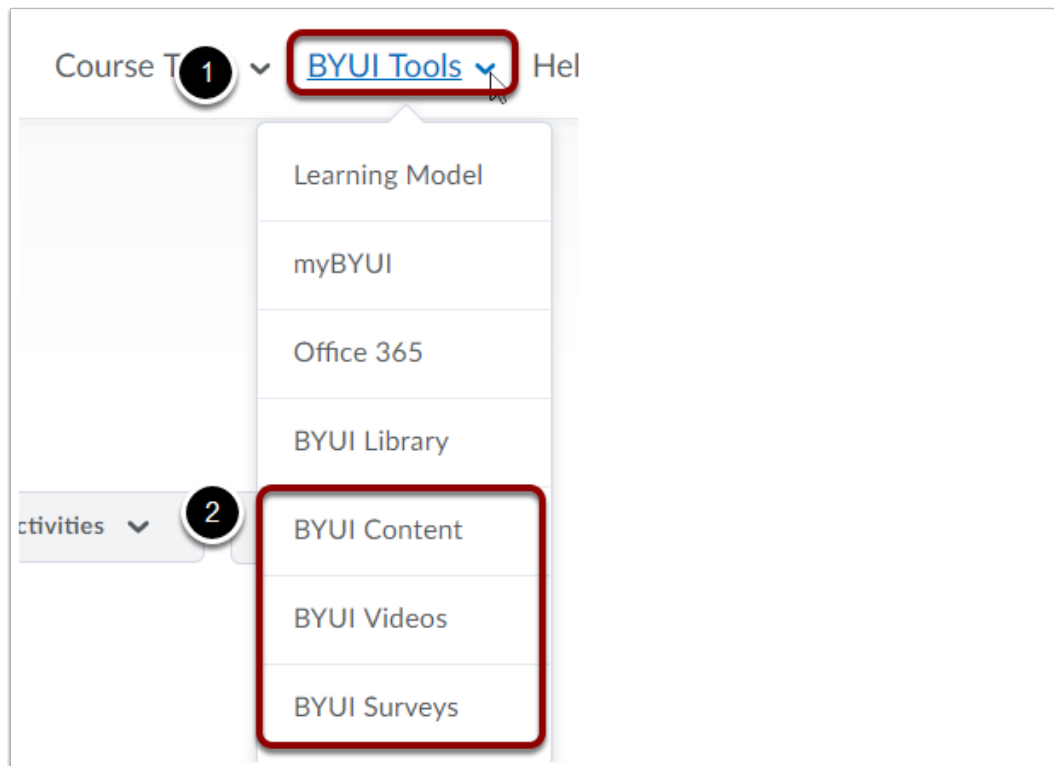
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Introduction

How to Access Equella/Kaltura/Qualtrics From Brightspace

More Tools



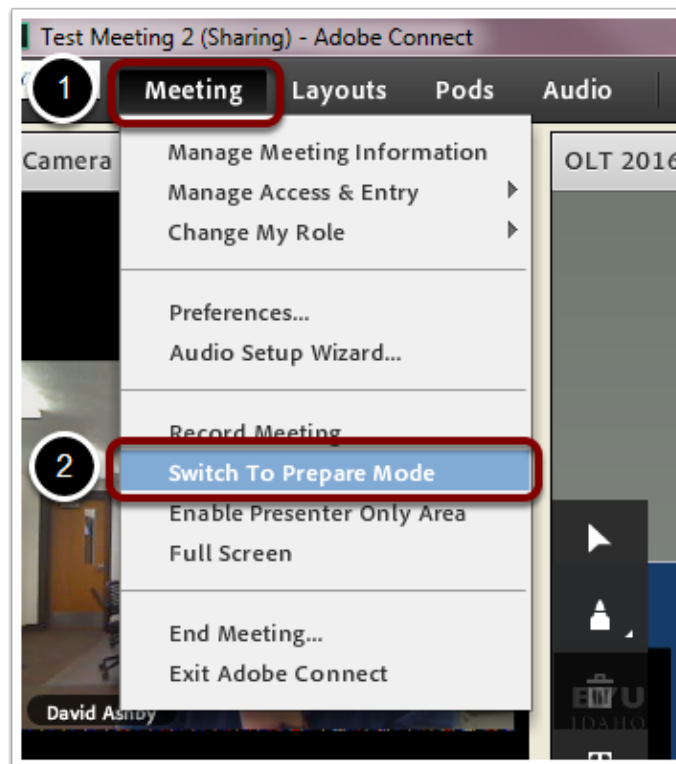
1. Click on the BYUI Tools tab.
2. Select which tool you wish to use. This will take you to the page for each product.
 - BYUI Content will take you to Equella.
 - BYUI Videos will take you to Kaltura.
 - BYUI Surveys will take you to Qualtrics.

Adobe Connect

How Do I Edit my Adobe Connect Meeting When I Have a Live Audience?

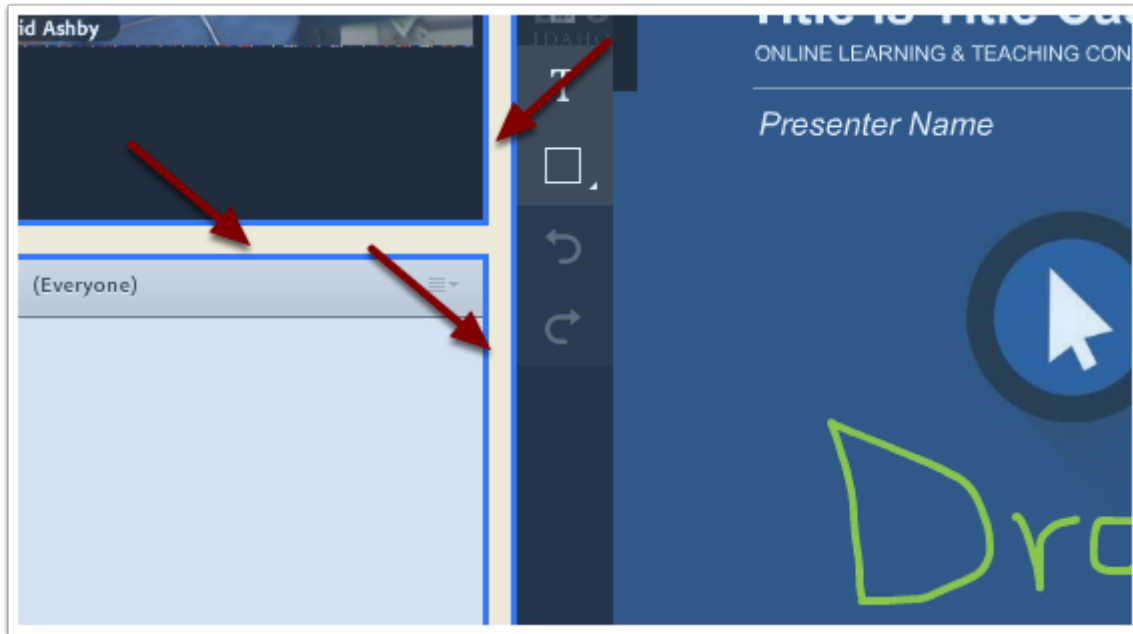
Adobe Connect's Prepare Mode allows you to make edits and modifications to your meeting room while in a live meeting.

Switch to Prepare Mode



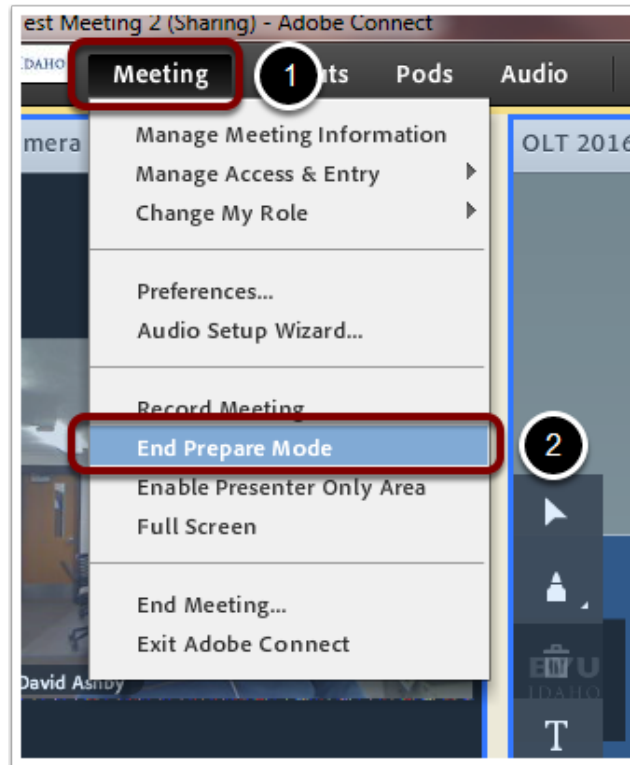
1. Select **Meeting** in the upper navigation bar.
2. Select **Switch to Prepare Mode**.

Make Edits to Meeting Room



Make edits/adjustments to your meeting. Keep in mind that when there is a blue border around a pod, that pod is live and any edits you make will instantly be displayed to the class. Pods without blue borders are hidden from meeting attendees' view.

End Prepare Mode

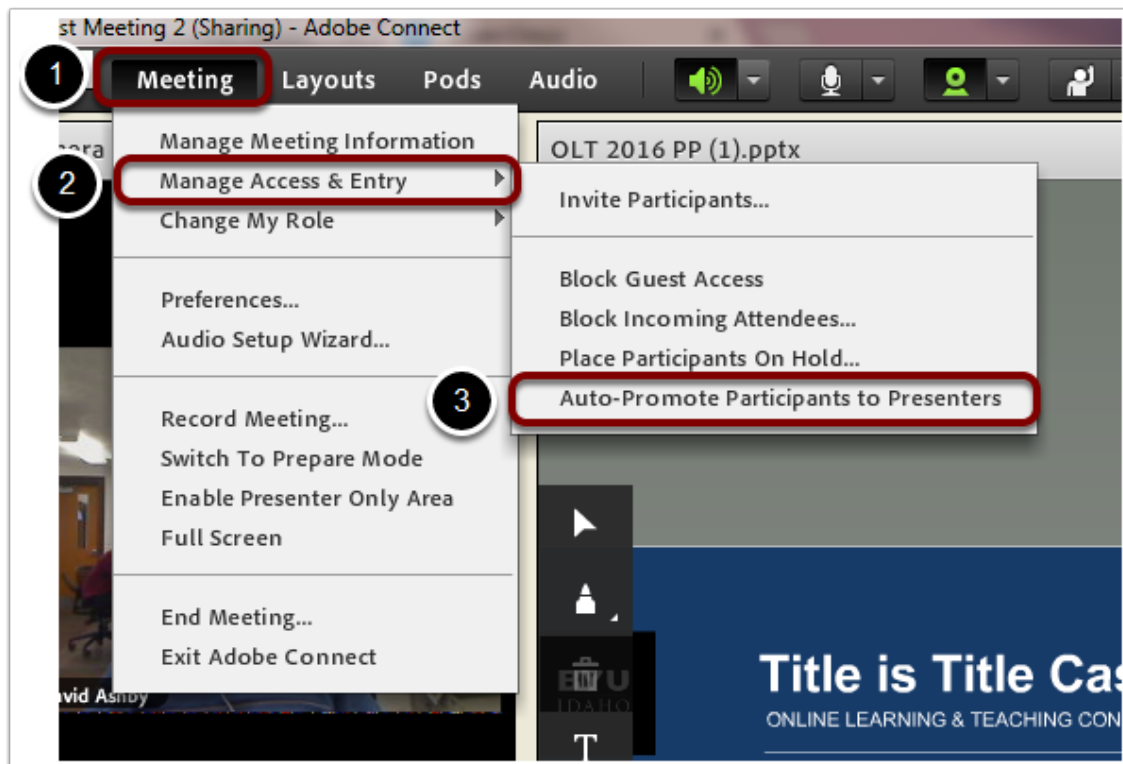


1. When you are finished making edits, select **Meeting** in the upper navigation bar.
2. Select **End Prepare Mode**.

How Do I Use Breakout Rooms?

How Do I Promote All Participants to Presenters?

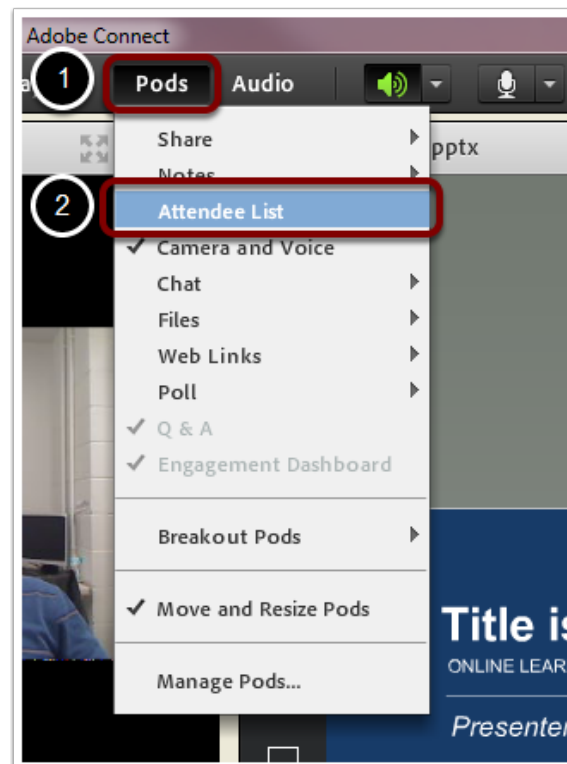
Auto-Promote Participants to Presenters



1. Click **Meeting** in the upper navigation bar.
2. Click **Manage Access & Entry**.
3. Select **Auto-Promote Participants to Presenters**.

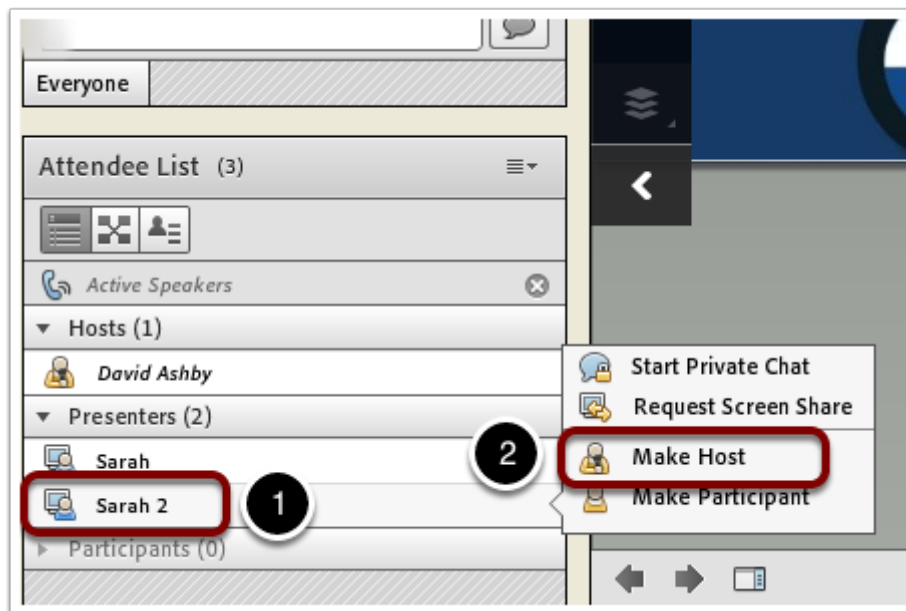
How Do I Promote Participants in an Adobe Connect Meeting?

Add "Attendee List" Pod (if not already on screen)



1. In the upper navigation bar, select Pods.
2. Select **Attendee List**. The pod will appear in the lower left corner of the screen.

Make Host or Presenter



There are 2 methods. You can use the **Menu** or **Drag & Drop**.

Menu:

1. In the "Attendee List" pod, hover the mouse over the participant you wish to promote.
2. When the window pops up, select **Make Host** or **Make Presenter**.

Drag & Drop

Click on the person whose role you wish to change. Then drag them into the role to which you would like them to be assigned.

i **Hosts** - Hosts can set up a meeting, invite guests, add content to the library, share content, and add or edit layouts in a meeting room. They can promote other participants to the role of meeting room host or presenter, or give enhanced permissions to a participant without promoting the participant. Hosts can start, stop, join, and leave audio conferences. They can also start and stop broadcasting audio into a meeting room. Hosts are able to create and manage small group breakout rooms within a meeting. They can also perform all the tasks that a presenter or participant can.

Presenters - Presenters can share content already loaded into the meeting room from the

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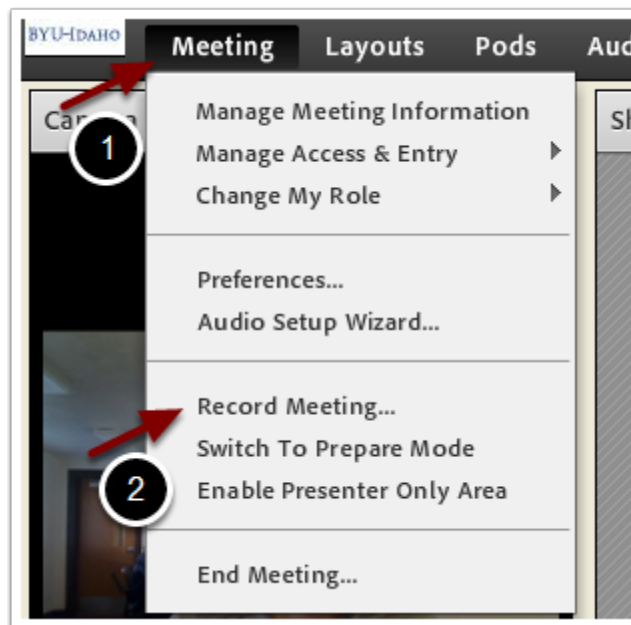
library and share content from their computer, including Adobe® Presenter presentations (PPT or PPTX files), Flash® application files (SWF files), images (JPEG files), Adobe PDF files, MP3 files, and FLV files. They can share their screen with all attendees, chat, and broadcast live audio and video. Presenters can mute and unmute audio broadcasts on their computers.

Participants - Registered participants can view the content that the presenter is sharing, hear and see the presenter's audio and video broadcast, and use text chat. Participants can mute and unmute audio broadcasts on their computers.

How Do I Record and Share a Recorded Adobe Connect Meeting?

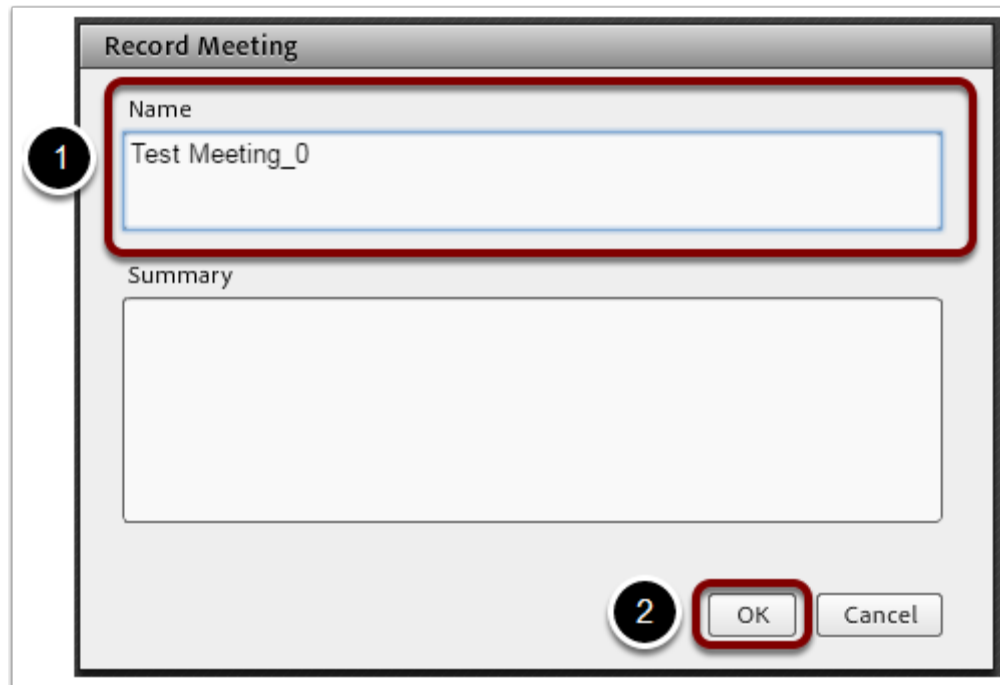
How Do I Record the Adobe Connect Meeting?

Record Meeting



1. While in your Adobe Connect Meeting Room, click on **Meeting** in the upper navigation bar.
2. Select **Record Meeting....**

Details



1. Insert a name for the recording.
2. Press OK.

Pause Recording

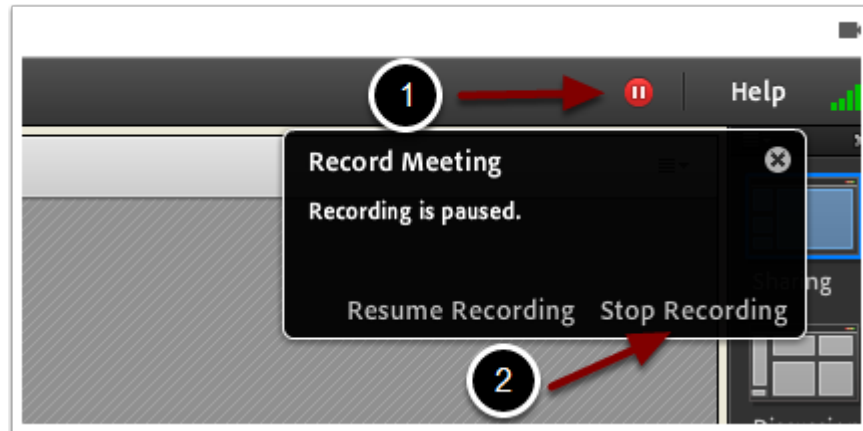


1. Click the red circle in the upper right-hand corner of the screen.

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2. Select either Pause Recording or Resume Recording.

Stop Recording

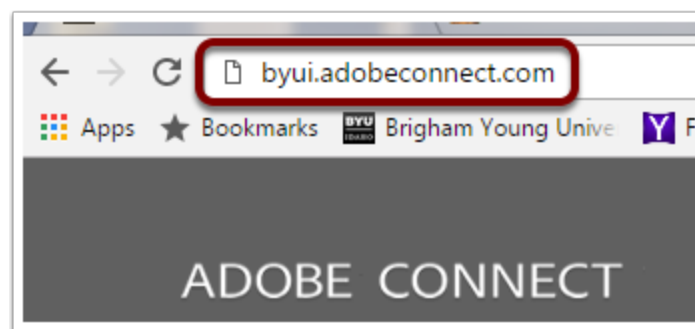


1. Click the red circle in the upper right-hand corner of the screen.

2. Select Stop Recording.

Share a Recorded Meeting

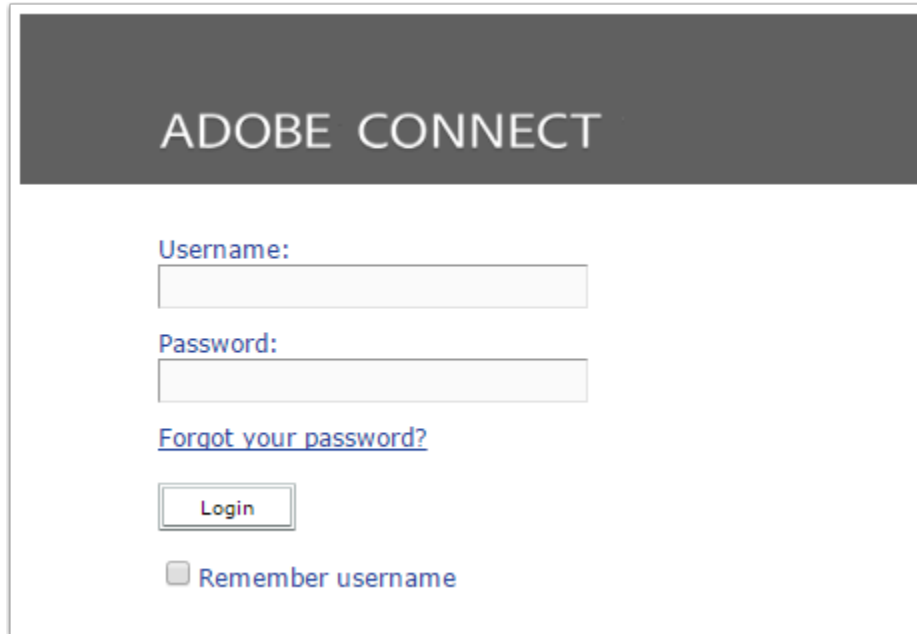
Navigate to Adobe Connect



Navigate to byui.adobeconnect.com.

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Login to Adobe Connect

The image shows the Adobe Connect login interface. At the top, there is a dark grey header with the text "ADOBE CONNECT" in white. Below the header, the form has a "Username:" label followed by a text input field. Underneath that is a "Password:" label followed by another text input field. A blue link "Forgot your password?" is positioned below the password field. A "Login" button is located below the password field. At the bottom of the form, there is a checkbox labeled "Remember username".

