



# **Student Guide to SoftChalk Lessons**

Updated December 7, 2018

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## Introduction

This guide will give you suggestions and troubleshooting tips for using your SoftChalk lessons. **The URL for this guide is below. As we update this guide, the URL will remain the same.**

<https://softchalk.atlassian.net/wiki/download/attachments/200114368/studentguide.pdf?api=v2>

You can access SoftChalk lessons in several ways depending on how your instructor has chosen to deliver the lessons:

- Within a learning management system such as Blackboard, Desire2Learn, eCollege, Haiku, Jenzabar eLearning, Moodle, Sakai and Schoology.
- On a website
- On a CD
- On a computer (your lesson has a green icon with an S)

Please look through this guide. In particular, be sure to see the following sections:

- [System Specifications and Supported Web Browsers](#)
- [Check Answer / Check Answers Buttons](#)
- [Quiz Group – Questions Displayed One at a Time](#)
- [Last Page of the Lesson](#)
- [Keyboard Controls](#)
- [Troubleshooting](#)

### IMPORTANT:

If you have trouble with the SoftChalk lessons, please view the section [Troubleshooting](#). The following issues are addressed there:

- The **Finish button** does not appear at the end of your lesson or the Finish button is disabled. (i.e. you know your lesson is a scored lesson and your instructor said there should be a Finish button at the end.)
- Part of a SoftChalk **activity looks cut off**
- **Scoring Issues**

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## System Specifications and Supported Web Browsers

Please see the [System Specifications page on our website](#). Scroll down to the **Viewing Content with SoftChalk Create** area.

**IMPORTANT:** Please **do NOT install the Google Chrome Toolbar within Internet Explorer**. We have had reported scoring issues when this is done.

When you view your SoftChalk lesson, you will see it within a web browser. If you experience issues, please see the section [Troubleshooting](#).

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## View Your Lesson in an LMS or on a Website

You can view your SoftChalk lesson in several ways depending on how your instructor has chosen to deliver your lesson.

- [In a Learning Management System](#)
- [On a website](#)

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## View Your Lesson in Your Learning Management System

Log into your learning management system, go into your course and find the content or assignments area. If you experience issues, please see the section [Troubleshooting](#).

**IMPORTANT for all students:** Be sure to see the section [Last Page of Your Lesson](#).

- You may get a message that your lesson is connecting to the **ScoreCenter**. Be sure to see the section [ScoreCenter Lesson – Click the Finish Button](#).
- **If you get a message that your lesson failed to connect to the ScoreCenter**, see the section [Troubleshooting](#). If your answer is not there, please contact your instructor.

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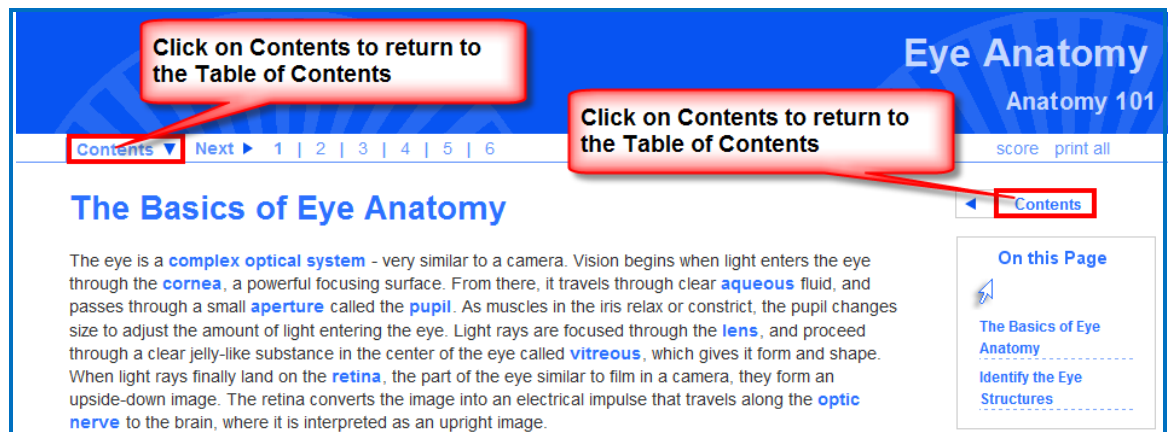
## View Your Lesson on a Website

Open a web browser (Internet Explorer, Edge, Firefox, Chrome or Safari) and paste in the link provided to you by your instructor. If you experience issues, please see the section [Troubleshooting](#).

## Navigate Your Lesson

Depending on how your instructor set up your lesson, you may have:

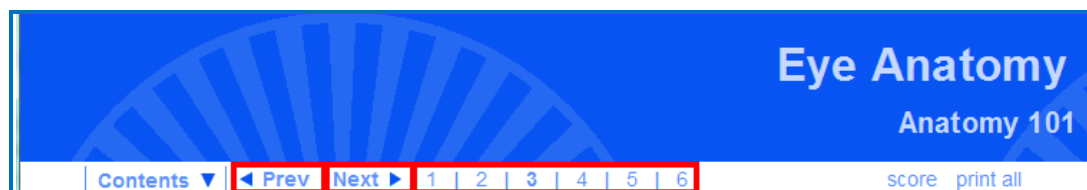
- An initial Table of Contents page. You can click on a link to go to a certain part of your lesson. Within your lesson, you can click on a Contents link (see below) to return to the Table of Contents.



- On this Page navigation – If there are multiple headings in a page, there will be an On this Page navigation allow you to click on a link to navigate down the page to the next heading.



- Previous (Prev) and Next buttons at the top and bottom of your lesson. Numbers at the top of your lesson to go to different pages.



