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Getting Started
How do I join an organization and group in Practice?

Before you can participate in an Exercise, you must first join a Group. Your instructor can invite (or add) you to a Group by:

- Providing you a link to the Group (e.g. in your LMS)
- Emailing you an invite to the Group
- Adding you directly to the Group (Note: This option will apply only if you have already created an account and have previously been a member of another Group)

Join Group via Link

Click the link or paste the link into your browser. Enter your email address and click the Submit button.

You will receive an email entitled "Join [GROUP NAME]" (from no-reply@practice.xyz) to the address you provided. Select the Let's Get Started button in the email. Enter your name and create a password (Note: password must be at least 10 characters and contain 3 of the following: uppercase letter, lowercase letter, number, special character). Select the Sign Up button.
Log In

Enter your email and the password and click the Log In button.
Join Group via Email Message

Hi,
Instructure Documentation Staging invites you to join the group Customer Service. Click below to get started!

LET'S GO

Want to complete your exercises on your iOS or Android mobile device? Get the Practice Learner App!

Don't like these reminders? Visit your account to turn them off
Need help? Visit our Support Center for step-by-step articles or to connect with our support team.

Click the Let's Go button in the email entitled, "Join [GROUP NAME]."
Log In

Enter your email and the password you created and click the Log in button.

Notes:

- If an instructor adds you to a group but you already have an account and have participated in a previous group, you’ll receive an email entitled “Welcome to [GROUP NAME].” Click the link provided in the email. Log in with your email and password.
- Passwords must be at least 10 characters long and contain three of the following: one uppercase letter, one lowercase letter, one number, one special character.
Join Group via Interface Reminder

![Groups Interface Image]

If you have already created a Practice account, an invitation reminder will display in the Organization home page. To join the group, click the Join button.

View Group

<table>
<thead>
<tr>
<th>Name</th>
<th>Status</th>
<th>Exercises</th>
</tr>
</thead>
<tbody>
<tr>
<td>Bridge Group</td>
<td>Unscheduled</td>
<td>3 Exercises</td>
</tr>
<tr>
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<td>In Progress</td>
<td>4 Exercises</td>
</tr>
<tr>
<td><strong>IT Team</strong></td>
<td>Unscheduled</td>
<td>4 Exercises</td>
</tr>
<tr>
<td>Quality Assurance</td>
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The group will be added to your group list in the Organization home page.
How do I participate in an exercise in Practice?

Welcome to Practice! To get started, you must first join a Group on the Practice platform. Each Group contains one or more Exercises that your Instructor created and assigned to you. All Exercises include an Overview, and all or some of the following learning stages: Prompt & Response, Peer Assessment, Reflection, and Results.

View Overview

Every Exercise begins with an Overview. You can see the Overview before an Exercise opens and after an Exercise is complete. The Overview can include background information, competencies, supplemental content, and your Exercise schedule. Access the Overview by selecting the Overview button on the Groups page, next to your Exercise name. When you are ready to dive into the learning stages select the Let's Get Started button. The first stage you'll unlock is the Prompt & Response stage.
Complete Prompt & Response Stage

This learning stage was designed to prompt frequent practice because we all know “practice makes perfect.” How does it work? First, you will play a prompt. After doing so, you will practice a response and then capture your response by recording and uploading a media file.

After uploading your media file, you may be asked to complete a Self Assessment. You may also be asked to upload a file attachment. After uploading your response and completing a Self Assessment (assuming it was required for your Exercise), you will unlock the Peer Assessment stage.
Complete Peer Assessment Stage

This stage was designed to encourage social learning and crowdsource timely, specific feedback. How does it work? First, you will play a set number of peer responses to the Prompt & Response media and provide your peers with feedback. There are two types of feedback: an Assessment Form and written feedback. When providing written feedback, you can use the timestamped feature to leave specific, actionable feedback. Completing this stage unlocks the Reflection stage.
Complete Reflection Stage

This stage was designed to prompt self reflection. How does it work? First, you will play a Model Response to the Prompt. After playing the Model Response, you will reflect on your own submission. Here, you will identify your strengths and weaknesses in order to hone your future practice. Completing this stage unlocks the Results stage.
The final exercise stage was designed to encourage coaching and mentoring. Here, you can view feedback from your instructors and peers in a few different ways: a score comparison or unscored question results, assessment details, your self reflection, and the top performers in the group. You can view the details of each of these sections by scrolling down the page.
How do I participate in an exercise in Practice?

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View Results Stage

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What is the Overview in Practice?

Every Exercise begins with an Overview. You can see the Overview before an Exercise opens and after an Exercise is completed.

Open Overview

Access the Overview by selecting the Overview button on the Groups page.
View Overview Summary

Product Testing
In this exercise, you'll be assessed on your ability to deliver verbal reports and understand verbal feedback from test groups. Additional details will be identified in the prompt.

After watching the prompt video, please record and upload your response. Remember to keep your response under two minutes in length, record in a well-lit space, and speak at a clear, even pace.

Requirements: Video Response

Competencies:
- COMMUNICATION
- VISUAL IMPACT
- VOCAL IMPACT

EXERCISE SCHEDULE

<table>
<thead>
<tr>
<th>STAGE</th>
<th>OPENS</th>
<th>DUE</th>
</tr>
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<tbody>
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<td>PROMPT &amp; RESPONSE</td>
<td>04/29/2019 @ 9:00 AM EDT</td>
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The Overview includes background information and resources from your Instructor.
View Competencies

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- Video Response

Competencies:
- Communication
- Visual Impact
- Vocal Impact

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It also includes competencies to guide your practice and assess yourself and your peers’ submissions throughout the Exercise (Note: Hover over the a Competency tag to see a detailed description).
View Requirements

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Requirements:
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- Communication
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The requirements for the exercise are listed next to the competencies.
Exercise schedule (i.e. dates that the Prompt & Response, Peer Assessment, and Reflection stages open and close)
View Supplemental Content

Supplemental Content (i.e. outside resources to prime you for the exercise)
Begin Exercise

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Learn how to [complete the Prompt and Response stage](#).
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Learn how to [complete the Prompt and Response stage](#).
Prompt and Response
How do I complete the Prompt and Response stage in Practice?

The Prompt & Response stage was designed to prompt frequent practice.

View Prompt

To play the media prompt, click the View the Prompt button.
Record or Upload Response

Next, submit your response by recording or uploading a media file. You can add a media file by:

- Recording a video with the Practice iOS app
- Recording a video with the Practice Android app
- Recording a video with a webcam
- Uploading a pre-recorded video response
- Recording an audio response
- Uploading a pre-recorded audio response
- Recording a screen capture response
Complete Self Assessment

After uploading your media file, you may be asked to complete a Self-Assessment if your Exercise is configured to include one.
 Attach Files

After assessing your response, you may be required to attach additional files. Click Select File to choose your file attachment.
Upload Files

Click Upload File to attach the file to your response.
After uploading your response and completing a Self-Assessment (if one was required for your Exercise), you will now be able to submit your Response and unlock the Peer Assessment stage.

Learn how to submit your Self-Assessment.
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Learn [how to submit your Self-Assessment](#).
How do I record a video with the Practice mobile app?

After you play the entire prompt (i.e., without skipping ahead), you will be able to record your response.

Record with Mobile App

Select the Record with Mobile App button.
Download Practice App

You can do everything on the Practice app that you can on the web! Simply log in to manage and interact with all of your exercises.

You can download our mobile app from the Apple App Store or the Google Play Store by selecting either the QR code or the Download on the App Store button or the Get in on Google Play button.
Respond to Prompt

Once you log in to the mobile app, you can return to the Exercise and begin recording your response by selecting the Respond to Prompt button.
Upload or Record Response

If you want to upload a pre-recorded video file, select the **Photo Library** option. If you don't have a pre-recorded video file, select the **Record Video** button.
Begin Recording

![Recording interface](image)

Allow the app to access your phone's camera and microphone, and then select the record button to begin.