ADOBE CONNECT

Username:

Password:

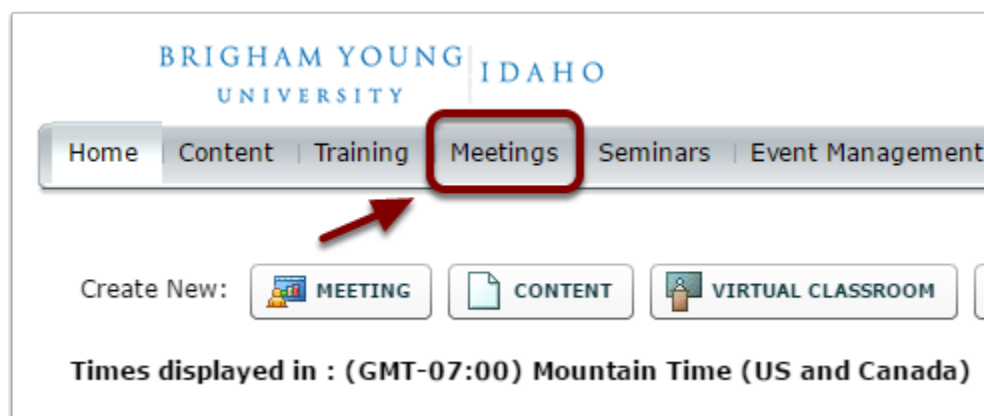
[Forgot your password?](#)

Login

☐ Remember username

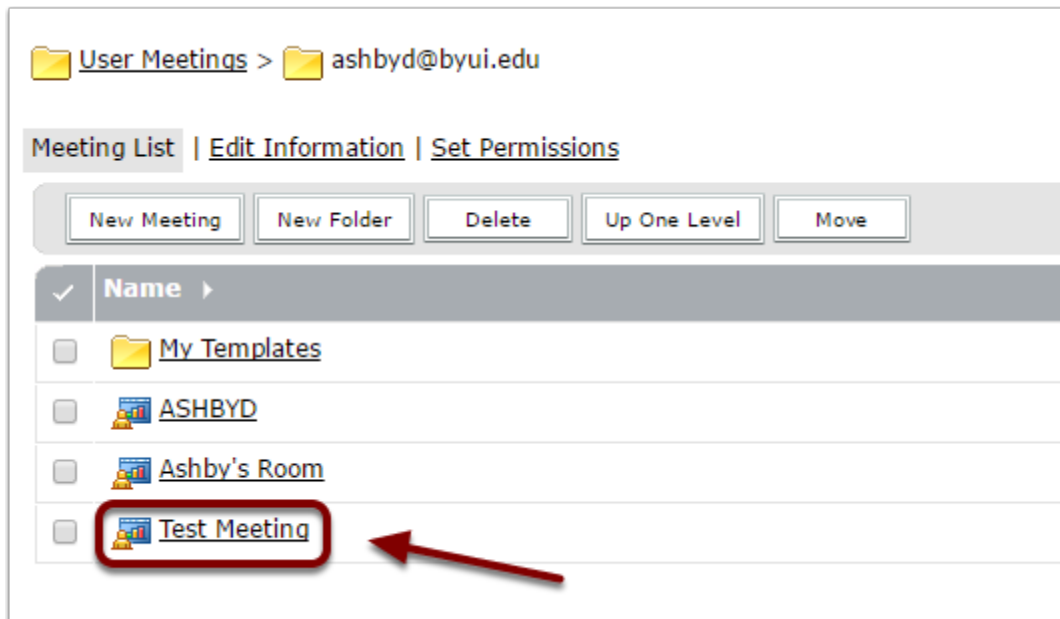
Login to Adobe Connect with your username and password.

Meetings



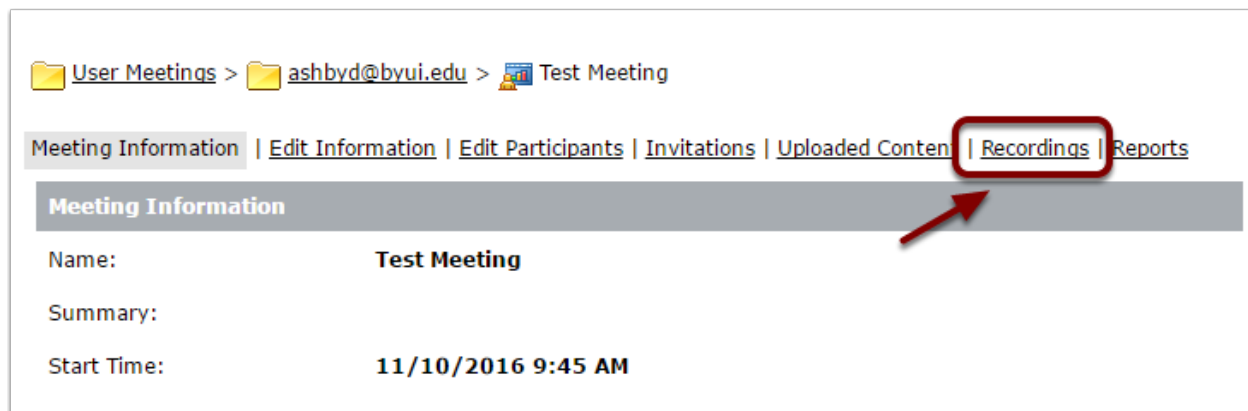
From your Adobe Connect portal, select **Meetings** in the upper navigation bar.

Select Meeting



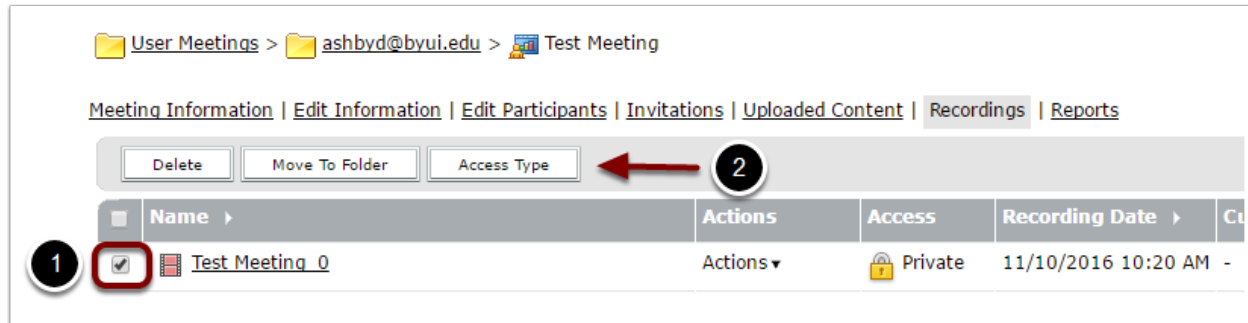
Select the meeting that you wish to share.

Recordings



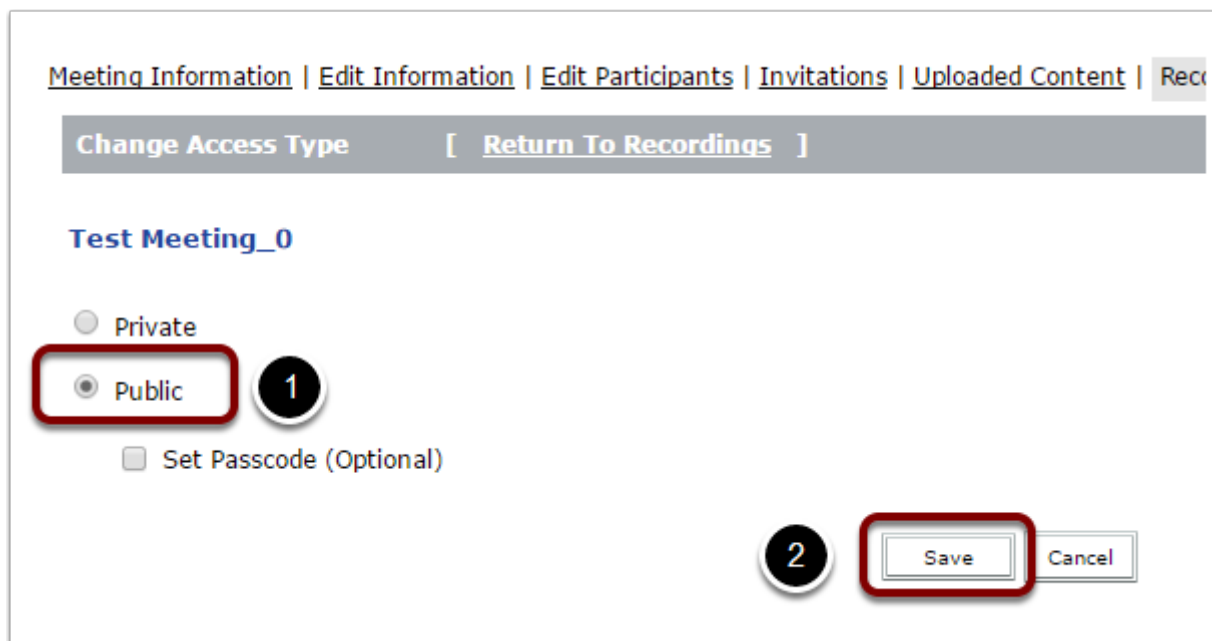
Select Recordings.

Access Type



1. Check the box next to the recording you wish to make public.
2. Select Access Type.

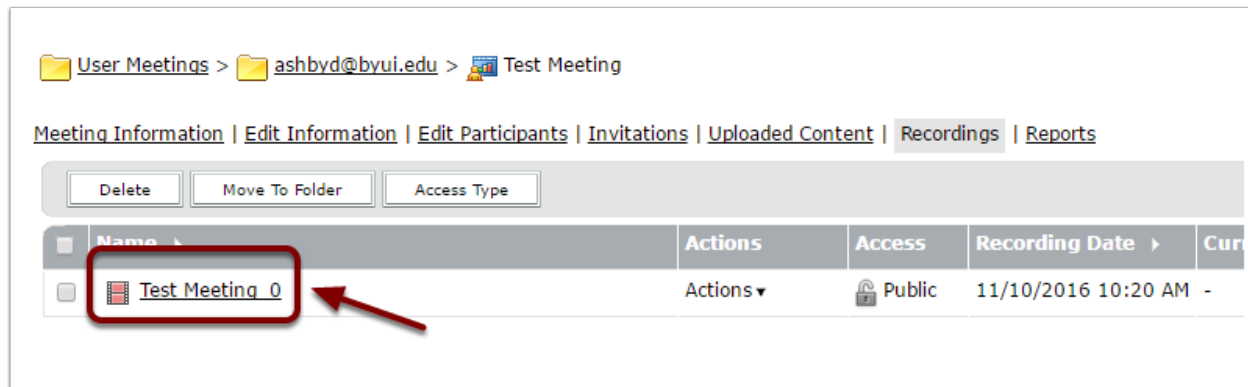
Public



1. Select **Public** privacy setting.
2. Click **Save**.

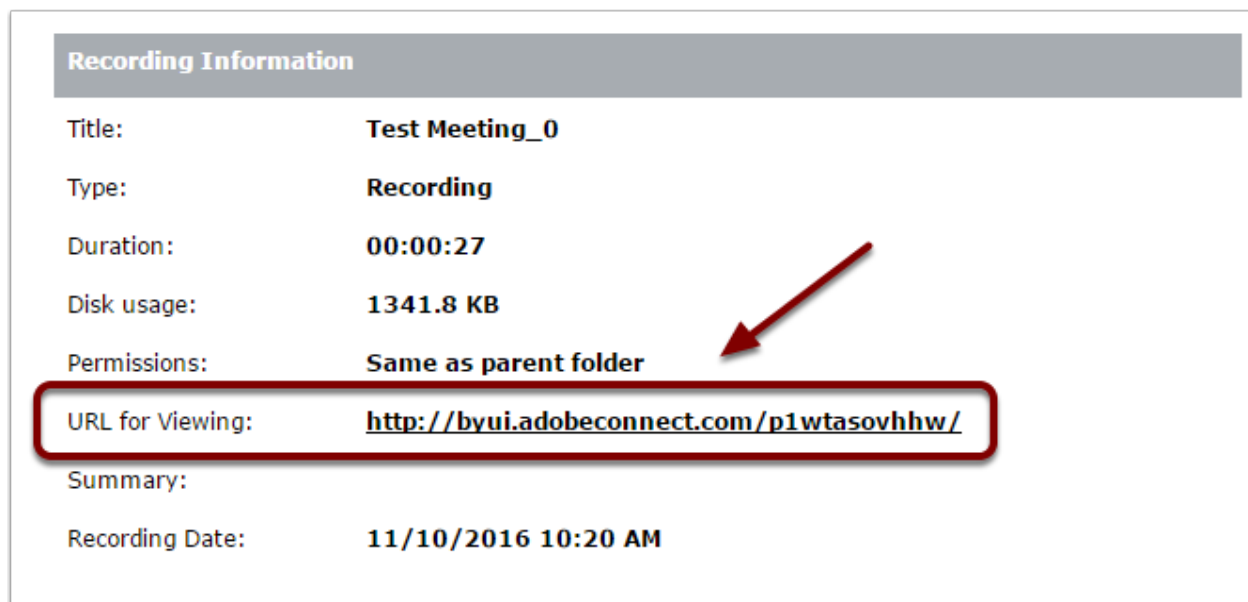
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Select Video



Click on the video you wish to share.

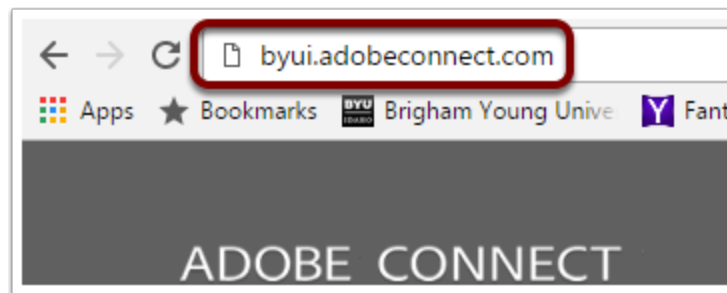
Copy/Paste URL



Copy the URL for Viewing. Share this URL with your target audience.

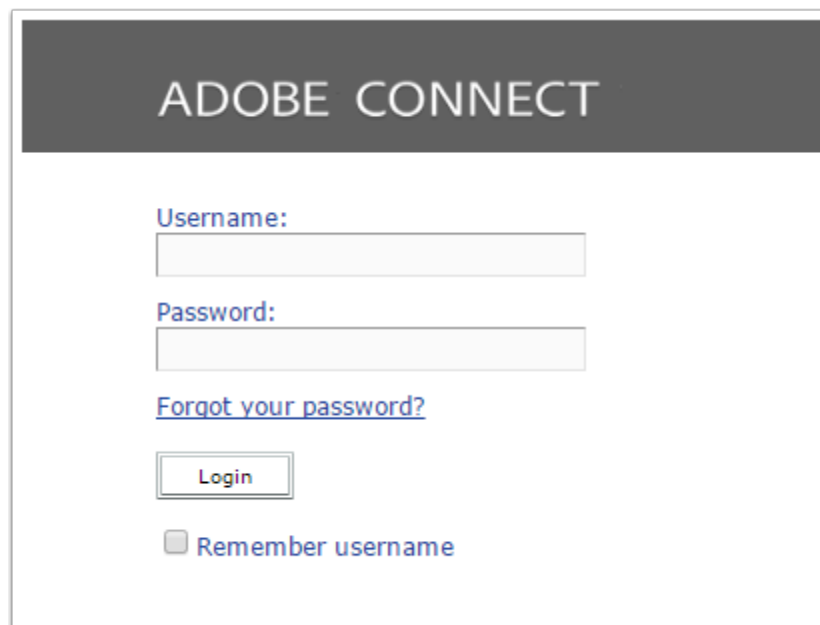
How Do I Trim an Adobe Connect Recording?

Navigate to Adobe Connect



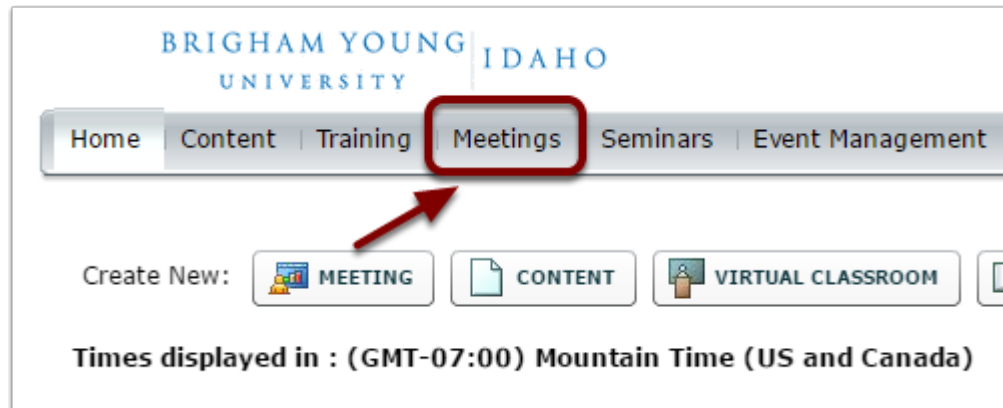
Navigate to byui.adobeconnect.com.

Login to Adobe Connect

A screenshot of the Adobe Connect login page. The page features a dark gray header with the text 'ADOBE CONNECT' in white. Below the header, the login form is displayed on a white background. It includes a 'Username:' label followed by a text input field, a 'Password:' label followed by a text input field, and a blue link that says 'Forgot your password?'. Below the password field is a 'Login' button with a double border. At the bottom of the form is a checkbox followed by the text 'Remember username'.

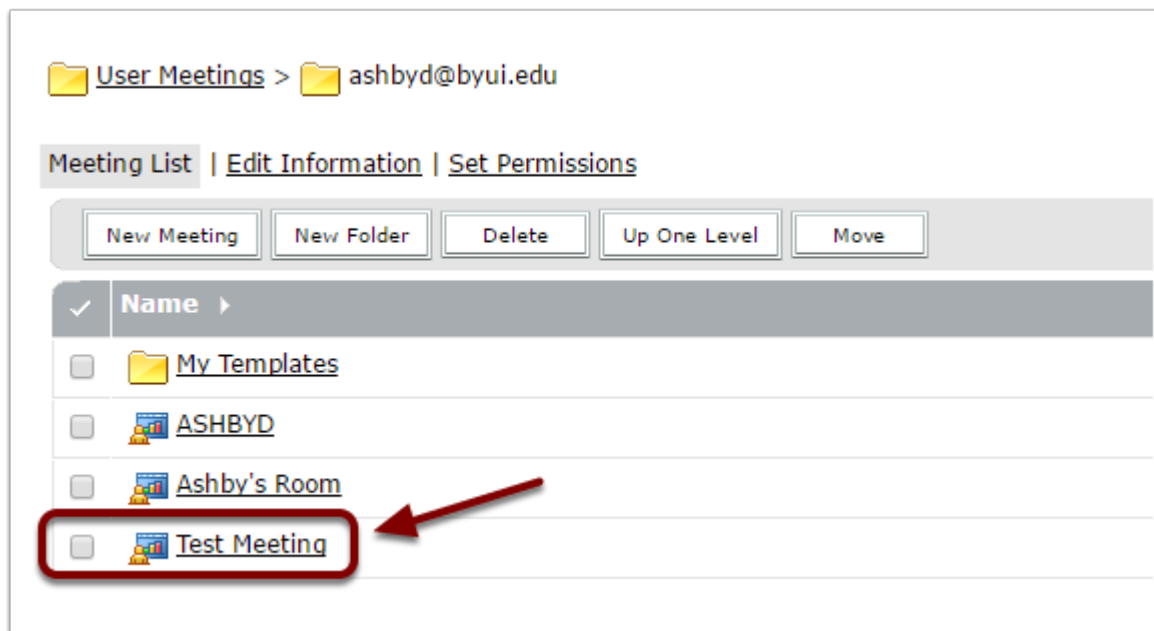
Login to Adobe Connect using your username and password.

Meetings



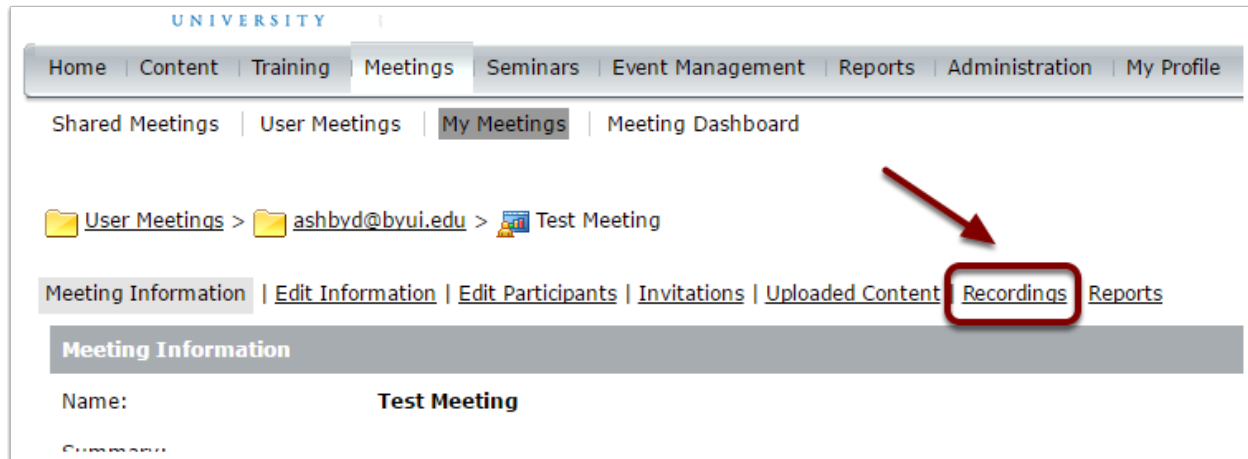
From your Adobe Connect portal, select **Meetings**.

Select Meeting



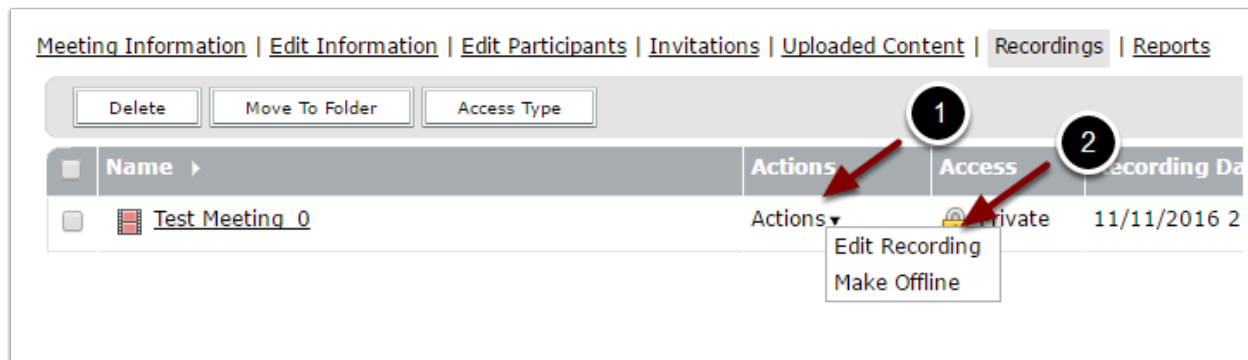
While in the My Meetings tab, select the meeting you wish to edit.

Recordings



Select the Recordings tab.

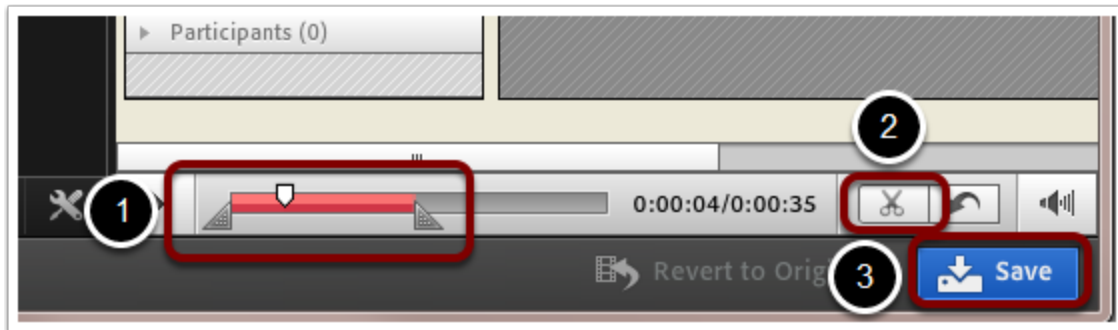
Edit Recording



1. Click Actions.

2. Select Edit Recording.

Trim Video



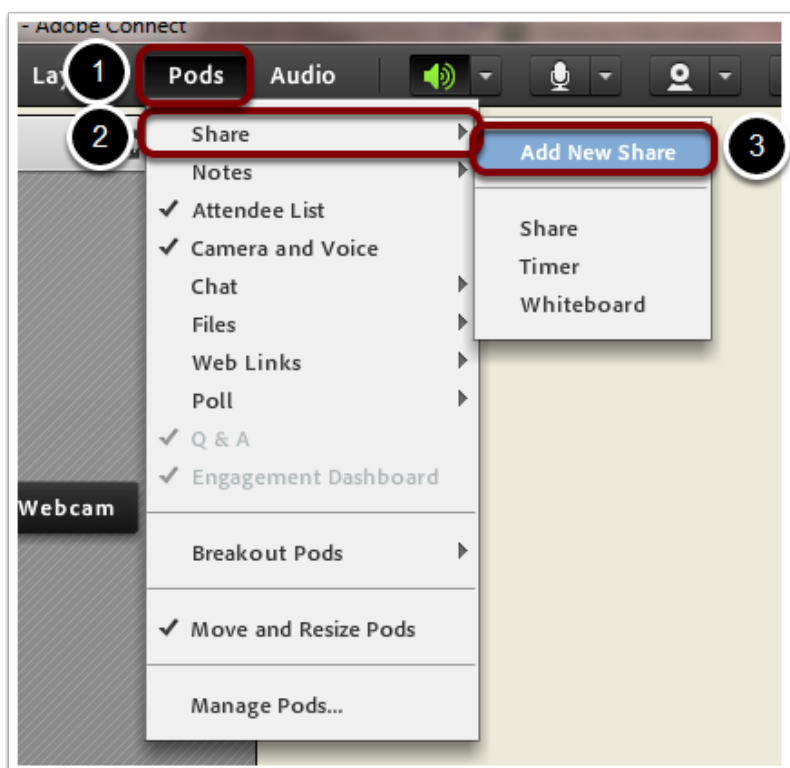
1. In the time bar at the bottom of the page, drag the left/right wedges to the part of the recording you wish to delete. The red portion of the time bar indicates the portion to be deleted.
2. Click the **scissors button** to cut out the selection. If you wish to cut out more of the recording. Select a different portion of the timebar and then click the **scissors button** again.
3. Finish by clicking **Save**. You have now trimmed the recording.



