



KEYSTONE TECHNICAL SUPPORT HANDBOOK





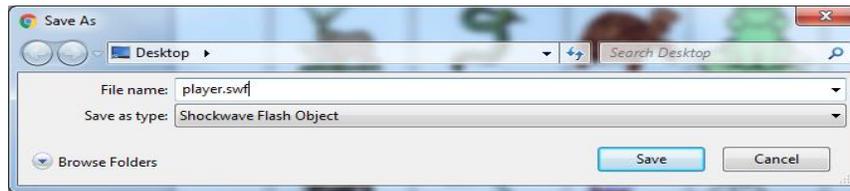
Contents

Audio Not Working in World Language Courses.....	2
Changing Default Audio Player on Windows 10	4
Clearing History, Cookies, and Cache on Google Chrome	6
Clearing History, Cookies, and Cache on Internet Explorer.....	8
Clearing History, Cookies, and Cache on Mozilla Firefox	10
Clearing History, Cookies, and Cache in Safari	12
Correcting Course Plug-in Errors	14
Difficulty Logging-in to Blackboard.....	16
Discussion Boards Navigation and Tutorial	18
DNS Error Troubleshooting.....	20
Download Links for Commonly Used Programs	24
Downloading and Submitting PDF Worksheets	25
Dynamic Course Scheduler	29
Finding Additional Material in Credit Recovery Courses.....	31
Navigating a Credit Recovery Course (Adaptive Release)	32
Navigating a Credit Recovery Course (Non-Adaptive Release).....	34
Recording Audio with Audacity	36
Recording Audio with Vocaroo.....	40
Removing QuickTime and Installing VLC Media Player	42
Reviewing Completed Assignments.....	47
Submitting Assignments (Not Quizzes or Exams)	48
Switching Between Parent Observer Account and Student Account	50
Testing Your Browser	51



Audio Not Working in World Language Courses

This document refers to a specific instance wherein the **audio components of a course will not load correctly in Keystone World Language courses**. If you have been navigating through your courses and received a pop-up asking you to “**Save**” or “**Open**” a file called “**player.swf**,” you are encountering this specific issue.



STEP ONE: Adobe Flash Player Installation

1. You will need to make sure that you have the most recent version of **Adobe Flash Player** installed on your computer.
2. To install, you will need to go to the following download link: <https://get.adobe.com/flashplayer>.
3. Follow the instructions to download and install the software.
4. Once **Adobe Flash Player** is installed, please restart your computer.

STEP TWO: Enabling Flash Player in Your Browser

1. For most modern browsers, you will need to manually enable **Adobe Flash Player**. Please find your preferred browser on the list below and follow the instructions located at the corresponding web link.
 - a. **Mozilla Firefox:** <https://helpx.adobe.com/flash-player/kb/enabling-flash-player-firefox.html>
 - b. **Internet Explorer:** <https://helpx.adobe.com/flash-player/kb/install-flash-player-windows.html>
 - c. **Safari:** <https://helpx.adobe.com/flash-player/kb/enabling-flash-player-safari.html>
 - d. **Google Chrome:** <https://helpx.adobe.com/flash-player/kb/enabling-flash-player-chrome.html>



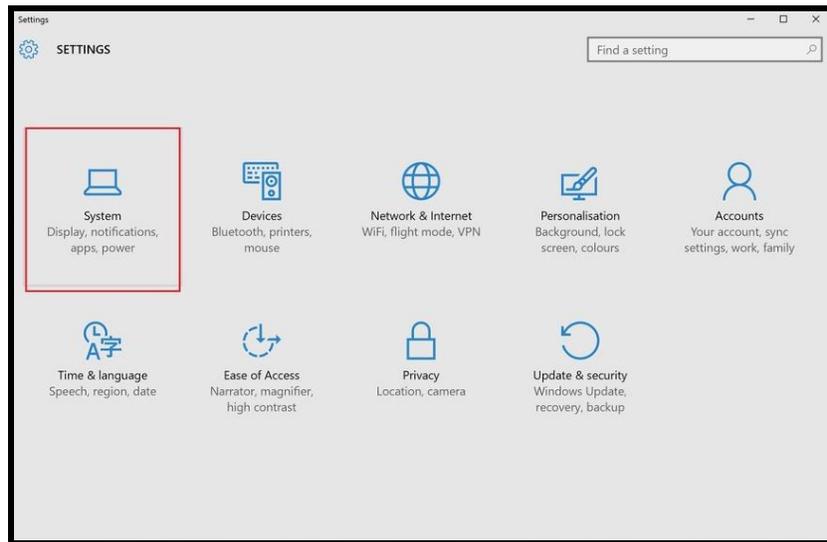
STEP THREE:

1. Once **Adobe Flash Player** is enabled, restart your browser and login to your **Blackboard account**.
2. Navigate to the page where you originally encountered the issue and make sure that you can now hear the audio components correctly.
3. If everything was done correctly, you should no longer get a pop-up asking if you want to "**Save**" or "**Open**" a file called "**player.swf**."
4. If the audio is still not loading correctly, please revisit **Step 2** and make sure that the changes you made were actually applied.

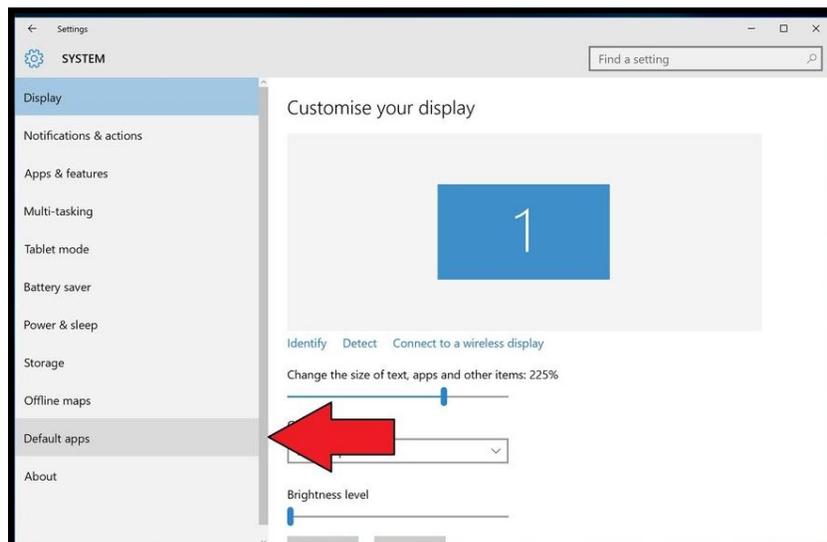
Changing Default Audio Player on Windows 10

Windows 10 has a default audio player called “**Groove Music**” that prevents students from loading and listening to audio in certain courses. The following document will explain how to change the default audio player on Windows 10 and resolve this issue.

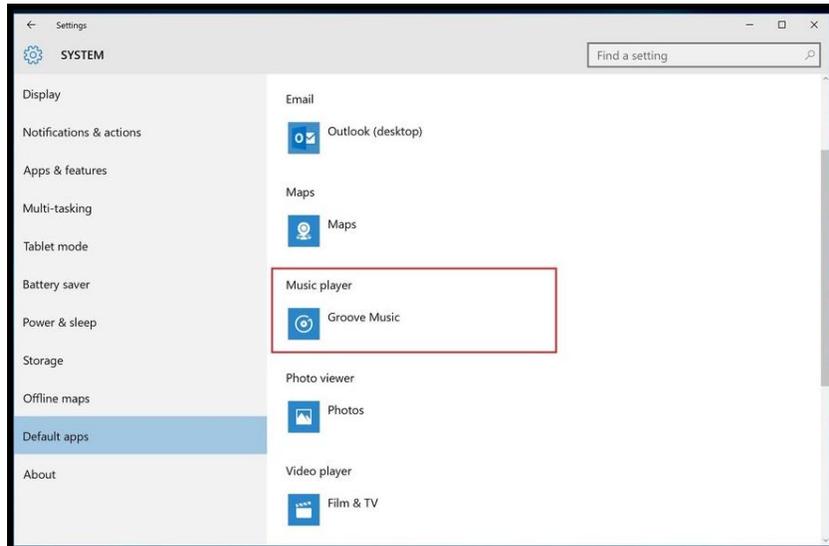
1. Open “**Settings**” and click on “**System.**”



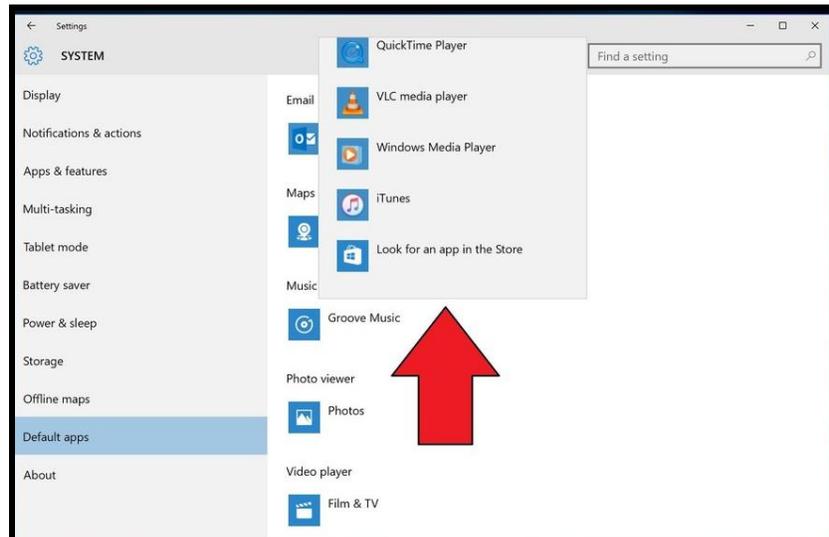
2. Select “**Default apps**” from the left hand pane.



3. Scroll down until you see "**Music Player.**"



4. Choose your alternative. Keystone recommends using either **Windows Media Player** or **iTunes** as your default audio player.



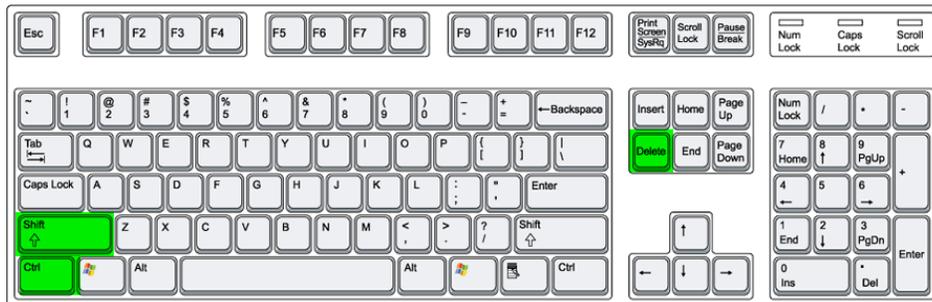
5. Restart your computer and then attempt to access the audio components that were not loading.



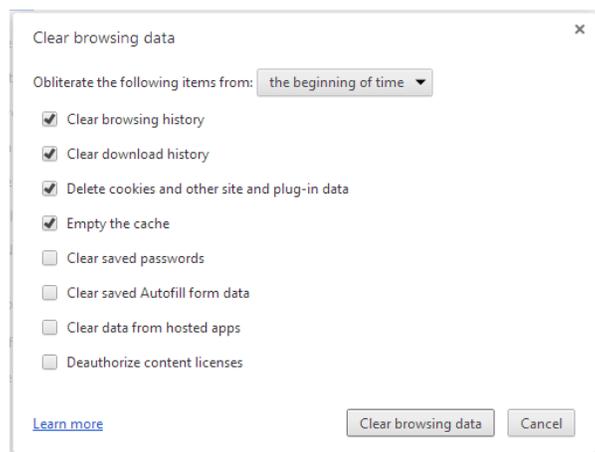
Clearing History, Cookies, and Cache on Google Chrome

The following instructions will show you how to **delete the history, cookies, and cache on Google Chrome on a PC**. See the following page for alternate instructions.

1. Make sure that Google Chrome is your active window, then press the **CONTROL, SHIFT, and DELETE** buttons at the same time.



2. A dialog box will appear and will give you multiple options to choose from:
 - a. Confirm that you are obliterating the following items from **the beginning of time**.
 - b. Make sure that only **Clear browsing history, Clear download history, Delete cookies and other site and plug-in data, and Empty the cache** are checked (see picture below). If there are any other boxes checked, uncheck them.