**Note:** To ensure your video uploads correctly, unlock your screen orientation and rotate your device to enter landscape mode.
Stop Recording

To stop recording, select the same button.
To preview your response, press the play button.
Upload Response

If you are satisfied with your response, select the **Upload** button. If you would like to try again, select the **Try Again** button.

**Note:** If you choose to re-record your submission, your previously recorded media file will be deleted.
When your media file successfully uploads, you will see a success message at the top of your video file. This indicates that you can move to the Self-Assessment. To do so, select the Done button.

Learn how to submit your Self-Assessment.
How do I record a video with the Practice mobile app?

After you play the entire prompt (i.e. without skipping ahead), you will be able to record your response.

Record with Mobile App

Select the Record with Mobile App button.
Download Practice App

You can download our mobile app from the Apple App Store or the Google Play Store by selecting either the QR code or the Download on the App Store button or the Get in on Google Play button.
Respond to Prompt

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Learn how to [submit your Self-Assessment](#).
How do I record a webcam response in Practice?

After you play the entire prompt media file without skipping ahead, you will be able to record your response.

Record with Webcam

To record with your webcam, click the **Record with Webcam** button.

View Webcam Toolbar

A new pop-up will appear. At this point, you should automatically see yourself on your screen. In the bottom left corner of the pop-up window there are three icons: a gear, a microphone, and a video camera.
If you click the gear icon you can switch recording from your computer to your phone if it is connected to your computer. The microphone and video camera icons indicate audio and lighting quality. If either icon is red, it means that either audio or the lighting quality is not good enough to record. If both icons are green then you are in the right conditions to record your response.

**Begin Recording**

Click the **Record** button to begin recording.

When you finish recording your response, click the **Stop** button. Once your video file processes it will automatically playback so you can double check there are no issues with your response. Click the **Keep For Now** button to continue.
Rerecord Video

You can rerecord your video file by clicking the Try Again button.

**Note:** If you choose to rerecord your submission, your previously recorded video file will be deleted.
Assess Response

You can complete your Self-Assessment (if assigned by your Instructor) by clicking the Assess Your Response button.
Submit Response

If you are satisfied with your Response and your exercise does not require a Self-Assessment, click the Submit Response button.

Confirm Submission

After submitting your response, you will no longer be able to re-record your video or edit your self assessment. Would you still like to proceed and move on to the next stage?

Select the Confirm button to confirm your submission.
Learn how to submit your Self-Assessment.
How do I record a webcam response in Practice?

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Learn how to submit your Self-Assessment.
How do I record an audio response in Practice?

After you play the entire exercise prompt (without skipping ahead), you can record your response.

Record Over Phone

To record an audio response, click the Record Over the Phone button.
Record Audio Response

You can record your audio response by calling Practice or by letting Practice call you. To have Practice call you, enter your phone number in the **Enter Your Phone Number** field [1]. You must enter a full ten-digit phone number that includes an area code. Then click the **Call Me** button [2].

To call Practice, dial the phone number displayed in the Practice interface [3] and enter the onscreen verification code when prompted [4].

**Note:** If you click the **Call Me** button and do not receive a call from Practice, do the following:

1. Ensure your phone’s settings do not block incoming calls from unknown numbers.
2. Ensure your voicemail system is activated.
3. Restart your phone.

After completing those steps, click the **Call Me** button.
Save Audio Response

To start recording your response, press the 1 button on your phone's keypad. To stop recording, press the # button. After pressing the # button, press the 1 button to review your response, the 2 button to delete and re-record your response, or the 3 button to save your response.

Note: These directions will also appear in a message window in the Practice interface.
After saving your audio response, end the call. Your audio file automatically uploads to the Response Submission page in the Practice interface. To assess your response, click the Assess Your Response button [1]. To delete your old recording and try again, click the Try Again button [2].
How do I record an audio response in Practice?

After you play the entire exercise prompt (without skipping ahead), you can record your response.

Record Over Phone

Select the method you wish to use to record your response to the prompt.

- RECORD WITH MOBILE APP
- RECORD OVER THE PHONE
- UPLOAD PRE-RECORDED AUDIO

To record an audio response, click the Record Over the Phone button.
You can record your audio response by calling Practice or by letting Practice call you. To have Practice call you, enter your phone number in the Enter Your Phone Number field [1]. You must enter a full ten-digit phone number that includes an area code. Then click the Call Me button [2].

To call Practice, dial the phone number displayed in the Practice interface [3] and enter the onscreen verification code when prompted [4].

Note: If you click the Call Me button and do not receive a call from Practice, do the following:

1. Ensure your phone’s settings do not block incoming calls from unknown numbers.
2. Ensure your voicemail system is activated.
3. Restart your phone.

After completing those steps, click the Call Me button.
Save Audio Response

To start recording your response, press the 1 button on your phone's keypad. To stop recording, press the # button. After pressing the # button, press the 1 button to review your response, the 2 button to delete and re-record your response, or the 3 button to save your response.

**Note:** These directions will also appear in a message window in the Practice interface.
Assess Audio Response

After saving your audio response, end the call. Your audio file automatically uploads to the Response Submission page in the Practice interface. To assess your response, click the **Assess Your Response** button [1]. To delete your old recording and try again, click the **Try Again** button [2].
How do I record a screen capture response in Practice?

After you play the entire exercise prompt (without skipping ahead), you can record your response with a screen capture application.

Launch Screen Capture Application

To record a screen capture response, click the Launch Screen Recorder button.
Download Screen Capture Application

To record the screen, you will need to download and install the screen capture application. To download the application, click the Download Screen Recorder button [1].

Once you have installed the screen capture application, click the Launch Again button [2].
Record Screen Capture

To manage recording settings, click the **Settings** icon [1]. You can also choose the type of recording [2], screen size [3], and narration volume [4].

To start the screen capture, click the **Rec** button [5]

Pause Screen Capture

When the screen capture is done, click the **Pause** button.
Finish Screen Capture

To preview the screen capture, click the Play button [1]. To delete the screen capture and start over, click the Delete button [2]. To upload the screen capture, click the Done button [3].

Save Screen Capture

Click the Save Recording button [1]. You can also edit the capture [2], redo the capture [3], or cancel the capture [4].
Click the Continue button.
Assess Screen Capture Response

To assess your response, click the Assess Your Response button [1]. To delete your old recording and try again, click the Try Again button [2].
How do I record a screen capture response in Practice?

After you play the entire exercise prompt (without skipping ahead), you can record your response with a screen capture application.

Launch Screen Capture Application

To record a screen capture response, click the Launch Screen Recorder button.
Download Screen Capture Application

To record the screen, you will need to download and install the screen capture application. To download the application, click the Download Screen Recorder button [1].

Once you have installed the screen capture application, click the Launch Again button [2].
Record Screen Capture

To manage recording settings, click the Settings icon [1]. You can also choose the type of recording [2], screen size [3], and narration volume [4].

To start the screen capture, click the Rec button [5]

Pause Screen Capture

When the screen capture is done, click the Pause button.
Finish Screen Capture

To preview the screen capture, click the Play button [1]. To delete the screen capture and start over, click the Delete button [2]. To upload the screen capture, click the Done button [3].

Save Screen Capture

Click the Save Recording button [1]. You can also edit the capture [2], redo the capture [3], or cancel the capture [4].
Save to Practice

Return to Practice to submit your recording!

Continue

Click the Continue button.
Assess Screen Capture Response

To assess your response, click the **Assess Your Response** button [1]. To delete your old recording and try again, click the **Try Again** button [2].
How do I upload a pre-recorded response in Practice?

After you play the entire prompt media file without skipping ahead, you will be able to upload your response.