You might also be interested in: [How Do I Record and Share a Recorded Adobe Connect Meeting?](#)

How Do I Share My Screen During an Adobe Connect Meeting?

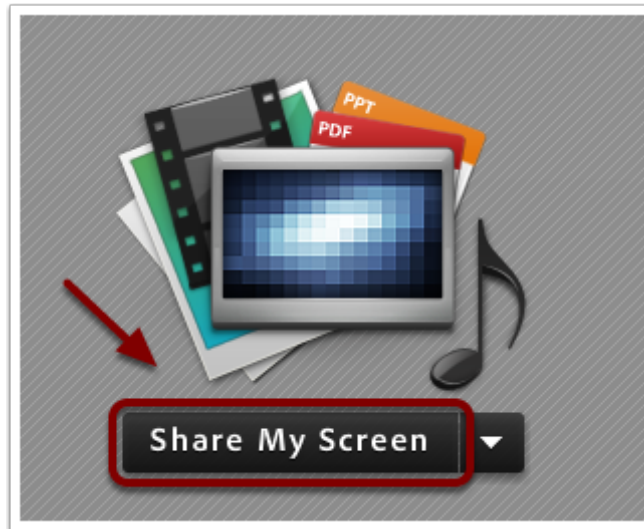
Find or Add Share Pod (if it's not already on the screen)



Find an existing Share pod on the page or add a new one by following the instructions below:

1. Click Pods in the upper navigation bar.
2. Select Share.
3. Click Add New Share.

Share My Screen



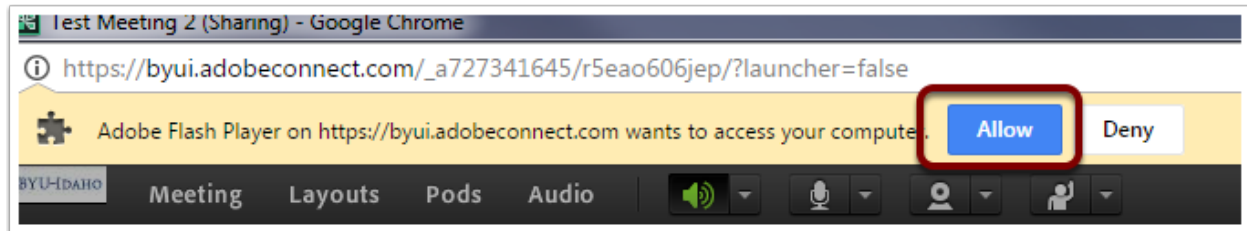
While in the meeting, click **Share My Screen** in the center of the page.

Install Add-on (if applicable)




If a window appears prompting you to install the Adobe Connect Add-in, select **Yes**.

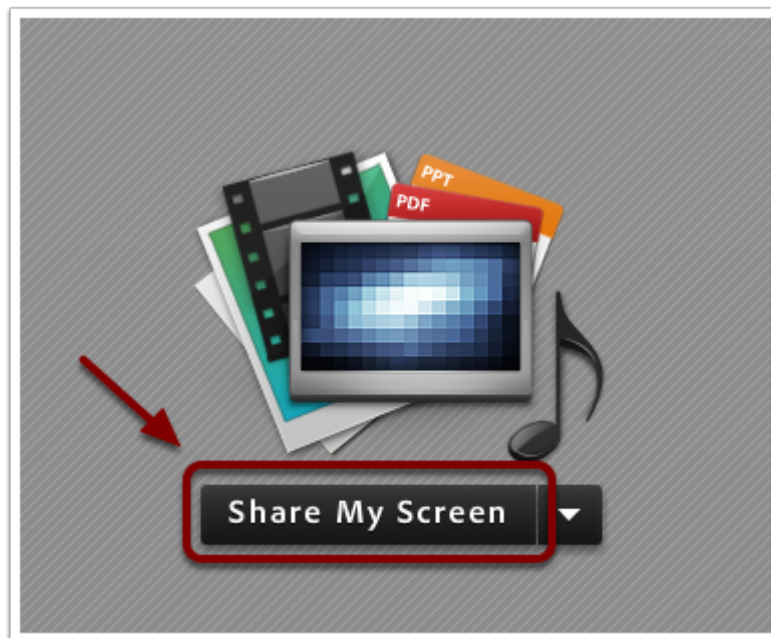
Grant Access



Grant access for Adobe Flash Player to access your computer by clicking **Allow**. When it is finished installing, Adobe Connect will reload.

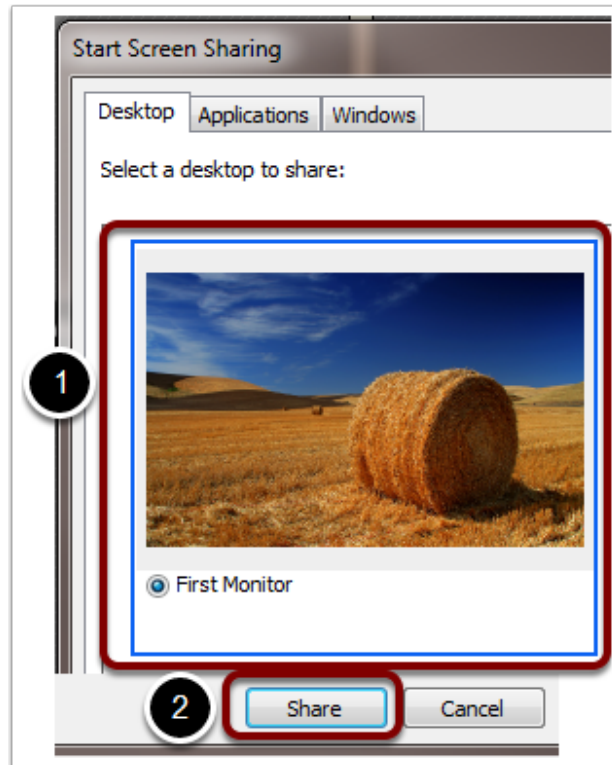
 This message may appear differently depending on the web browser you are using.

Share My Screen



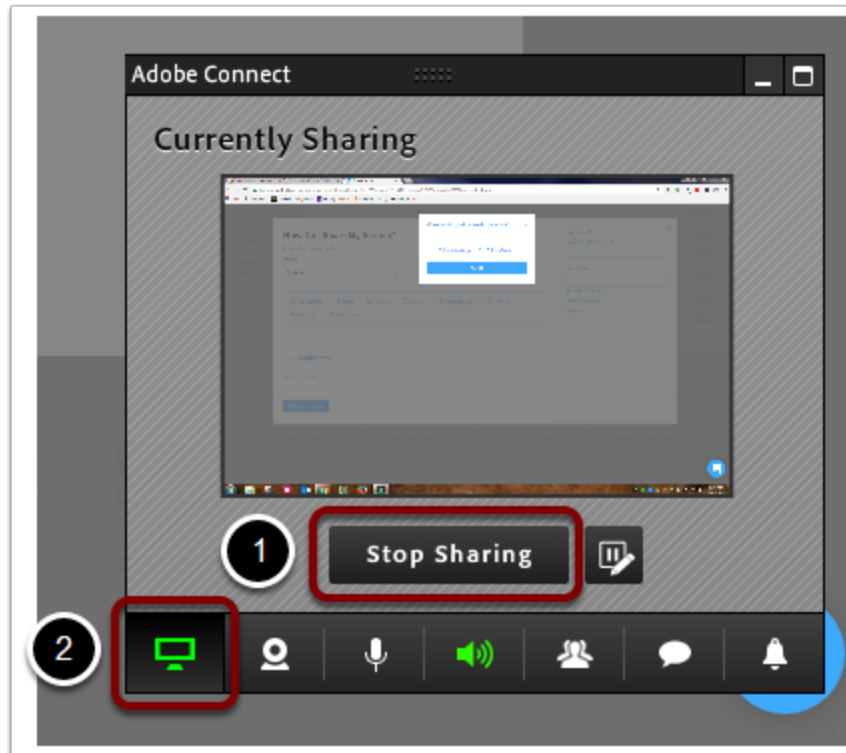
Select Share My Screen again.

Share



1. Select the monitor you wish to share.
2. Select **Share**.

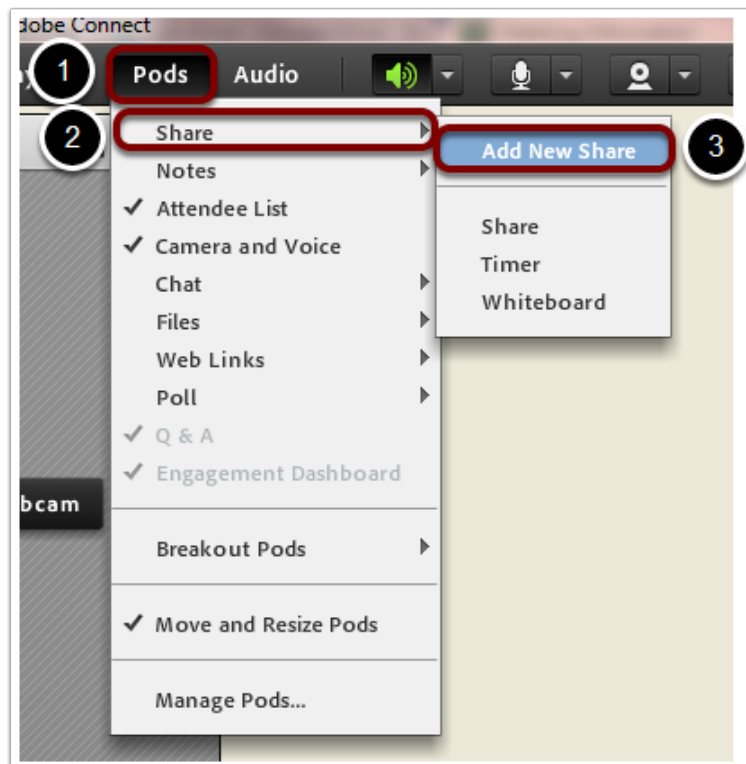
Stop Sharing



1. Click on the screen icon in the pop-up window.
2. Select Stop Sharing.

How Do I Share a Document During an Adobe Connect Meeting?

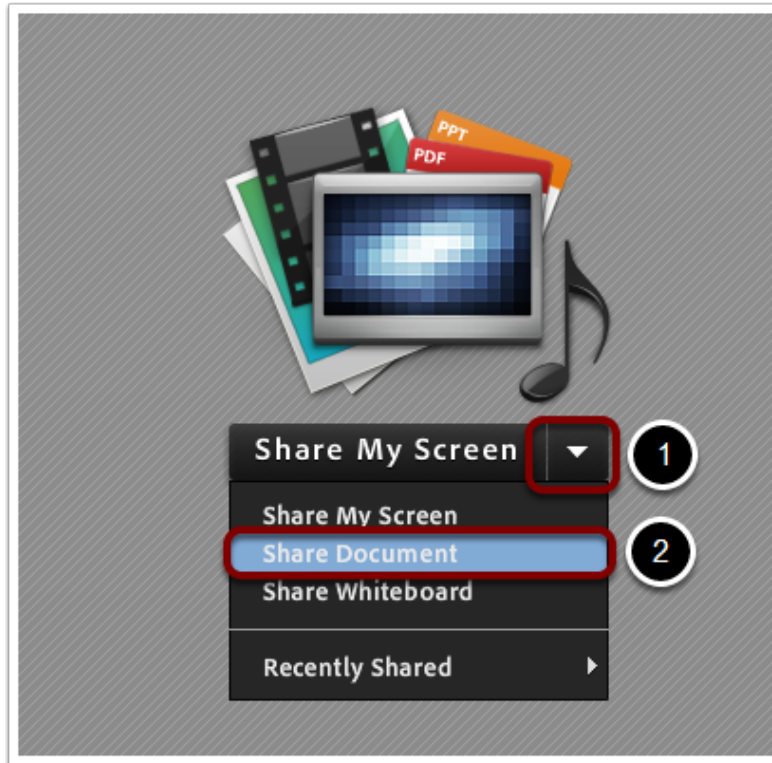
Find or Add Pod (if not already on the screen)



Find an existing Share pod already on the page or add a new pod by following the steps below:

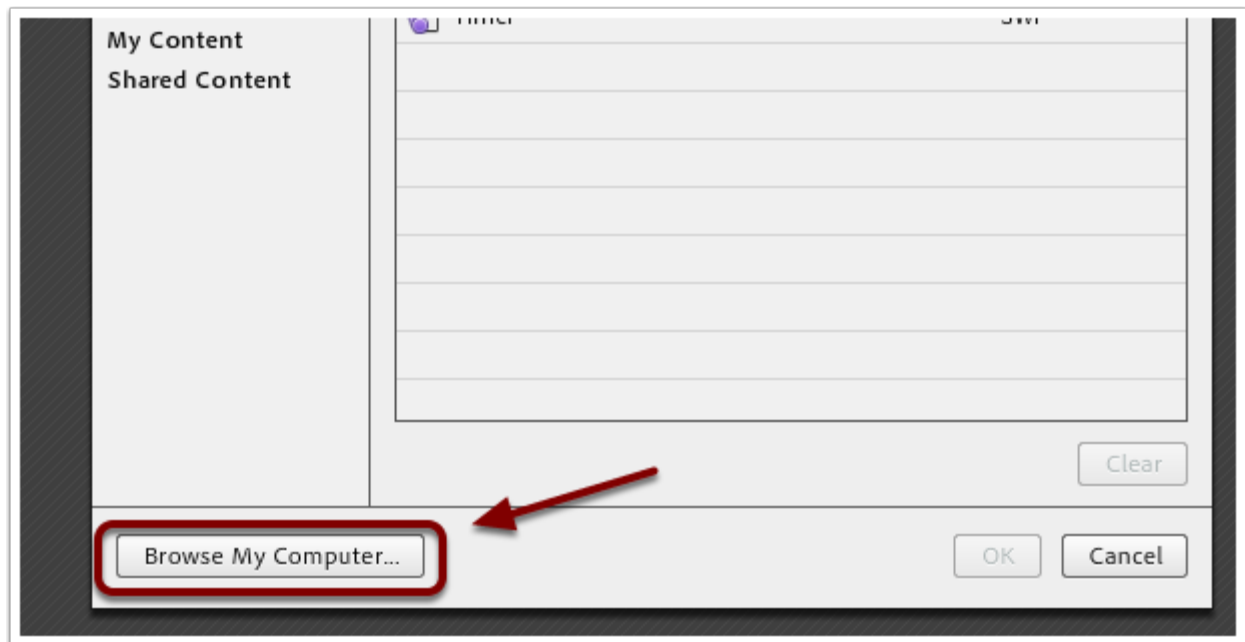
1. Click Pods in the upper navigation bar.
2. Select Share.
3. Click Add New Share.

Share Document



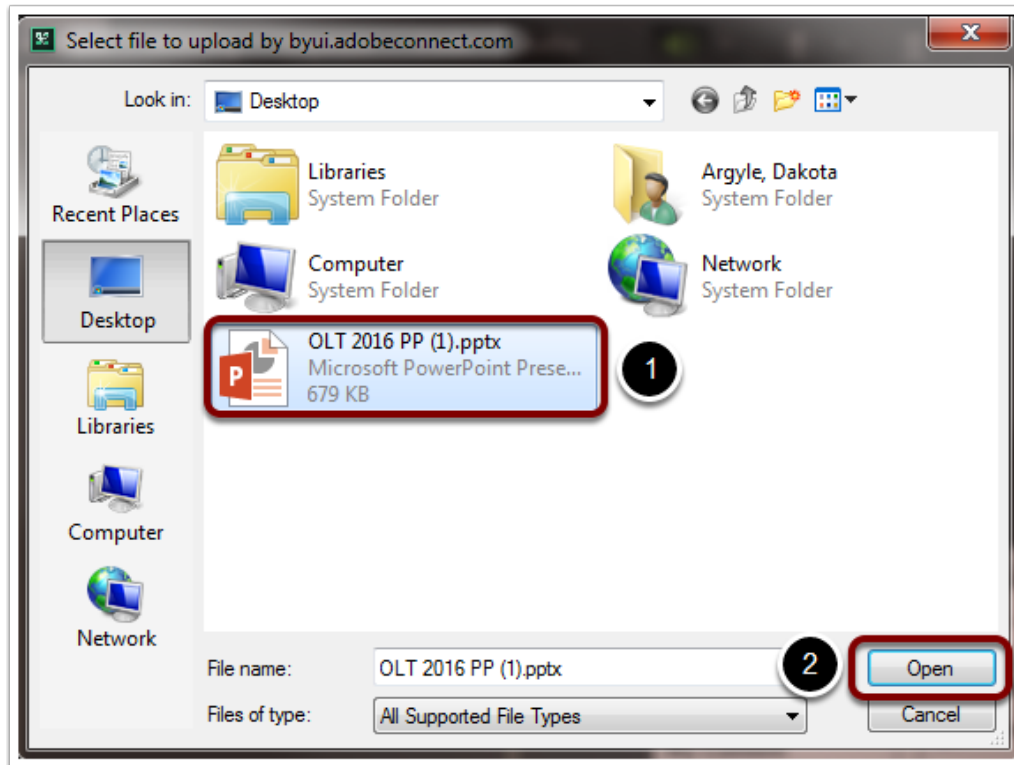
1. While in an Adobe Connect meeting, click the **drop-down arrow** next to Share My Screen.
2. Then select **Share Document**.

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Select Browse My Computer....

Select File



1. Select the file you wish to display.
2. Click Open.

Navigate Between Slides



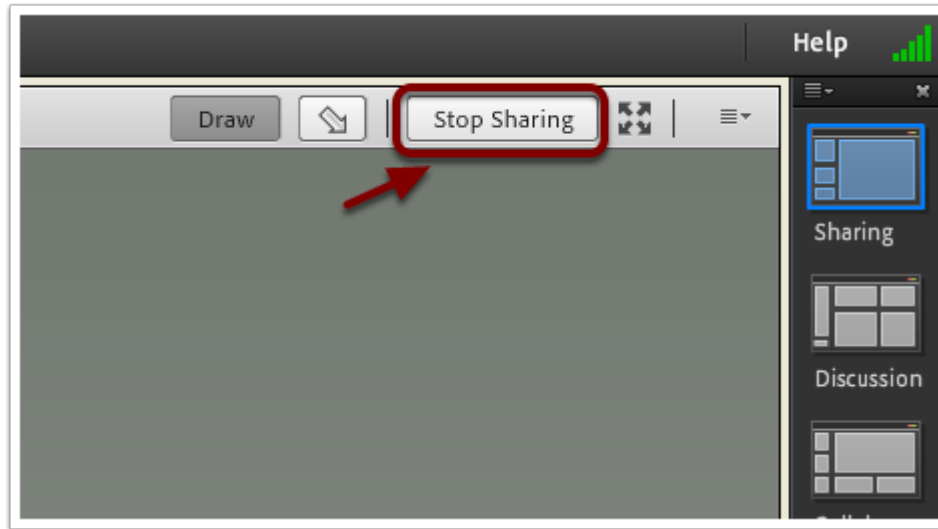
Use the left and right arrows in the bottom left corner of the page to navigate between slides.

Draw



1. Click the **Draw** button.
2. Use the bar on the left to draw, add text, or add shapes to your presentation.

Stop Sharing



To stop sharing your document, click **Stop Sharing** in the upper right corner.

Adobe Connect Troubleshooting & FAQ

[Click here to view content in full screen mode](#)

How Do I Troubleshoot Adobe Connect?

Adobe Connect Room Appears to Freeze

Solution: Quit Adobe Connect and log back in to refresh to connection.

Sound Cuts Out Entirely

Solution: Close the Adobe Connect session and your browser. Then reopen both to join the session.

Your Sound Is Cutting In and Out

Cause: This is a connection speed issue.

Solution: Use a wired internet connection, or try to work as close to the wireless router as you can. Make sure you have set your connection speed in Adobe Connect to the type of connection you're using.

There Is Loud Feedback

Cause: Someone whose microphone is on is listening to the session on their speakers, and the sound from the speakers is picked up by their microphone, causing feedback.

Solution 1: Encourage participants to wear headsets/headphones/earbuds, and turn off speakers.

Solution 2: Mute all microphones or remove microphone rights except for the speaker.

You Can't Login to Adobe Connect

Solution: Use your BYU-I email address as your username.

Your Microphone Isn't Working

Solution: Be sure your microphone is plugged in BEFORE you log in to Adobe Connect. Otherwise, quit Adobe Connect, plug in your microphone, and log in again.

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Solution: Be sure you click "Allow" when you get a popup asking for permission for Adobe Connect to access your microphone.

Solution: When you're in an Adobe Connect session, do the Audio Setup Wizard, under the 'Meeting' menu. Make sure you select the right microphone. If your microphone is not listed, you need to restart your computer with the microphone connected. If after a restart it is still not listed, you might need to install drivers for your microphone.

Solution: Make sure that your microphone and audio headset works with your computer when you are not logged in to Adobe Connect. If it does not, and you can't hear the audio and/or can't be heard when you speak into the microphone, try this (for Windows): Right-click on the little speaker icon that's in the lower-right corner of the screen, near the clock. Select "Adjust Audio Properties". In the window that pops up, click on the "Audio" tab. On that page, under "Sound Playback" and "Sound Recording", see what the options are in the drop-down box and see if changing the defaults will fix the problem.

You Can't Get Adobe Connect to Load Correctly (White Loading Screen)

Solution: You need to try another browser, or install the newest version of Flash from <http://www.adobe.com/software/flash/about/>.



NOTE: A short-term fix is for you to load the Adobe Connect from within the browser. You can do this by appending `?launcher=false` to the URL of the classroom (before you click it).

You Can't Get the "File Download" or "Web Link" Pods to Work

Cause: This is usually because of popup blockers, as both of these pods open up new windows.

Solution: Hold down "Shift" and try to "Save to My Computer" or "Open in Browser" from these pods.

Adobe Connect Lesson 1: Introduction to Web Conferencing

[Click here to view content in full screen mode.](#)

Adobe Connect Lesson 2: Pod Fundamentals, Attendees, Chat, Share, & Notes

[Click here to view content in full screen mode.](#)

Adobe Connect Lesson 4: Layouts

[Click here to view content in full screen mode.](#)

Adobe Connect Lesson 5: Adobe Connect and the Learning Model

[Click here to view content in full screen mode.](#)

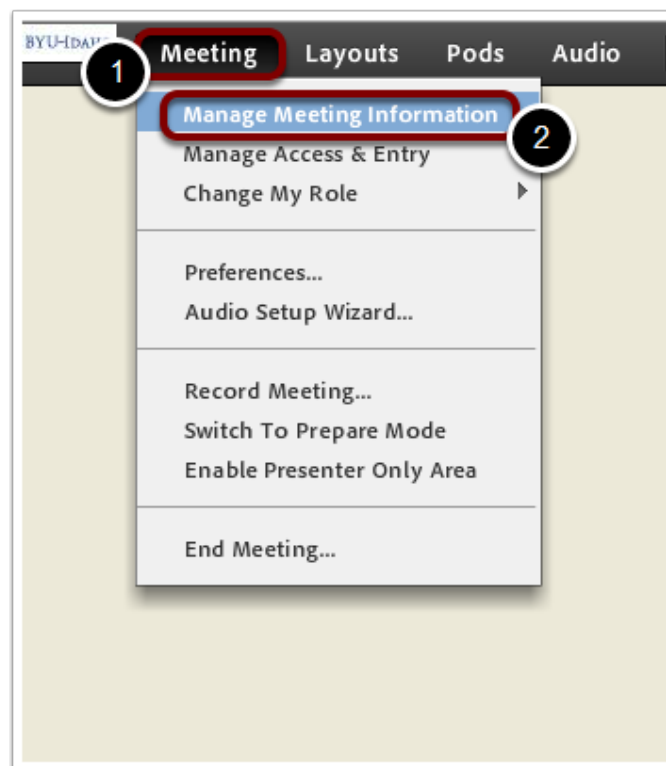
How Do I Add Doorbell to Adobe Connect

[Click here to view content in full screen mode.](#)

How to Save Adobe Connect Files as a Video

In Adobe Connect you can convert and download a recording offline in MP4 or FLV format.