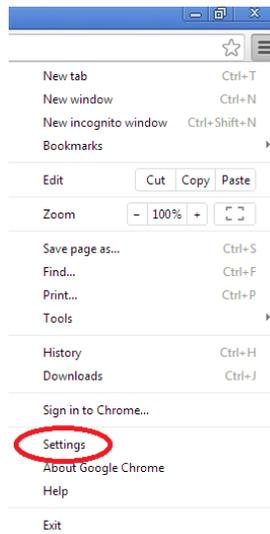


3. Click **Clear browsing data**. Once the process is completed, restart your browser and login to your Keystone account.

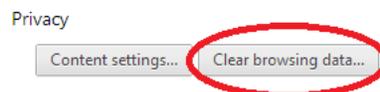


Alternate Instructions

1. Open Google Chrome, and then click on the **Open Menu** button () which is typically located on the upper right hand side of the browser. Select **Settings** (circled below).



2. Scroll down to the bottom of the page and click on **Show advanced settings...**
3. Underneath the **Privacy** section you will find a few options. Click on **Clear browsing data...** (circled below).

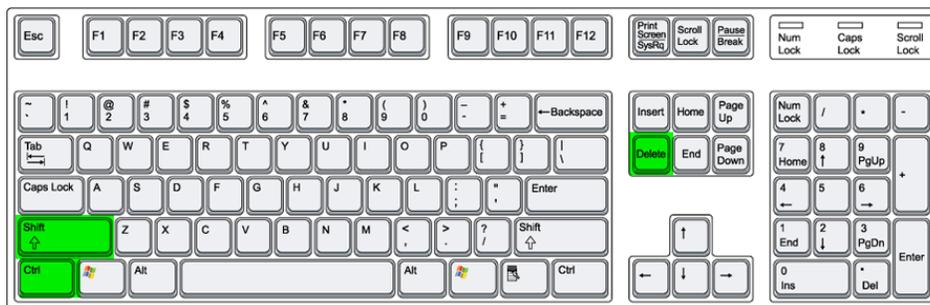


4. Follow steps 2 and 3 on the previous page to complete the process of clearing the history, cookies, and cache.

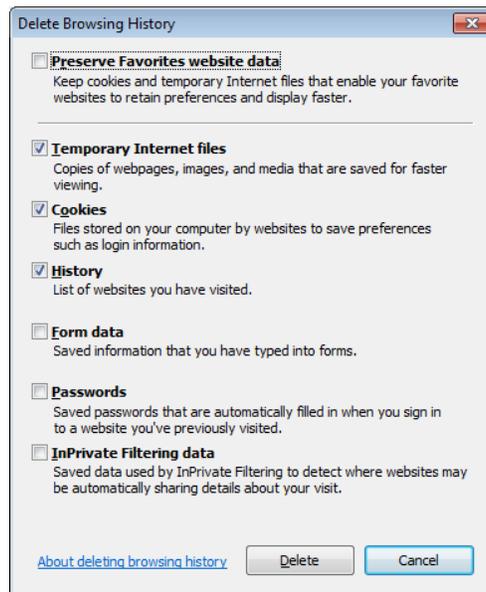
Clearing History, Cookies, and Cache on Internet Explorer

The following instructions will show you how to **delete the history, cookies, and cache on Internet Explorer on a PC**. See the following page for alternate instructions.

4. Make sure that Internet Explorer is your active window, then press the **CONTROL, SHIFT, and DELETE** buttons at the same time.



5. A dialog box will appear and will give you multiple options to choose from. Make sure that only **Temporary Internet Files, Cookies, and History** are checked (see picture below). If there are any other boxes checked, uncheck them.

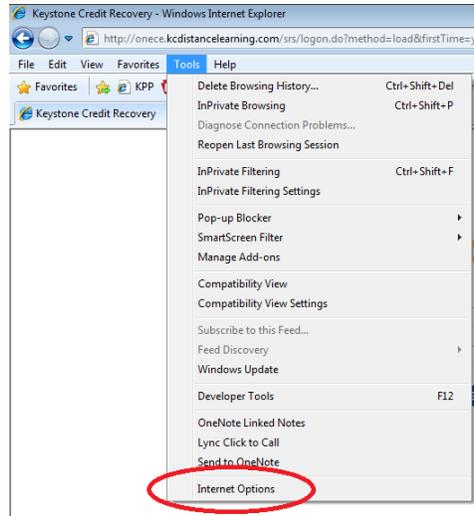


6. Click **Delete**. Once the process is completed, restart your browser and login to your Keystone account.

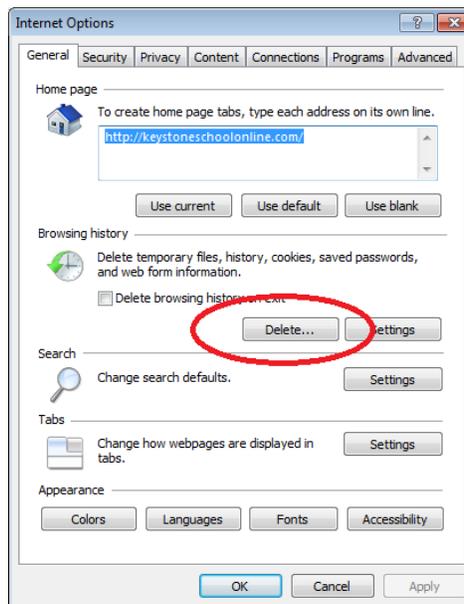


Alternate Instructions

1. Open Internet Explorer, and then click on **Tools** which is located on the menu bar. Select **Internet Options** (circled below).



2. A dialog box will appear and you will need to click on the **Delete...** button (circled below).

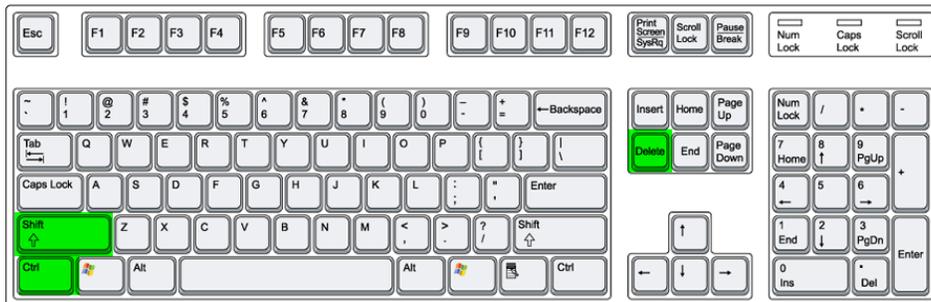


3. Follow steps 2 and 3 on the previous page to complete the process of clearing the history, cookies, and cache.

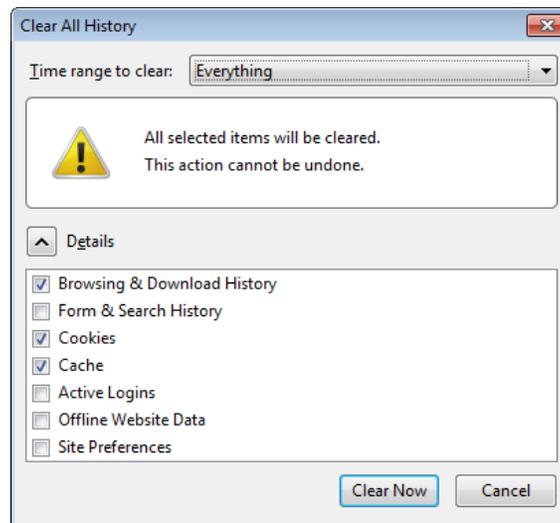
Clearing History, Cookies, and Cache on Mozilla Firefox

The following instructions will show you how to **delete the history, cookies, and cache on Mozilla Firefox on a PC**. See the following page for alternate instructions.

7. Make sure that Mozilla Firefox is your active window, then press the **CONTROL**, **SHIFT**, and **DELETE** buttons at the same time.



8. A dialog box will appear and will give you multiple options to choose from:
 - a. Confirm that the time range to clear is **Everything**.
 - b. Make sure that only **Browsing & Download History**, **Cookies**, and **Cache** are checked (see picture below). If there are any other boxes checked, uncheck them.

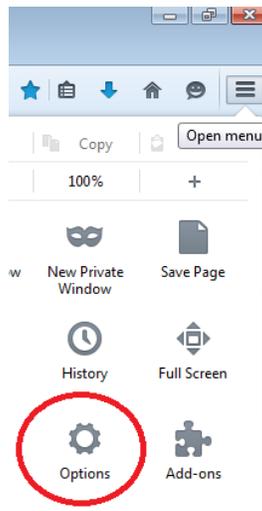


9. Click **Clear Now**. Once the process is completed, restart your browser and login to your Keystone account.

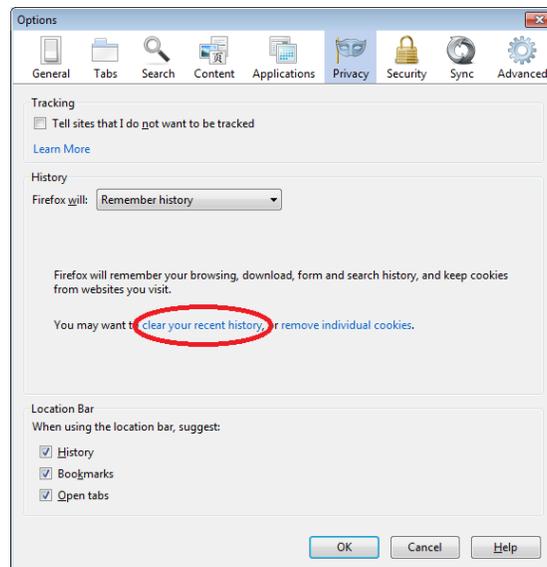


Alternate Instructions

5. Open Mozilla Firefox, and then click on the **Open Menu** button () which is typically located on the upper right hand side of the browser. Select **Options** (circled below).



6. Make sure you select the **Privacy** tab, and then click on **clear your recent history** (circled below).



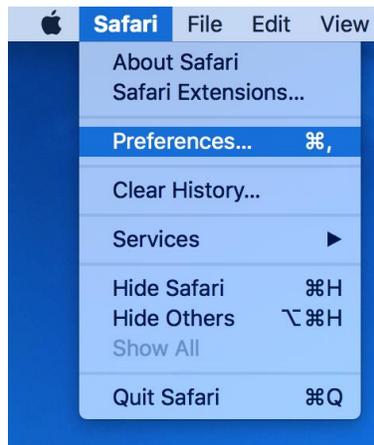
7. Follow steps 2 and 3 on the previous page to complete the process of clearing the history, cookies, and cache.



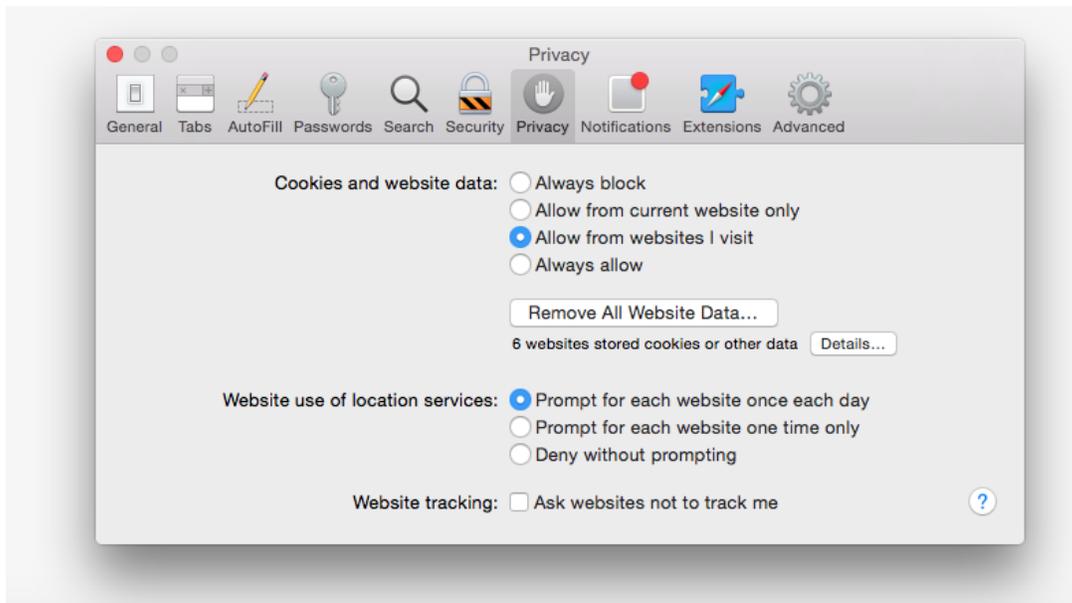
Clearing History, Cookies, and Cache in Safari