Note: Practice accepts MOV, MP4, WEBM, FLV, AVI, MPG, or MPEG video files and MP3, AAC, WMA, and AIFF audio files.

Upload Pre-recorded Video

To upload an existing video file, click the **Upload Pre-recorded Video** button. If your exercise is configured to accept audio files, click the **Upload Pre-recorded Audio** button.

You can upload MOV, MP4, WEBM, FLV, AVI, MPG, or MPEG video files or MP3, AAC, WMA, and AIFF audio files.
Upload File

Select a file from your computer and click the **Upload File** button [1]. If you would like to discard your file and choose a different one, click the **Trash** icon [2].
Try Again

When your file upload is complete, you can click the Try Again button to delete your existing video file and upload a new one.
Begin Self Assessment

If you are satisfied with your selection, click the **Assess Your Response** button and begin your Self Assessment.

Learn how to [submit your Self-Assessment](#).
How do I upload a pre-recorded response in Practice?

After you play the entire prompt media file without skipping ahead, you will be able to upload your response.

Note: Practice accepts MOV, MP4, WEBM, FLV, AVI, MPG, or MPEG video files and MP3, AAC, WMA, and AIFF audio files.

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Upload File

Select a file from your computer and click the **Upload File** button [1]. If you would like to discard your file and choose a different one, click the **Trash** icon [2].
When your file upload is complete, you can click the Try Again button to delete your existing video file and upload a new one.
Begin Self Assessment

If you are satisfied with your selection, click the Assess Your Response button and begin your Self Assessment.

Learn how to submit your Self-Assessment.
How do I submit my self-assessment in Practice?

When you are satisfied with your response for the Prompt & Response stage, you can begin your Self-Assessment. Assessment Forms are different depending on the Exercise.

For mobile instructions, go to the Submit via Mobile Device section.

Assess Response

Select the Assess Your Response button to get started.
Save Assessment

Select the options in the Assessment Form that best reflect your performance in your media file and when you are finished, click the Save button.
If you are not satisfied with your Self-Assessment results, you can select the Try Again button to record a new Response. If you choose to re-record, you will have to complete a new Self-Assessment for the new Response.
Edit Self Assessment

You can also choose to edit your Self Assessment by selecting the **Edit Self Assessment** button.
Submit Response

Once you are satisfied with both your Response and your Self Assessment, select the **Submit Response** button.

Confirm Response Submission

After submitting your response, you will no longer be able to re-record your video or edit your self assessment. Would you still like to proceed and move on to the next stage?

Select the **Confirm** button to confirm your submission.
Note: After submitting your response, you will no longer be able to re-record your media file or edit your Self-Assessment. When your Response and Self-Assessment are submitted, you will be able to access the Peer Assessment stage once it opens. Learn how to complete a Peer Assessment.

Open Mobile App

Open the exercise in the Practice mobile app. Select the Assess Your Response button to get started.
Assess Response

Tap to select the options in the Assessment Form that best reflect your performance [1]. As you scroll down through the assessment questions, your video shrinks and displays as a thumbnail in the upper right corner of the assessment screen [2]. You can tap the video thumbnail to play or pause the video at any point in the assessment process. To submit your assessment, tap the Save & Close button [3].
Keep Practicing

If you are not satisfied with your Self-Assessment results, you can go back to your Response, select the **Keep Practicing** button to record a new Response. If you choose to re-record, you will have to complete a new Self-Assessment for the new Response.
Assess Response

Select the **Assess Your Response** button to edit your Self-Assessment.
Submit Response

Once you are satisfied with both your Response and your Self-Assessment, select the Submit Response button.
Confirm Mobile Response Submission

Select the Submit button to confirm your submission.

**Note:** After submitting your response, you will no longer be able to re-record your media file or edit your Self-Assessment.
How do I submit my self-assessment in Practice?

When you are satisfied with your response for the Prompt & Response stage, you can begin your Self-Assessment. Assessment Forms are different depending on the Exercise.

For mobile instructions, go to the Submit via Mobile Device section.

Assess Response

Select the Assess Your Response button to get started.
Save Assessment

Select the options in the Assessment Form that best reflect your performance in your media file and when you are finished, click the Save button.
If you are not satisfied with your Self-Assessment results, you can select the Try Again button to record a new Response. If you choose to re-record, you will have to complete a new Self-Assessment for the new Response.
Edit Self Assessment

You can also choose to edit your Self Assessment by selecting the Edit Self Assessment button.
Once you are satisfied with both your Response and your Self Assessment, select the Submit Response button.

Confirm Response Submission

After submitting your response, you will no longer be able to re-record your video or edit your self assessment. Would you still like to proceed and move on to the next stage?

Select the Confirm button to confirm your submission.
Note: After submitting your response, you will no longer be able to re-record your media file or edit your Self-Assessment. When your Response and Self-Assessment are submitted, you will be able to access the Peer Assessment stage once it opens. Learn how to complete a Peer Assessment.

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Keep Practicing

If you are not satisfied with your Self-Assessment results, you can go back to your Response, select the Keep Practicing button to record a new Response. If you choose to re-record, you will have to complete a new Self-Assessment for the new Response.
Assess Response

Select the **Assess Your Response** button to edit your Self-Assessment.
Submit Response

Once you are satisfied with both your Response and your Self-Assessment, select the Submit Response button.
Confirm Mobile Response Submission

Select the Submit button to confirm your submission.

**Note:** After submitting your response, you will no longer be able to re-record your media file or edit your Self-Assessment.
Who sees my assessments in Practice?

There are two types of Assessments you may have to complete in an Exercise:

- Self-Assessment (only required if your Instructor assigns it); and
- Peer Assessment (only required if it is part of your Exercise, this is an optional learning stage to configure).

Self-Assessment

If you are required to complete a Self-Assessment, the only people who can view your Self-Assessment are:

- You; and
- Your Instructors.

Peer Assessment

It is important to note that all Learner Assessments are anonymous. Only your Instructor will see who gave each Assessment.

People who can view the Peer Assessments you received are:

- You;
- Your Instructors; and
- Learners that provided you feedback

People who can view the Peer Assessments you provided are:

- You;
- Your Instructors; and
- Learners you assessed

Every Assessment is read-only. You can not comment on any Assessment.
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It is important to note that all Learner Assessments are anonymous. Only your Instructor will see who gave each Assessment.

People who can view the Peer Assessments you received are:
- You;
- Your Instructors; and
- Learners that provided you feedback

People who can view the Peer Assessments you provided are:
- You;
- Your Instructors; and
- Learners you assessed

Every Assessment is read-only. You can not comment on any Assessment.
How do I download my response in Practice?

There are two places you can download your media:

- Prompt & Response Stage
- Results Stage

Download File in Prompt & Response Stage

After you record and upload a media file you have the option of downloading your media file.

Select the Download Response button to download your response. Depending on your browser, it may automatically download or open in a new window.

Note: If you want to re-record your previously recorded media file will be deleted. Download your media file before you re-record to save that attempt.
Download File in Results Stage

To download your media file from the Results page, navigate to the Your Response section [1] and click the Download Response link [2].
How do I download my response in Practice?

There are two places you can download your media:

- Prompt & Response Stage
- Results Stage

Download File in Prompt & Response Stage

After you record and upload a media file you have the option of downloading your media file.

Select the Download Response button to download your response. Depending on your browser, it may automatically download or open in a new window.

**Note:** If you want to re-record your previously recorded media file will be deleted. Download your media file before you re-record to save that attempt.
Download File in Results Stage

To download your media file from the Results page, navigate to the Your Response section [1] and click the Download Response link [2].
Peer Assessment
How do I complete the Peer Assessment in Practice?

Now that you completed the Prompt & Response stage, you can access the Peer Assessment. During this learning stage, you will review and give feedback to your peers.

For mobile instructions, go to the Complete Peer Assessment via Mobile Device section.