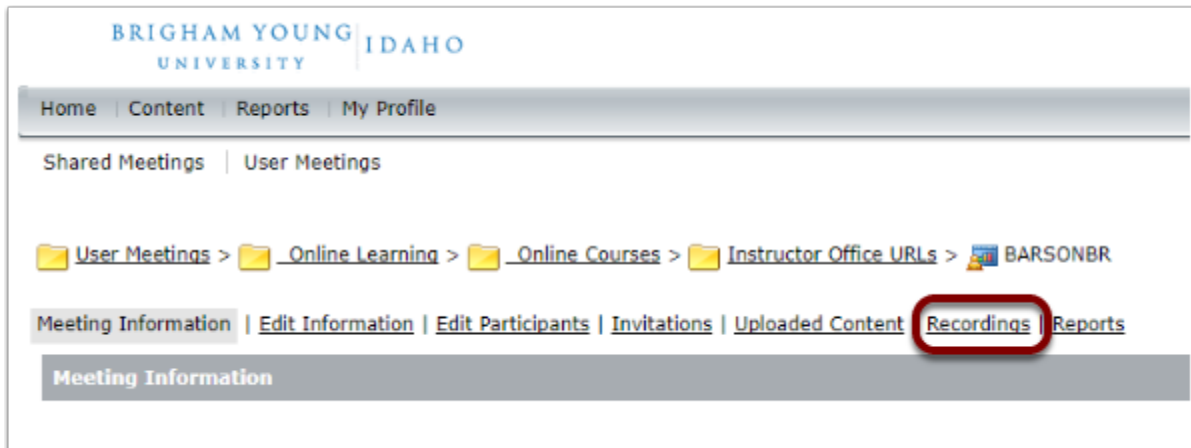
Manage Meeting Information



1. Select **Meeting** in the upper navigation bar.
2. Select **Manage Meeting Information**.

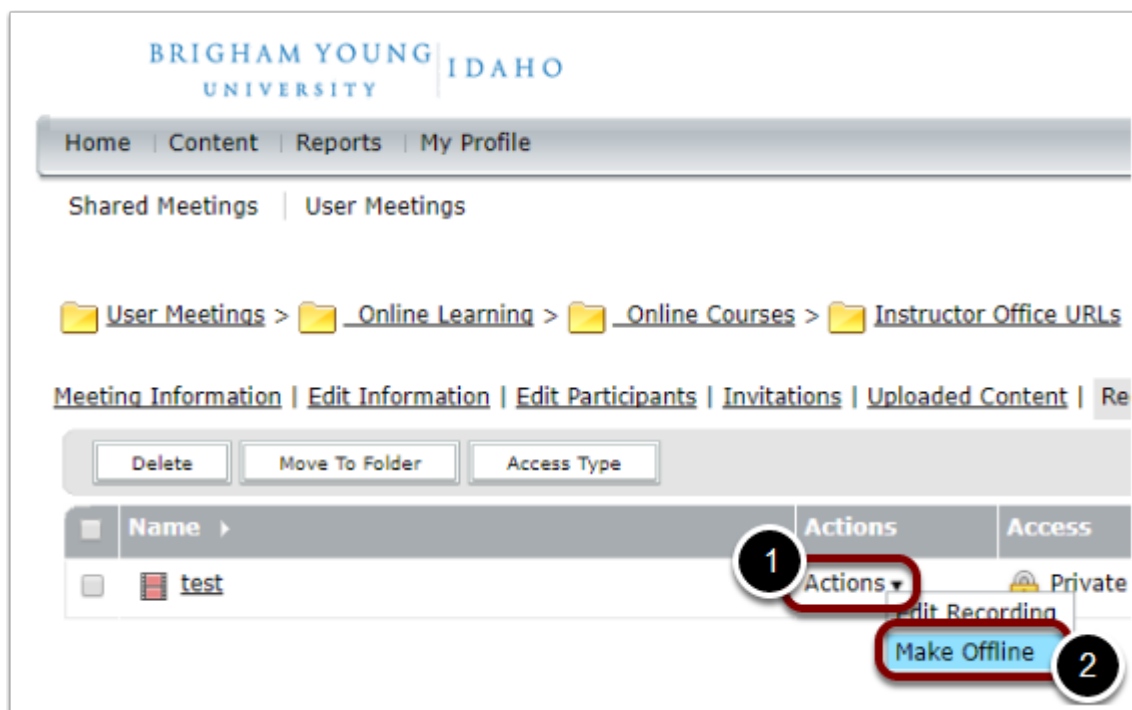
This will then take you to a new window where your meeting information is located.

Find Your Recordings



Click on Recordings. This should take you to all the recordings you have.

Make Recording Offline



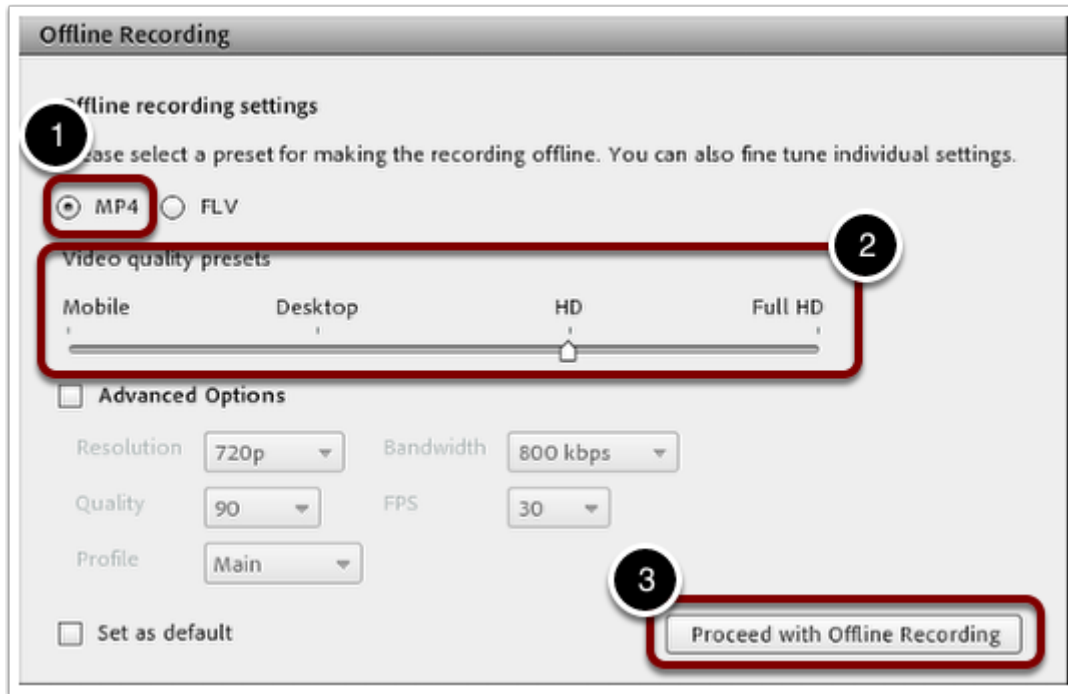
1. Select the Actions drop down menu.

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2. Select **Make Offline**.

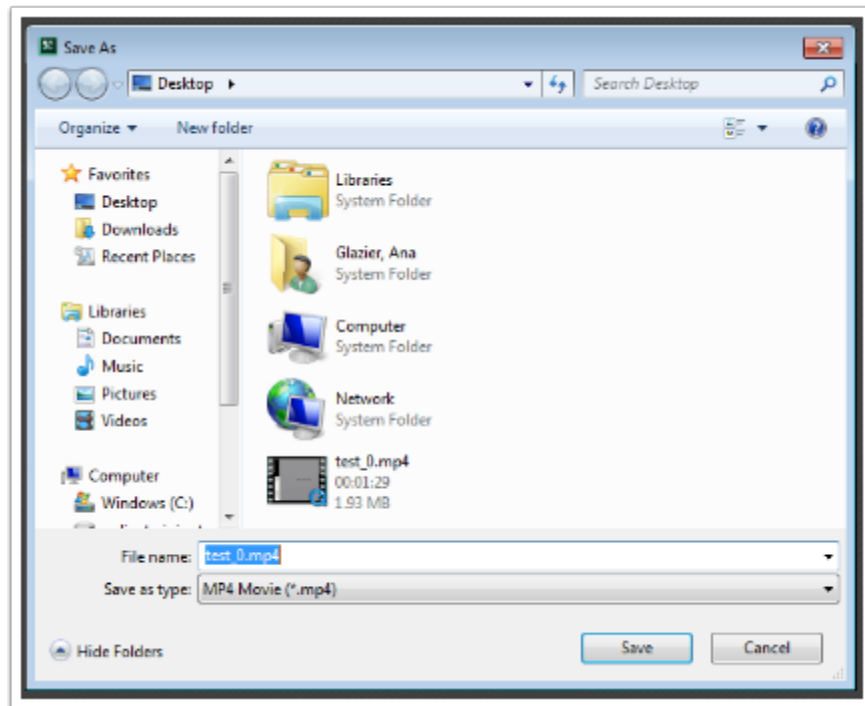
The recording should then be opened in an add-in along with a pop-up dialog.

Select your Options



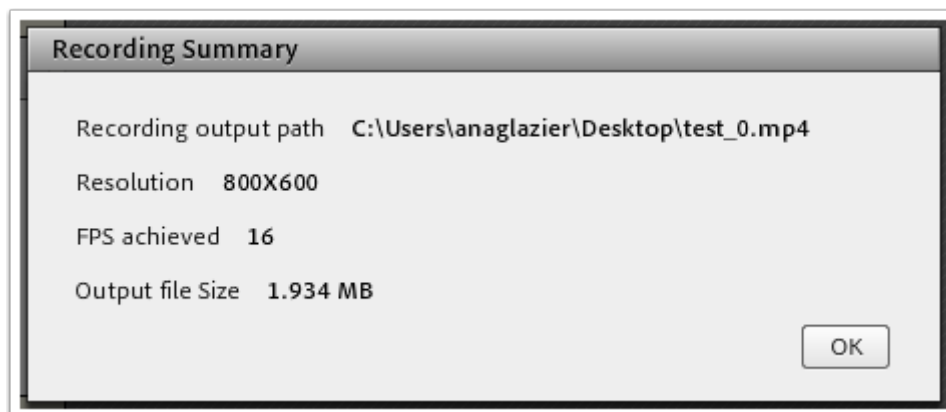
1. Select **MP4** or **FLV** as the output option.
2. Select the quality either by using the slider or the Advanced Options menu. **Note: The higher the quality, the larger the file size will be.*
3. Click **Proceed with Offline Recording** once your options are selected.

Save



Choose where you want your file saved and what you want it named. Proceed to save it.

Recording Conversion



The recording will play in the AdobeConnect add-in window and will be converted to MP4 or FLV file. A dialog box pops up once the conversion has finished and provides the details of the actual

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recording. Since the recording must play in real-time in order to be converted, this process will take the same amount of time as the original recording.



Now that you have an .mp4 file, you can add the recording to <https://video.byui.edu>, <https://youtube.com>, or whatever video hosting site you'd like.

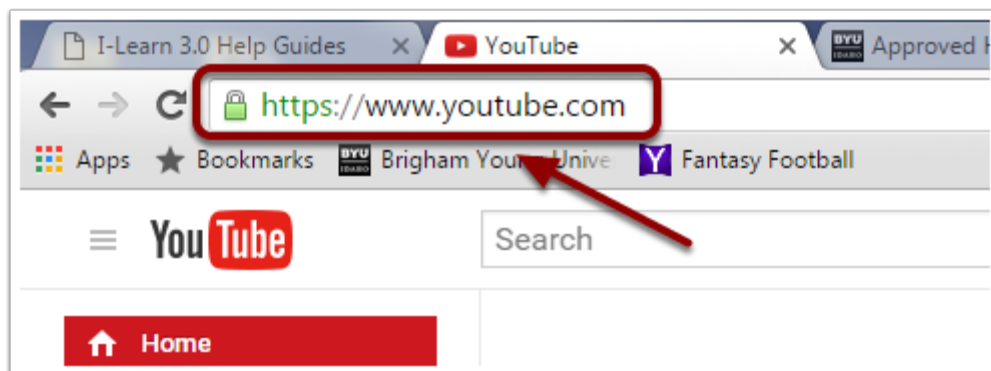
Google Hangouts on Air

How Do I Set Up a Google Hangout on Air?

Google Hangouts on Air is a great way to meet as a group when you are in different geographical locations. To set up a Hangout on Air, you will need to have a Google account, and the Google account must be linked to a YouTube channel. If you do not have a Google account, start with the section titled *Setting Up a Google Account*. If you already have a Google account that is linked to a YouTube channel (most google accounts from recent years are) jump straight to *Setting Up a Google Hangout on Air*. If you have already done a Hangout on Air in the past jump right to *Start a Hangout on Air (Normal Process)*.

Setting Up a Google Account

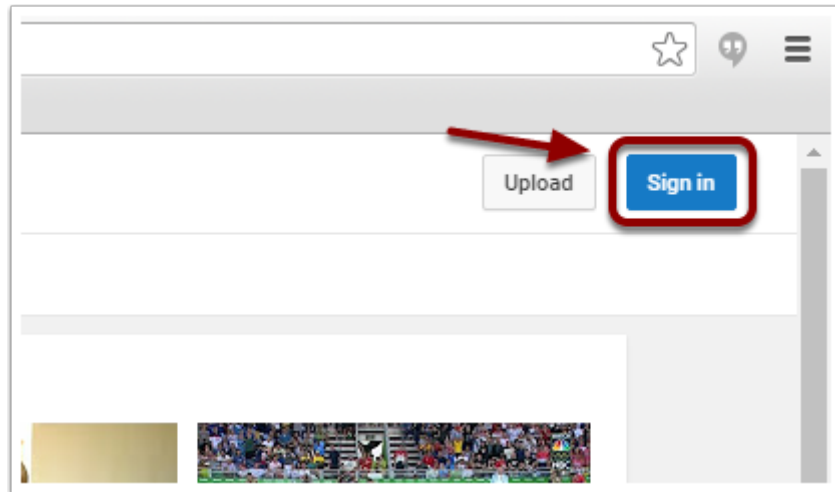
YouTube.com



Navigate to YouTube.com.

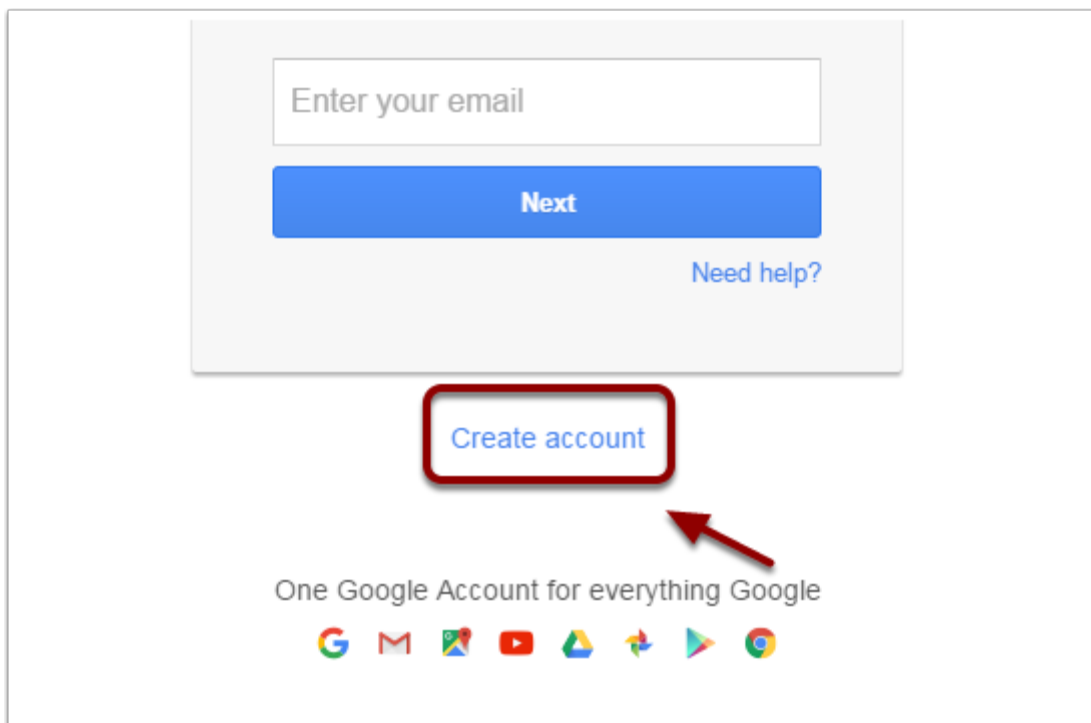
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Sign In



Click Sign in.

Create Account



BYU-Idaho Online Knowledgebase

Click **Create Account**.

1

Name
James Porter

Choose a Google username
practice.email.45602@gmail.com
[I prefer to use my current email address](#)

Create a password

Confirm your password

Birthday
April 6 1930

Gender
Male

Mobile phone
+1

Your current email address

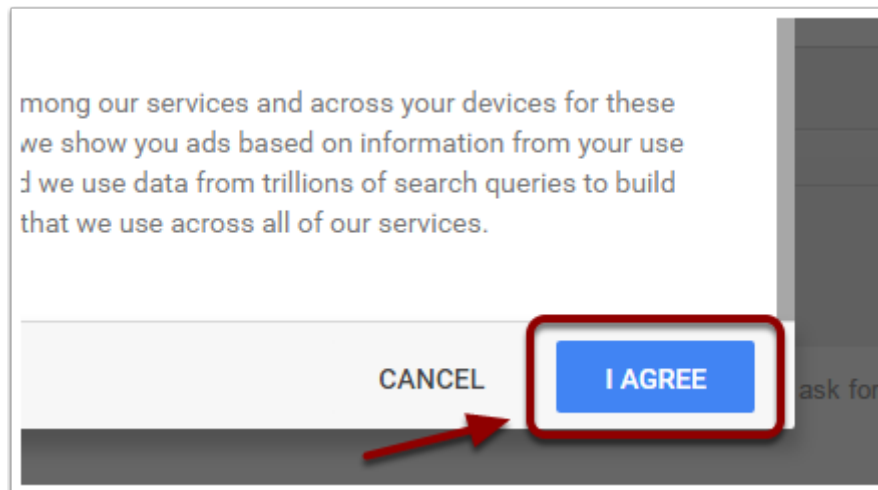
Location
United States

2 Next step

1. Insert your information.

2. Click **Next Step**.

Agree to Terms



Read and agree to Google's terms.

Verify Account

Verify your account

You're almost done! We just need to [verify your account](#) before you can start using it.

Phone number ex: (201) 555-0123

1

2 **How should we send you codes?**

☒ Text message (SMS)

☐ Voice Call

3

Important: Google will never share your number with other companies or use it for marketing purposes.

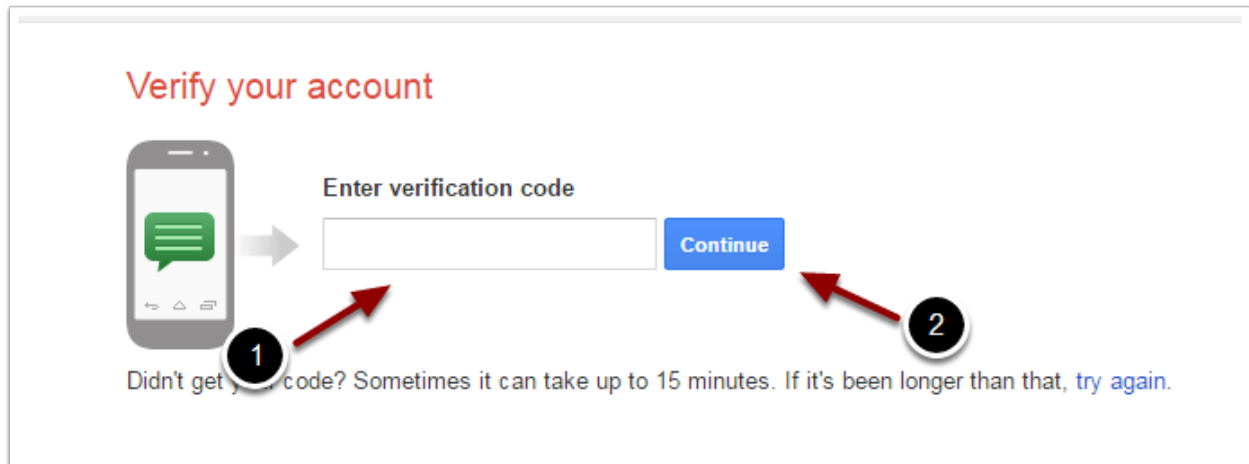
- Google will only use this number for account security.
- Standard text messaging rates may apply.

1. Insert your phone number into the 'Phone number' field.

BYU-Idaho Online Knowledgebase

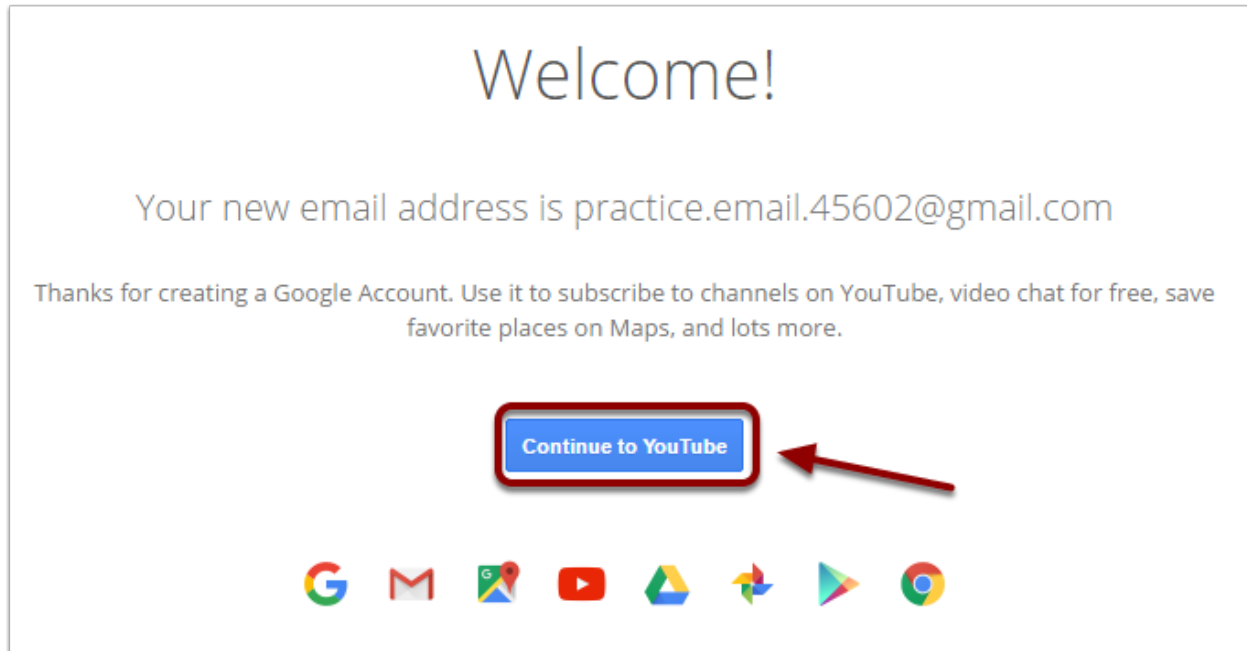
2. Choose whether to receive a text message or voice call for verification.
3. Click **Continue**.

Insert Verification Code



1. Insert the verification code obtained on your phone.
2. Click **Continue**.

Continue to YouTube



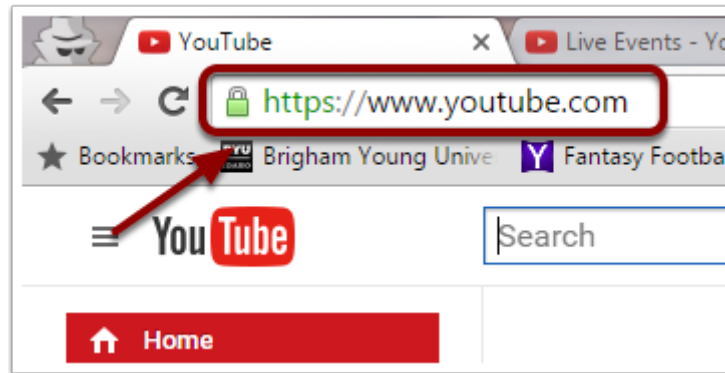
Click Continue to YouTube.

First Time Setting Up a Google Hangout on Air

NOTE: The first time you set up a Hangout on Air, you will need to enable live streaming and verify your account.

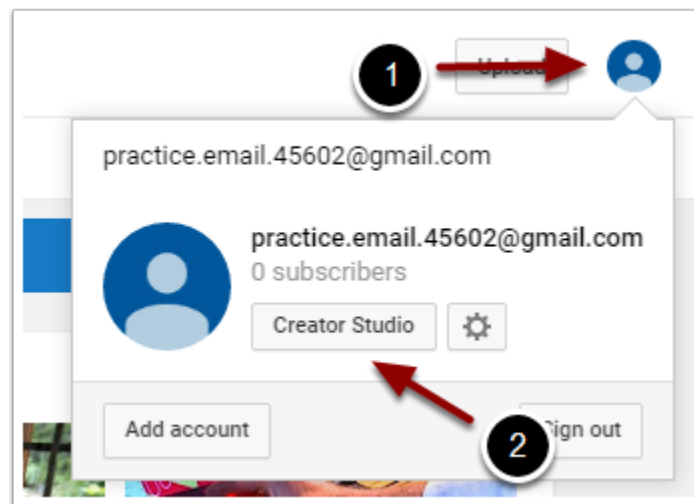
BYU-Idaho Online Knowledgebase

YouTube.com



Navigate to YouTube.com.