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## Check Answer/Check Answers Buttons

**IMPORTANT:** Always be sure to click the Check Answer button or Check Answers button to submit your answer. If you experience issues, please see the section [Troubleshooting](#).

Quiz Me

Value: 1

The vitreous is a jelly-like substance.

☒ True  
☐ False

Check Answer View Hint

Click the Check Answer button to submit your answer.

Value: 1

Light rays are focused through the lens.

☒ True  
☐ False

Value: 1

What is the highly sensitive area of the retina?

☒ a. macula  
☐ b. pupil  
☐ c. vitreous

Value: 1

Which of the following are components of the eye?

☒ a. lens  
☐ b. pupil  
☒ c. nostril  
☒ d. sclera

[mark all correct answers]

Click Check Answers to submit your answers.

Check Answers

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## Quiz Group – Questions Displayed One at a Time

Sometimes your instructor may choose to display a group of questions one at a time. Be sure to answer each question and click the **Next** button to advance to the next question. If you experience issues, please see the section [Troubleshooting](#).

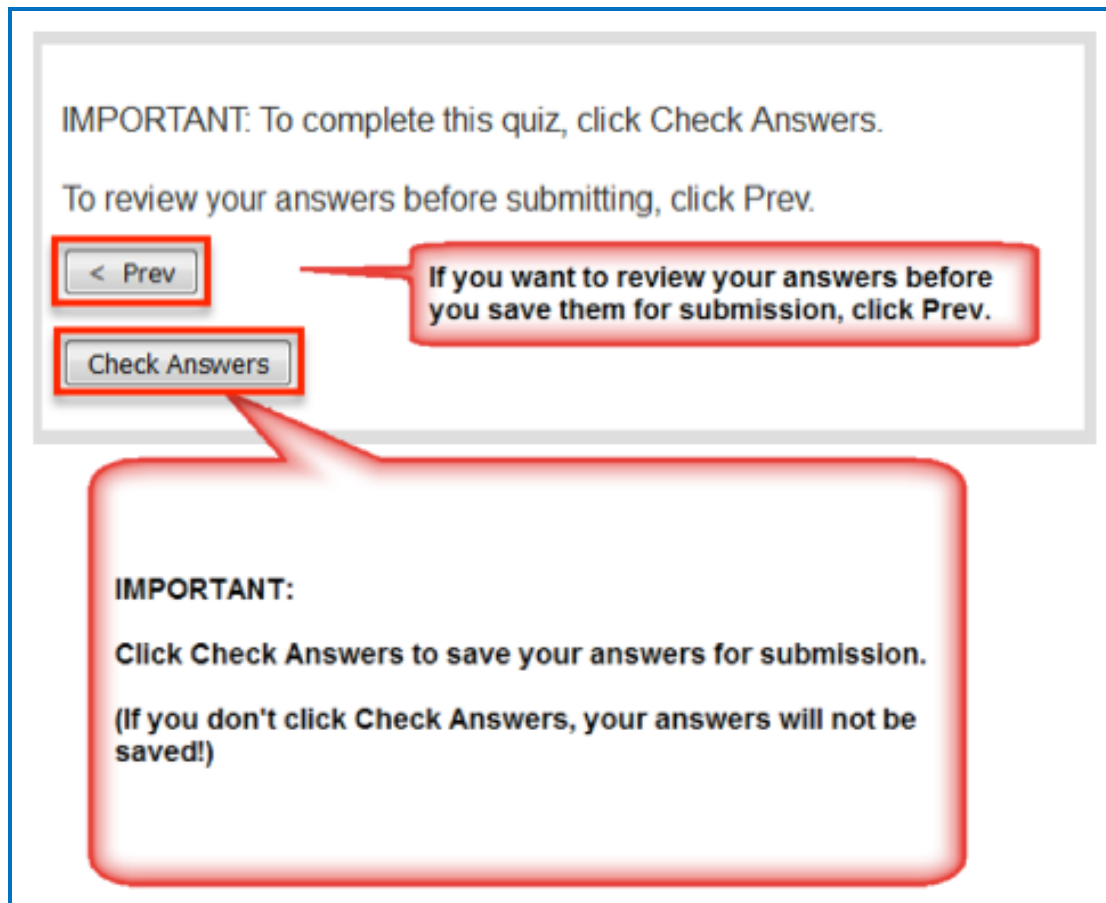
The screenshot shows a quiz interface titled "Quiz Group" with a mouse cursor icon. Below the title, it says "Value: 1". The question is "What is the highly sensitive area of the retina?". There are three radio button options: "a. macula", "b. pupil", and "c. vitreous". The "a. macula" option is selected and highlighted with a red box. A red callout bubble points to this box with the text "Be sure to answer each question." Below the question, it says "# 1 / 3". At the bottom, there is a "Next >" button highlighted with a red box. A red callout bubble points to this button with the text "Click the Next button."

After answering the last question, be sure to click **Next**.

**IMPORTANT:** See the next page for saving your answers for submission.

The screenshot shows a quiz interface titled "Quiz Group" with a mouse cursor icon. Below the title, it says "Value: 1". The question is "Light rays are focused through the lens.". There are two radio button options: "True" and "False". The "True" option is selected and highlighted with a red box. A red callout bubble points to this box with the text "After answering the last question, be sure to click Next." Below the question, it says "# 3 / 3". At the bottom, there are two buttons: "< Prev" and "Next >". The "Next >" button is highlighted with a red box. A red callout bubble points to this button with the text "After answering the last question, be sure to click Next."

**IMPORTANT:** Be sure to click **Check Answers** to save your answers for submission. (If you don't click **Check Answers**, your answers will not be saved for submission.)