Assess Peer Response

To assess your first peer, select the Assess Peer Response button.
Complete Assessment Form

Play the media response in its entirety and complete the Assessment Form.

**Did the user upload a video?**
- No
- Yes

**Describe one thing the learner did well:**
He kept eye contact the entire time.

**Describe one thing the learner can improve upon:**
He could slow down while speaking.
Leave time stamped or general written feedback in the comments section below the peer media file.
Save Assessment

When you are finished, select the **Save** button.
Assess Required Peer Responses

If you are required to assess more than one peer media file, you will be prompted to select a second Assess Peer Response button.
Assess Optional Peer Responses

After you have completed the required number assessments then you have the option to assess more peers. If you select the Assess Optional Peer button you can play and assess another peer if available.
Before you submit your Peer Assessment and move to the Reflection stage, you can go back and edit the assessments you gave your peers.

To edit a Peer Assessment, select Edit on the response you want to modify.
Save Edited Assessment

Make any edits needed and select the Save button.
Submit Peer Assessment

To submit your Peer Assessment, select the **Submit Peer Assessment** button.

Confirm Peer Assessment Submission

After submitting, you will no longer be able to edit your peer assessments. Would you still like to proceed and move on to the next stage?

You will be asked if you are sure you want to submit. Once you select the **Confirm** button, your Assessments cannot be edited.
Open Mobile Peer Assessment Stage

Open the exercise in the Practice mobile app. To assess your first peer, select the Assess button.
Play Media Response

To play the media response, tap the Play button [1]. You must play the media response in its entirety. To view the media in full-screen mode, tap the Resize button [2]. To notify your instructor of a technical issue, tap the Issue button [3].
Assess Peer Response

Tap to select the options in the Assessment Form that best reflect your peer’s performance [1]. As you scroll down through the assessment questions, your media shrinks and displays as a thumbnail in the upper right corner of the assessment screen [2]. You can tap the media thumbnail to play or pause the media at any point in the assessment process. Scroll back to the top of the screen to view the media at full width.
Leave Comments

To leave timestamped comments or general written feedback, scroll to the top of the screen and tap the Comment icon.
Leave Peer Feedback

To leave timestamped feedback, enter your comments in the text box [1]. To leave general feedback without a timestamp, tap the **Timestamp** button [2] and enter your comments. When you are done, tap the **Post** link [3].
Save Peer Assessment

When you have completed the Assessment Form, tap the Save & Close button.
Assess Required Peer Responses via Mobile

If you are required to assess more than one peer media file, you will be prompted to tap an additional Assess button.
Assess Optional Peer Responses via Mobile

After you complete the required number assessments, you have the option to assess more peers. If you select the Assess button you can play and assess another peer if available.
Edit Peer Assessment via Mobile

Before you submit your Peer Assessment and move to the Reflection stage, you can go back and edit any scores you gave your peers.

To edit a peer assessment, tap the View thumbnail.
Save Edited Assessment via Mobile

Modify your assessment and tap the **Save & Close** button.
Submit Peer Assessment via Mobile

To submit your Peer Assessment, select the Submit Peer Assessments button.
Confirm Mobile Peer Assessment Submission

You will be asked if you are sure you want to submit. Once you select the Submit button, your Assessments cannot be edited.

Learn how to Self Reflect.
How do I complete the Peer Assessment in Practice?

Now that you completed the Prompt & Response stage, you can access the Peer Assessment. During this learning stage, you will review and give feedback to your peers.

For mobile instructions, go to the Complete Peer Assessment via Mobile Device section.

Assess Peer Response

To assess your first peer, select the Assess Peer Response button.
Complete Assessment Form

Did the user upload a video?

- NO
- YES

Describe one thing the learner did well

He kept eye contact the entire time.

Describe one thing the learner can improve upon

He could slow down while speaking.

Play the media response in its entirety and complete the Assessment Form.
Leave Comments

Leave time stamped or general written feedback in the comments section below the peer media file.
Save Assessment

When you are finished, select the Save button.
Assess Required Peer Responses

If you are required to assess more than one peer media file, you will be prompted to select a second Assess Peer Response button.
Assess Optional Peer Responses

After you have completed the required number assessments then you have the option to assess more peers. If you select the Assess Optional Peer button you can play and assess another peer if available.
Edit Peer Assessment

Before you submit your Peer Assessment and move to the Reflection stage, you can go back and edit the assessments you gave your peers.

To edit a Peer Assessment, select **Edit** on the response you want to modify.
Save Edited Assessment

Make any edits needed and select the Save button.
Submit Peer Assessment

To submit your Peer Assessment, select the Submit Peer Assessment button.

Confirm Peer Assessment Submission

After submitting, you will no longer be able to edit your peer assessments. Would you still like to proceed and move on to the next stage?

You will be asked if you are sure you want to submit. Once you select the Confirm button, your Assessments cannot be edited.
Open Mobile Peer Assessment Stage

Open the exercise in the Practice mobile app. To assess your first peer, select the Assess button.
Play Media Response

To play the media response, tap the Play button [1]. You must play the media response in its entirety. To view the media in full-screen mode, tap the Resize button [2]. To notify your instructor of a technical issue, tap the Issue button [3].
Assess Peer Response

Tap to select the options in the Assessment Form that best reflect your peer’s performance [1]. As you scroll down through the assessment questions, your media shrinks and displays as a thumbnail in the upper right corner of the assessment screen [2]. You can tap the media thumbnail to play or pause the media at any point in the assessment process. Scroll back to the top of the screen to view the media at full width.
To leave timestamped comments or general written feedback, scroll to the top of the screen and tap the Comment icon.
Leave Peer Feedback

To leave timestamped feedback, enter your comments in the text box [1]. To leave general feedback without a timestamp, tap the Timestamp button [2] and enter your comments. When you are done, tap the Post link [3].
Save Peer Assessment

When you have completed the Assessment Form, tap the Save & Close button.
Assess Required Peer Responses via Mobile

If you are required to assess more than one peer media file, you will be prompted to tap an additional Assess button.
Assess Optional Peer Responses via Mobile

After you complete the required number assessments, you have the option to assess more peers. If you select the **Assess** button you can play and assess another peer if available.
Edit Peer Assessment via Mobile

Before you submit your Peer Assessment and move to the Reflection stage, you can go back and edit any scores you gave your peers.

To edit a peer assessment, tap the View thumbnail.
Save Edited Assessment via Mobile

Modify your assessment and tap the Save & Close button.
Submit Peer Assessment via Mobile

To submit your Peer Assessment, select the **Submit Peer Assessments** button.
Confirm Mobile Peer Assessment Submission

You will be asked if you are sure you want to submit. Once you select the **Submit** button, your Assessments cannot be edited.

Learn how to [Self Reflect](#).
How do I flag an issue with my peer’s media submission in Practice?

If there is a technical issue (i.e. there is no audio, the media keeps freezing, the media won’t play, etc.) with a peer’s Submission, you can flag it for review.

Select the **Technical Issue** link below your peer’s media file.
Confirm Issue

After reading the instructions, check the box indicating that you would like to report this issue.
Submit Issue

Select the Report & Save button to submit the issue to your Instructor.
How do I flag an issue with my peer’s media submission in Practice?

If there is a technical issue (i.e. there is no audio, the media keeps freezing, the media won’t play, etc.) with a peer’s Submission, you can flag it for review.

Open Technical Issue

Select the Technical Issue link below your peer’s media file.
Confirm Issue

After reading the instructions, check the box indicating that you would like to report this issue.
Submit Issue

Select the Report & Save button to submit the issue to your Instructor.
Model Response and Reflection
How do I watch a model response in Practice?

The Reflection stage includes two parts. The first part involves playing a Model Response to the Prompt & Response media. The second part involves Self Reflection.