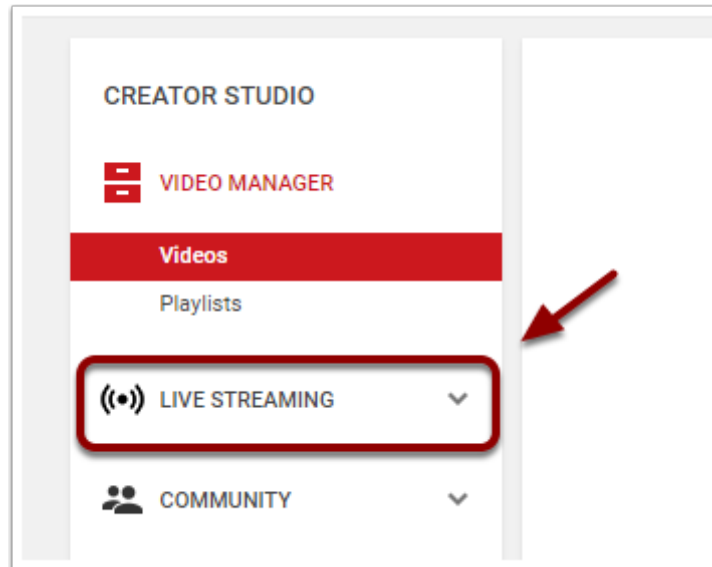
Enter Creator Studio



1. Click on your profile picture in the upper-right corner of the screen.

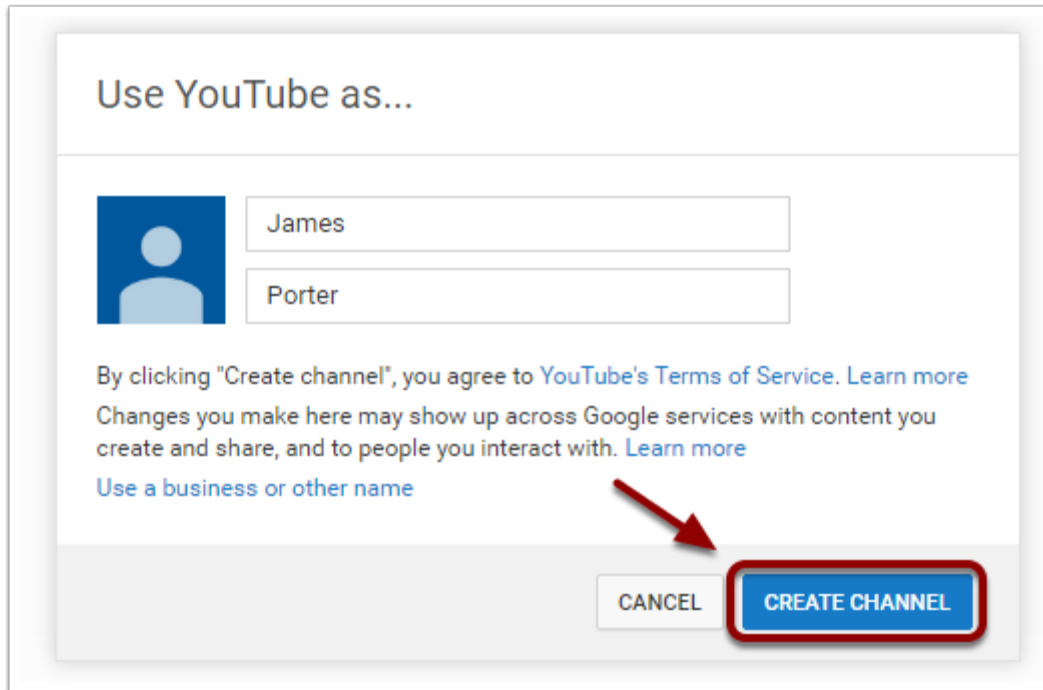
2. Click Creator Studio.

Live Streaming



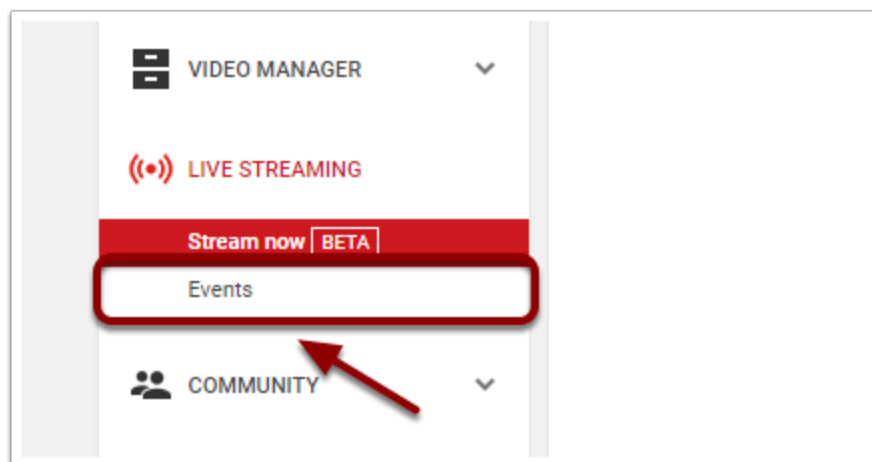
Select Live Streaming on the left-hand sidebar.

Create Channel (if prompted)



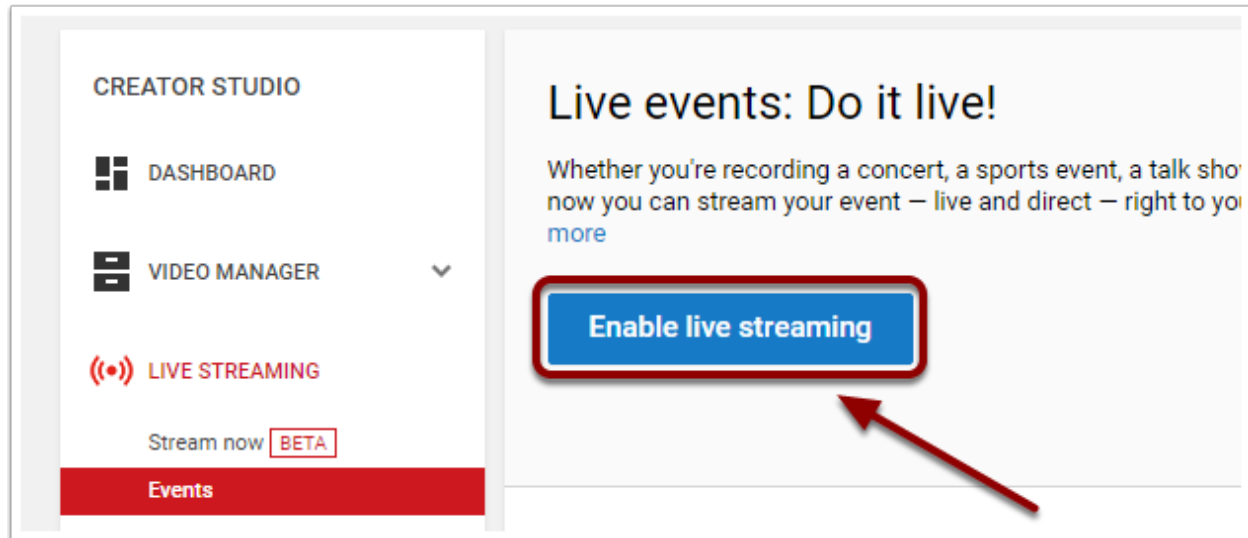
Read YouTube's Terms of Service. If you agree to them, select **Create Channel**.

Events



Click on **Events** under Live Streaming in the left navigation bar.

Enable Live Streaming (only required to do this once)



Click Enable live streaming.

NOTE: You are only required to do the next few steps the first time you set up a Hangout on Air. Skip down to Create Live Event if this is not your first time setting up a Hangout on Air.

Verify Account (only required to do this once)

Account verification (step 1 of 2)

Verifying your account by phone lets you unlock additional features on YouTube, and helps us make sure you're a real person.

Select your country

United States ▼

How should we deliver the verification code to you?

☐ Call me with an automated voice message

☒ Text me the verification code

Which language should we use to send you the verification code?

English (US) [change language](#)

What is your phone number?

(208) 867-5309|

For example: (201) 555-5555

Important: Up to two accounts can be verified per phone number, per year.

Submit

Verify your YouTube account with your phone.

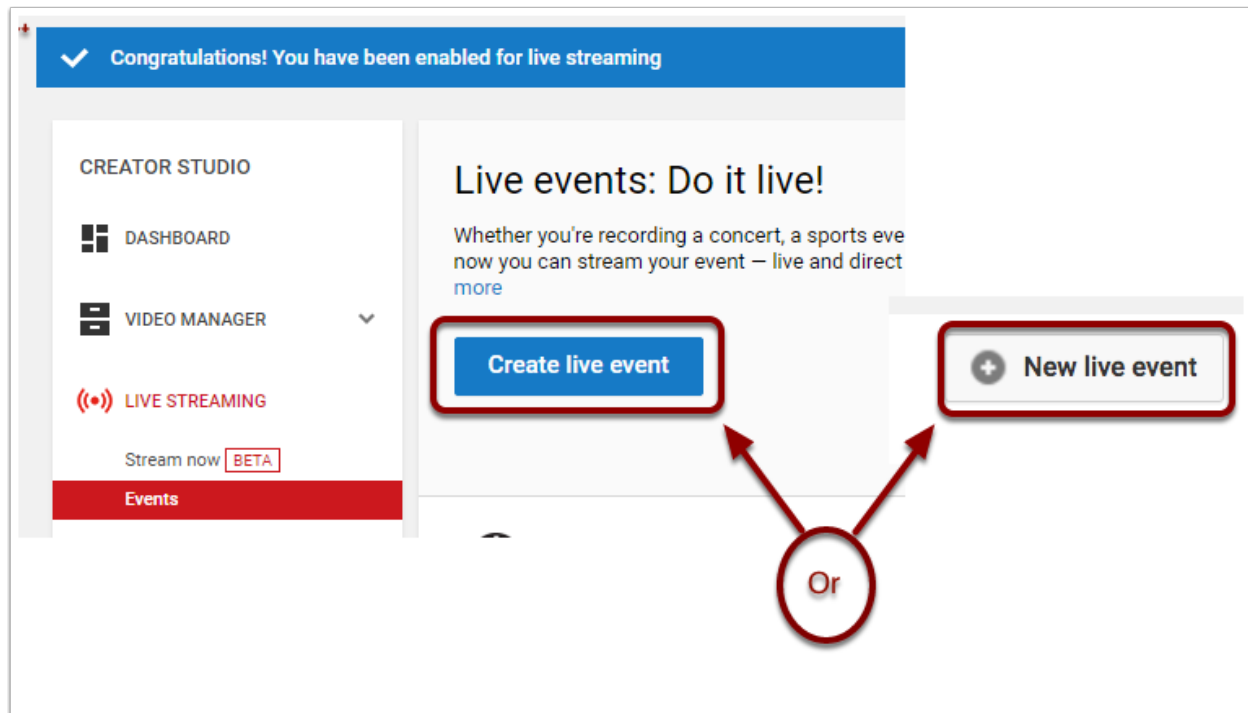
Agree to Terms and Conditions (only required to do this once)

Terms and conditions

These terms regarding live streaming (the "Terms") are for you, the content provider Content Hosting Services Agreement, Sound Recording and Audiovisual Agreement, referred to below as the "Agreement"). Through the live streaming account feature, Y may be provided with the option of archiving the Live Content for subsequent viewin Guidelines. Notwithstanding anything to the contrary in the Agreement, You represent on the Google Services throughout the world, including, without limitation, music lic licenses) and any other royalty participants. You agree to comply with all applicable Archived Content, if any, will constitute "Provider Content," "Original Channel Content subject to the terms of that Agreement. Provider warrants and represents that it has limitation all licensing, registration or notification requirements, and will maintain su approvals for the duration of the Live Stream Term.

Read the terms and conditions and if you agree to the terms, select I Agree.

Create Live Event



Click Create Live Event or New Live Event

Create a New Event

The screenshot shows a web form for creating a new event. It has three tabs: 'Basic info', 'Advanced settings', and 'Monetization'. The 'Basic info' tab is active. A red box labeled '1' highlights the 'Title' field, the 'Today' and 'Now' buttons, the 'Add end time' link, the location dropdown (set to 'United States (GMT -06:00) Mountain'), the 'Description' text area, and the 'Tags' text area. A red arrow labeled '2' points to the 'Unlisted' privacy setting dropdown. A red arrow labeled '3' points to the 'Quick (using Google Hangouts On Air)' radio button under the 'Type' section. A red arrow labeled '4' points to the 'Go live now' button at the bottom right. Below the form, a message states 'Some changes are not yet saved.' with 'Cancel' and 'Go live now' buttons.

Basic info Advanced settings Monetization

1

Title

Today Now [Add end time](#)

United States (GMT -06:00) Mountain [Edit](#)

Description

Tags (e.g., albert einstein, flying pig, mashup)

2

Unlisted

Type

☒ Quick (using Google Hangouts On Air) ?

☐ Custom (more encoding options) ?

3

4

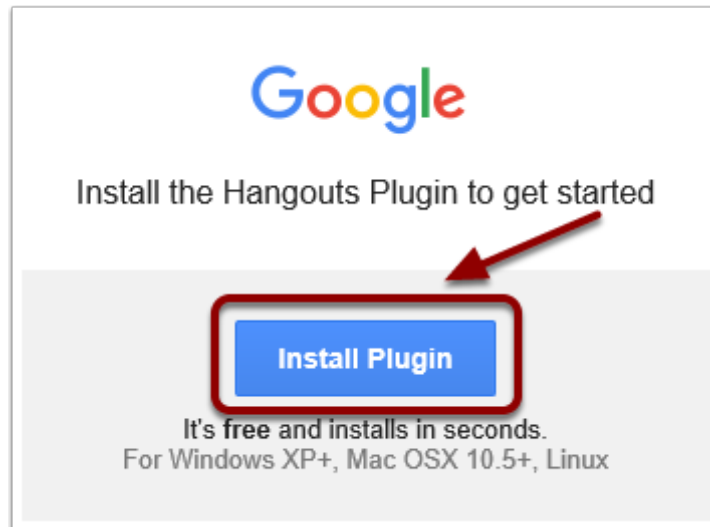
Some changes are not yet saved. [Cancel](#) [Go live now](#)

Reminder: You [have agreed](#) that you own the rights to, have properly licensed, or otherwise have the right to use, all content you live stream (including any music content). [Learn more](#)

1. Input the information for the live event.
2. Be sure to set the privacy settings to Unlisted.
3. Change the Event Type to > **Quick (using Google Hangouts on Air)**
4. Click >**Go Live Now**

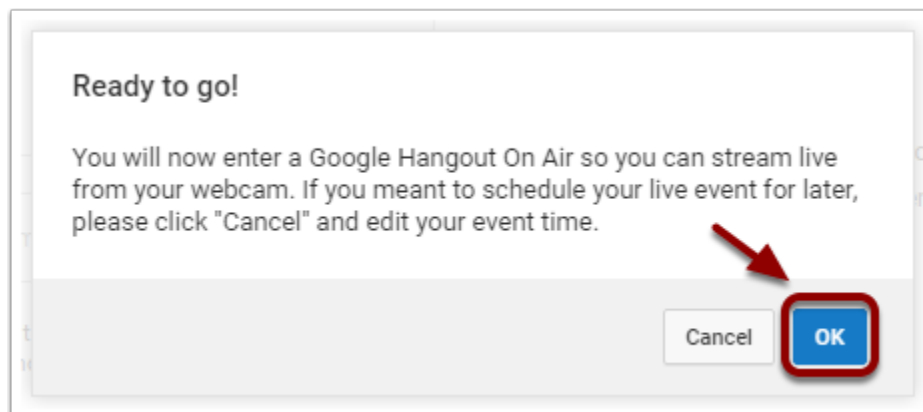
NOTE: It is not necessary to add participants to the Hangout at this stage. This is addressed a few steps later.

Install Plugin (if prompted)



If prompted, install the Google Hangouts plugin.

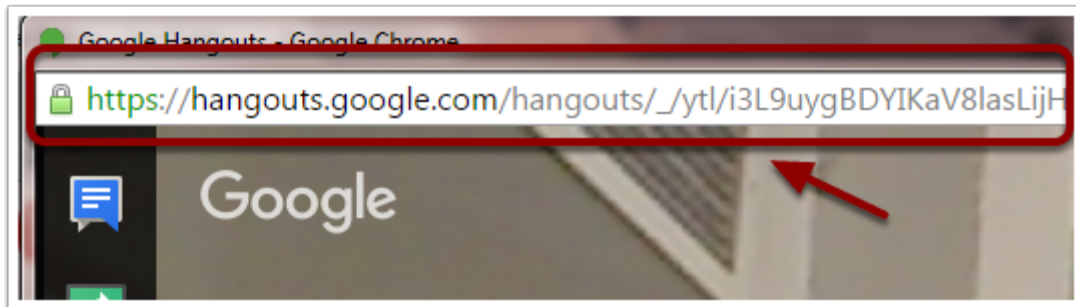
Confirm Hangout



Click OK to confirm commencement of the Hangout on Air.

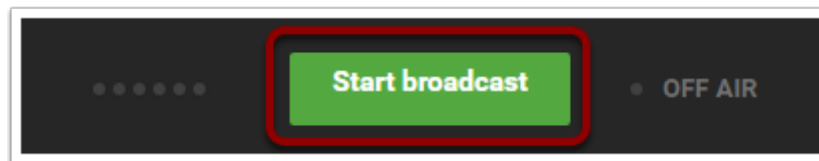
BYU-Idaho Online Knowledgebase

Invite Participants



Copy the Hangouts window's URL and send it to participants in the Hangout. This is how they join the Hangout on Air.

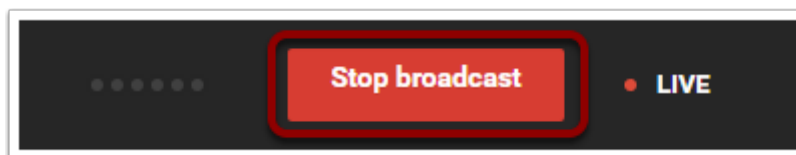
Start Broadcast



Click **Start broadcast**.

NOTE: It may take up to one minute for the Start broadcast button to appear on the screen.

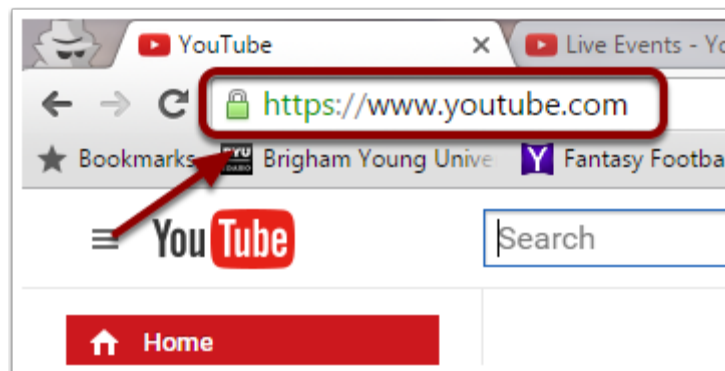
Stop Broadcast



To end the broadcast, click **Stop broadcast**.

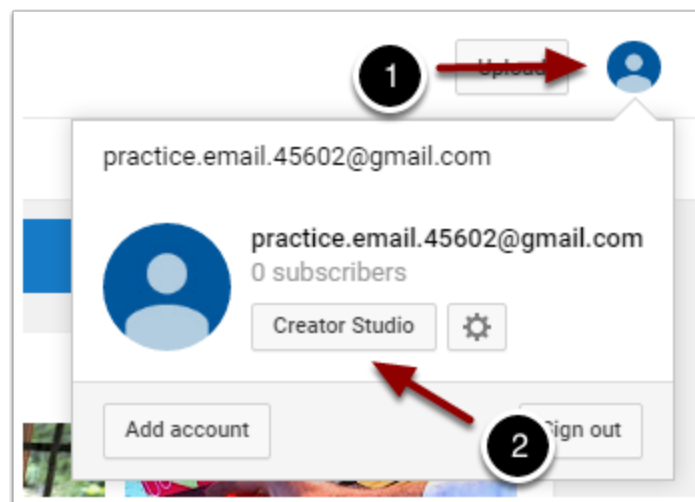
Start a Hangout on Air (Normal Process)

YouTube.com



Navigate to YouTube.com.

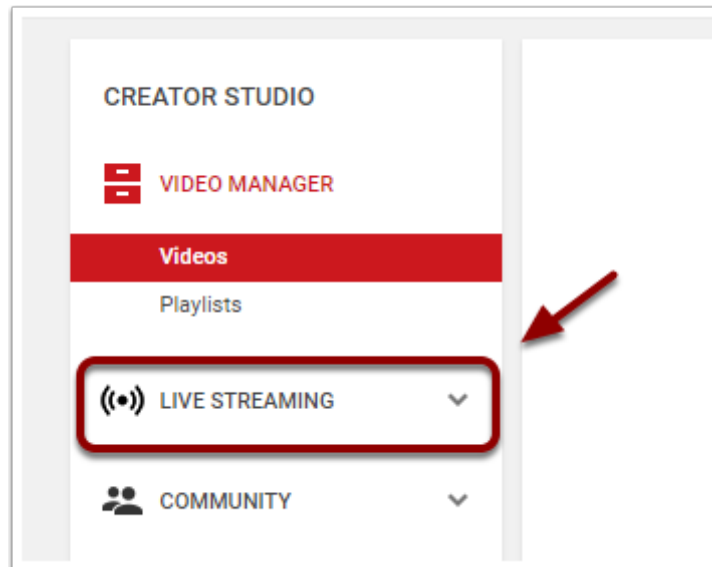
Enter Creator Studio



1. Click on your **profile picture** in the upper-left corner of the screen.
2. Click **Creator Studio**.

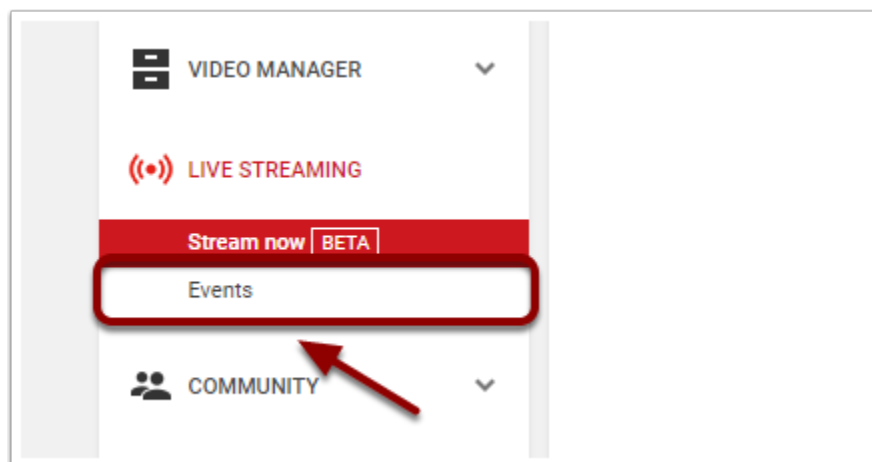
BYU-Idaho Online Knowledgebase

Live Streaming



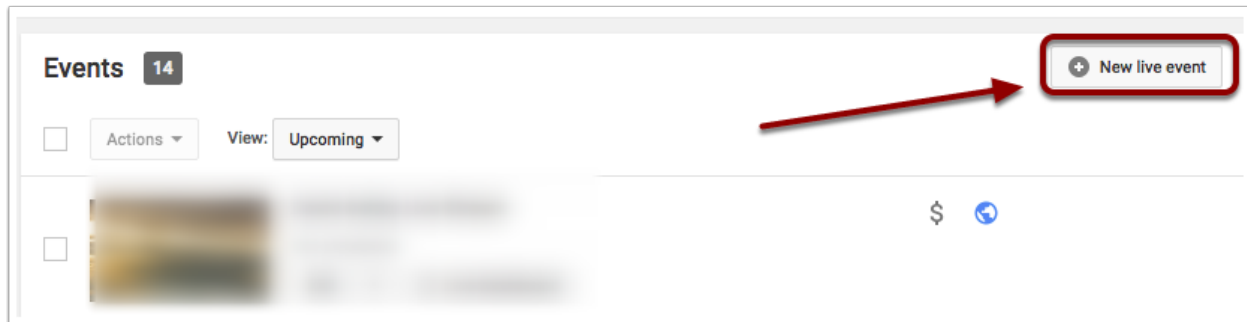
Select Live Streaming on the left-hand sidebar.