After clicking **Check Answers**, you will see how you did you on your questions.

**IMPORTANT:** To submit all your answers for your ENTIRE lesson, be sure to see the section [Last Page of Your Lesson](#). You may need to click a **Finish** button to submit the score for your lesson.

If you experience issues, please see the section [Troubleshooting](#).



## Activities

Please note that you must complete your activities for the score to be recorded. See the sections [Finish Button for Activities](#) and [Complete Your Activities](#).

### Finish Button for Activities

In some cases, you may need to click the Finish button for an activity. If you experience issues seeing your activity or if your activity appears “cut off”, please see the section [Troubleshooting](#).

For the Crossword puzzle, if you complete the puzzle and all your answers are correct, then the score is recorded.

**IMPORTANT:** If you cannot complete the puzzle, but you want partial credit for your correct answers, click the **Finish** button.

The screenshot shows a crossword puzzle interface titled "Solve the crossword puzzle." The puzzle grid is partially filled with yellow letters. The across clues are: 1.) small aperture (PUPIL), 7.) part of the eye with color (IRIS), and 8.) carries electrical impulses to the brain (OPTIC NERVE). The down clues are: 2.) focuses the light rays (LENS), 3.) distance (FOCUS), 4.) electrical image (RETINA), 5.) space (CORNEA), and 6.) film of (RETINA). A red callout box with a white background and a red border contains the following text:

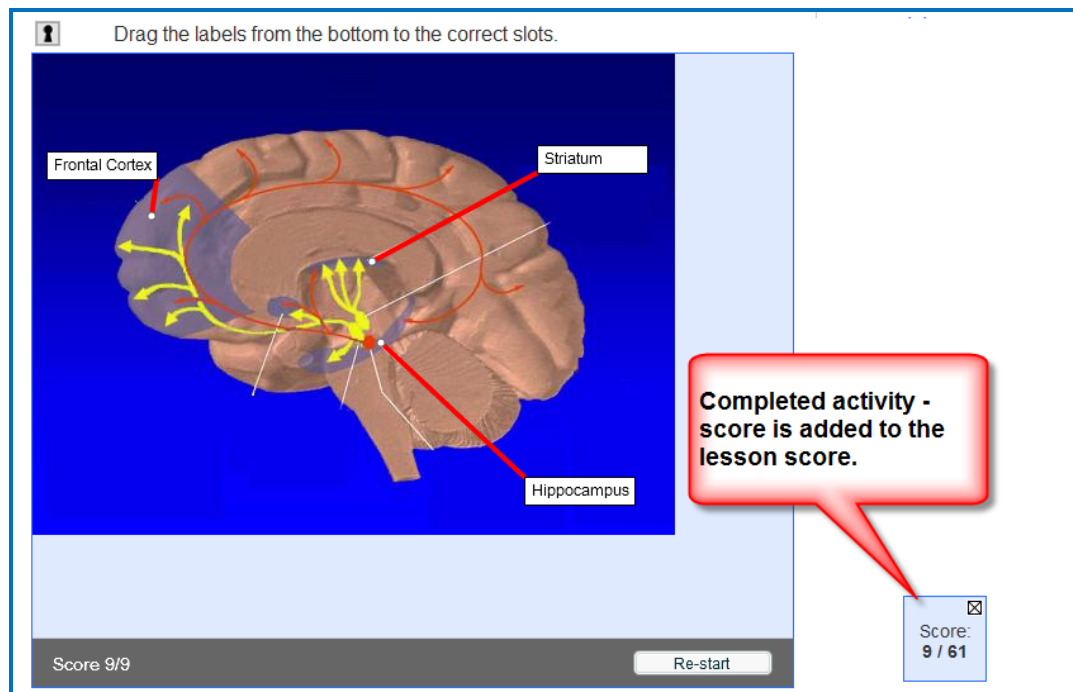
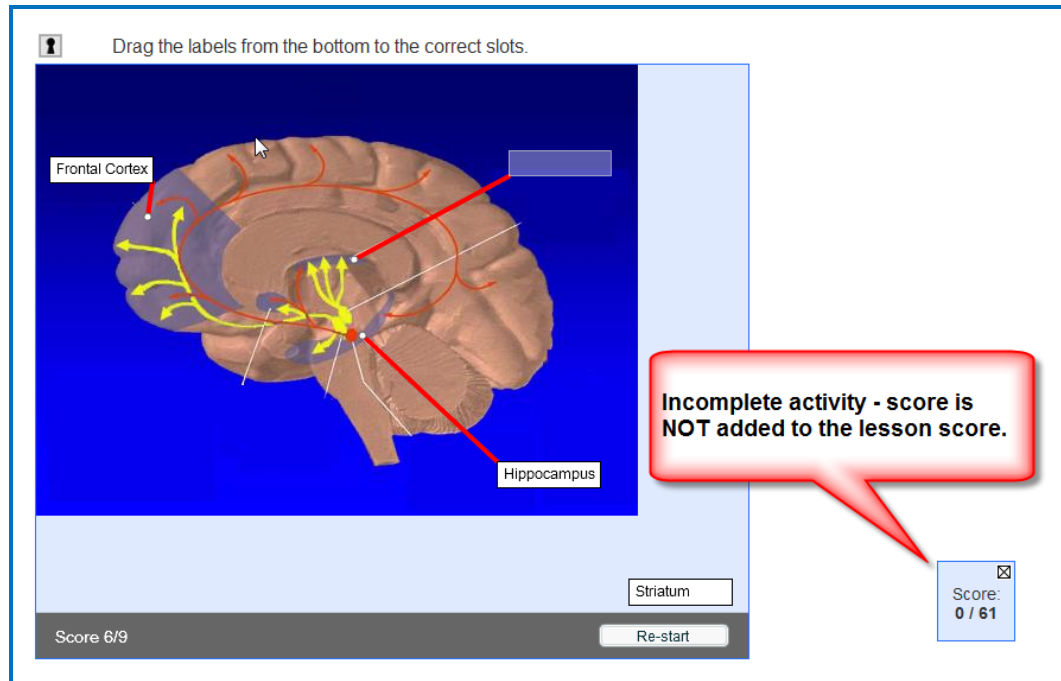
If you can complete the puzzle and get everything correct, then your score is added to your lesson score.