The following instructions will show you how to **delete the history, cookies, and cache on Safari on a Mac computer.**

1. Click **Safari** in the upper left hand side of your screen. In the menu that appears, click **Preferences**.

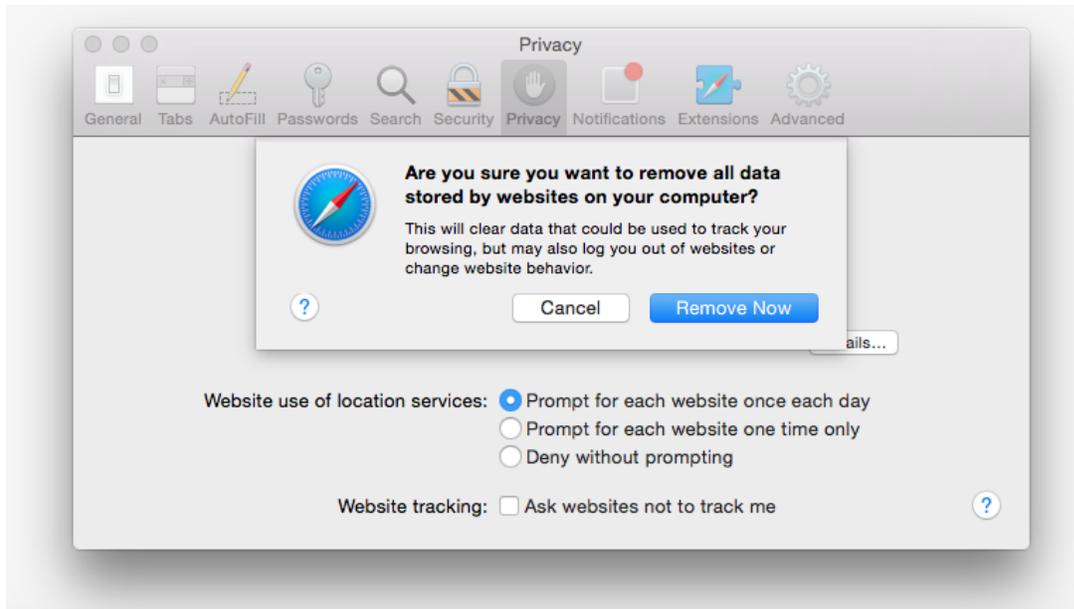


2. In the window that appears, click the **Privacy** tab. Click the button **Remove All Website Data...**





3. Click **Remove Now** in the pop up window that appears.



4. Restart Safari and then login to your Keystone account.



Correcting Course Plug-in Errors

This document refers to a specific instance wherein an **error is received that says “Your device can’t view this content.”** If you receive this error, please follow the instruction below to correct.

Your device can’t view this content

The instructional content is either not supported or the appropriate plug-in is not installed. Please install the plug-in or view the content from a supported device to ensure you have reviewed all instructional material.

STEP ONE: Adobe Flash Player Installation

5. You will need to make sure that you have the most recent version of **Adobe Flash Player** installed on your computer.
6. To install, you will need to go to the following download link:
<https://get.adobe.com/flashplayer>.
7. Follow the instructions to download and install the software.
8. Once **Adobe Flash Player** is installed, please restart your computer.

STEP TWO: Enabling Flash Player in Your Browser

2. For most modern browsers, you will need to manually enable **Adobe Flash Player**. Please find your preferred browser on the list below and follow the instructions located at the corresponding web link.
 - a. **Mozilla Firefox:** <https://helpx.adobe.com/flash-player/kb/enabling-flash-player-firefox.html>
 - b. **Internet Explorer:** <https://helpx.adobe.com/flash-player/kb/install-flash-player-windows.html>
 - c. **Safari:** <https://helpx.adobe.com/flash-player/kb/enabling-flash-player-safari.html>
 - d. **Google Chrome:** <https://helpx.adobe.com/flash-player/kb/enabling-flash-player-chrome.html>



STEP THREE:

5. Once **Adobe Flash Player** is enabled, restart your browser and login to your **Blackboard account**.
6. Navigate to the page where you originally encountered the issue and make sure that you can now view the course content in full.
7. If the content is still not loading correctly, please revisit **Step 2** and make sure that the changes you made were actually applied.



Difficulty Logging-in to Blackboard

This document will explain how to troubleshoot issues relating to the inability to log-in to the Keystone Blackboard page.

PART 1: Navigating to the Correct Log-in Screen

1. Go to www.keystoneschoolonline.com.
2. Click on the red **Student Log-in** banner in the top right-hand corner of the screen.



3. On the next page, select the program that you are enrolled in.



4. You will be re-directed to the **Blackboard Log-in Screen**. This is where you will enter your username and password. Make sure that you are entering your credentials exactly as they appear because they are case sensitive.

Blackboard
learn⁺

USERNAME:

PASSWORD:

Login

PLEASE NOTE:

Make sure you are following these steps every time you log-in to Keystone. Refrain from bookmarking this log-in page as an update in the system could unexpectedly change the login screen at any time. The only way to ensure that you are on the correct page is by following the steps on this page.



PART 2: Common Reasons Relating to Log-in Difficulty

- 1. You may be entering your username and password incorrectly.**
 - a. You may be forgetting to capitalize certain letters in your username and password; login credentials are case sensitive.
 - b. Review your welcome letter to make sure that you are entering the correct credentials. If you cannot find your welcome letter, feel free to call Student Services at 1-800-255-4937 Monday through Friday between 8:00am and 8:00pm EST or email info@keystoneschoolonline.com to request that your credentials be resent.

- 2. There may be a hold placed on your account due to a missed payment.**
 - a. Call Student Services at 1-800-255-4937 Monday through Friday between 8:00am and 8:00pm EST with your payment information ready and they will put in a request to have your credit/debit card manually charged for the overdue amount. **Please note:** it can take up to one (1) business day for your card to be processed.

- 3. Your courses may have become inactive after going past the due date.**
 - a. Call Student Services at 1-800-255-4937 Monday through Friday between 8:00am and 8:00pm EST or email info@keystoneschoolonline.com to inquire about your options regarding extensions or repurchases of your courses.

- 4. You may not be enrolled in online courses.**
 - a. Print courses do not have any online components and, thus, you will be unable to log-in to Blackboard.

- 5. You may need to clear your history, cookies, and cache on your internet browser.**
 - a. Please see the appropriate technical document relating to the internet browser you are using for instructions explaining how to clear history, cookies, and cache.



Discussion Boards Navigation and Tutorial

This document will explain how to navigate and post on the numerous discussion boards that students will encounter in their Keystone courses. In most courses, students are required to submit one original post and then comment on two other student's posts.

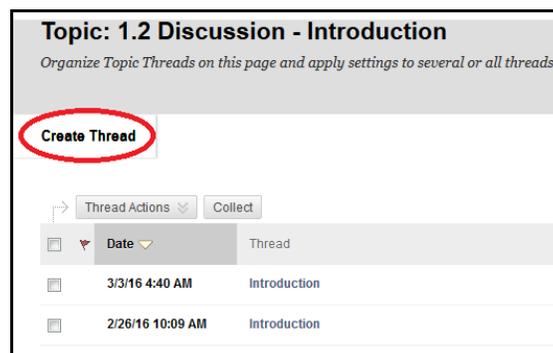
1. To access the **Discussion Boards**, you will need to open your course. On the **Left Navigation Menu** to the left of your screen, scroll to the bottom, and select **Discussion Board** (pictured below).



2. On the next page, you can select which discussion board assignment that you would like to complete. **1.2 Discussion – Introduction** will be used as an example.
 - a. **TIP:** If you need a review of what the assignment requirements are, you can click on the **Click here** hyperlink or review the course content.

Topic	Description	Total Posts	Unread Posts	Total Participants
1.2 Discussion - Introduction	Click here to review your assignment.	393	393	131
2.2 Discussion	Click here to review your assignment.	204	204	93

3. A new page will open and you will see all of the discussions that have been posted thus far. This is called the **Topic Screen**. To create a new thread, you will simply click the **Create Thread** button (circled below).





- You will be redirected to the **Assignment Submission Page**. You will need to enter a **Subject** line and then enter your message in the box below. When you are ready to post, click the **Submit** button.

✖ Subject

Message

T T T Arial 3 (12pt) T : : : REC [link] [unlink] [img] [video] [audio] [code] [link] [img alt]

Path: p Words: 0

- If you want to comment on another student's post, you will need to go back to the **Topic Screen** and click on the title of the thread that you would like to view.

Topic: 1.2 Discussion - Introduction

Create Thread

Thread Actions Collect Page 1 of 6

Date	Thread	Status	Unread Posts	Total Posts
3/9/16 4:07 PM	Introduction	Published	0	1
3/3/16 4:40 AM	Introduction	Published	2	2
2/26/16 10:09 AM	Introduction	Published	2	2

- You will then be brought to a page where you can read the entirety of the student's post. If you would like to send a reply, click the **Reply** button and you will be able to type and post your response.
 - NOTE:** Writing a reply follows the same exact process as Step 4.

Alexander Hamilton 20 hours ago

Introduction

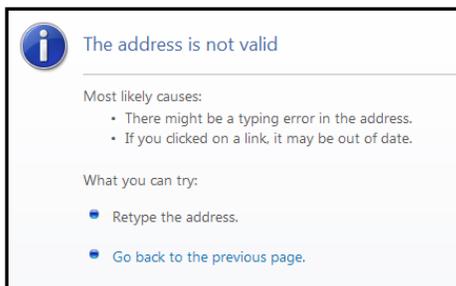
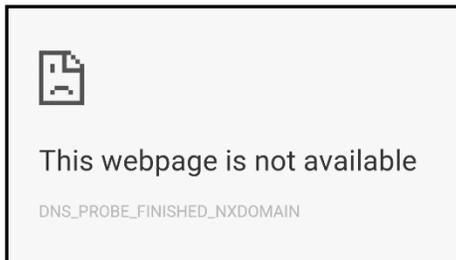
My name is Alexander Hamilton, and there's a million things I haven't done. I like to write—a lot! Once I wrote 51 essays defending the US Constitution in the span of six months.

Reply

****Be sure to check your MY GRADES page to confirm that your posts have been submitted.****

DNS Error Troubleshooting

The document will explain how to **troubleshoot when you encounter a DNS Error** on your computer. Sometimes it can be difficult to identify when your computer is being affected by a **DNS Error**. Often times you will receive an error page that looks similar to this:



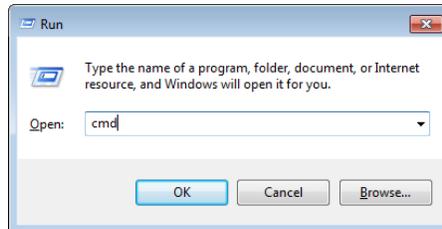
Before proceeding, it is recommended that you try the following steps first:

1. Make sure that your internet browser is up-to-date.
2. Clear the history, cookies, and cache on your browser.
3. Check your internet connection and reset your internet modem, if necessary.
4. Try accessing Keystone using a different internet browser.
5. Make sure that all of your plug-ins (Java, Adobe Flash Player, Adobe Shockwave Player) are up-to-date.

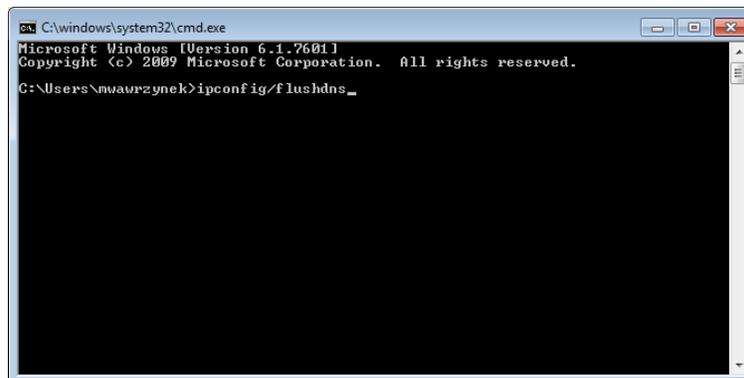
If, after completing all of the steps above, you are still encountering the same type of error, please continue to the instructions outlined below.