Events



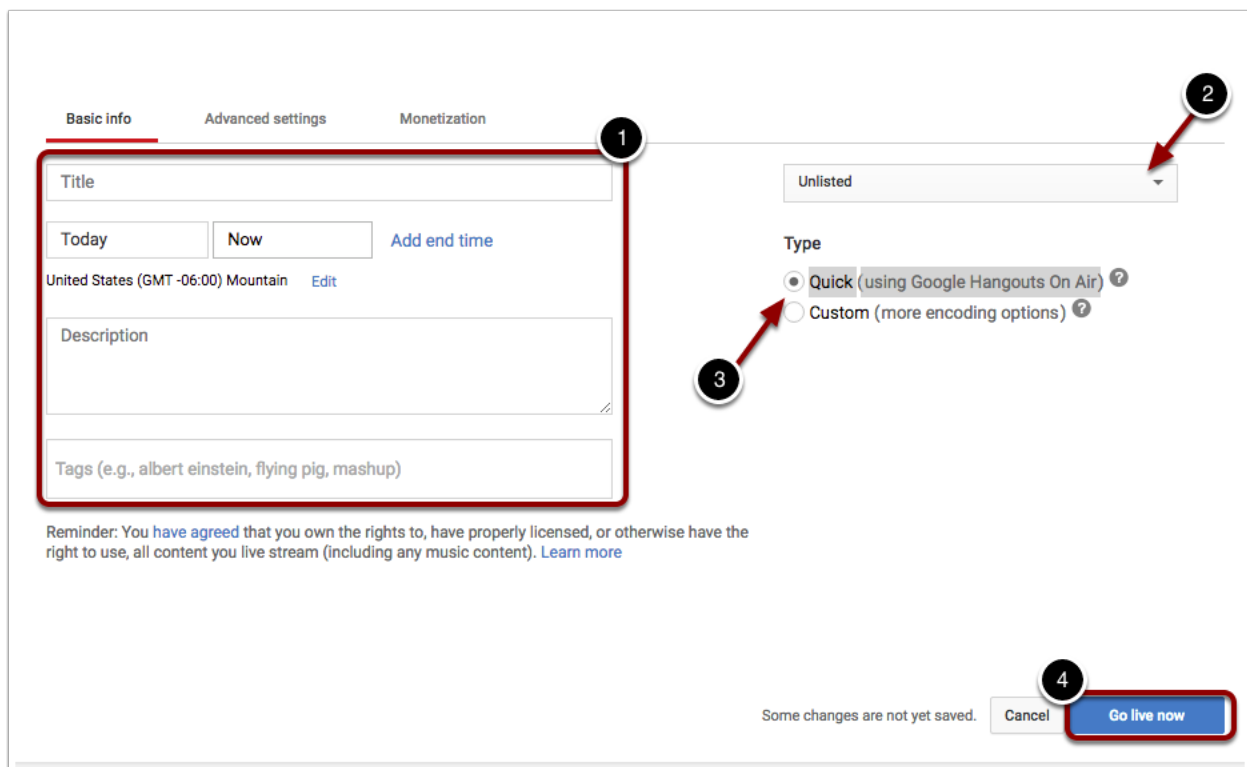
Click on Events under Live Streaming in the left navigation bar.

New Live Event



Click >New Live Event

Create a New Event

A screenshot of the 'Create a New Event' form. The form has three tabs: 'Basic info', 'Advanced settings', and 'Monetization'. The 'Basic info' tab is active. It contains fields for 'Title', 'Today', 'Now', 'Add end time', 'United States (GMT -06:00) Mountain', 'Description', and 'Tags (e.g., albert einstein, flying pig, mashup)'. A red box labeled '1' encompasses the 'Title', 'Today', 'Now', and 'Description' fields. To the right, there's a 'Privacy' dropdown set to 'Unlisted' (labeled '2') and a 'Type' section with two radio buttons: 'Quick (using Google Hangouts On Air)' (labeled '3') and 'Custom (more encoding options)'. At the bottom right, there's a 'Go live now' button (labeled '4') and a 'Cancel' button. A message at the bottom says 'Some changes are not yet saved.'

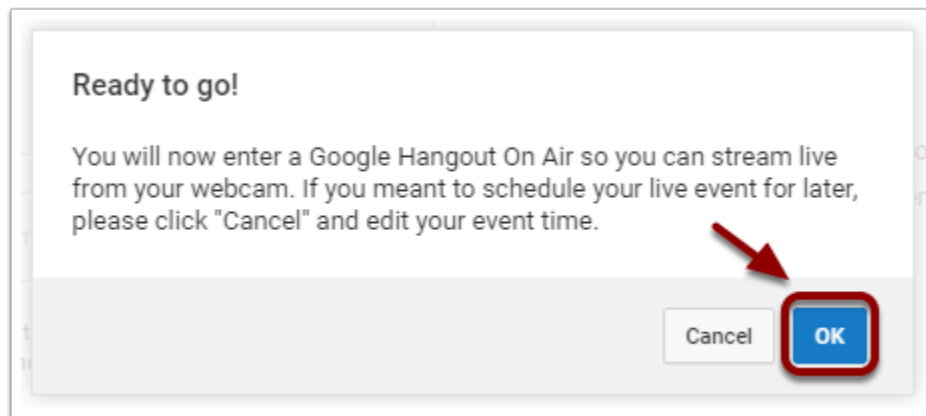
1. Input the information for the live event.
2. Be sure to set the privacy settings to Unlisted.
3. Change the Event Type to > Quick (using Google Hangouts on Air)

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4. Click >Go Live Now

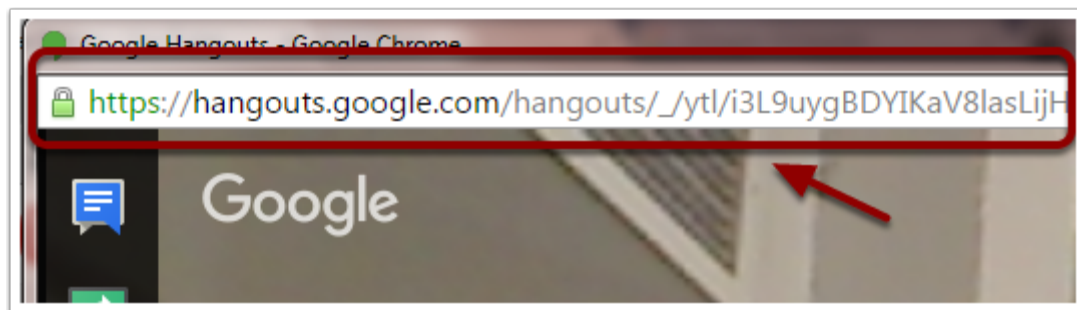
NOTE: It is not necessary to add participants to the Hangout at this stage. This is addressed a few steps later.

Confirm Hangout



Click OK to confirm commencement of the Hangout on Air.

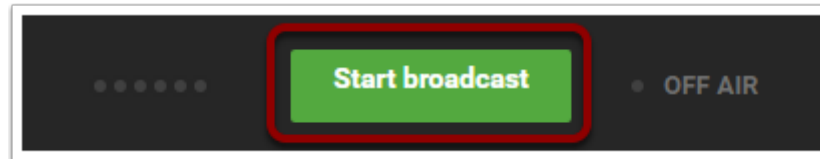
Invite Participants



Copy the Hangouts window's URL and send it to individuals you would like to participate in the Hangout. This is how they join the Hangout on Air.

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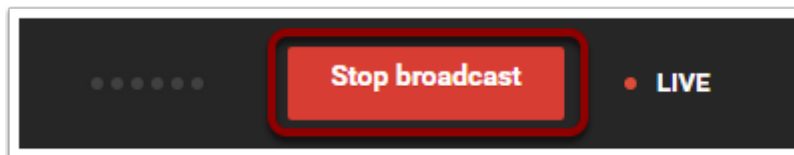
Start Broadcast



Click **Start broadcast**.

NOTE: It may take up to one minute for the Start broadcast button to appear on the screen.

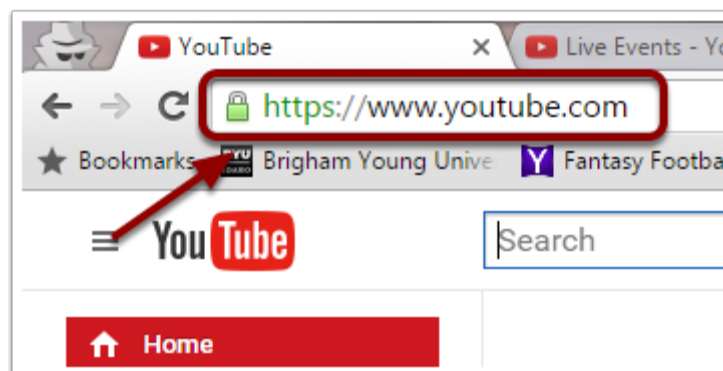
Stop Broadcast



To end the broadcast, click **Stop broadcast**.

Find a Hangout on Air Recording

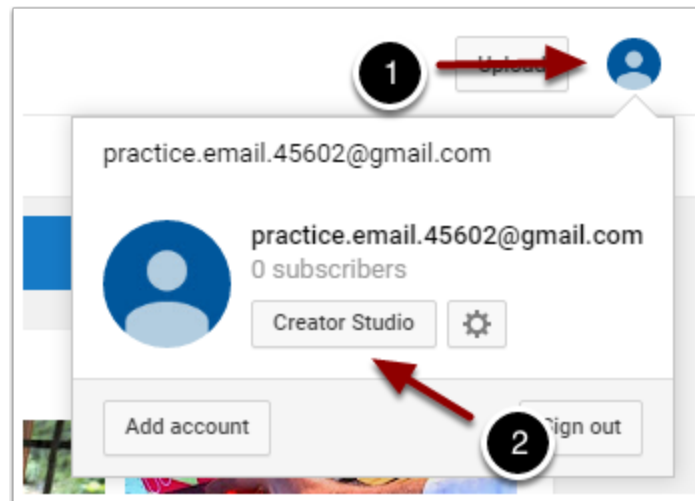
YouTube.com



Navigate to YouTube.com.

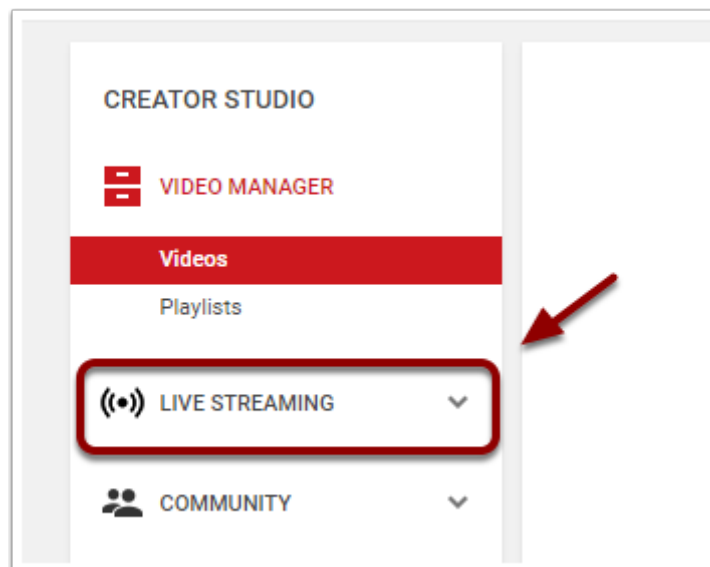
BYU-Idaho Online Knowledgebase

Enter Creator Studio



1. Click on your profile picture in the upper-left corner of the screen.
2. Click Creator Studio.

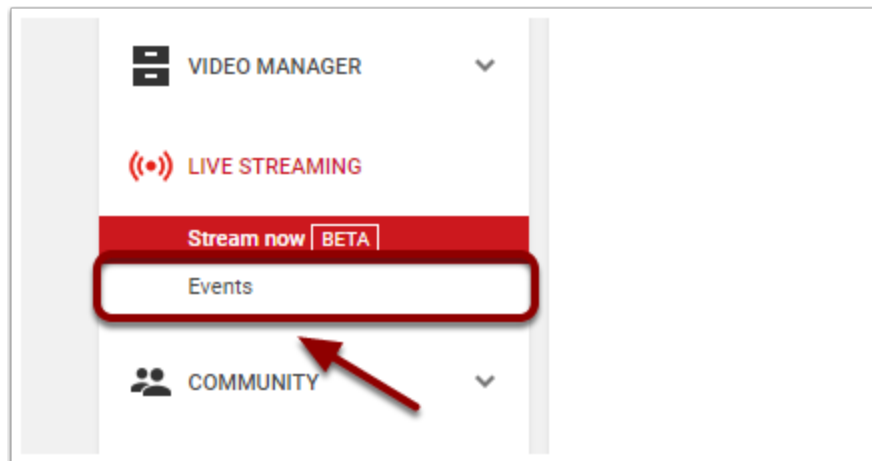
Live Streaming



Select Live Streaming on the left-hand sidebar.

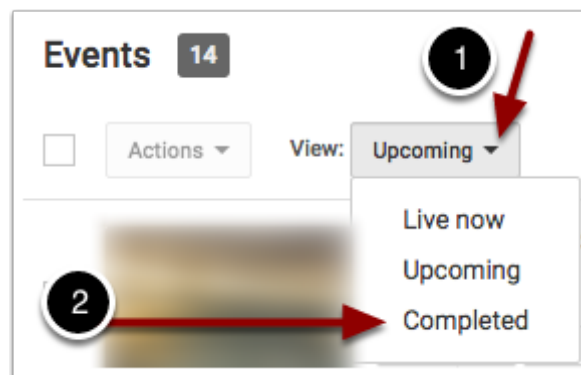
BYU-Idaho Online Knowledgebase

Events



Click on **Events** under Live Streaming in the left navigation bar.

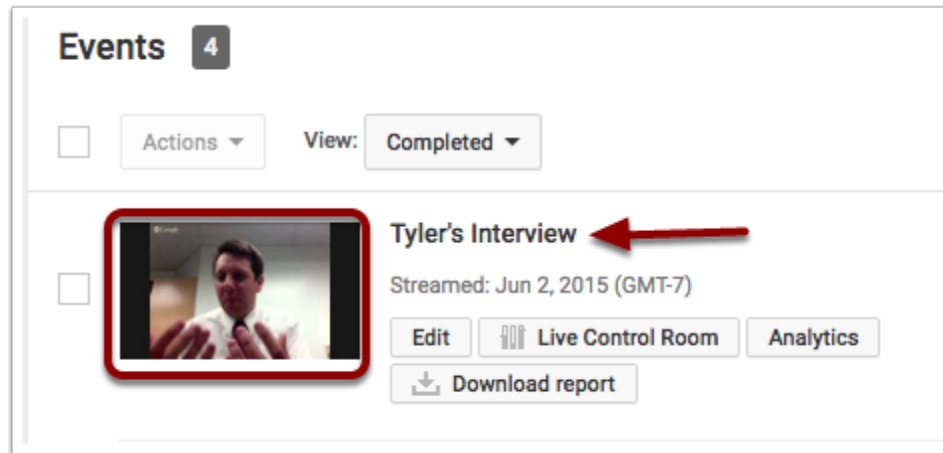
Filter to Past Events



1. Click >**Upcoming** to pull down a menu
2. Select >**Completed**

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Select Recording



Click on the video thumbnail or title to go to the video page. From the video page you should be able to share the link or copy the embed code to play in your course.



You might also be interested in [How to Embed a Video.](#)

TeamDynamix

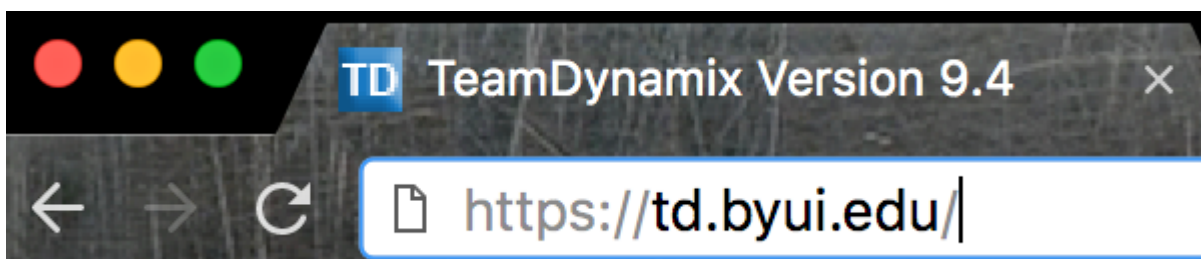
How Do I Access and Use the Course Maintenance Dashboard?

The course maintenance dashboard is the council's look into the course's submitted tickets. It is a 10,000 ft. view of all the course's tickets submitted and their working and completion status. The course council can also leave comments on any ticket in the system. All Online Course Representatives and Course Leads have access to their course's dashboard.

! Online Course Representatives, Course Leads, and Curriculum Designers are the only people that have access to this resource.

Access the Course Maintenance Dashboard

TeamDynamix



Type in the URL <https://td.byui.edu>.

BYU-Idaho Online Knowledgebase

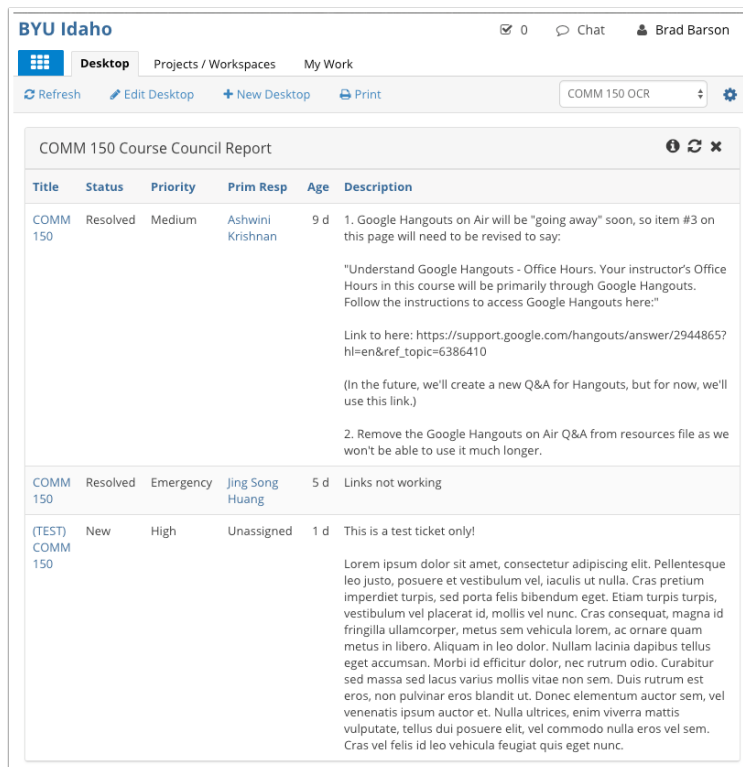
Log in

A light gray rounded rectangle containing the login fields. At the top is the label 'Username' in a dark gray font, followed by a white rectangular input box. Below that is the label 'Password' in a dark gray font, followed by another white rectangular input box. Centered below the password field is an orange rectangular button with the word 'LOGIN' in white, uppercase letters. At the bottom of the form, there are three links in a small, blue font: 'Change password', 'Forgot username or password', and 'Create username', separated by vertical bars.

Notice: Unauthorized access is strictly prohibited and may be subject to criminal prosecution.

Log in using your **BYU-Idaho** credentials.

TeamDynamix Dashboard



COMM 150 Course Council Report					
Title	Status	Priority	Prim Resp	Age	Description
COMM 150	Resolved	Medium	Ashwini Krishnan	9 d	1. Google Hangouts on Air will be "going away" soon, so item #3 on this page will need to be revised to say: "Understand Google Hangouts - Office Hours. Your instructor's Office Hours in this course will be primarily through Google Hangouts. Follow the instructions to access Google Hangouts here:" Link to here: https://support.google.com/hangouts/answer/2944865?hl=en&ref_topic=6386410 (In the future, we'll create a new Q&A for Hangouts, but for now, we'll use this link.) 2. Remove the Google Hangouts on Air Q&A from resources file as we won't be able to use it much longer.
COMM 150	Resolved	Emergency	Jing Song Huang	5 d	Links not working
(TEST) COMM 150	New	High	Unassigned	1 d	This is a test ticket only! Lorem ipsum dolor sit amet, consectetur adipiscing elit. Pellentesque leo justo, posuere et vestibulum vel, iaculis ut nulla. Cras pretium imperdiet turpis, sed porta felis bibendum eget. Etiam turpis turpis, vestibulum vel placerat id, mollis vel nunc. Cras consequat, magna id fringilla ullamcorper, metus sem vehicula lorem, ac ornare quam metus in libero. Aliquam in leo dolor. Nullam lacinia dapibus tellus eget accumsan. Morbi id efficitur dolor, nec rutrum odio. Curabitur sed massa sed lacus varius mollis vitae non sem. Duis rutrum est eros, non pulvinar eros blandit ut. Donec elementum auctor sem, vel venenatis ipsum auctor et. Nulla ultrices, enim viverra mattis vulputate, tellus dui posuere elit, vel commodo nulla eros vel sem. Cras vel felis id leo vehicula feugiat quis eget nunc.

What you see here are the submitted tickets for the course. Each ticket displays its status, priority, which course support specialist has stewardship over the ticket, how long the ticket has been in the system, and the description of the issue.

Description of Categories

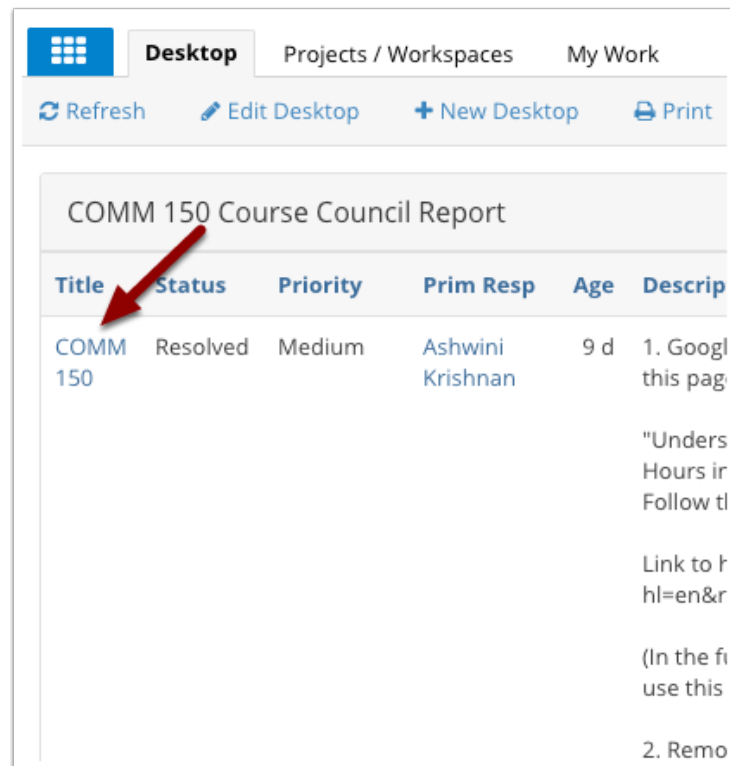
Title	Status	Priority	Prim Resp	Age	Description
Category		Meaning			
Title		The title of the ticket is always the course number.			

BYU-Idaho Online Knowledgebase

Category	Meaning
Status	Status of the ticket tells you where it is in its life-cycle.
Priority	Priority determines how quickly Course Maintenance needs to implement the ticket's solution.
Prim Resp (Primary Responsibility)	This lists the course support specialist assigned to the ticket.
Age	Age determines the length of time the ticket has been in a new/working status. Once the ticket has been resolved and/or closed the time tracking on the ticket discontinues.
Description	Description is the actual issue that the ticket originator/author detailed.

Make a Ticket Comment

Select Ticket Title



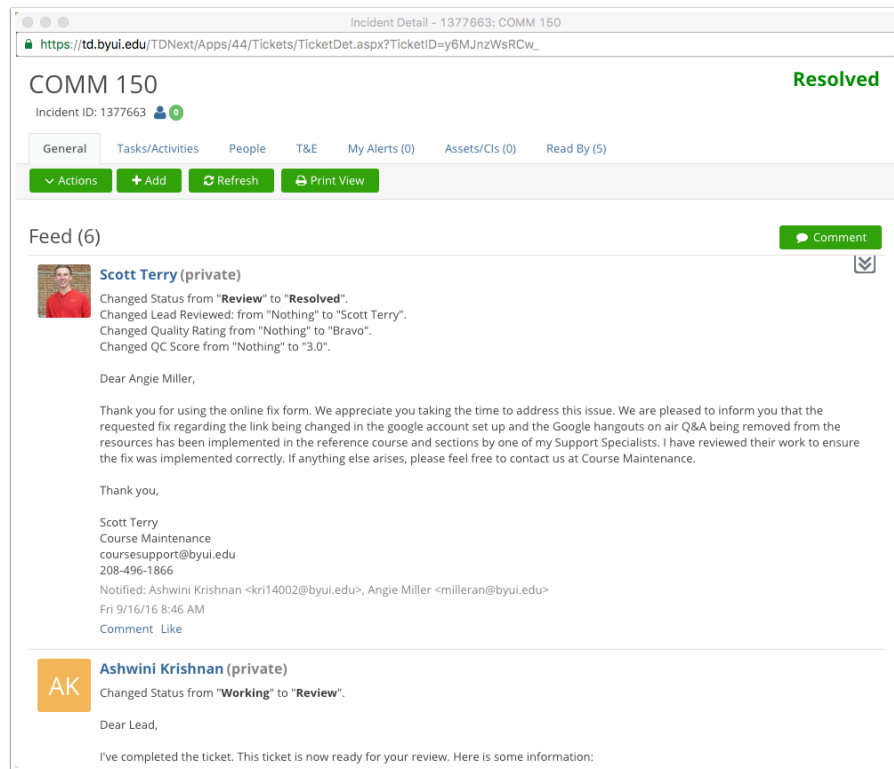
The screenshot shows a web interface for managing tickets. At the top, there are tabs for 'Desktop', 'Projects / Workspaces', and 'My Work'. Below these are buttons for 'Refresh', 'Edit Desktop', 'New Desktop', and 'Print'. The main content area is titled 'COMM 150 Course Council Report'. Below this is a table with the following columns: Title, Status, Priority, Prim Resp, Age, and Descrip. A red arrow points to the 'Title' column header. The table contains one row with the following data: Title: COMM 150, Status: Resolved, Priority: Medium, Prim Resp: Ashwini Krishnan, Age: 9 d, Descrip: 1. Googl this pag, "Unders Hours ir Follow tl, Link to h hl=en&r, (In the fi use this, 2. Remo

Title	Status	Priority	Prim Resp	Age	Descrip
COMM 150	Resolved	Medium	Ashwini Krishnan	9 d	1. Googl this pag "Unders Hours ir Follow tl Link to h hl=en&r (In the fi use this 2. Remo

Click on the title of the ticket.