If you cannot complete the puzzle and want partial credit for your score, click Finish.

At the bottom of the interface, there is a "Score 6/8" indicator and a "Finish" button highlighted with a red border.

## Complete Your Activities

Be sure to complete your activity in order for your score to be counted with your lesson score. See the examples below of an incomplete and a completed activity. (The image below is from the National Institutes of Health.) If you experience issues, please see the section [Troubleshooting](#).



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## Last Page of Your Lesson

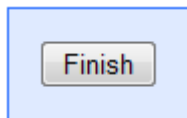
Your instructor may want to collect a score for the lesson. **IMPORTANT:** Always be sure to go to the last page of your lesson. See if there is a button to submit your score.

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### ScoreCenter Lesson – Click the Finish Button

If you are accessing a ScoreCenter lesson, you will see a **Finish** button at the bottom of the last page of your lesson. Be sure to click **Finish** to submit your score.

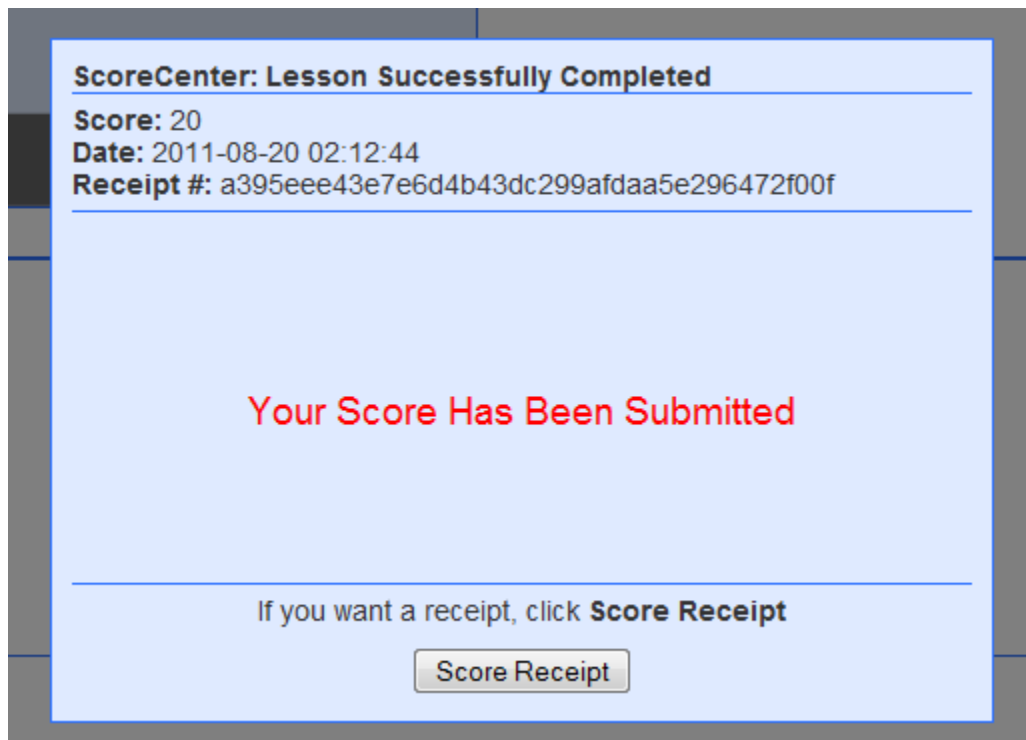
If you don't click **Finish**, then your lesson attempt will be incomplete and your lesson attempt will not be calculated for your grade. See the section [Troubleshooting](#) if the **Finish** button is grayed out or you have other issues with the Finish button.



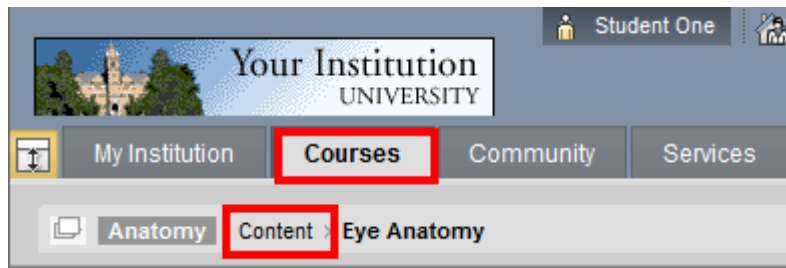
After clicking **Finish**, you should see the screen below. You can click **Score Receipt** to email yourself a receipt with your score or print a certificate with your score.

Depending on the learning management system that your institution has, you may be able to view your SoftChalk lesson grades within your learning management system. (Ask your instructor about that.)