Try the steps in the following order:

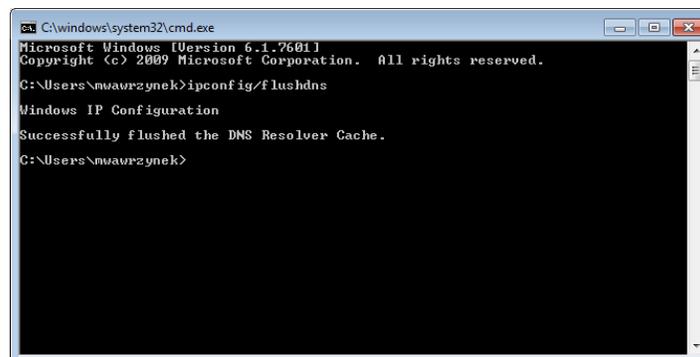
- Press **Windows Key + R** to open **Run** window. Inside Run window, type **cmd** (**select the one with administrator privilege**)



- When prompted, type **ipconfig /flushdns**
 - This command helps in flushing the stored DNS cache.

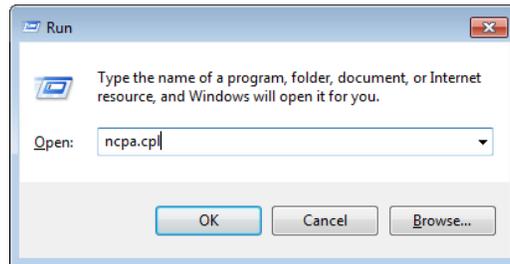


- Press **Enter**, then restart computer and check if the issue is fixed.

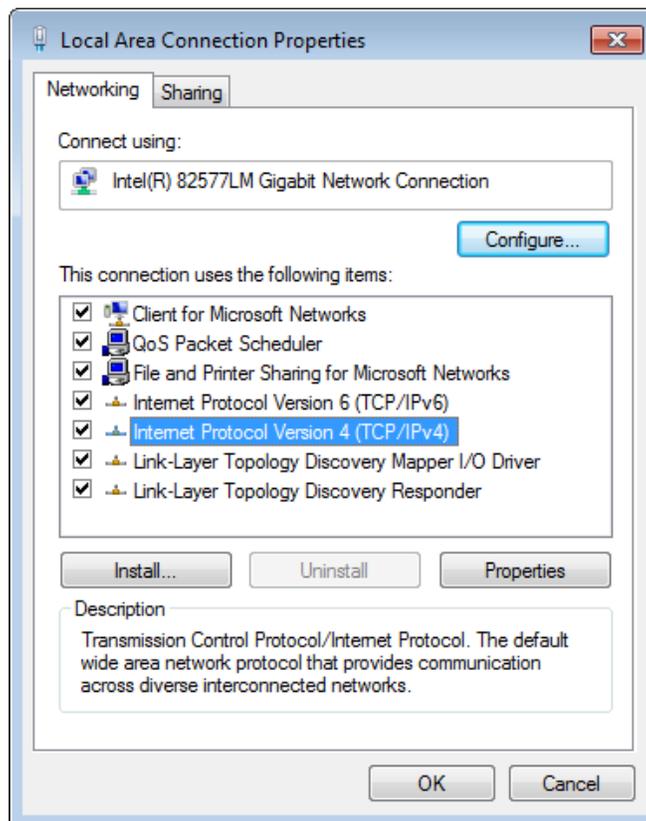


If the issue is still not fixed, try the steps below.

- Press **Windows Key + R**. In the run window, type **ncpa.cpl**. This will open network connections.



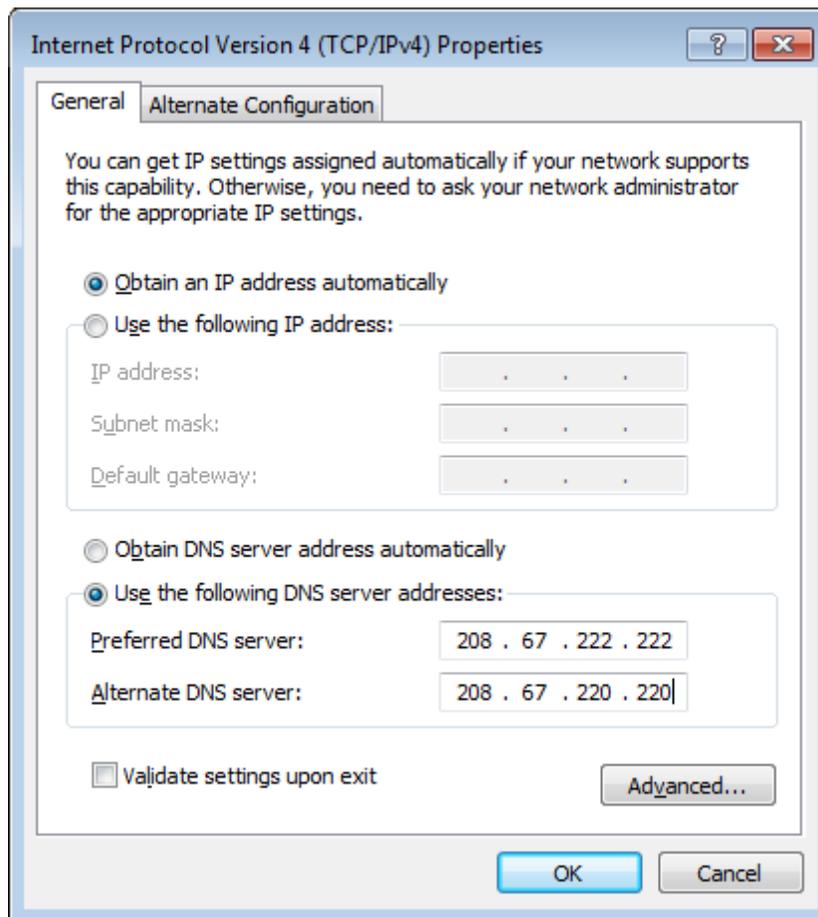
- Right click **local area connection**, then click **properties**. (If it is wireless connection, right click on **Wireless Network Connection**).
- Select **Internet protocol version (TCP/IPv4)**, then click **Properties**.



Select internet protocol, select “use the following DNS server address.”

- Change DNS server address to global DNS value given below.
 - Preferred **208.67.222.222**
 - Alternate **208.67.220.220**

You can also use Google's DNS address preferred 8.8.8.8 and alternate 8.8.4.4



- Check if issue is fixed. Changing the Preferred and Alternate address usually fix most of the cases.



Download Links for Commonly Used Programs

This document will provide you with the most reliable and safe links to use when directed to download the following software.

Required Components:

- Adobe Flash Player — <https://get.adobe.com/flashplayer/>
- Adobe Shockwave Player — <https://get.adobe.com/shockwave/>
- Adobe Reader — <https://get.adobe.com/reader/>
- Java — <https://java.com/en/download/>

Word Processing Programs:

- Microsoft Office — <https://products.office.com/>
- Open Office (free alternative to MS Office) — <https://www.openoffice.org/>

Internet Browsers:

- Google Chrome — <https://www.google.com/chrome/browser/>
- Mozilla Firefox — <https://www.mozilla.org/firefox>
- Internet Explorer — <https://www.microsoft.com/en-us/download/internet-explorer.aspx>
- Safari — <https://support.apple.com/downloads/#safari>

Audio Recording Software:

- Audacity — <http://www.audacityteam.org/>
- Garage Band — <https://www.apple.com/mac/garageband/>



Downloading and Submitting PDF Worksheets

This document will explain the process of **downloading, using, and submitting** the types of PDF documents that you will regularly encounter while using Keystone.

1. When the PDF Worksheet opens in your internet browser, **do not start typing in it**. You need to save the worksheet before beginning your work. Each internet browser has a slightly different button associated with saving files.

- a. **Mozilla Firefox:** (upper right hand corner)



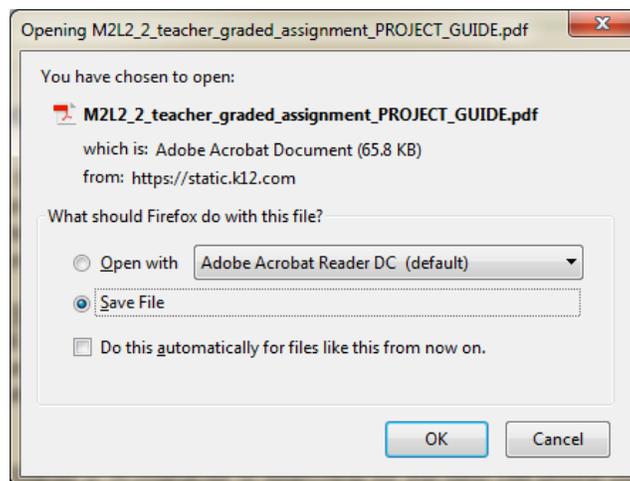
- b. **Google Chrome:** (upper right hand corner)



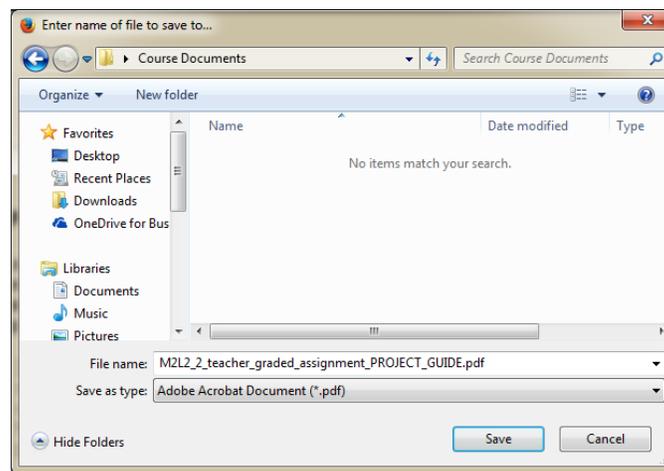
- c. **Internet Explorer:** (upper left hand corner)



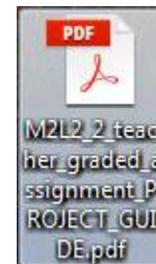
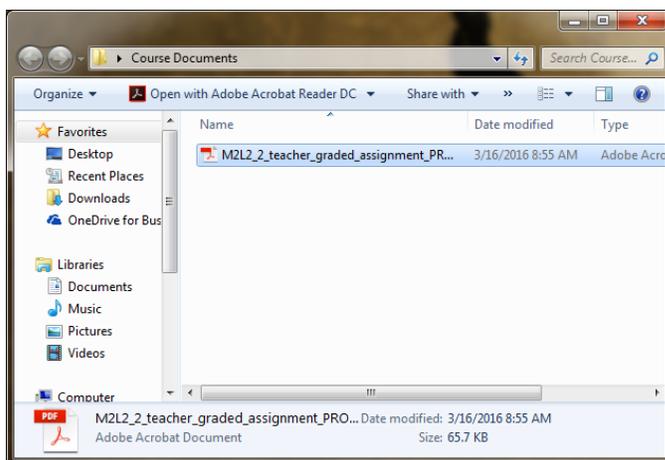
2. When you click the appropriate button on your browser, you will be prompted to either **Open** or **Save** the file. At this point, you will want to select **Save File** and click **OK**.



3. Another dialog box will appear which will allow you to re-name and save the PDF document wherever you would like on your computer. When you are ready to save, press **Save**.
 - a. **PLEASE NOTE:** Do not change the file type when saving PDF documents; they will not open correctly and you will not be able to work on them.
 - b. **TIP:** It is helpful to rename your document as something easily identifiable, and to save the document on your Desktop or preferred schoolwork folder.



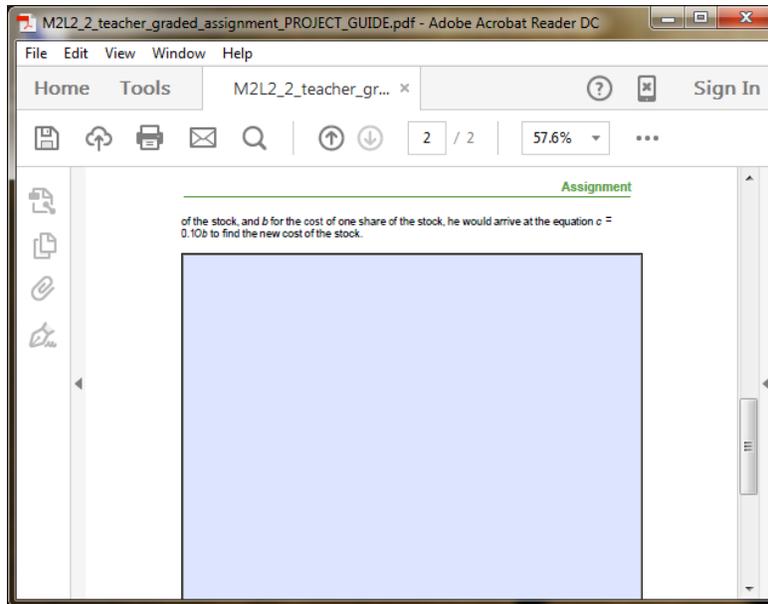
4. When you are ready to start working on the PDF, find the file on your computer and double-click the icon.