For mobile instructions, go to the [Play Model Response via Mobile Device](#) section.

Play Model Response

Click the **View the Model Response** button.
Proceed to Self Reflection

After you played the entire Model Response (i.e. no skipping ahead), select the Proceed button.

If required by your Instructor, you can now you can begin part two of the Reflection stage: Self Reflection.
Play Model Response via Mobile Device

Select the View Model Response button.
View Model Response Description

Read the model response description and click the OK button.
Close Model Response Player

After you played the entire Model Response (i.e. no skipping ahead), select the **Done** button. If you would like to watch the media prompt again, select the play button.

If required by your Instructor, you can now you can begin part two of the Reflection stage: [Self Reflection](#).
How do I watch a model response in Practice?

The Reflection stage includes two parts. The first part involves playing a Model Response to the Prompt & Response media. The second part involves Self Reflection.

For mobile instructions, go to the Play Model Response via Mobile Device section.

Play Model Response

Click the View the Model Response button.
Proceed to Self Reflection

After you played the entire Model Response (i.e. no skipping ahead), select the Proceed button.

If required by your Instructor, you can now you can begin part two of the Reflection stage: Self Reflection.
Play Model Response via Mobile Device

Select the View Model Response button.
View Model Response Description

Read the model response description and click the OK button.
Close Model Response Player

After you played the entire Model Response (i.e. no skipping ahead), select the **Done** button. If you would like to watch the media prompt again, select the play button.

If required by your Instructor, you can now you can begin part two of the Reflection stage: [Self Reflection](#).
How do I self reflect on my response in Practice?

After playing the Model Response, you can compare your media file the to Model Response and complete your Self Reflection.

For mobile instructions, go to the Self Reflect via Mobile Device section.

View Reflection Stage

To better inform your Self Reflection, you have the option of re-playing the following media:

- The Model Response, by selecting the View Model Response button [1]
- Your own media, by selecting the View Your Response button [2]
- The initial prompt, by selecting Prompt & Response stage at the top of the page [3]
Enter Self Reflection Text

When you are ready to reflect on your media file, enter your reflection into the Self Reflection field [1] and select the Save button [2]. Depending on how your Instructor configured your Exercise, entering a Self Reflection may be required or optional.
Submit Self Reflection

When ready, select the Submit Self Reflection button.

Confirm Self Reflection Submission

After submitting, you will no longer be able to edit your self reflection. Would you still like to proceed?

You will be asked if you are sure you want to submit. Once you select Submit Self Reflection, your Reflection cannot be edited.

Note: Only you and your Instructor(s) will have access to your Self Reflection.
Complete Self Reflection via Mobile Device

Depending on how your Instructor configured your Exercise, entering a Self Reflection may be required or optional.

When you are ready to reflect on your media file, select the **Self Reflect** button.
View Mobile Self Reflection Stage

You can re-play the media prompt, your Response, or the Model Response by selecting the play button on any one of the respective media files on the top of the page.
Enter Self Reflection Text via Mobile

Enter your reflection into the Self Reflection field and select the Save Reflection button.
Submit Reflection via Mobile

When ready, select the **Submit Reflection** button.
Confirm Self Reflection Submission via Mobile

You will be asked if you are sure you want to submit. Once you select **Submit**, your Reflection cannot be edited.

**Note**: Only you and your Instructor(s) will have access to your Self Reflection.

Learn how to [view Results](#).
How do I self reflect on my response in Practice?

After playing the Model Response, you can compare your media file to the Model Response and complete your Self Reflection.

For mobile instructions, go to the Self Reflect via Mobile Device section.

View Reflection Stage

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Submit Self Reflection

When ready, select the **Submit Self Reflection** button.

Confirm Self Reflection Submission

After submitting, you will no longer be able to edit your self reflection. Would you still like to proceed?

You will be asked if you are sure you want to submit. Once you select **Submit Self Reflection**, your Reflection cannot be edited.

**Note:** Only you and your Instructor(s) will have access to your Self Reflection.
Complete Self Reflection via Mobile Device

Depending on how your Instructor configured your Exercise, entering a Self Reflection may be required or optional.

When you are ready to reflect on your media file, select the Self Reflect button.
View Mobile Self Reflection Stage

You can re-play the media prompt, your Response, or the Model Response by selecting the play button on any one of the respective media files on the top of the page.
Enter Self Reflection Text via Mobile

Enter your reflection into the Self Reflection field and select the Save Reflection button.
Submit Reflection via Mobile

When ready, select the **Submit Reflection** button.
Confirm Self Reflection Submission via Mobile

You will be asked if you are sure you want to submit. Once you select Submit, your Reflection cannot be edited.

**Note:** Only you and your Instructor(s) will have access to your Self Reflection.

Learn how to view Results.
Results
How do I view my results in Practice?

After you complete the Reflection stage, you will unlock the final stage in your Exercise, Results. The only people who can view your Results page are you and your Instructor(s).

The Results stage offers a few pieces of information:

- Your Response
- Score Comparison (for exercises that have scoring enabled)
- Assessment Details
- Self Reflection
- Top Performers

View Response

You can play your response by pressing the Play button [1]. You can download your response file by clicking the Download Response link [2].
View Score Comparison

<table>
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<th></th>
<th>QUESTION 1 (5 PTE)</th>
<th>QUESTION 2 (5 PTE)</th>
<th>QUESTION 3 (5 PTE)</th>
<th>QUESTION 4 (6 PTE)</th>
<th>TOTAL SCORE (21 PTE)</th>
</tr>
</thead>
<tbody>
<tr>
<td>AVG. INSTRUCTOR SCORE</td>
<td>5</td>
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<td>4.5</td>
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</tr>
<tr>
<td>SELF ASSESSMENT SCORE</td>
<td>5</td>
<td>5</td>
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For scored exercises, the Score Comparison section displays breakdown of your average instructor score, average peer score, and Self Assessment score for each question on the Assessment Form as well as your total score.
For unscored exercises, the Question Results section displays an aggregated list of the assessment questions and answers submitted for the exercise. It also shows how often certain assessment answers were chosen for an exercise. To view detailed data for an assessment question, click the **Expand** arrow.
View Assessment List

<table>
<thead>
<tr>
<th>ASSESSMENTS RECEIVED</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Andy Admin</strong></td>
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<tr>
<td>Instructor Assessment</td>
</tr>
<tr>
<td>📘 21/21 📘</td>
</tr>
<tr>
<td>![VIEW ASSESSMENT]</td>
</tr>
<tr>
<td><strong>Peer #1</strong></td>
</tr>
<tr>
<td>Peer Assessment</td>
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<tr>
<td>👥 18/21 👥</td>
</tr>
<tr>
<td>![VIEW ASSESSMENT]</td>
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<tr>
<td><strong>Peer #2</strong></td>
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<tr>
<td>Peer Assessment</td>
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<td>![VIEW ASSESSMENT]</td>
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Select the View Assessment button to view written feedback and Assessment Form results an individual left you on your submission.
View Assessment Feedback

Here, you can view the written feedback an Instructor or peer left on your media file. You can also see how your Instructor or peer answered each question on the Assessment Form. Click the Close button to return to your results.

Play Self Reflection

Consider what you've learned during this exercise. What will you stop, start, and continue doing going forward?

I will stop saying "uhn" when I don't know what to say.
In the Self Reflection section, you can play the model response and view your own self reflection text.

**View Top Performers**

For scored exercises, the Top Performers section is a list of the submissions from the Exercise generated by average peer score. The better the score, the higher up they are on the list.
How do I view my results in Practice?

After you complete the Reflection stage, you will unlock the final stage in your Exercise, Results. The only people who can view your Results page are you and your Instructor(s).