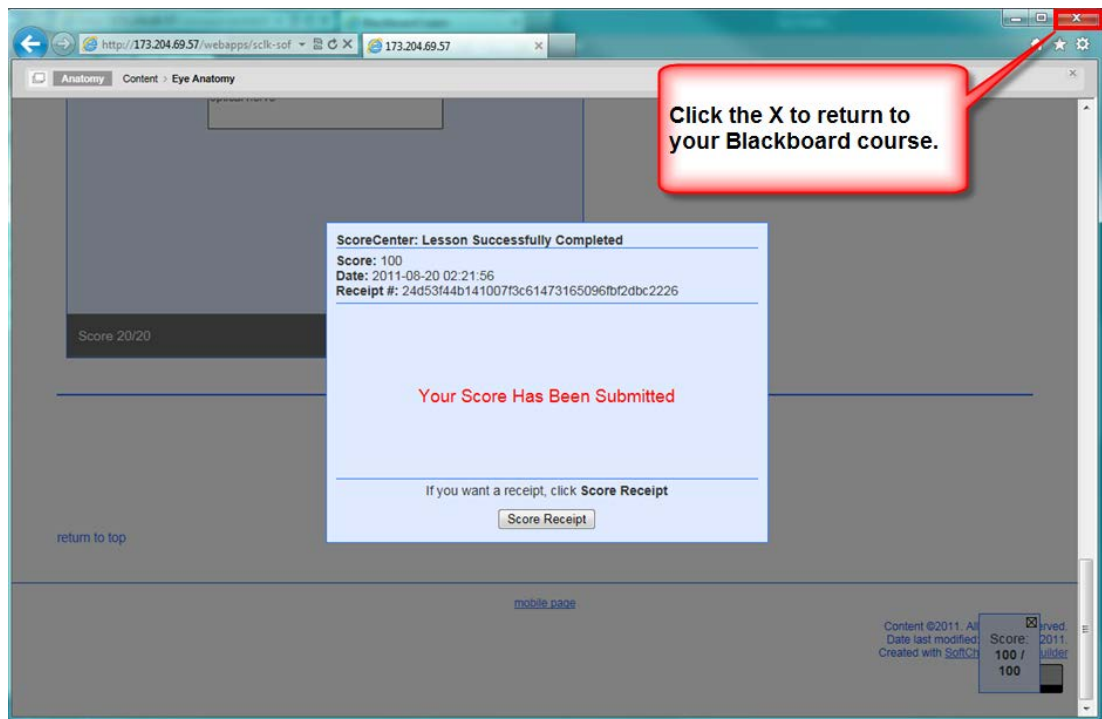
To return to your course, see the next page.



If you are using Blackboard, and your lesson was NOT launched in a separate window, then you can click either the **Content** link or the **Courses** tab.

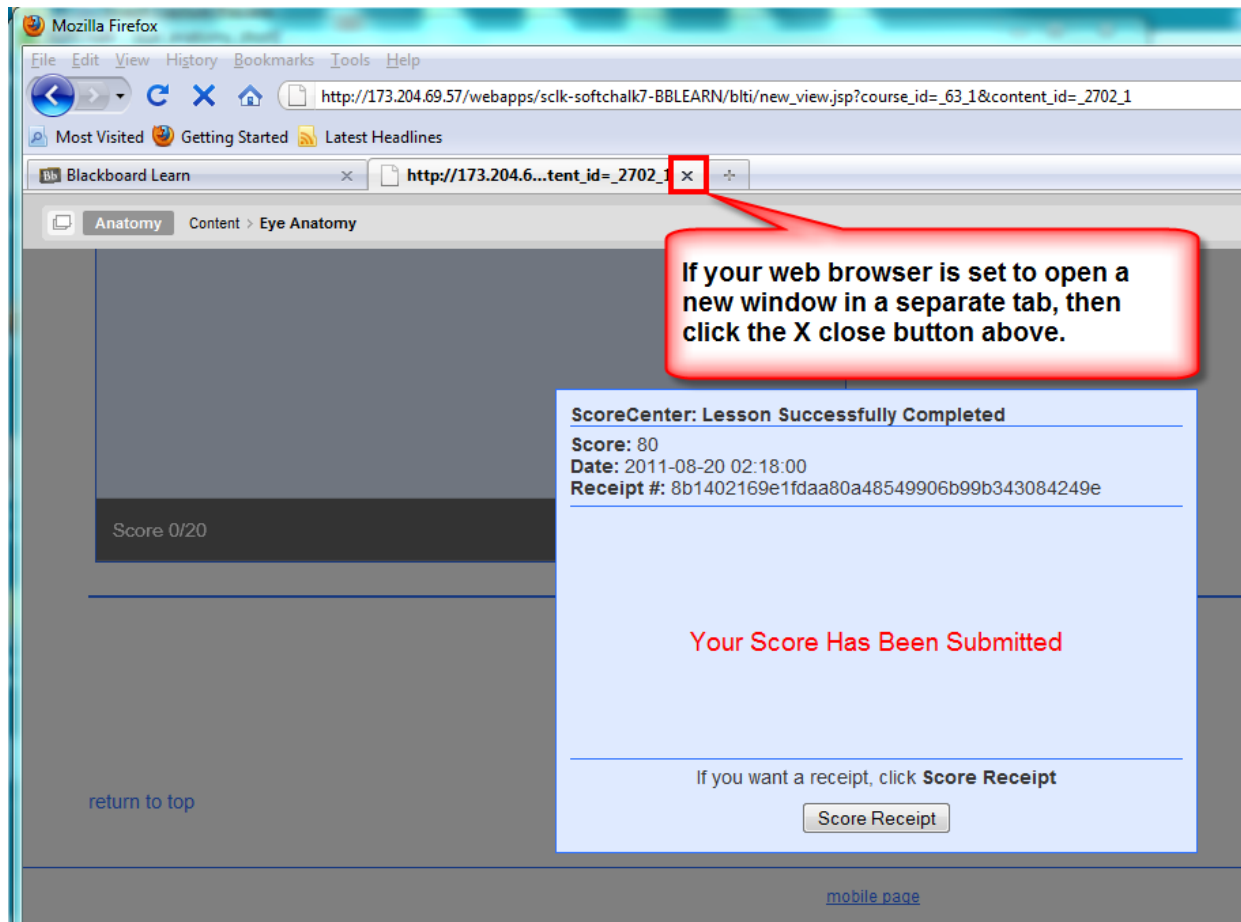


If your lesson was launched in a separate window, then you can *click the X close button* for the lesson window.