5. **If the PDF is not opening**, you will most likely need to download **Adobe Reader**. You can download this free software safely at <https://get.adobe.com/reader/>.



- When the PDF opens, you will be able to read the directions for the worksheet and start working on the questions. **To answer the questions, you will need to click in the purple boxes underneath each question with your cursor and type your answer.**



- Make sure that you are saving regularly. If you do not save, you risk losing all of your work.**
- When you are ready to submit the assignment, login to **Blackboard**.
- Using the **Left Navigation Menu**, enter the Unit that contains the assignment.
- Find the assignment's name and then navigate to the assignment's **Assignment Submission Page**.
- Click **Browse My Computer**.

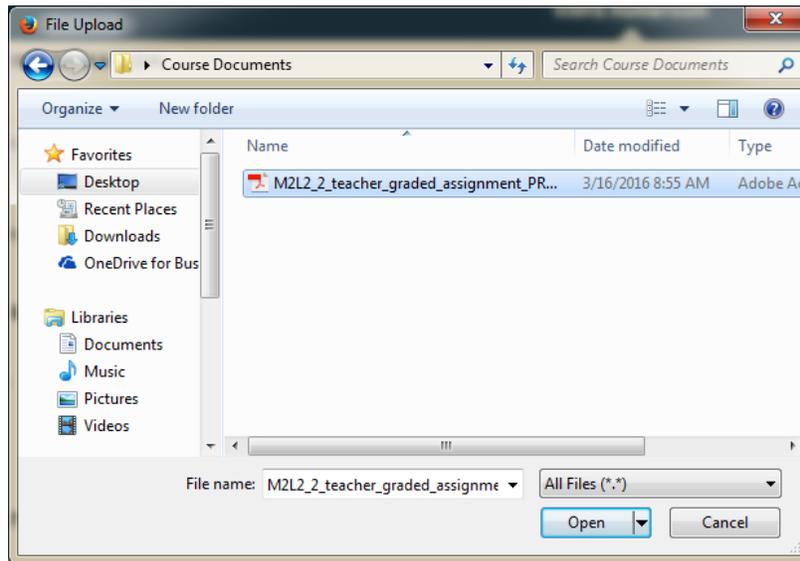
ASSIGNMENT SUBMISSION

Text Submission

Attach File



12. A dialog box will appear. Find your completed assignment, click on it, and then press **Open**. This will attach the assignment to the submission page.



13. You can check to make sure that the assignment has attached successfully by looking underneath the **Browse My Computer** button. You will be able to see the title of the assignment that you attached.

- a. **PLEASE NOTE:** If you accidentally attached the wrong assignment, you can click the **Do not attach** button (pictured below) to remove the attachment.



14. Press the **Submit** button.

KEYSTONE TIP:

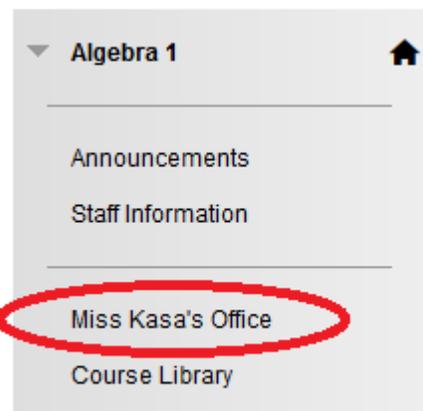
Make sure that you check your “MY GRADES” page to confirm that the assignment was submitted correctly.



Dynamic Course Scheduler

The **Dynamic Course Scheduler** is a tool you can use to determine how much work you need to accomplish in your courses on a weekly basis. The **Dynamic Course Scheduler** creates a road map for you and will show you how to get from the beginning to the end of your courses and more importantly, how to stay on track with your goals.

1. Enter the course for which you want to create a schedule. We will be using **Algebra 1** as an example.
2. On the Navigation Panel to your left, select your **Teacher's Office**. In this example, you would select **Miss Kasa's Office**.



3. Scroll down to the teacher's **Class Information**, and click on the **Schedule tab** (pictured below).

High School					
Syllabus	Schedule	Score Guides	Format for Submitting Files	Discussion Board Instructions	Student Handbook
Writer's Workshop	Writing Guide	Cleared Assignments	How to Use Ebscohost	How to Use Turnitin	How to Do Speaking Assignments (Vocaroo)
Assignment Checklist	Academic Integrity Training Video	Info on Assignments and Keystone Standards			



4. Using the **dropdown menus**, select your **Start Date** and your anticipated **End Date** for the course. When you have selected the dates, press **Submit**.

Dynamic Course Schedule

Enter a new start date and end date to view your customized course schedule

Start Date: 01 ▾ 01 ▾ 2012 ▾ End Date: 01 ▾ 01 ▾ 2012 ▾

5. You will now be able to see a schedule that reflects the date range selected.

PLEASE PRINT A COPY FOR YOUR RECORDS AND PRINT A COPY FOR YOUR MENTOR

Due Date	TASKS
Friday, 5/27/2016	<ul style="list-style-type: none"> • Review Orientation • 1.00 Assignment: Scaling Up Fractions and Mixed Numbers in Your World • 1.00 Real and Rational Numbers Quiz
Friday, 6/3/2016	<ul style="list-style-type: none"> • 1.01 Assignment: Analyzing Decimals, Fractions, and Percents • 1.01 Fractions, Decimals, Percents, and the Number Line Quiz • 1.02 Exponents and Roots Quiz
Friday, 6/10/2016	<ul style="list-style-type: none"> • 1.03 Assignment: Applying Order of Operations • 1.03 Assignment: Explaining Additive and Multiplicative Inverses • 1.03 Order of Operations and Number Properties Quiz

KEYSTONE TIPS

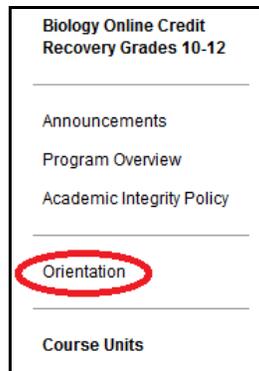
- We encourage you to print your schedule so that you can highlight tasks, cross items off when they are completed, and write notes next to tasks as you progress through the course.
- You may find that the due dates land on Wednesdays and Fridays. As each Keystone student has a different plan, the schedule was designed to give you a plan for the first half of the week and also for the second half of the week.
- This schedule can also be copied and pasted into a document on your computer, which will then give you the ability to change dates, insert vacation weeks, and really make the schedule your own. We encourage you to use the Dynamic Course Schedule for all of your courses to help you stay on track and meet your goals.



Finding Additional Material in Credit Recovery Courses

The following document will explain how to find additional course content within your Keystone Credit Recovery courses.

1. Enter your course.
2. On the **Navigation Menu** to the left of the screen, select **Orientation**.



3. When the next screen appears, scroll down and click on **Table of Contents**.



4. You will be directed to a page with a full listing of course content broken up into Units and Lessons. Select the section that you want, and you will be able to review the lesson material.

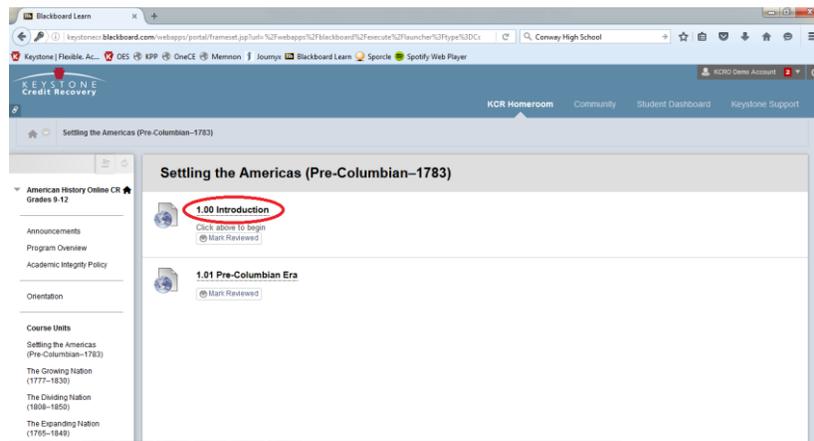
Table of Contents				
Unit 1	Unit 2	Unit 3	Unit 4	Unit 5
Section 1	Section 1	Section 1	Section 1	Section 1
Section 2	Section 2	Section 2	Section 2	Section 2
	Section 3	Section 3	Section 3	
		Section 4	Section 4	
			Section 5	
			Section 6	
Unit 6	Unit 7	Unit 8	Unit 9	Unit 10
Section 1	Section 1	Section 1	Section 1	Section 1
Section 2	Section 2	Section 2	Section 2	Section 2
Section 3	Section 3	Section 3	Section 3	Section 3
Section 4	Section 4		Section 4	
Section 5	Section 5		Section 5	
	Section 6		Section 6	
	Section 7		Section 7	
			Section 8	
			Section 9	
			Section 10	



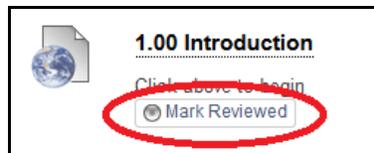
Navigating a Credit Recovery Course (Adaptive Release)

The following document will explain how to navigate through a typical Credit Recovery course that is adaptive release.

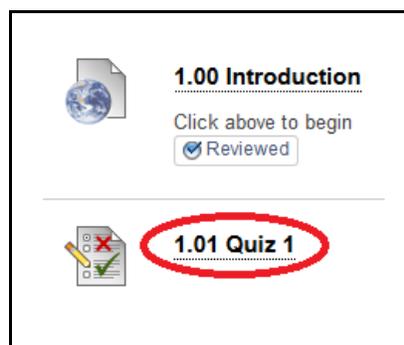
1. First, you will want to read the short lesson at the beginning of the module. In this case, that is **1.00 Introduction**.



2. Next, you will be ready to take the quiz. You do this by returning to the page pictured above, and clicking **Mark Reviewed** (pictured below).

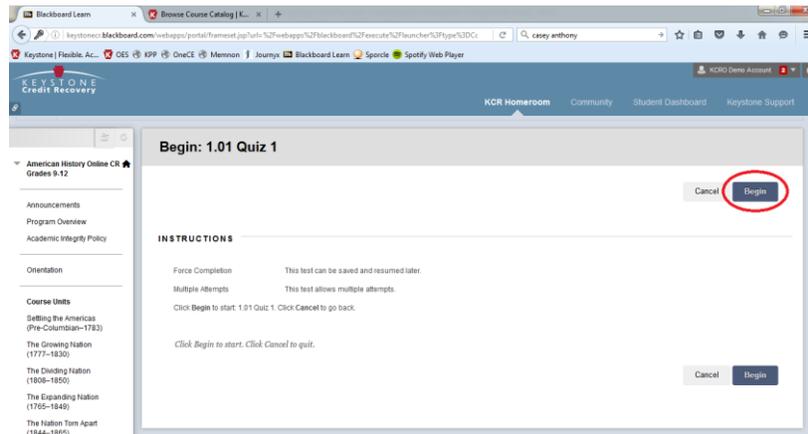


3. Once you do this, the quiz will be released. To take the quiz, click on the name of the quiz. In this instance, the quiz is called **1.01 Quiz 1**.

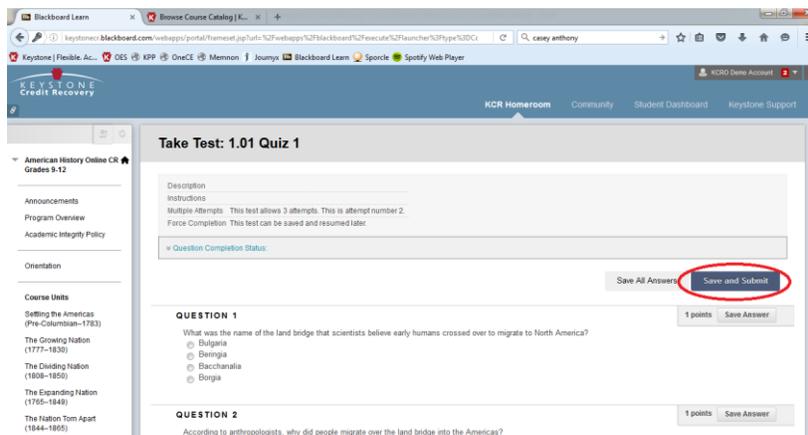




4. On the following page, you will want to click on the blue **“Begin”** button to start the quiz.



5. Finally, when you answer all of the quiz questions, press the **“Save and Submit”** button. This will submit your quiz for grading.