The Results stage offers a few pieces of information:

- Your Response
- Score Comparison (for exercises that have scoring enabled)
- Assessment Details
- Self Reflection
- Top Performers

View Response

You can play your response by pressing the Play button [1]. You can download your response file by clicking the Download Response link [2].
View Score Comparison

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How do I find my group in Practice?

Your Groups page is a list of all the Groups you have access to as a Learner.

Open Groups

When you log in to Practice, you are immediately brought to your Groups page. If you are already logged into the platform and want to return to the Groups page, click the Groups icon on the top of the page.

Learn how to find your Exercises.
Filter and Search Groups

To filter groups, click the radio button next to All, Activated, Draft, or Archived [1]. To search for groups, use the search groups search bar [2].
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How do I find my exercise in Practice?

To find your Exercise, first, go to your Groups page by selecting the Groups icon at the top of the page. Next, select your Group that has the Exercise you want to locate. You are now on the Groups page. Here you see three types of Exercises:

- Active Exercises
- Upcoming Exercises
- Closed Exercises

Begin Active Exercise

Active Exercises are Exercises that have an open learning stage for you to complete. If you are just beginning an Exercise, select the Overview button to begin the Exercise.
If you are continuing to work on an Exercise, select the Go button to return to the Exercise learning stage you need to complete.
View Active Exercise Results

If the Exercise is not closed yet but you have completed each learning stage, you can view every learning stage of the Exercise by selecting the **Results** button. Select the learning stage you want to view from the Exercise progression bar. You can not edit any learning stage that has already been submitted.

View Upcoming Exercises

Upcoming Exercises are Exercises that are scheduled to open at a later date.

You can access the Overview for upcoming Exercise by selecting the **Overview** button. This is the only stage you can see for an upcoming Exercise.
Closed Exercises are Exercises that are closed. When an Exercise is closed, you can no longer participate in the Exercise.

If you have completed an Exercise and it is closed, you can view every learning stage of the Exercise by selecting the Results button. Once in the Exercise, select the stage you want to view from the Exercise progression bar. You can not edit any learning stage in a closed Exercise.

**Note:** Scores will not display for unscored exercises or for exercises configured to have hidden scores.

View Incomplete Closed Exercises

If you partially completed an Exercise and it is closed, you can view the learning stages you completed and the learning stage you did not complete by selecting the View button. You can not edit any learning stage you completed or complete the learning stage you missed.
If you never submitted to an Exercise and it is closed, you can view the Overview by selecting the **Overview** button. This is the only stage you can view.
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View Incomplete Closed Exercises

If you partially completed an Exercise and it is closed, you can view the learning stages you completed and the learning stage you did not complete by selecting the View button. You can not edit any learning stage you completed or complete the learning stage you missed.
View Missing Closed Exercises

If you never submitted to an Exercise and it is closed, you can view the Overview by selecting the **Overview** button. This is the only stage you can view.
Troubleshooting
How do I optimize the upload and processing speed of my submission as a learner in Practice?

To optimize the upload speed and subsequent processing of your video response, you should be able to answer “yes” to the following questions:

- Does Practice support my video file? Supported video file types include MOV, MP4, WEBM, FLV, AVI, MPG, or MPEG.
- Does Practice support my audio file? Supported audio file types include MP3, AAC, WMA, and AIFF.
- Is my internet speed connection normal? An upload speed of about 2 Mbps or more should be normal. To test the speed of your internet connection, use Speedtest.
- Is my file under 1 GB (gigabyte)? 1 GB is the maximum file size supported for both audio and video files. If you have the option, do not record your video in high definition format. Choose a medium video export resolution setting, such as 640 by 360 pixels. If your video file is larger than 1 GB, you should compress your video file.
- Am I using a supported browser? For the best experience, we suggest using Google Chrome. However, we also support the two most recent versions of the following browsers: Firefox, Safari, Internet Explorer, and Edge.
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What is the optimal internet speed for uploading my response as a learner in Practice?

An upload speed of about 2 Mbps or more should be normal. To test the speed of your internet connection, use Speedtest.

If your speed is normal, check the size of your media file. The maximum allowable file size is 1GB. (If your file is larger than 1GB learn how to compress your video file).

Learn more on tips for a speedy internet connection.
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What type of media files does Practice support for learners?

In Practice, you can upload pre-recorded video or audio files as exercise submissions. These files can be up to 1 GB (gigabyte) in size. Practice accepts MOV, MP4, WebM, FLV, AVI, MPG, or MPEG video files and MP3, AAC, WMA, and AIFF audio files.

View Error

If you upload a video file and run into a processing error (like the one pictured below), it's likely that the video file you uploaded was invalid. To determine if this is the issue, first check to see if you are able to watch your video file on your computer. If you are able to watch your video, then there may have been an error on our side. In this case, delete your Submission, and re-submit your video.
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Why is it taking so long for my video to upload as a learner in Practice?

The upload and subsequent processing of your video may take awhile depending on:

- Your internet connection
- Size of your video file
- Which browser you are using

Check Internet Speed

If you are using a supported browser (two most recent versions of Chrome, Firefox, and Safari - or Internet Explorer 11 / Edge), check your internet connection speed.

Use Speedtest to check your speed. An uploading speed of 2 Mbps is normal.

Check File Size

If you need to upload a video file, 1 GB is the maximum allowable file size. General rule of thumb is the bigger the file, the longer it may take to upload. If your video file is larger than 1GB, you should compress your video file.

Change Browser

While we support the two most recent versions of Chrome, Firefox, and Safari - or Internet Explorer 11 / Edge, some browsers work better than others. If you are having trouble viewing a video while using Internet Explorer or Edge, switch your browser to Chrome. We find that Chrome works best with the Practice platform.
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Which browsers does Practice support for learners?

Practice supports several popular web browsers. We recommend using the most recent browser versions for the best user experience in Practice.

Supported Browsers

Practice supports the two latest versions of these popular web browsers (listed in order of best user experience):

- Google Chrome (recommended for best user experience)
- Firefox
- Safari
- Internet Explorer 11
- Microsoft Edge

Note: We highly recommend updating to the newest version of whichever browser you are using.

Complete Exercise via LTI Link from Mobile Web Browser
When you launch a Practice exercise through an LMS LTI integration on a mobile web browser, you are automatically logged into Practice. A new page opens in your mobile browser and displays the options for completing the exercise.

If you do not have the Practice mobile app, tap one of the App Store buttons and download the Practice mobile app [1]. If you already have the Practice mobile app, tap the I already have the app button to complete the exercise in the Practice app [2]. To complete the exercise in your mobile browser, tap the Continue in your browser link [3].

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What are a few tips for a speedy internet connection as a learner in Practice?

If you're experiencing a slow internet connection, you may wish to try the following:

- Move closer to your WiFi router
- Use an ethernet connection instead of a WiFi connection
- Restart your router
- Contact your Internet Service Provider (ISP)

Additionally, be aware that your internet speed may not be the same every time you perform a check at the same location. Just like sometimes Netflix will get stuck buffering and sometimes show up in HD, your internet connection can vary significantly by the time of day. If you’re having trouble connecting, sometimes waiting a couple of hours and trying again is your best bet!

Learn about what is the optimal internet speed for uploading your media response.
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How do I compress my submission in Practice?

There are numerous free tools for compressing video files. Two such resources are Clipchamp and Handbrake. Recommended steps for each are outlined below.

**Note:** 1 GB is the maximum allowable file size for video upload on Practice. Acceptable video file types include: .mov, .mp4, .WebM, .FLV, .avi, .mpg, or .mpeg.