Be sure to see the next page as well.

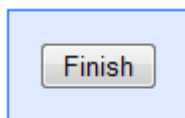
If your lesson was launched in a separate window in a separate tab, then you **click the X close button** for the lesson window.



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## SCORM Lesson – Click the Finish Button

If you are accessing a SCORM lesson, you will see a **Finish** button at the bottom of the last page of your lesson. Be sure to click **Finish** to submit your score.

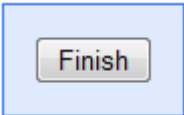
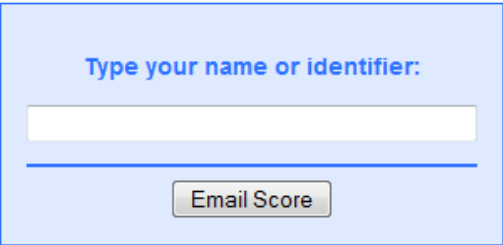
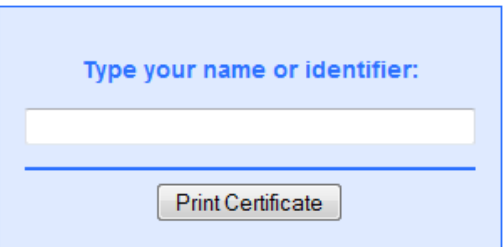
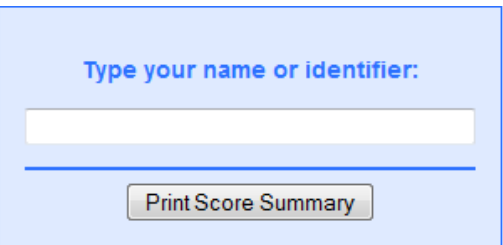


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## Buttons on the Last Page

You may have one or more of the following buttons on the last page of your lesson (see the table below). If you have BOTH a **Finish** button and another button, click the **Finish** button last.

If you experience issues, please see the section [Troubleshooting](#).

Button	Description of the Button
	<b>Finish</b> Clicking the <b>Finish</b> button submits the score for your lesson to your learning management system (or, in some cases to a ScoreCenter in SoftChalk Cloud depending on what your instructor has done). See the section <a href="#">Troubleshooting</a> if the <b>Finish</b> button is grayed out.
	<b>Email Score</b> Be sure to type either your name or your identifier (ask your instructor if he/she wants your information in a certain format).
	<b>Print Certificate</b> If you pass the lesson (i.e. get a score that your professor determines is a passing score), then you can print a certificate of completion. After clicking <b>Print Certificate</b> , click on your right mouse button to print the certificate.
	<b>Print Score Summary</b> After clicking <b>Print Score Summary</b> , click on your right mouse button to print the certificate.

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## Keyboard Controls

**IMPORTANT:** Please use Internet Explorer 9, Firefox or Safari.

There are no keyboard controls for the Align, HotSpot, Identify, Pairs, Presenter, Selection, Sequence, and Timeline activities.

Activity	Keyboard Controls
<b>Charts</b>	arrows = Change selected segment
<b>Crossword</b>	alt+u/q = restart/finish alt + m = next alt + p = previous arrows = previous letter/next letter del = delete
<b>DidYouKnow</b>	enter = show answer
<b>DragNDrop</b>	alt+u/q = restart/finish spacebar = select next enter = drop arrows = move
<b>Flash Card</b>	right arrow = next slide left arrow = prev slide alt + J = show term alt + L = show definition alt + M = add to custom deck alt + K = show custom deck
<b>Jigsaw Puzzle</b>	alt+u/q = restart/finish spacebar = select pieces arrows = select region enter = drop piece
<b>Labeling</b>	spacebar = select next enter = drop arrows = move
<b>Ordering</b>	spacebar = select next enter = drop arrows = move
<b>Photo Album</b>	left/right = change slide
<b>Seek A Word</b>	alt+u/q = restart/finish space = start/end select arrows = move
<b>Slideshow</b>	arrows = change pane
<b>Sorting</b>	spacebar = select next enter = drop arrows = move
<b>Tabbed Info</b>	arrows = change pane

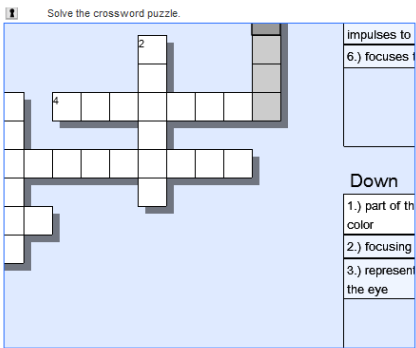
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## Troubleshooting