6. You will now want to check your **“My Grades”** page to verify that the quiz was submitted correctly and that the grade you received is showing up in our system.

Remember:

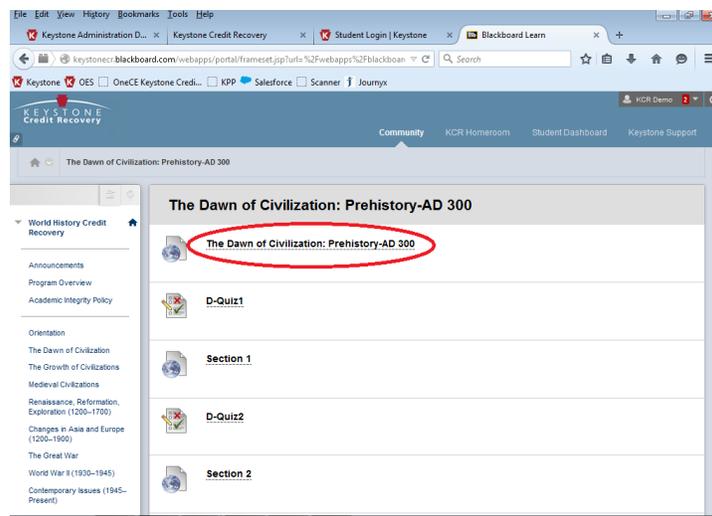
You can take Credit Recovery quizzes a maximum of three times. To do this, simply re-enter the quiz and select **“Start New Submission.”** The computer will take your highest score.



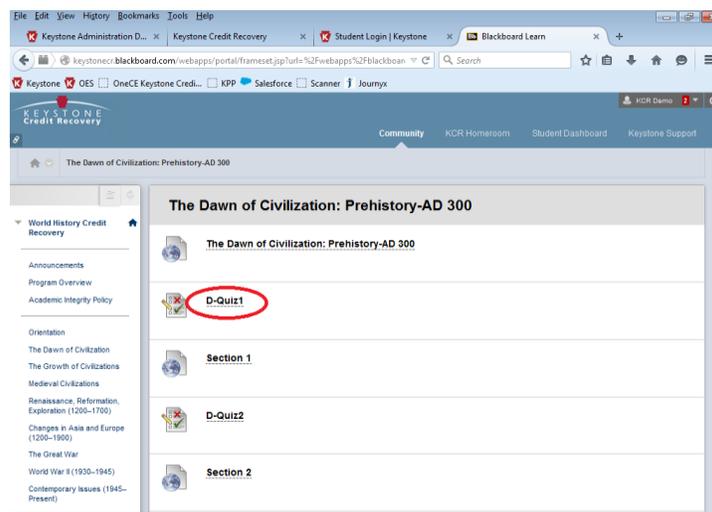
Navigating a Credit Recovery Course (Non-Adaptive Release)

The following document will explain how to navigate through a typical Credit Recovery course that is not adaptive release.

1. First you will want to read the short lesson at the beginning of the module. In this case, that is **The Dawn of Civilization: Prehistory-AD 300**.

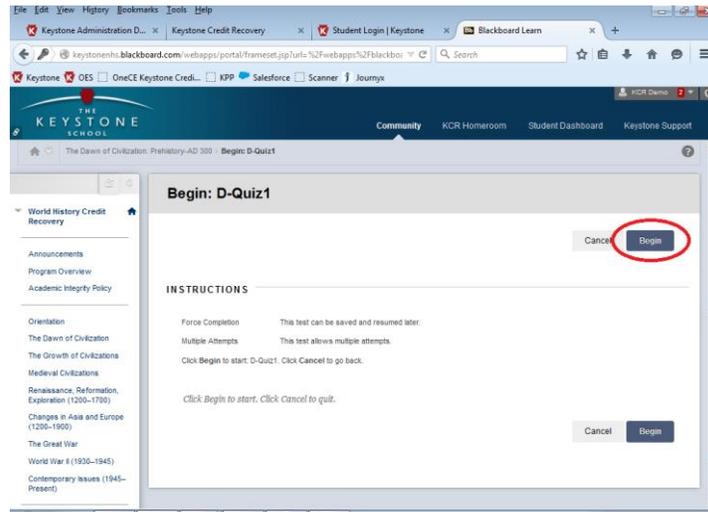


2. Next, you will be ready to take the quiz. You do this by clicking on the quiz that follows the section you just read. In this case, that is the **D-Quiz 1**.

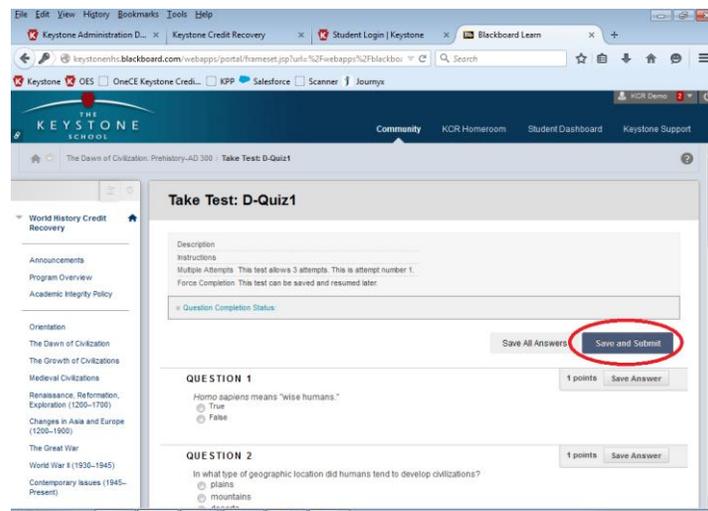




3. On the following page, you will want to click on the blue **“Begin”** button to start the quiz.



4. Finally, when you answer all of the quiz questions, press the **“Save and Submit”** button. This will submit your quiz for grading.



5. You will now want to check your **“My Grades”** page to verify that the quiz was submitted correctly and that the grade you received is showing up in our system.

Remember:

You can take Credit Recovery quizzes a maximum of three times. To do this, simply re-enter the quiz and select **“Start New Submission.”** The computer will take your highest score.



Recording Audio with Audacity

This tutorial will show you how to record audio assignments using the Audacity computer program. Audacity is a free, open source, cross-platform software for recording and editing sounds.

PLEASE NOTE: You will need a microphone to record audio. Many newer computers come with an internal microphone already installed.

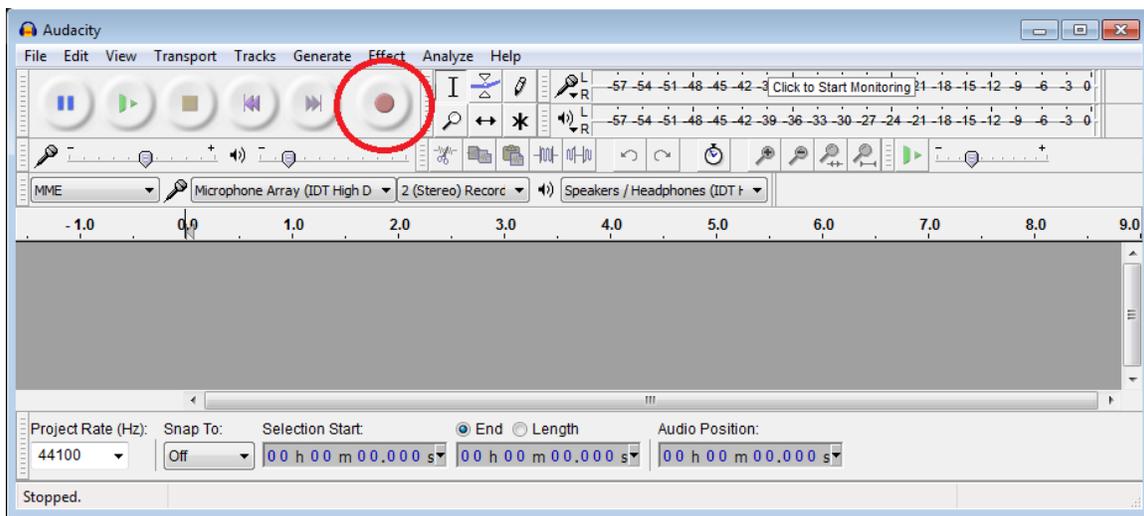
STEP 1: Downloading and Installing Audacity

(If you already have Audacity on your computer, please skip to Step 2.)

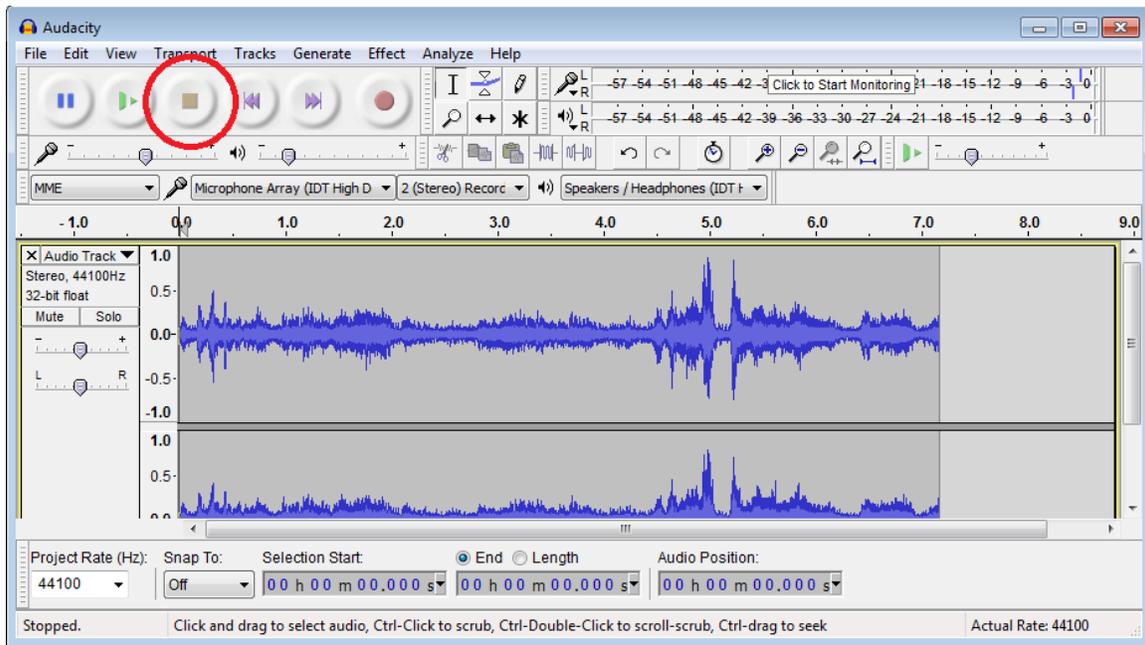
1. Download Links:
 - a. **Windows Users** will want to click on this link to download Audacity:
<http://www.foosshub.com/Audacity.html/audacity-win-2.1.1.exe>
 - b. **Mac Users** will want to click on this link to download Audacity:
<http://www.foosshub.com/Audacity.html/audacity-macosx-ub-2.1.1.dmg>
2. Save the Audacity Installer to your computer. Open the installer (it will most likely save to your **Downloads** folder) and install the program on your computer.

STEP 2: Recording Audio

1. Launch Audacity.
2. When you are ready to record, click on the **Red Record Button** (circled below).



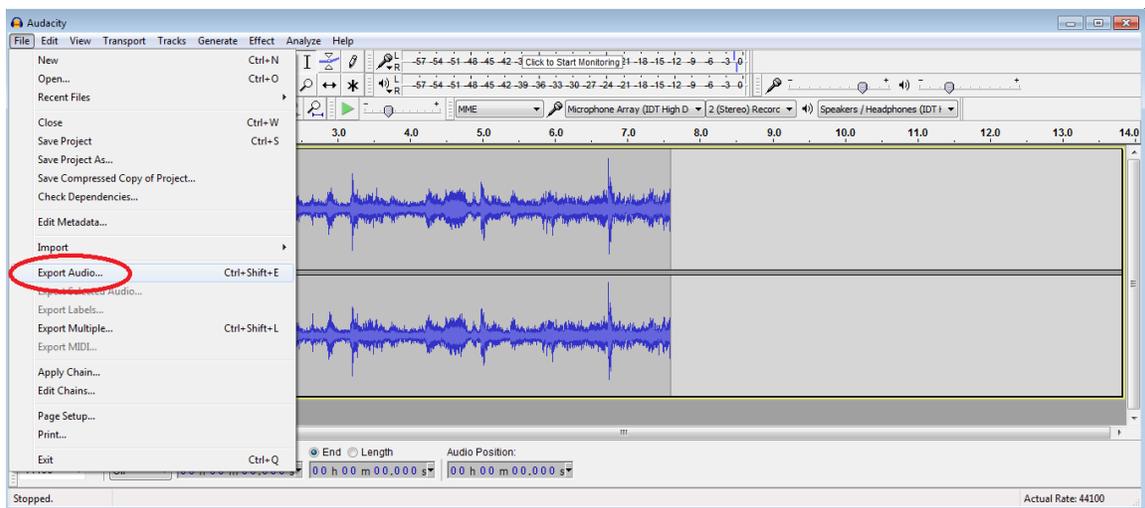
- When you are ready to end recording, click on the **Stop Button** (circled below).