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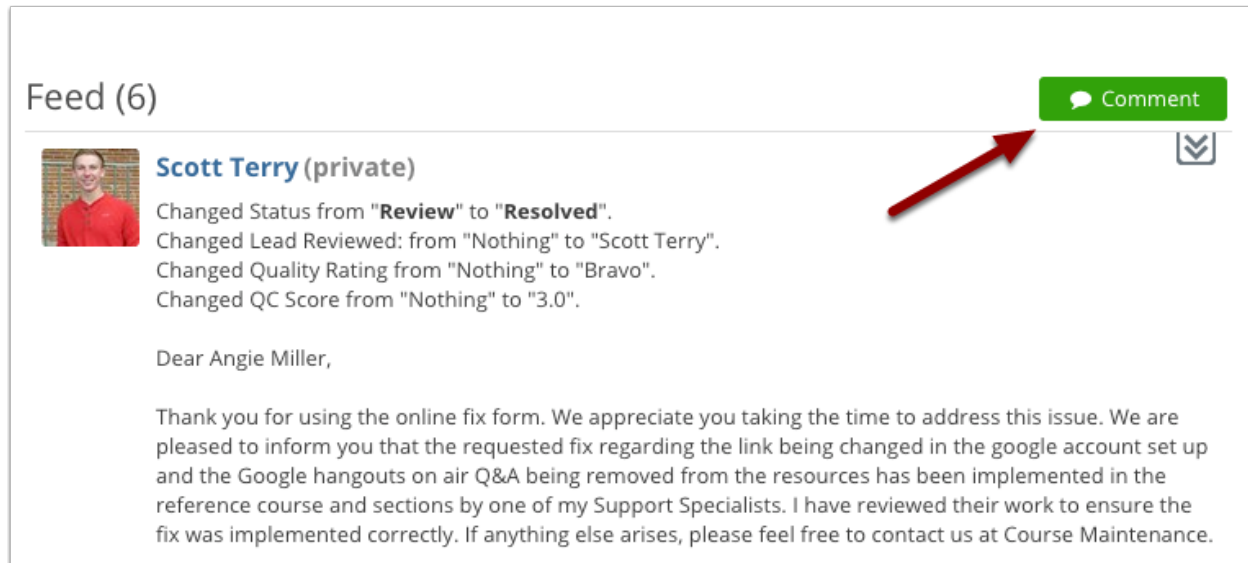
Scroll Down



The screenshot shows a web browser window displaying the 'Incident Detail' page for 'COMM 150'. The page title is 'Incident Detail - 1377663: COMM 150'. The URL is 'https://td.byui.edu/TDNext/Apps/44/Tickets/TicketDet.aspx?TicketID=y6MJnzWsRCw_'. The incident status is 'Resolved'. The incident ID is '1377663'. The page has tabs for 'General', 'Tasks/Activities', 'People', 'T&E', 'My Alerts (0)', 'Assets/Cls (0)', and 'Read By (5)'. Below the tabs are buttons for 'Actions', 'Add', 'Refresh', and 'Print View'. The 'Feed (6)' section shows two updates. The first update is from 'Scott Terry (private)' and includes a profile picture. The update text is: 'Changed Status from "Review" to "Resolved". Changed Lead Reviewed: from "Nothing" to "Scott Terry". Changed Quality Rating from "Nothing" to "Bravo". Changed QC Score from "Nothing" to "3.0". Dear Angie Miller, Thank you for using the online fix form. We appreciate you taking the time to address this issue. We are pleased to inform you that the requested fix regarding the link being changed in the google account set up and the Google hangouts on air Q&A being removed from the resources has been implemented in the reference course and sections by one of my Support Specialists. I have reviewed their work to ensure the fix was implemented correctly. If anything else arises, please feel free to contact us at Course Maintenance. Thank you, Scott Terry Course Maintenance coursesupport@byui.edu 208-496-1866 Notified: Ashwini Krishnan <kri14002@byui.edu>, Angie Miller <milleran@byui.edu> Fri 9/16/16 8:46 AM Comment Like'. The second update is from 'Ashwini Krishnan (private)' and includes a profile picture with the initials 'AK'. The update text is: 'Changed Status from "Working" to "Review". Dear Lead, I've completed the ticket. This ticket is now ready for your review. Here is some information:'. There is a 'Comment' button in the top right of the feed section.

Scroll down to the bottom of the window to see the work that has been done and the conversations about the ticket. This is a log of the communications between the course support specialist and others, the work they've done, and a quality check done by their team lead. It also includes any communications sent to the course council requesting approval to implement the fix or improvement.


Select "Comment"



The screenshot shows a user interface for a ticket feed. At the top left, it says "Feed (6)". To the right of this is a green button with a speech bubble icon and the text "Comment". A red arrow points from the bottom left towards this button. Below the button is a ticket entry for "Scott Terry (private)". The entry includes a profile picture of a man in a red shirt, a list of status changes, a salutation "Dear Angie Miller,", and a paragraph of text.

Feed (6)

Comment

 **Scott Terry (private)**

- Changed Status from "**Review**" to "**Resolved**".
- Changed Lead Reviewed: from "Nothing" to "Scott Terry".
- Changed Quality Rating from "Nothing" to "Bravo".
- Changed QC Score from "Nothing" to "3.0".

Dear Angie Miller,

Thank you for using the online fix form. We appreciate you taking the time to address this issue. We are pleased to inform you that the requested fix regarding the link being changed in the google account set up and the Google hangouts on air Q&A being removed from the resources has been implemented in the reference course and sections by one of my Support Specialists. I have reviewed their work to ensure the fix was implemented correctly. If anything else arises, please feel free to contact us at Course Maintenance.


To leave a comment on the ticket, first select the "Comment" button at the top of the ticket feed.

Select "Notify" Menu

2. Remove the Google Hangouts on Air Q&A from resources file as we won't be able to use it much longer.

☐ Course Support Lead (Reviewing Group)
1 ☐ Ashwini Krishnan (Responsible)
☐ Course Maintenance (Responsible Group)
2 ☐ Angie Miller (Requestor)
☐ Scott Terry (Contact)

Notify ▼

 **Scott Terry** (private)

Once you select "Comment," a text editor will appear where you can write a comment. **Select** the "Notify" drop down menu to pull up a selection of individuals to notify. This will send them an email.

1. The "Responsible" designation is the Course Support Specialist.
2. The "Requestor" designation is the original author of the ticket, the one requesting help.

Write Comments

☐ Make comments private (only visible to Tickets users)

Ashwini Krishnan (Responsible) 1

Thank you for asking me permission, Ashwini. What you've outlined looks correct. Go ahead and implement the change.
- Sister Miller 2

3 Save Cancel

1. Note that the person(s) you have selected to notify appear here.
2. **Write** whatever notes you need in this text editing box.
3. **Select** "Save" to send the notification.

Image Retriever

How do I support the image retriever in my FHGEN course? (instructor)

This will be used as a Frequently Asked Questions (FAQ) page for instructors. It will be updated as more questions are asked. To better understand how the Image Retriever works please go to the [How to Use the Image Retriever \(students\)](#). This link leads to a page that is an instructional page on how to use the Image Retriever.

Frequently Asked Questions

Q: What do I do if my students cannot access a record using the Image Retriever?

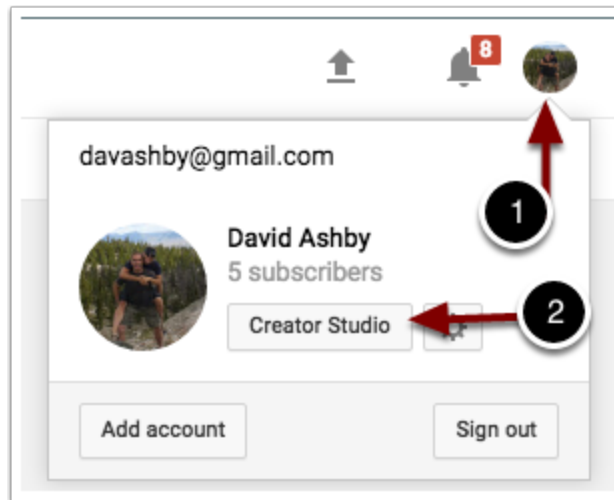
A: When a student reports that an image isn't working, attempt to access the image yourself through the Image Retriever. Make sure you know what image they are searching for as well as where it exists. You also need to make sure that you are logged into content.byui.edu, since that is the system where the images are stored for this program.

If you are also unable to access the image, please feel free to submit a ticket in order to have this corrected using the request help feature within I-Learn.

YouTube

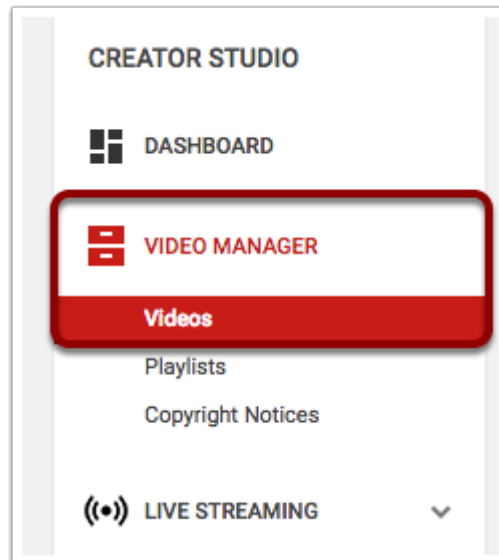
How Do I Change the Privacy Settings on a YouTube Video?

Creator Studio



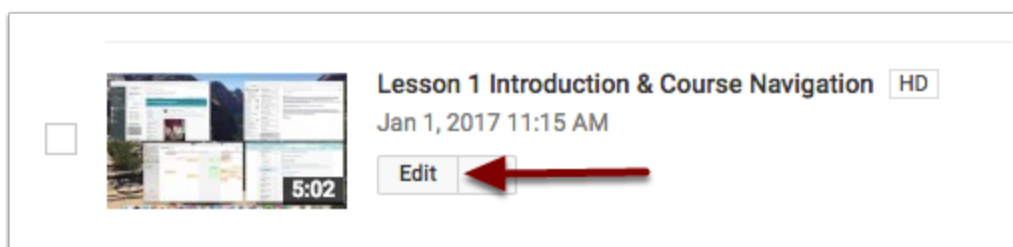
1. Click on your account profile in the upper right hand corner.
2. Click Creator Studio

Video Manager



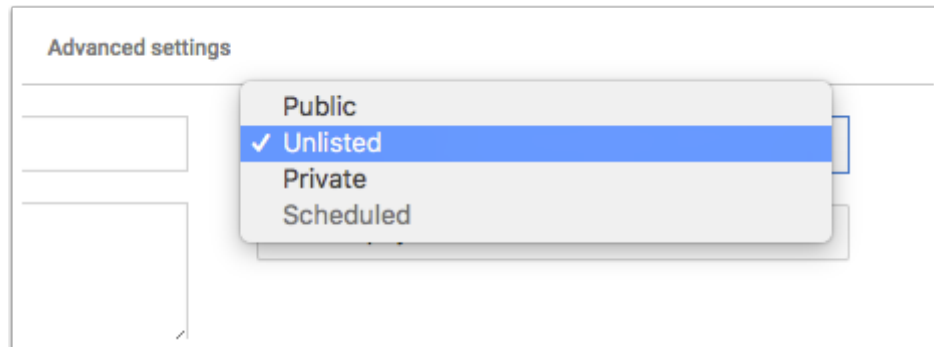
In the left sidebar, navigate to **Video Manager**.

Edit Settings

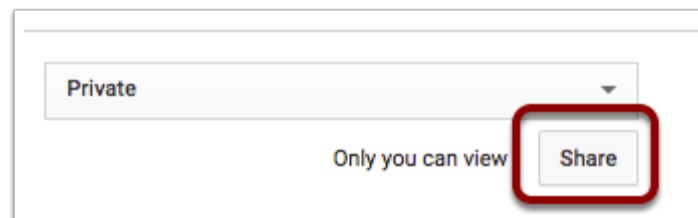


Find the video for which you'd like to alter the privacy settings. Click **Edit** next to that video thumbnail.

Change Visibility



- **Public** - Allows search engines to index your video and sends public traffic to your video. (If video discusses individual student performance, this setting violates FERPA.)
- **Unlisted** - Allows individuals with a link to the video to view the video. The video isn't listed in any search results.
- **Private** - Video is not accessible to any search engine or any user besides the owner and specific users the owner has listed under the Share menu. (This is the most secure of the 3 options.)



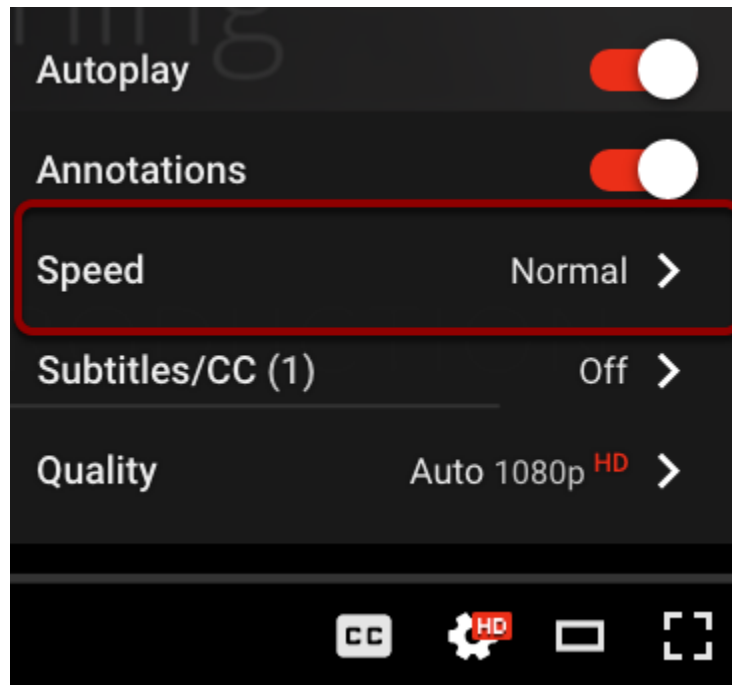
How Do I Slow Down or Speed Up a YouTube Video?

Settings

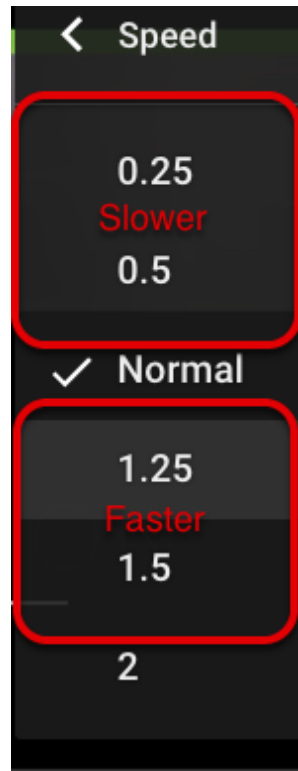


Click the settings (Gear) icon.

Speed



Speed Settings



Choose the speed you'd like for video feedback.

How Do I Turn On Closed Captioning in YouTube?

Most YouTube video are closed captioned using artificial intelligence. The transcript isn't 100% perfect, but it is typically pretty close. Closed captioning is a very useful tool for students who are learning English or have other accessibility needs.

Closed Captioning



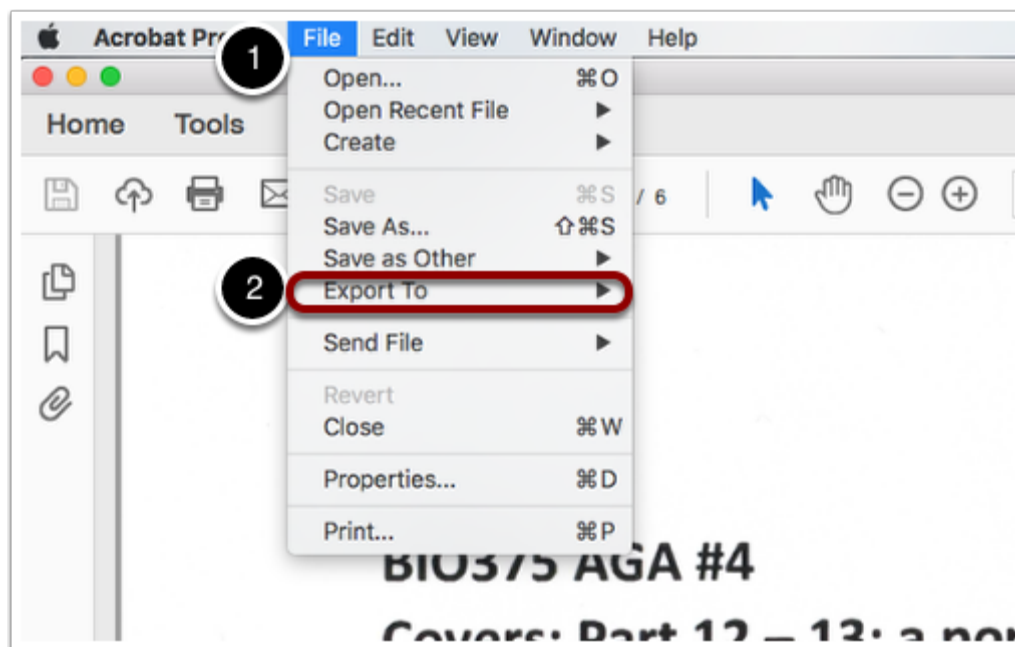
Click the CC button to turn on Closed Captioning

Adobe Suite Products

Exporting Files From Adobe Acrobat Pro

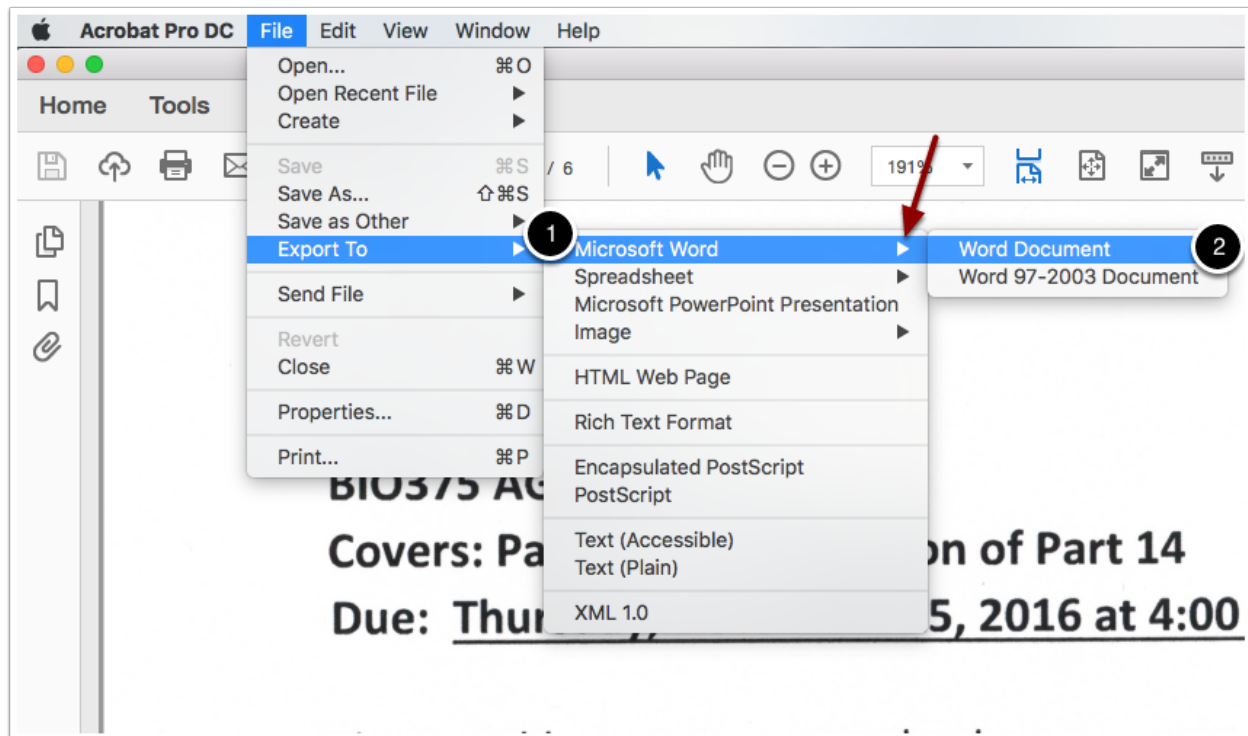
This tutorial will walk you through how to export a file from Adobe Acrobat Pro into a different file format.

File



1. Select File to open the File menu.
2. Click Export To to open the export options menu.

Export Options



This menu gives you several different options for exporting a document from Adobe Acrobat in different formats:

1. Use the drop down menu next to **Microsoft Word**
2. Select **Word Document**

Opening the Document in Word

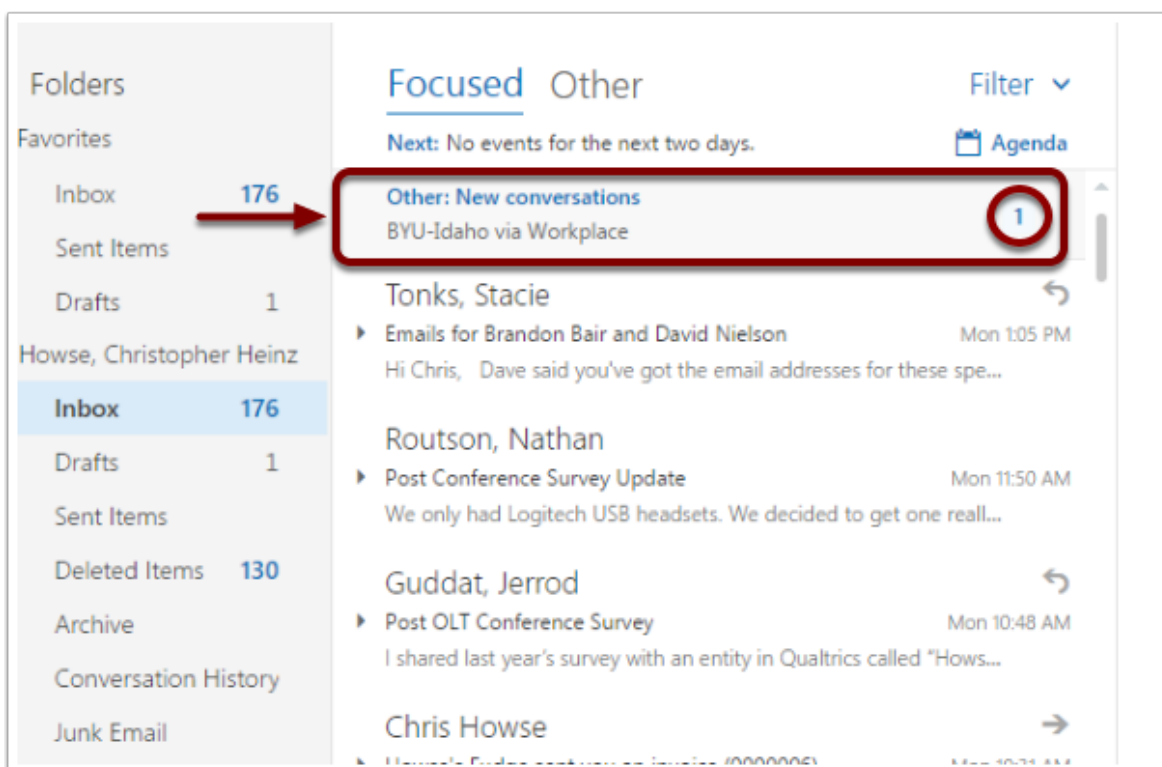
Once the above options have been followed your PDF document will open in Microsoft Word if it is installed on your computer.