### Compress File with Clipchamp

- Visit the [Clipchamp](https://clipchamp.com) website
- Select **Convert Video File**
- Select the plan you prefer.
- Select or drag-and-drop your video file
- Select Optimize for **Web**
- Select **Keep Resolution**
- Select Format **.MP4**
- Select **Medium Quality**
- Select the **Get Started** button at the bottom right

### Compress File with Handbrake

- Visit the [Handbrake](https://handbrake.fr) website
- Select **download** on the left side of the homepage. If you are not using a Mac OS device then select **Other Platforms** below the **Download** button.
- If not a Mac OS system, select **Download** below the operating system you use.
- After download, select the handbrake icon that appears on your screen.
- Open the application.
- Select **Source** found in the top left corner of the Handbrake tool.
- Select the video you would like to compress.
- Select Start (top left corner) to compress your video.

Once you have a video file of the appropriate size and format, you can learn [how to upload it](#).
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Why won't the Prompt media play in Practice?

If you are experiencing difficulty viewing the Prompt media, the media may not play due to:

- Poor Internet connection
- A timed out session
- The cache on your browser being full
- Which browser you are using

Check Internet Speed

If you are using a supported browser (two most recent versions of Chrome, Firefox, and Safari - or Internet Explorer 11 / Edge), check your internet connection speed. Use Speedtest to check your speed. An uploading speed of 2 Mbps is normal.

Restart Browser

If you haven't restarted your browser recently, the session may have timed out. When your browser times out, it can affect playback. Refresh your browser, return to the exercise, and then play the media file all the way through.

Refresh Cache

Sometimes when the cache on your browser is too full it can affect playback, and then the "submit" buttons do not activate properly.

If you refresh your cache, it should resolve the issue. Please refresh your cache following these instructions: refreshyourcache.com. Return to your Exercise and watch the media file all the way through.

Change Browser

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Why won't the Model Response media file play in Practice?

If you are experiencing difficulty playing the model response, it may be due to:

- A poor Internet connection
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If you refresh your cache, it should resolve the issue. Please refresh your cache following these instructions: refreshyourcache.com. Return to your Exercise and play the media file all the way through.

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Why won't my peer's media file play in Practice?

To play Peer Responses you must have first submitted your own response. If you did not submit a response, then you will not be able to engage in Peer Assessment.

Additionally, your Peer Assessment stage may not yet be open, or you may have reviewed all of the available responses. If this is true, a message on your screen will appear indicating this.

If you are experiencing difficulty playing the Prompt media, the media may not play due to:

- Poor Internet connection
- A timed out session
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- Which browser you are using

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Refresh Cache

Sometimes when the cache on your browser is too full it can affect playback, and then the “submit” buttons do not activate properly.

If you refresh your cache, it should resolve the issue. Please refresh your cache following these instructions: refreshyourcache.com. Return to your Exercise and play the media file all the way through.

Change Browser

While we support the two most recent versions of Chrome, Firefox, and Safari - or Internet Explorer 11 / Edge, some browsers work better than others. If you are having trouble playing a media file while using Internet Explorer or Edge, switch your browser to Chrome. We find that Chrome works best with the Practice platform.
Why won't my peer’s media file play in Practice?

To play Peer Responses you must have first submitted your own response. If you did not submit a response, then you will not be able to engage in Peer Assessment.

Additionally, your Peer Assessment stage may not yet be open, or you may have reviewed all of the available responses. If this is true, a message on your screen will appear indicating this.

If you are experiencing difficulty playing the Prompt media, the media may not play due to:

- Poor Internet connection
- A timed out session
- The cache on your browser being full
- Which browser you are using

Check Internet Speed

If you are using a supported browser (two most recent versions of Chrome, Firefox, and Safari - or Internet Explorer 11 / Edge), check your internet connection speed. Use Speedtest to check your speed. An uploading speed of 2 Mbps is normal.

Restart Browser

If you haven’t restarted your browser recently, the session may have timed out. When your browser times out it can affect playback. Refresh your browser, return to the exercise, and then play the media file all the way through.

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Sometimes when the cache on your browser is too full it can affect playback, and then the “submit” buttons do not activate properly.

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Why am I seeing an error when trying to record with the webcam in Practice?

There are many reasons why an error may occur when recording a video with the web recorder. Below is a list of errors you could potentially see, what they mean, and how to resolve them.

application.error_503:
- We are maintaining our service. Videos will be back soon.

application.error_unknown:
- An unknown error occurred. Our team has been notified and will resolve the issue.

ziggeoplayer.video-not-found:
- We could not find the specified video file. Please try again.

ziggeoplayer.video-unknown-error:
- We cannot access this video at the moment. Please try again later.

ziggeoplayer.video-rejected:
- The video has been rejected. Please try again.

ziggeoplayer.video-processing:
- The video is processing - stay tuned.

ziggeoplayer.video-access-error:
- The video is currently under moderation. You may click to retry.

ba-videoplayer.video-error:
- 'An error occurred, please try again later. Click to retry.'

ba-videorecorder-controlbar.microphoneunhealthy:
- Cannot pick up any sound. Check your microphone settings.

ba-videorecorder.recorder-error:
- 'An error occurred, please try again later. Click to retry.'

ba-videorecorder.access-forbidden:
- Access to the camera was forbidden. Click to retry.
ba-videorecorder.uploading-failed:
  • Uploading failed - click here to retry.

ba-videorecorder.verifying-failed:
  • Verifying failed - click here to retry.

ba-videorecorder.video_file_too_large:
  • Your video file is too large - click here to try again with a smaller video file.

If recording a video again does not resolve the issue, please do the following:

• **Restart your browser:** Sometimes if you have not restarted your browser recently the session will time out and the web recorder will not work. Restart your browser and you should be able to record.

• **Switch your browser to Google Chrome:** We find Google Chrome works best with our platform. If you are having trouble recording or uploading a video with the web recorder on Internet Explorer or Microsoft Edge switch your browser to Google Chrome.

• **Restart your computer**
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FAQ
What are a few recording tips and FAQs for learners in Practice?

**Video Recording Tips**

- Record in a quiet location free of any distractions
- Be mindful of your lighting—make sure we can see you!
- If recording on a mobile device, record in landscape mode (horizontally)
- If recording on a mobile device, use a tripod or place it somewhere it can be stationary
- Watch your video with the sound on before submitting it

**Audio Recording Tips**

- You don’t need to yell, but be sure to project while speaking
- If using a headset, make sure you are completely plugged into your computer or mobile device

**FAQs**

**When I record a video, what happens when I select “Try Again”? Who will see these Practice Attempts?**

Once you select “Try Again”, your video will be discarded. Nobody will be able to see the contents of that video (even yourself). Only once you are satisfied with your recording and submit to the Prompt & Response Stage, will it be available for review by your Peers and/or Instructor/Manager.

**Why is my video taking so long to upload?**

Depending on your internet speed and the size of your video, you might find that it takes a while to upload. To help ensure that this process is as fast as possible, we recommend:

- Connecting to high-speed internet. Test your speed at Speedtest. Upload speeds of at least 2 Mbps are required. However, the higher the speed, the faster the upload.
- Compressing very large files. Learn how to compress a video.

**When I record a video, why am I getting an upload error (on mobile)?**

When uploading your video via the Practice App, please be sure to keep your device “awake” during the entire uploading process. Allowing the device to “sleep” can disrupt the uploading and cause an upload error.

**Why am I not receiving any emails?**

Be sure to check your SPAM/Junk/Clutter folder and add the domain practice.instructure.com to your safe-sender list.
How do I contact Technical Support?

![Contact Methods](image)

If you run into any issues while completing the Exercise, please reach out to the Practice Support team. They can be reached from within the platform using the Help icon as well as via email at support@practice.xyz. Additionally, self-help articles can be found within the Practice Knowledge Base.
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What is Practice (for learners)?

What is Practice?

Practice is a media-based, applied microlearning solution that helps organizations build cultures of continuous learning that increase employee competence and confidence and fuel innovation. Practice is a scalable means for teams to practice job-relevant skills and receive meaningful, timely feedback through the power of structured peer assessment and manager coaching. Learners use Practice anywhere, anytime with Practice's fully native mobile app.