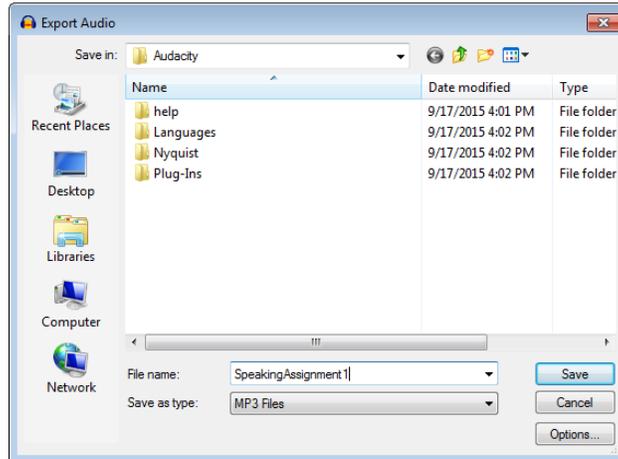
- Next, go to the top left hand corner of the window and click on **File → Save Project As...** From here you will be able to save the project so that you can access and edit it again if needed.

STEP 3: Exporting Audio to MP3

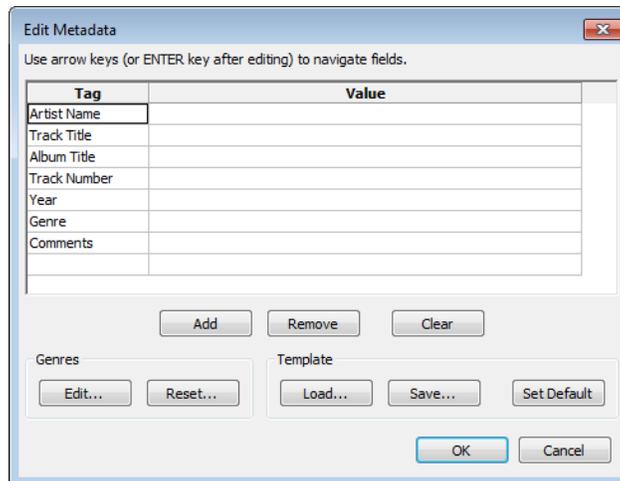
- When you are happy with your recording, click on **File → Export Audio**.



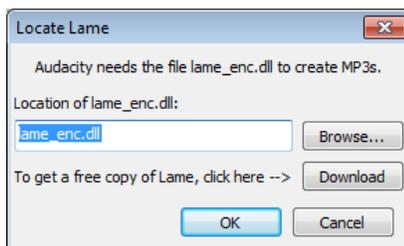
- Rename your file to something that will be easy to remember and easy to locate. Also, make sure that you have **MP3 Files** selected as your “Save as type.”



- Press **OK**. You do not need to enter any information on the screen pictured below.



- You will probably receive a pop-up asking you to locate the file **lame_enc.dll**. In order to do this, you will need to click on the **Download** button (pictured below).

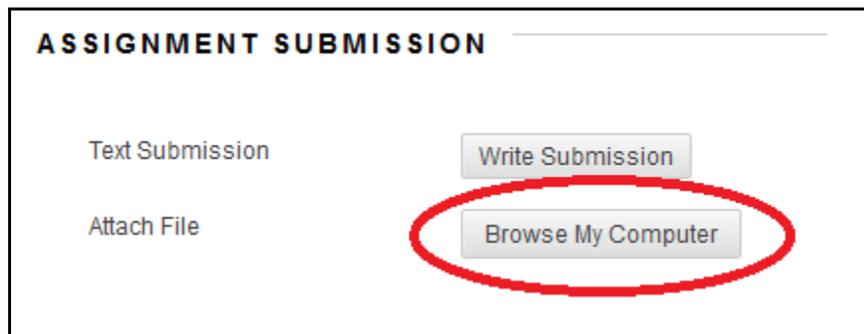


The **Download** button should redirect you to:

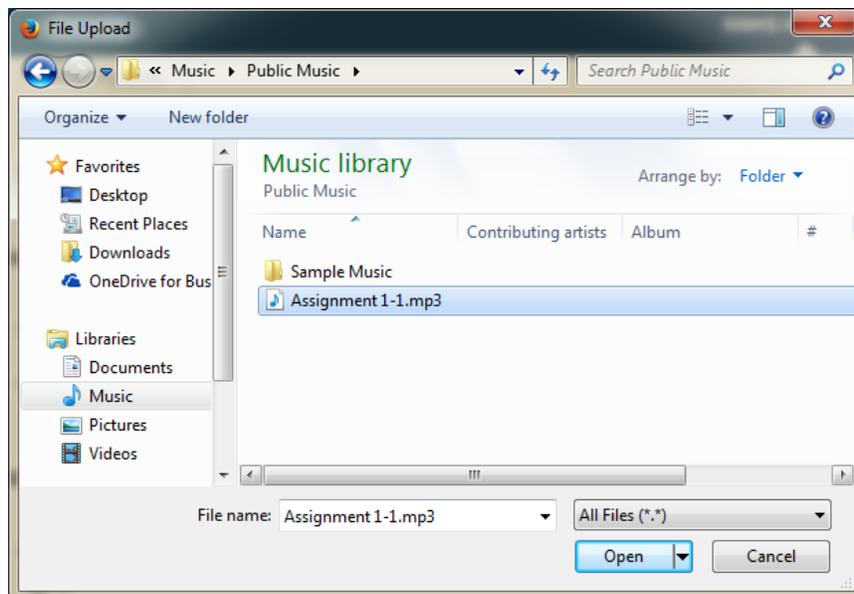
http://manual.audacityteam.org/man/faq_installation_and_plug_ins.html#lame.



5. Follow the instructions explaining how to download **LAME MP3 encoder**.
6. Once the **LAME MP3 encoder** has been installed, repeat Steps 1 through 3 in order to export your file as an MP3.
7. Go to the **Assignment Submission** page for the specific speaking assignment and click on **Browse My Computer**.



8. Navigate to where you saved the file, select it, and then press **Open**.



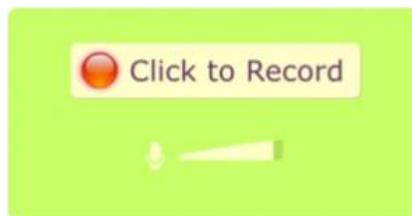
9. Once the file is attached, press the **Submit** button.
10. Check to make sure your assignment has been submitted successfully by reviewing the **Submitted tab** on your “My Grades” page.



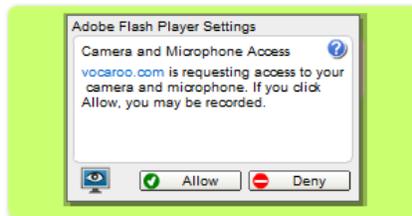
Recording Audio with Vocaroo

The following instructions will show you how to **record audio with the Vocaroo website**.

1. Go to www.vocaroo.com.
2. When you are ready to record, press **Click to Record**.



3. A pop-up will appear that requests access to your computer's microphone. Select **Allow** and the recording will start.



4. When you complete your recording, press the **Click here to save** option that pops up on the bottom of the screen.

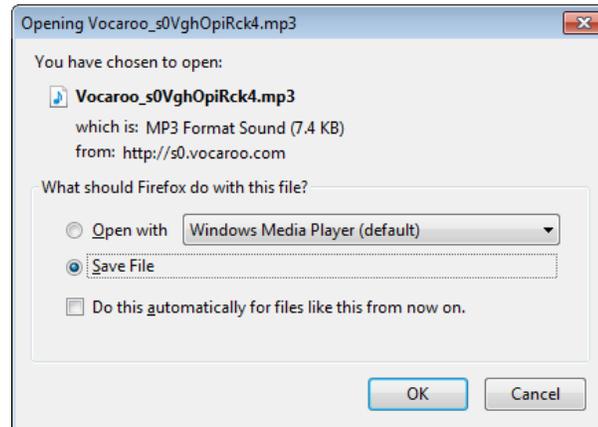
Happy with this recording? [Click here to save >>](#)

5. You will now be presented with a number of options. Click on **Download as MP3** (circled below).





6. A dialog box will appear and ask what you would like to do with the file. Select **Save File**, and press **OK**. Take note of where you save the file as you will need it again momentarily.



7. Enter the assignment's submission page in your course on Blackboard and attach your newly saved MP3 file. If you have difficulty finding the file, be sure to check you **Downloads** folder as it may be saved in there.
8. Once the file is attached, press **Submit**.

KEYSTONE TIP:

Make sure that you check your "MY GRADES" page to confirm that the assignment was submitted correctly.

Removing QuickTime and Installing VLC Media Player

Due to recent updates, **QuickTime for Windows** may cause interference within certain sections of course content. To correct this issue, you will need to uninstall **QuickTime** and install the **VLC Media Player**.

STEP 1: Uninstalling QuickTime

1. Access the **Control Panel**:

1. **Windows 7**

- i. <http://windows.microsoft.com/en-us/windows7/working-with-control-panel>

2. **Windows 8 and Windows 8.1**

- i. <http://windows.microsoft.com/en-us/windows-8/where-is-control-panel>

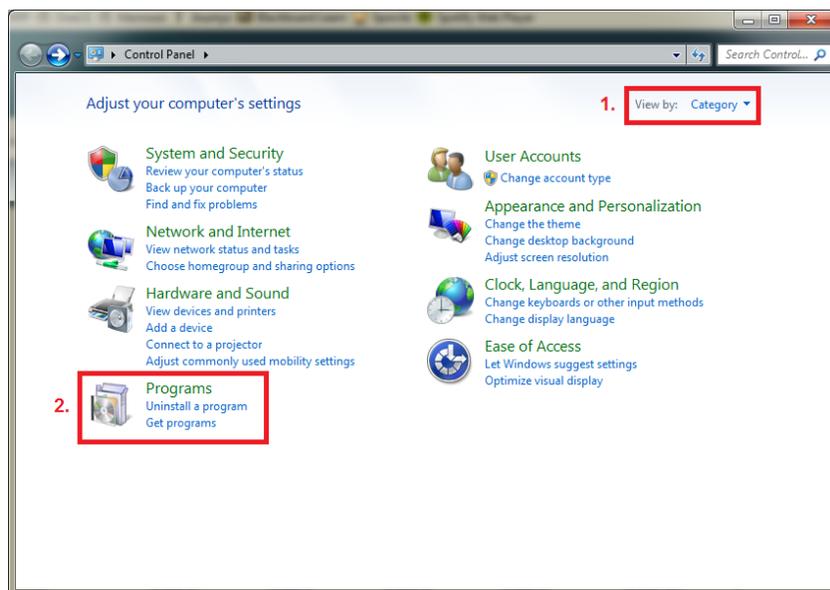
3. **Windows 10**

- i. <http://www.techradar.com/us/how-to/computing/how-to-use-windows-10-s-control-panel-1311502>

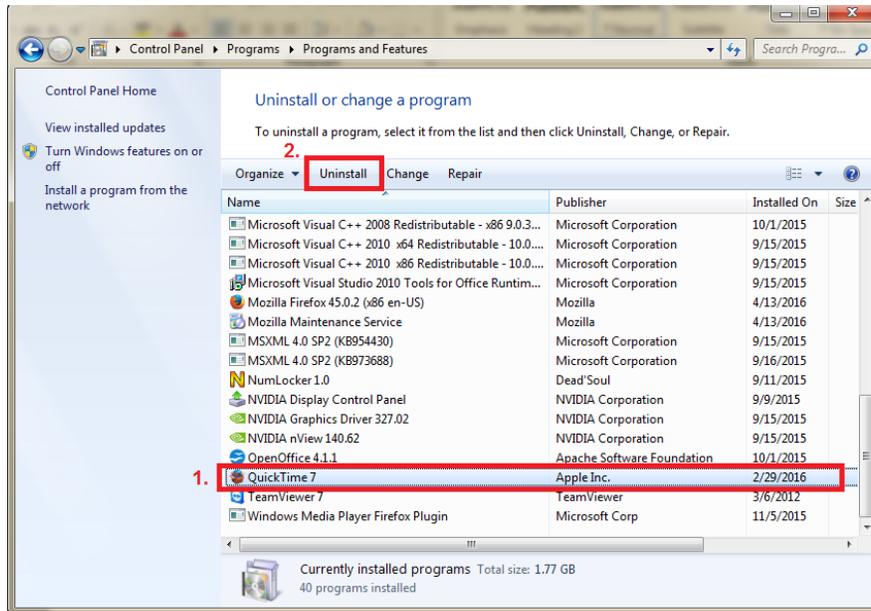
2. Follow the steps as they are labeled below:

1. Make sure that you are viewing by **Category**.

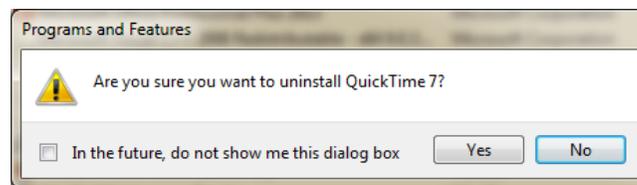
2. Select **Uninstall a Program**.