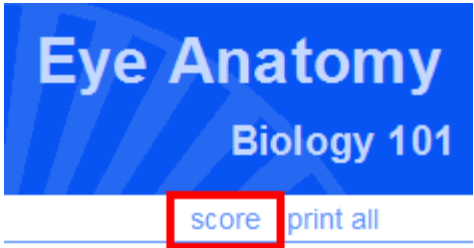
Issue	Solution
General/undefined issue	<p><i>If you have issues in one browser, please try another web browser</i></p> <p><i>You can also try clearing your cache.</i> The following website has an excellent explanation on how to clear your web browser's cache, cookies and history: <a href="http://kb.iu.edu/data/ahic.html">http://kb.iu.edu/data/ahic.html</a></p> <p><i>You may want to have your Internet router in the same room with your computer.</i> You may also want to place your router on a shelf to make it higher.</p>
Trouble connecting to ScoreCenter Lessons – (i.e. the lesson will not load and the web page times out).	<p><i>Using your web browser, please try to go to:</i> <a href="https://www.softchalkcloud.com">https://www.softchalkcloud.com</a></p> <p>If this site does not load, please contact your internet service provider with the following information:</p> <ul style="list-style-type: none"><li>• Disable WAN blocking and firewall protection for <a href="https://www.softchalkcloud.com">https://www.softchalkcloud.com</a></li><li>• Please tell them that you are unable to connect to the domain <a href="https://softchalkcloud.com">https://softchalkcloud.com</a> from any devices that are connected to your network, and that the problem is not limited to just one computer on the network</li></ul> <p>If you are unable to contact your internet service provider, please try to connect to <a href="https://www.softchalkcloud.com">https://www.softchalkcloud.com</a> at a different location other than your home.</p>



Issue	Solution
<p><b>Finish and Save Buttons</b> - Not Appearing or Working Properly or your Score is Not Submitting Properly</p> <p>This is a ScoreCenter or SCORM lesson that should have a Finish button to submit scores.</p> <ul style="list-style-type: none"> <li>• There is no Finish button on the last page of the lesson</li> <li>• A disabled Finish button (i.e. "grayed out" button) appears at the end of lesson</li> <li>• There is a Finish button on the last page of your lesson, but you click on the Finish button and nothing happens.</li> <li>• There is a Finish button on the last page of your lesson, but you click the Finish button and you get a message: <i>Error submitting to ScoreCenter.</i></li> </ul>	<ol style="list-style-type: none"> <li>1. <b>See the previous page – Trouble connecting to ScoreCenter lessons.</b></li> <li>2. <b>If you have a SoftChalk Cloud account, make sure you are logged out.</b> (If you close your browser, you are NOT logged off automatically.) Go to <a href="https://softchalkcloud.com">https://softchalkcloud.com</a> and click <b>Logout</b> in the upper right corner. (If you see the word Login in the upper right corner, then you are logged out.)</li> <li>3. <b>Your web browser pop-up blocker may be blocking the content.</b>  To Allow Content from Your Blackboard server (or other LMS server):  In <b>Firefox</b>, select <b>Tools/Options/Content</b> and beside the Block pop-up windows, click the <b>Exceptions</b> button. Enter the web address for your learning management system (for example Blackboard) and click <b>Allow</b>. Click <b>Close</b>. Click <b>OK</b>. Close your browser and re-open your browser.  In <b>Internet Explorer</b>, select <b>Tools/Pop-up Blocker</b>. If you have the pop-up blocker turned on, select Pop-up Blocker Settings. Enter the web address for your learning management system (for example Blackboard) and click <b>Add</b>. Click <b>Close</b>. Close your browser and re-open your browser.</li> <li>4. If you are using <b>Internet Explorer 9</b>, be sure to turn off the Compatibility View. Within Internet Explorer 9, choose the Tools menu and <b>de-select Compatibility View</b> (make sure there is NO checkmark beside it).</li> <li>5. Be sure you are a supported browser (see the <a href="#">System Specifications page on our website</a>).</li> <li>6. <b>Make sure the day/time is set correctly on your computer.</b>  If your computer time is off, then when you access a ScoreCenter lesson, the lesson will appear, but you won't get a message that the lesson is connecting to the ScoreCenter and there will no <b>Finish</b> button at the end.</li> </ol>

Issue	Solution
	<p><b>7. If you receive a security warning message when logging into Blackboard, click <b>NO</b></b> (see the <a href="#">Security Warning Message</a>).</p> <p><b>8. If you have gone through the above checklist, you may need to <b>uninstall and do a “clean” install of your web browser</b> or try a different web browser. (When doing the “clean install”, don’t include add-ons or other items.) You can do a Google search on how to uninstall programs on your computer. Then do a search for your browser installer such as “Firefox Installer.”</b></p>
<p>Part of my <b>activity looks cut off</b> (see an example below of a crossword)</p> 	<p>Reset the zoom feature on your browser:</p> <ul style="list-style-type: none"> <li>• When previewing your lesson in <b>Firefox</b>, choose <b>View/Zoom/Reset</b> (You may need to right-click within the SoftChalk activity itself and select <b>Zoom Out</b>.)</li> <li>• When previewing your lesson in <b>Internet Explorer</b>, choose <b>View/Zoom/100%</b>.</li> </ul>
<p>My Chart activity (Pyramid or Pie) is misaligned – the chart is below the lesson page</p>	<p>Reset the zoom feature on your browser:</p> <ul style="list-style-type: none"> <li>• When previewing your lesson in <b>Firefox</b>, choose <b>View/Zoom/Reset</b> (You may need to right-click within the SoftChalk activity itself and select <b>Zoom Out</b>.)</li> <li>• When previewing your lesson in <b>Internet Explorer</b>, choose <b>View/Zoom/100%</b>.</li> <li>• You can also zoom out by doing the following: on a PC, click Ctrl -. On a Mac, click Command -.</li> </ul>