Who uses Practice?

Practice is used by Fortune 50 companies, higher education institutions, and healthcare systems to improve management, customer service, sales training, leadership development, and more. Clients include GP Strategies, Comcast, NBCUniversal, Grant Thornton, Cox Automotive, Domino's Pizza, Microsoft, University of Pennsylvania Health System, Drexel University, and UCSF Medical School.

How does Practice work?

The heart of the Practice platform is its four-stage learning exercises. Each exercise takes the key components of the most successful live trainings and brings them online without degrading the efficacy of the training. First, Learners play a media prompt and then practice a skill by recording themselves responding to that prompt. Second, Learners watch or listen to their peers responding to the same prompt and give and get peer feedback based on customizable criteria questions. Third, Learners watch or listen to a best practice example and self-reflect on their own performance. Finally, Learners receive individualized coaching based on their performance. See Practice in action.

Why Peer Assessment?

Even though frequent practice and thoughtful feedback are critical to our professional growth and development, we hear time and again that managers don't have time to give specific, individualized feedback to each and every direct report. A culture of growth and learning benefits from scalable practice opportunities and feedback. The Practice platform makes this possible via peer assessment. Employees give guided, structured, specific feedback to colleagues. Peer feedback is not only fun, relevant and reliable; but it works. Research shows* that when assessment criteria questions are clear and specific, peer assessment scores mirror expert or manager scores.

*Study by Pennsylvania State University

Learn about recording tips and other FAQs.
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Learn about recording tips and other FAQs.
Account Management
What email notifications will I receive in Practice as a learner?

Practice sends you a few different types of email notifications. The default notification setting for manually created learner accounts is set to on. Scroll to the end of this article to learn how to manage your notifications.

The email notifications you receive are:

- Invitation to an Organization or Group
- Welcome Message
- Reset Password
- Daily Digest
- Exercise Open
- Stage Closing
- New Response Request

**Note:** Learner accounts that are created through LTI only receive the Reset Password email.

View Group or Organization Invitation

Hi Jessica Brown,

You have been added to the group Regulatory Affairs. For more information and to participate in your group's exercises, click the link below.

[LET'S GO](#)

Want to complete your exercises on your iOS or Android mobile device? Get the Practice Learner App!

[App Store](#)  [Google Play](#)

Don't like these reminders? [Visit your account](#) to turn them off.

Need help? Visit our [Support Center](#) for step-by-step articles or to connect with our support team.
When you are invited to an Organization or Group you will receive an email with the subject line “Join [ORGANIZATION]” or “Join [GROUP].” Select the Let's Go button to create an account and join the Organization/Group. Once you complete these steps you will receive a welcome email.

View Welcome Email

There are two instances where you will receive a welcome email, after you join your Group and/or Organization or you already belong to the Organization and you are added to a Group. If you have been added to a Group the welcome email will include the Exercise schedule to all Exercises in the Group. Select the Let's Go button to be brought to the Group page.
After selecting Forgot Your Password? on the login page and typing in your email address you will receive an email titled “Practice password reset instructions” with a link to reset your password.
The Daily Digest is sent around 10 am everyday in your preferred timezone (the default is U.S. Eastern Standard Time). In the digest, you may receive the following alerts:

- "You have received a peer assessment for your response to [Exercise Title]"
- "You have received an instructor assessment for your response to [Exercise Title]"
- "A new submission is available for assessment in [Exercise Title]"

**Note:** You will only receive the last notification if you have started the Prompt & Response stage and have not submitted any Peer Assessments.
View Exercise Open Notification

Hi Eric Dowty,

Customer Service > Handling a Customer Complaint is now open!

exercise: Handling a Customer Complaint
- Opens: 05/06/2019 @ 2:30PM EDT
- Closes: 05/29/2019 @ 5:00PM EDT

LET'S GO

You will receive an email notification when an exercise opens. The email includes the exercise title, the opening date and time of the Prompt & Response stage, and the closing date and time for the final learning stage. Click the Let’s Go button to go to the Exercise Overview page.
You will receive a Stage Closing email six hours prior to a stage closing. If you have two or more incomplete stages set to close at the same time, you will only receive one email for the stage that needs to be completed first. For example, if you need to complete both the Peer Assessment and the Reflection stages, you'll only get an email alerting you to complete the Peer Assessment.

**Note:** Even if your email notifications are turned off, you will still receive Organization Invitation emails, Group Invitation emails, and the Reset Password email notification.
When an instructor requests that you submit a new exercise response, you will receive an email notification. To create a new exercise response, click the Let's Go button that displays in the email.

Manage Notifications

To turn notifications off, click your name in the top right corner.
Open Account Settings

Select **Account Settings** from the drop down menu.

**Toggle Notifications**

At the bottom of the page under Notifications, toggle Enable Email Notifications off.
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View Reset Password Email

Hi Jessica Brown,

Someone (probably you) requested a password reset for your Practice account. Click the link below to create a new password:

RESET PASSWORD

If you didn't request a password reset, you can safely ignore this email. Your password won't change unless you access the link above and create a new one.

After selecting Forgot Your Password? on the login page and typing in your email address you will receive an email titled “Practice password reset instructions” with a link to reset your password.
View Daily Digest

The Daily Digest is sent around 10 am everyday in your preferred timezone (the default is U.S. Eastern Standard Time). In the digest, you may receive the following alerts:

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You will receive an email notification when an exercise opens. The email includes the exercise title, the opening date and time of the Prompt & Response stage, and the closing date and time for the final learning stage. Click the **Let’s Go** button to go to the Exercise Overview page.
View Stage Closing Notification

Hi Eric Dowty,

This is a reminder alert for Customer Service > Bi-Weekly Review.

The deadline to complete and submit your Prompt and Response Stage is 05/06/2019 @ 5:00PM EDT. Hurry up while there is still time!

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Manage Notifications

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Open Account Settings

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**Toggle Notifications**

At the bottom of the page under Notifications, toggle Enable Email Notifications off.
How do I edit my account settings as a learner in Practice?

In the Account Settings page, you can edit your name, time zone, language, password, and email notification preferences.

Note: Practice supports the following languages:

- Armenian
- Czech
- Dutch
- English (Australia)
- English (UK)
- English (US)
- Estonian
- French
- French Canadian
- German
- Italian
- Japanese
- Korean
- Latvian
- Lithuanian
- Mandarin Chinese
- Polish
- Portuguese (Brazil)
- Russian
- Spanish
- Swedish
- Thai
- Turkish
In the Global Navigation menu, open the Account menu by clicking your name.

Open Account Settings

Click the Account Settings link.

Edit Account Settings

To edit your name, enter text in the Name field [1]. To edit your time zone, click the Time Zone field and select a time zone from the list [2]. To edit your interface language, click the Language field and select a language from the list [3]. To reset your
password, enter a new password in the **New Password** field [4] and enter your current password in the **Current Password** field [5]. To enable or disable email notifications in your account, click the **Enable Email Notifications** toggle on or off [6]. To save your changes, click the **Save Changes** button [7].

**Notes:**

- You cannot edit your email address in the Account Settings page in Practice. If you need to edit your email address, contact the [Practice support team](mailto:).  
- Your password must be at least 10 characters long and contain 3 of the following: an uppercase letter, lowercase letter, number, and special character.  
- Setting your interface language preference only localizes the default text in Practice. User-created content, like exercise descriptions, will not be localized.

**Edit Account Settings on Mobile Device**

In the Practice mobile app, tap the **Menu** icon.
Open Mobile Account Settings

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Edit Email Notifications and Save Changes

To enable or disable email notifications in your account, click the Enable Email Notifications toggle on or off [1]. To save your changes, tap the Update button [2].

Note: If you disable email notifications, you will still receive email notifications for organization invitations, group invitations, and resetting your password.
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