Outlook

How to Find Hidden Emails in Outlook Focused Inbox

Many instructors have spoken of losing emails in their Outlook inbox. There are multiple reasons this can happen. It is recommended that you check each of the methods below to recover those:

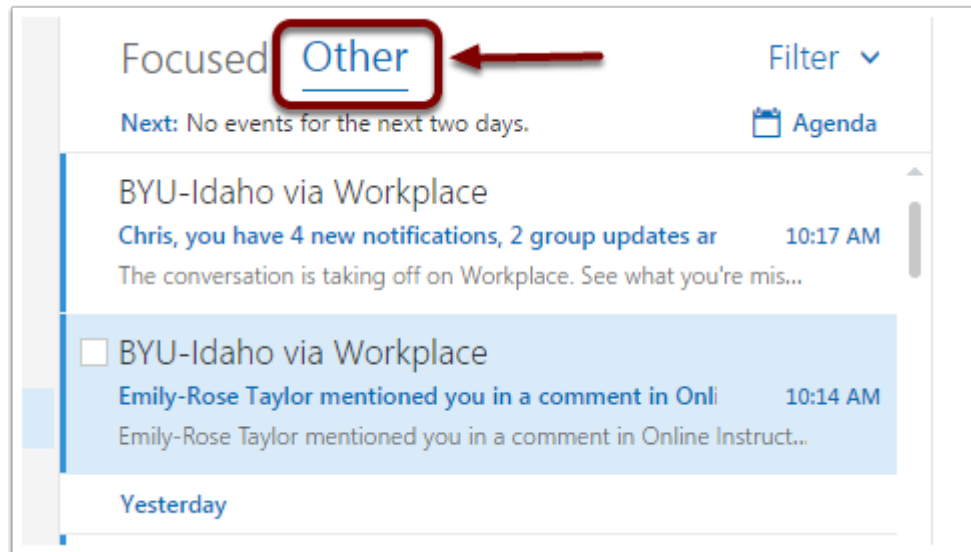
Find and Select "Other: New conversations"



Beneath the Focused and Other Tabs, you may see the **Other: New conversations** option. This tab notes if you have any recently hidden items. If you do not see the **Other: New conversations** option, proceed to the next section.

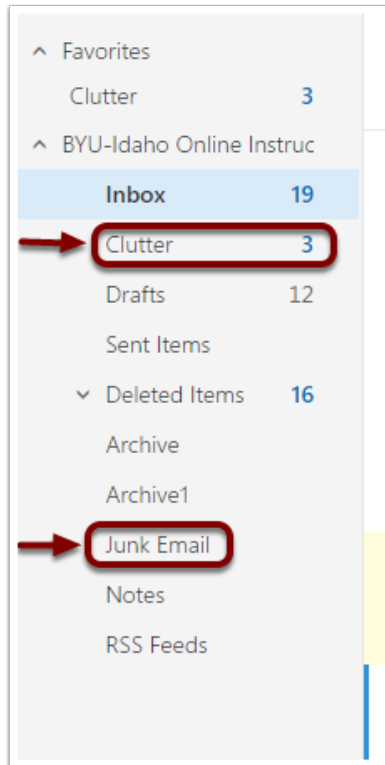
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Other tab



Another way to view those same hidden emails is by selecting the **Other** tab.

Junk Email or Clutter tabs

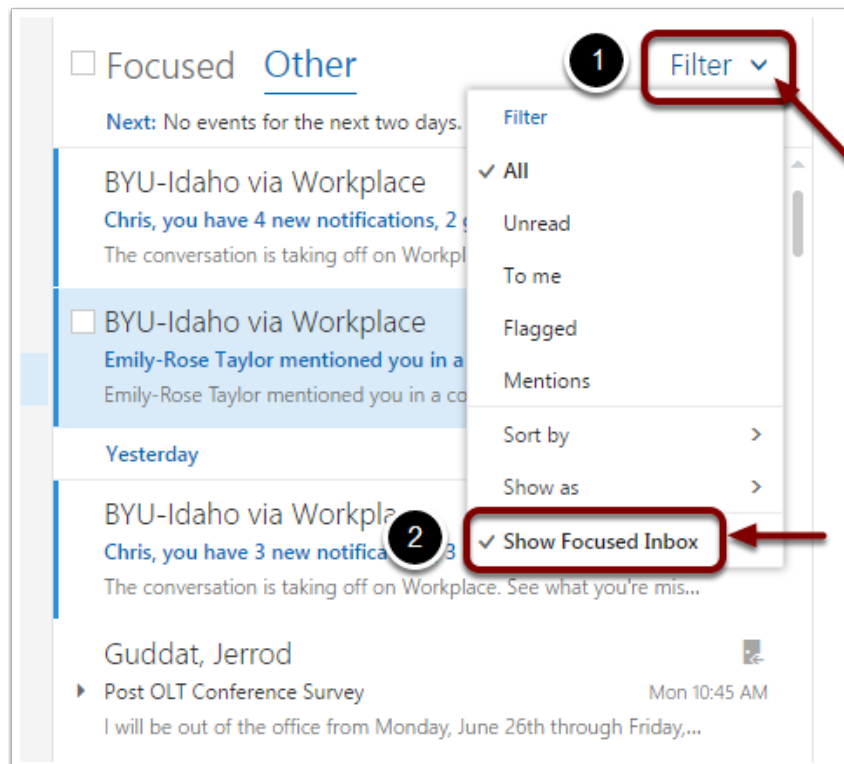


Also check your **Junk Email** and **Clutter** tabs if you're still missing emails. Sometimes important emails get filtered here as well.

💡 You might also be interested in: [How to Turn Off Focused Inbox in Outlook](#)

How to Turn Off Focused Inbox in Outlook

Turn off Focused Inbox



If you would rather not deal with two different inboxes, you can turn your Focused Inbox off by selecting the down arrow to the left of **Filter** and unchecking **Show Focused Inbox** at bottom of the drop down menu.

I-Plan for Tutors

How to Set up I-Plan

As a tutor, you will need to set up I-Plan in order to schedule appointments with students.

Set up your Zoom account

Since you are an online tutor and cannot meet with students in person, Zoom is available to you for holding video conferences. For help setting up your account, see the following resources:

[What is Zoom?](#)

[How Do I Get Started with Zoom?](#)

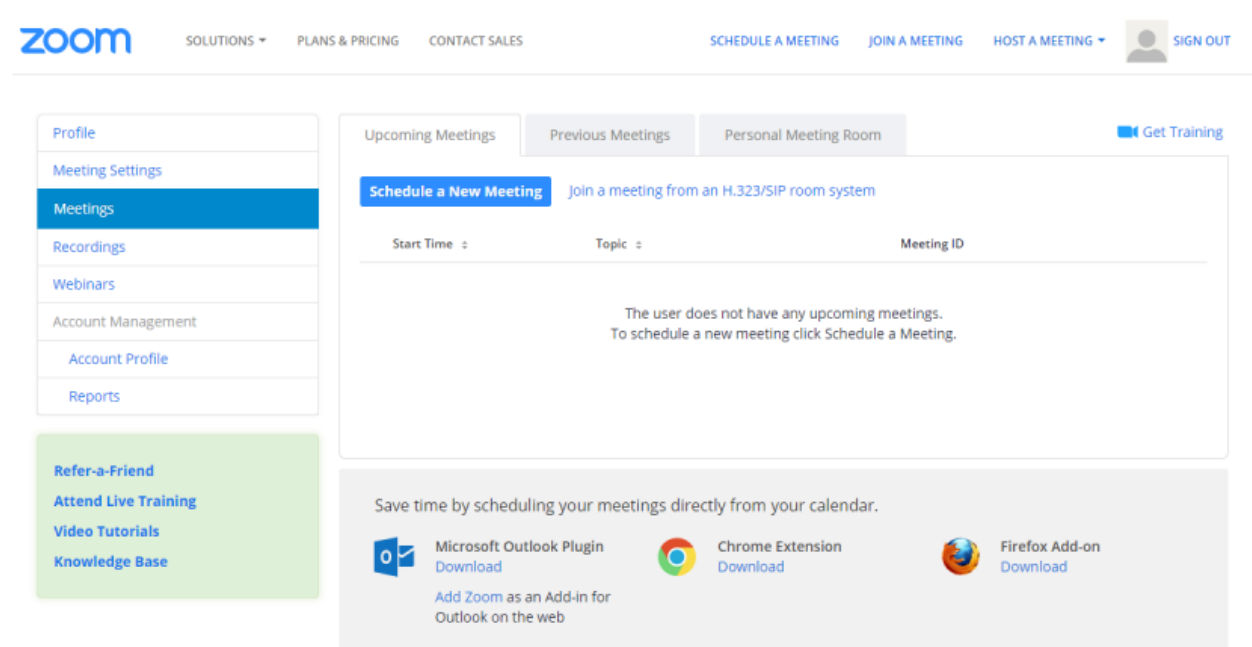
[How to Register for Zoom](#)

Find your Zoom ID

Your Zoom ID is a unique code that will link students to your personal Zoom room. To find it, follow these steps:

1. Login to Zoom

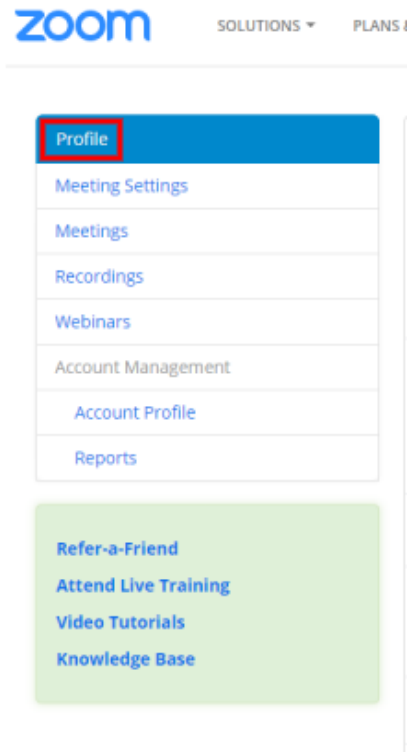
Go to <https://zoom.us> and login with your BYU-Idaho credentials.



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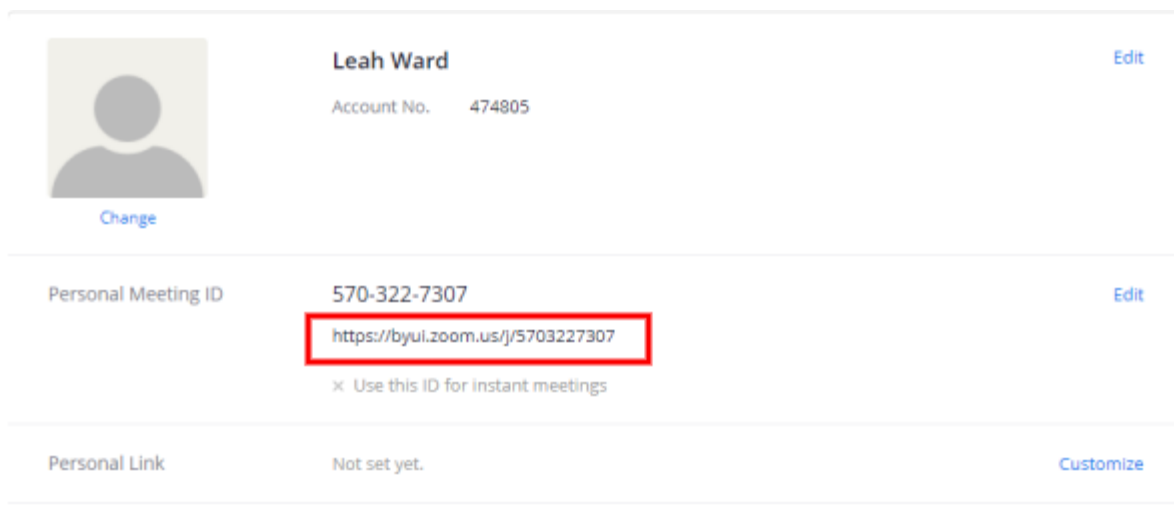
You will see a page like this when you first login to your account.

2. Open your profile



In the menu on the left of the page, select the "Profile" tab.

3. Copy your Personal Meeting ID



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In the section "Personal Meeting ID," you'll see a URL. Copy the link.

Paste your Zoom ID into the Google form

You should have received an email from HR asking you to indicate your Zoom ID in a Google form.

Open the link to the form and paste your Zoom ID into the indicated space. Click "submit."

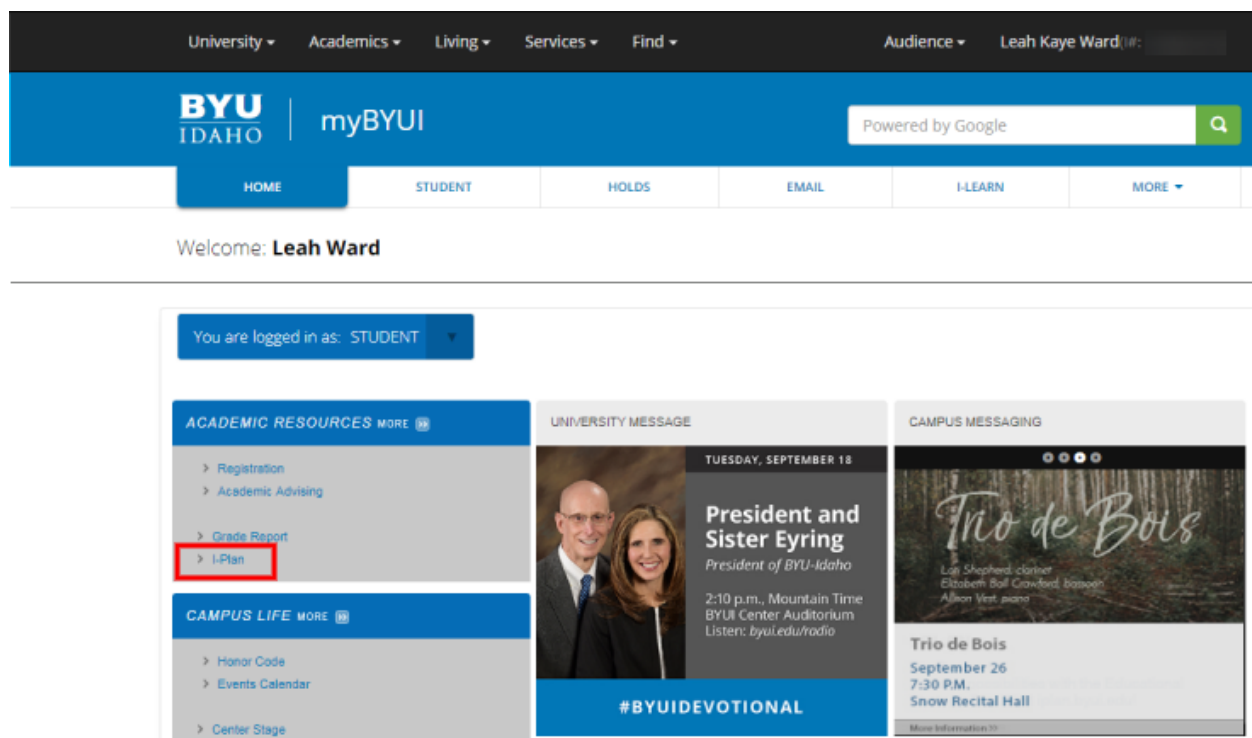
Create your tutoring schedule

Next, you'll need to establish the hours you are available to tutor students. Follow these steps:

1. Login to myBYUI

Login to the BYU-Idaho site like you usually do, with your username and password.

2. Open I-Plan



On the home page, there is a box titled "Academic Resources," which contains a link to I-Plan. Follow that link.

If you would prefer, you may simply visit iplan.byui.edu. This is a good site to bookmark.

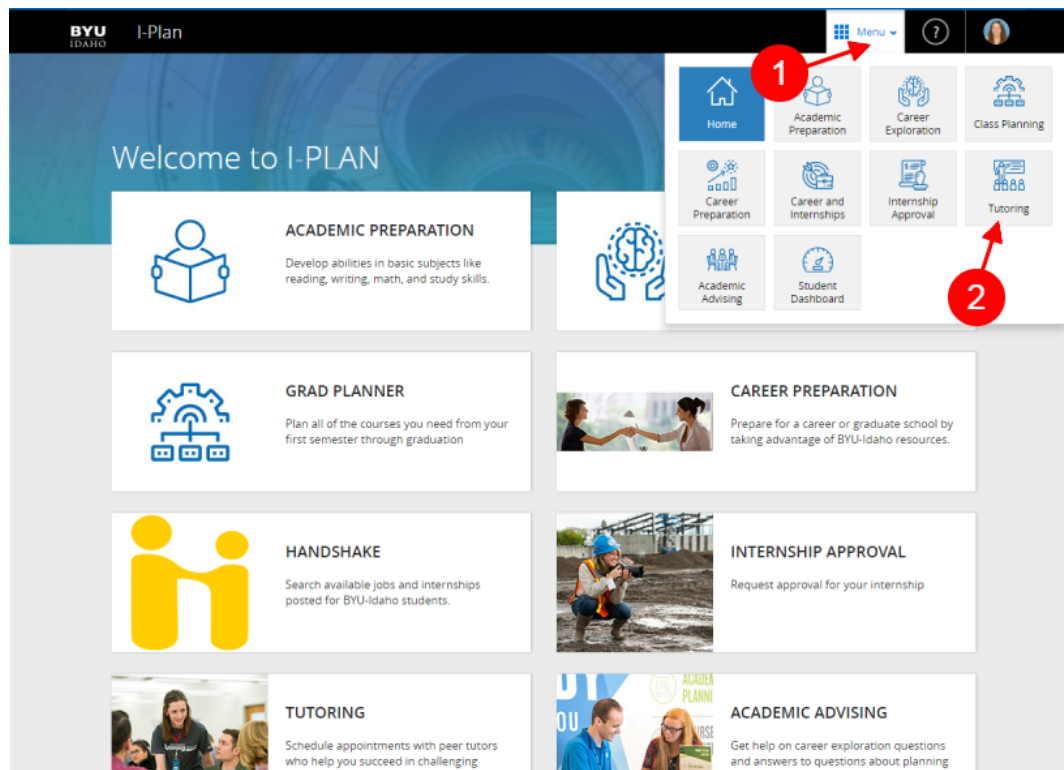
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3. Login to I-Plan

You will be prompted to login through BYU-Idaho. Enter the same username and password you use for the BYU-Idaho site.

4. Indicate your availability

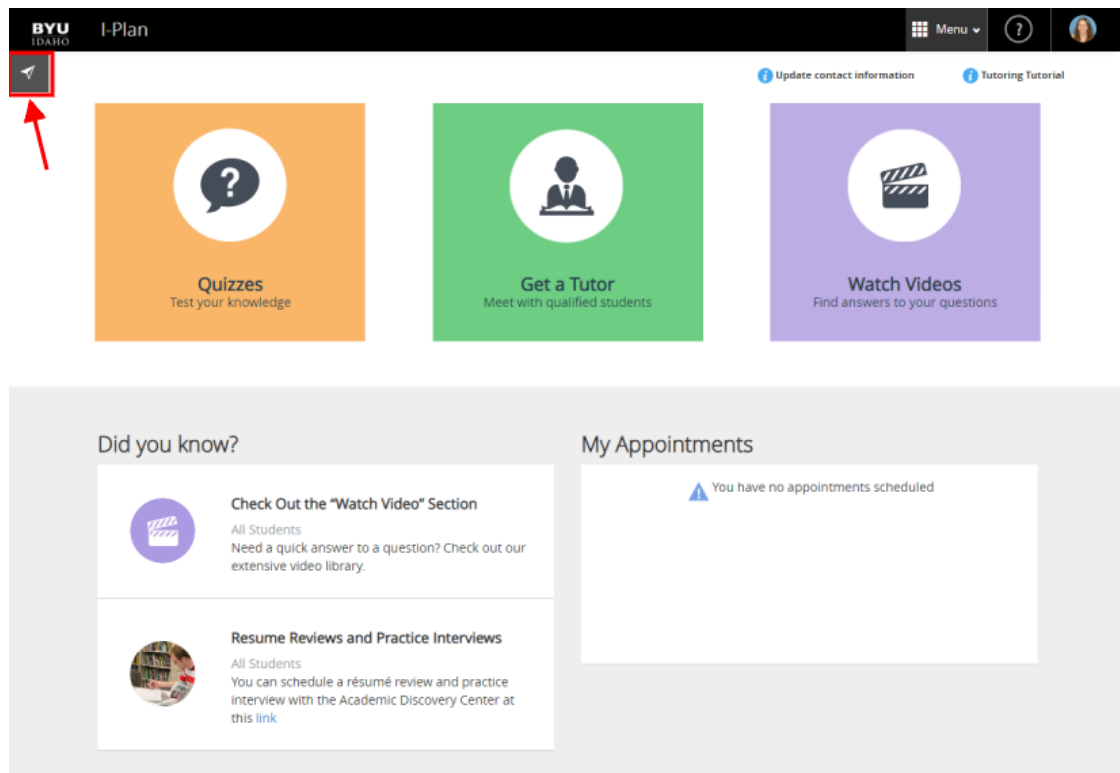
Students who wish to meet with you will be able to view the days/times you are available and select a time slot. You can choose the days/times you are available.



1. Open the menu and

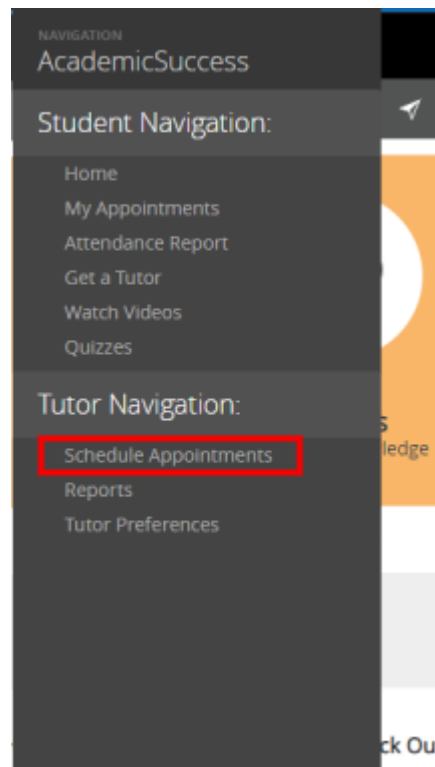
2. Select "Tutoring."

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Click the arrow icon in the corner.

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When the menu opens up, select "Schedule Appointments."

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BYU IDAHO I-Plan

Tutoring Services / Schedule Appointments

(UTC-07:00) Mountain Time (US & Canada)

Calendar Activity: ☒ Appts. with Students ☒ Appts. with Tutors ☒ My availability

Calendar Filters: ☒ One-to-one ☒ Group ☒ Drop-in Labs

September 10 — 15 2018

	10 - Monday	11 - Tuesday	12 - Wednesday	13 - Thursday	14 - Friday	15 - Saturday
06:00am - 07:00am						
07:00am - 08:00am						
08:00am - 09:00am						
09:00am - 10:00am						
10:00am - 11:00am						
11:00am - 12:00pm						
12:00pm - 01:00pm						
01:00pm - 02:00pm						
02:00pm - 03:00pm						
03:00pm - 04:00pm						
04:00pm - 05:00pm						

A calendar will pop up. Click a time when you are available to meet with students.

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The screenshot shows the 'Create Availability' form with the following fields and callouts:

- 1**: Date field (09/11/2018)
- 2**: Time field (07:00 AM to 08:00 AM)
- 3**: Location dropdown menu (Online Tutoring Center)
- 4**: Type radio buttons (One-to-one, Group, Drop-in)
- 5**: Stop Registration field (12 Hours Before)
- 6**: Quick Creation checkboxes (Mon, Tue, Wed, Thur, Fri, Sat)
- 7**: Start Date field (09/11/2018)
- 8**: End Date field (09/11/2018)
- 9**: Split time into field (01 : 00 blocks with 00 minute breaks)
- 10**: Next button (highlighted with a red box)
- 11**: Create Availability button

A window will pop up and ask you to complete several pieces of information.

1. "Date" and "time."

2. "Location." Remember that Zoom ID you used earlier? **Click the drop-down menu and select your Zoom ID as the location.** If you don't see your Zoom ID appear as an option, please email youngi@byui.edu.

3. "Type" and "stop registration." You may indicate whether you'd like to meet with students individually or in groups. You will only select "Drop-in" if you have been contacted by Online Employment & Scheduling and asked to facilitate drop-in tutoring. If you have not, then only select "One-to-one" or "Group."

"Stop registration" is how soon before the appointment students may sign up.

4. "Quick creation." This tool allows you to make this availability slot recurring. For example, if you are available every Monday and Wednesday from 9:00am to 10:00am for the whole semester, you may say so, and I-Plan will automatically put availability in the calendar for you on those days and times.

5. "Split time" and "breaks." This indicates how long you want appointments to be and how much time between appointments you want.

Be sure to click "Next" when you are finished.

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Create Availability Close X

Availability (Mandatory) Courses (MATH 221B) Attendees (0)

Search by Course Code

1/1 Courses Assigned ☒ Select All

Regular Courses

☒ MATH 221B

Create Availability

If you are tutoring for more than one course, be sure to "select all" courses. The arrow button shows a list of all your courses.

When you are finished, click "Create Availability."

Calendar Activity: ☒ Appts. with Students ☒ Appts. with Tutors ☒ My availability

Calendar Filters: ☒ One-to-one ☒ Group ☒ Drop-in Labs

< September 10 — 15 2018 >

	10 - Monday	11 - Tuesday	12 - Wednesday	13 - Thursday	14 - Friday	15 - Saturday
06:00am - 07:00am						
07:00am - 08:00am		7:00am - 8:00am				
08:00am - 09:00am						

You will see the availability you selected show up on your calendar in green.

Repeat this process as many times as necessary until all of your online tutoring availability has been scheduled.