Issue	Solution
<p>I have a <b>blank box</b> where content should appear for an activity.</p>	<p>If you are accessing SoftChalk 7 or lower lessons (or if you are using Internet Explorer 8), make sure that you have Flash Player 10 or higher installed for your browser. (You should have an icon appearing in the blank box telling you to install Flash Player.)</p> <p>If you are still having problems, please contact your instructor who can contact us. (The issue may be that your institution's Blackboard administrator needs to make a change.)</p>
<p><b>iPad – activities not appearing</b></p>	<p>Your instructor has created the lessons in SoftChalk 7 or lower. Please let your instructor know that SoftChalk Create 9 supports viewing activities on the iPad.</p>
<p><b>Scoring Issue</b></p>	<p><b>Do NOT install the Google Chrome Toolbar within Internet Explorer.</b> We have had reported scoring issues when this is done.</p> <p>For details, see the section <a href="#">System Specifications and Supported Web Browsers</a>.</p> <p>If you get a security warning screen, click <b>No</b>. (See the <a href="#">Security Warning Screen</a>.)</p> <p><b>Make sure you:</b></p> <ul style="list-style-type: none"> <li>• <b>Click the Check Answer buttons.</b> See the sections <a href="#">Check Answer/Check Answers Buttons</a> and <a href="#">Quiz Group – Questions Displayed One at a Time</a>.</li> <li>• <b>Complete all your activities.</b> See the sections <a href="#">Finish Button for Activities</a> and <a href="#">Complete Your Activities</a>.</li> </ul> <p>If you think you have an inconsistent score, please contact your instructor with the following info:</p> <p>An inconsistent score may appear under the following circumstances. The</p> <ul style="list-style-type: none"> <li>• SoftChalk lesson was saved in <b>SoftChalk 6</b></li> <li>• AND the <b>feedback for a scored question was in a pop-up window.</b></li> <li>• AND the student is accessing the lesson in IE8 or IE9.</li> </ul> <p>See the next page for solutions for this issue.</p>

Issue	Solution
	<p><b>SOLUTIONS for this issue:</b></p> <ul style="list-style-type: none"> <li>• Make feedback inline OR</li> <li>• Upgrade to SoftChalk Create 9 and save your lesson with the new version after making a change.</li> </ul>
<p><b>Scores are not appearing under the Scores button</b> at the top of the lesson (see the next page).</p> 	<p>Make sure that you have Javascript enabled for your browser (see below). By default, Javascript is enabled (see the next page).</p> <p><b>Internet Explorer (Windows)</b></p> <ol style="list-style-type: none"> <li>1. Start <b>Internet Explorer</b>.</li> <li>2. At the top, go to the <b>Tools</b> menu and choose <b>Internet Options</b>.</li> <li>3. At the top, click the <b>Security</b> tab.</li> <li>4. Click <b>Default level</b>. (If you don't want to use the Default level, then click <b>Custom level</b>. Scroll down to the <b>Scripting</b> section and under <b>Scripting/Active scripting</b> select <b>Enable</b>. Click <b>OK</b>.)</li> <li>5. Click <b>OK</b>.</li> <li>6. Exit out of <b>Internet Explorer</b>. (File/Exit).</li> <li>7. Re-start <b>Internet Explorer</b>. (You may need to refresh the browser if you go to the same web page.)</li> <li>8. If re-starting your browser doesn't work, please re-boot your computer and retry.</li> </ol> <p><b>Firefox (Windows)</b></p> <ol style="list-style-type: none"> <li>1. Start <b>Firefox</b>.</li> <li>2. At the top, go to the <b>Tools</b> menu and choose <b>Options</b>.</li> <li>3. At the top, click the <b>Content</b> tab (icon).</li> <li>4. Select the <b>Enable JavaScript</b> checkbox.</li> <li>5. Click <b>OK</b>.</li> <li>6. Exit out of <b>Firefox</b>. (File/Exit).</li> <li>7. Re-start <b>Firefox</b>. (You may need to refresh the browser if you go to the same web page.)</li> <li>8. If re-starting your browser doesn't work, please re-boot your computer and retry.</li> </ol> <p><b>Safari (Macintosh)</b></p> <ol style="list-style-type: none"> <li>1. Start <b>Safari</b>.</li> <li>2. At the top menu, select <b>Preferences</b>.</li> </ol>

Issue	Solution
	<ol style="list-style-type: none"> <li>3. At the top, click the <b>Security</b> tab.</li> <li>4. Select the <b>Enable JavaScript</b> checkbox.</li> <li>5. Close the <b>Preferences</b> window.</li> <li>6. Quit <b>Safari</b>.</li> <li>7. Restart <b>Safari</b> (You may need to refresh the browser if you go to the same web page.)</li> <li>8. If re-starting your browser doesn't work, please re-boot your computer and retry.</li> </ol> <p><b>Firefox (Macintosh)</b></p> <ol style="list-style-type: none"> <li>1. Start <b>Firefox</b>.</li> <li>2. At the top menu, select <b>Firefox</b>. Then select <b>Preferences</b>.</li> <li>3. Click <b>Content</b>.</li> <li>4. Select the <b>Enable JavaScript</b> checkbox.</li> <li>5. Close the <b>Preferences</b> window.</li> <li>6. Quit <b>Firefox</b>.</li> <li>7. Restart <b>Firefox</b>. (You may need to refresh the browser if you go to the same web page.)</li> <li>8. If re-starting your browser doesn't work, please re-boot your computer and retry.</li> </ol>
<b>Email Score or Print Certificate Doesn't work</b>	If you get a security warning screen, click <b>No</b> .
<i><b>Lesson loading message, please wait</b></i> message but lesson does NOT load. I am using Internet Explorer 9 (IE9).	For your <b>Internet Options</b> , click the <b>Security</b> tab. Click <b>Trusted Sites</b> and click the <b>Sites</b> button. Click <b>Add</b> to add the web address of your Blackboard server.

If you have problems after reading this guide, please contact your instructor or technical person at your institution. They can contact SoftChalk to help troubleshoot.

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