3. When the next screen loads:
 1. Select the **QuickTime** icon (pictured below).
 2. Press the “**Uninstall**” button.



4. A window will appear asking if you would like to uninstall QuickTime. Select “**Yes.**”



5. Follow the prompts to complete the uninstallation, restart your computer, and then proceed to Part 2 of the instructions below.

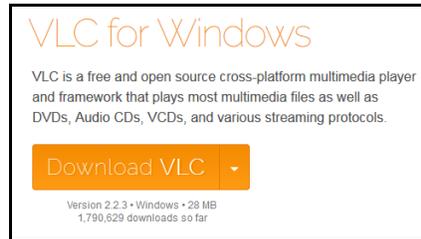
STEP 2: Installing the VLC Player

1. Open the **Google Chrome** browser on your computer.
2. Proceed to the download page for the **VLC Player**: <http://www.videolan.org/vlc/download-windows.html>

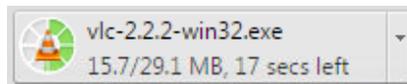
If you don't have **Google Chrome** installed on your computer, you can download it at the following link:
<https://www.google.com/chrome/browser/desktop/>



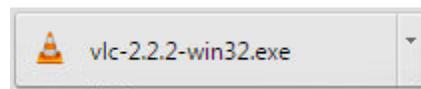
3. When the page opens, click on the download button (pictured below).



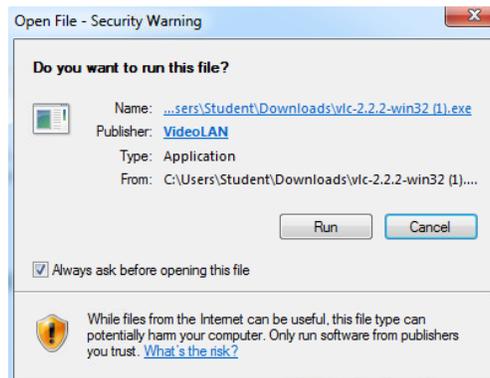
4. The download should appear in the bottom left-hand side of the browser with the following icon:



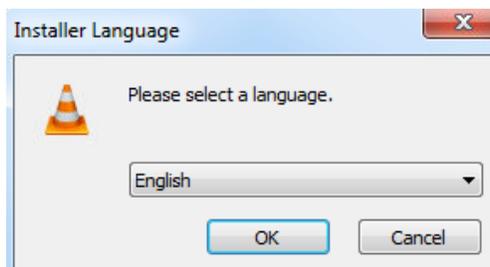
5. When the download is completed, the icon will change (pictured below). Click on the new icon.



6. Click **Run** (if the window below appears) and setup will start loading.

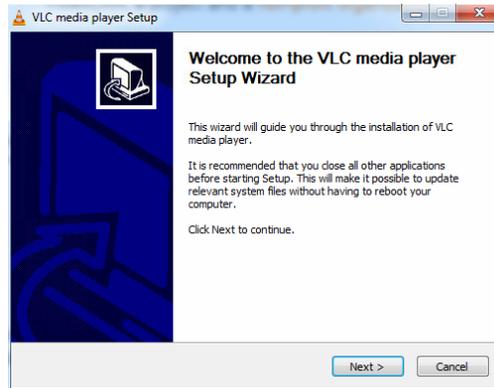


7. Select your preferred language and click **OK**.

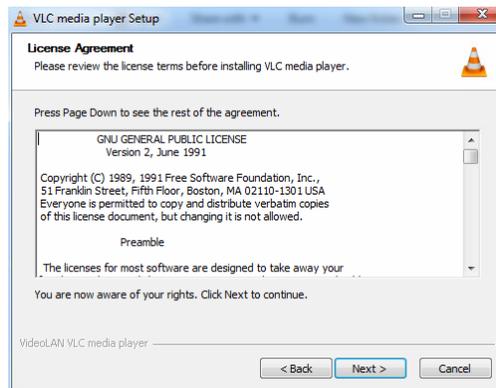




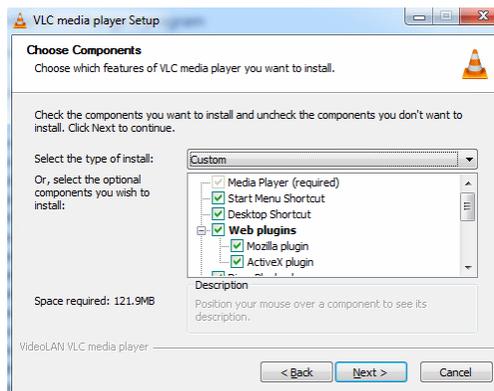
8. Click **Next** once you've read over the **Welcome screen**.



9. Click **Next** after reading the **License Agreement**.

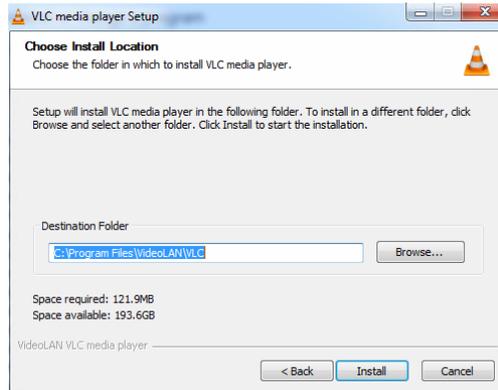


10. Use this menu to customize your installation. Choose all of the components you wish to install. Once customization is completed, click **Next**.





11. Click **Install** and do not change the **Destination Folder**. A window will appear to show an installation screen.



12. Click **Finish** and **uncheck (optional) "Run VLC media player"** (if you do not wish to launch the application after).



13. Restart your computer, clear the history, cookies, and cache on Google Chrome, and then attempt to access the course content that was not loading correctly in Blackboard.



Reviewing Completed Assignments

This document will explain how to review the correct answers and view teacher feedback on completed quizzes and exams.

1. Enter your **My Grades** page and click on the name of the completed assignment that you would like to review. We will use **S-Quiz 1** as the example:

ITEM	FEEDBACK	LAST ACTIVITY	GRADE
Cumulative Grade			20.00%
Running Total			2.00 /10
S-Writing Assignment: Customs		UPCOMING	- /20
S-Quiz 1		Sep 10, 2015 3:53 PM GRADED	2.00 /10

2. The **View Attempts** page will open and it will show you the assessment's details, including the grade you received. Click on the **Calculated Grade** (circled below) and it take you to a page that will show the answers to the assessment and any feedback that the teacher may have provided.

Date Created	Date Last Submitted or Edited	Calculated Grade
Sep 10, 2015 3:53 PM	Sep 10, 2015 3:53 PM	2

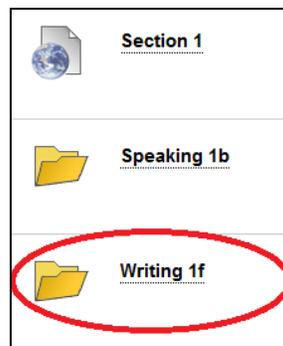
Icon Legend



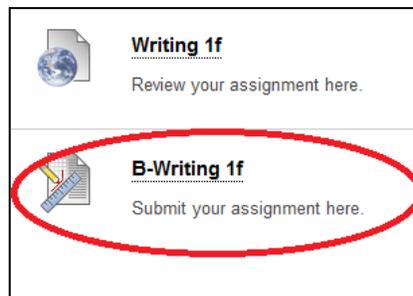
Submitting Assignments (Not Quizzes or Exams)

This document will explain how to submit assignments that are not quizzes or exams on Blackboard.

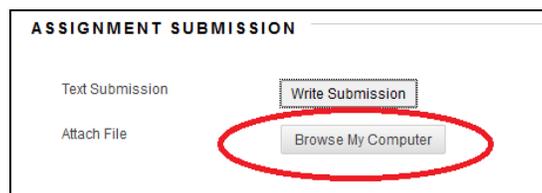
1. Make sure that your assignment is completed and saved on your computer's Desktop or in a preferred folder.
2. Find the assignment in your course and click on it. In the pictures below, the assignment **Writing 1f** is used as an example.



3. You will be brought to a new screen with two options (pictured below). The circled option will take you to the assignment submission page.

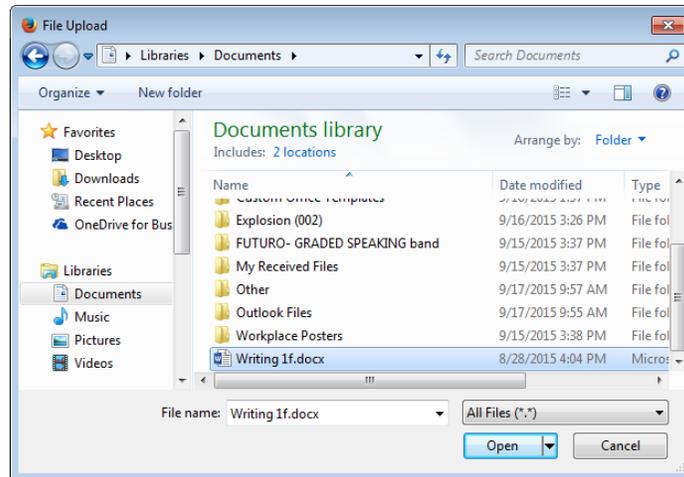


4. On this next page, scroll down to **Assignment Submission** and click on **Browse My Computer**.

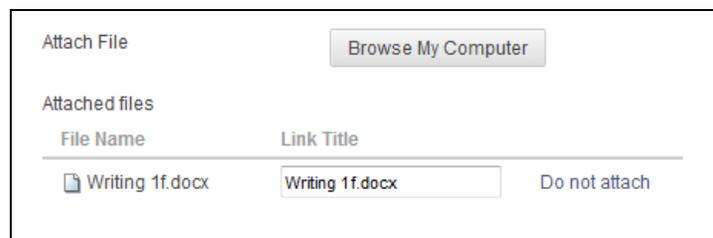




5. A dialog box will open and you will be able to select the assignment that you would like to submit.
 - a. **PLEASE NOTE:** Be sure that you're selecting the correct assignment because, once you submit an assignment once, you are not permitted to resubmit.



6. Click **Open** once you've selected your assignment, and then the dialog box will disappear.
7. You can check to make sure that the assignment has attached successfully by looking underneath the **Browse My Computer** button. You will be able to see the title of the assignment that you attached.
 - a. **PLEASE NOTE:** If you accidentally attached the wrong assignment, you can click the **Do not attach** button (pictured below) to remove the attachment.



8. Once you are ready, you can now press the **Submit** button.

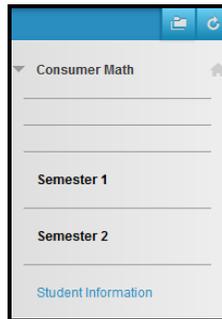
PLEASE NOTE: Blackboard cannot accept any files that are larger than 10Mbs. Any files larger than this will need to be compressed or broken into smaller sections.



Switching Between Parent Observer Account and Student Account

This document refers to a situation where it appears that all course content has disappeared within a student's account. In a majority of cases, the student is logged in to the Parent Observer Account. The following steps will show you how to switch back to the Student's Account.

1. If you login to your course and the Navigation Menu on the left hand side of your screen looks like the graphic below, you are in the Parent Observer Account.



2. In order to switch accounts you must **fully logout of the Parent Observer Account**. You can logout using the "Logout Button" in the top right hand corner of your screen:



3. You will then be redirected to a login screen. Enter your unique Student Username and Password. Click "Login."



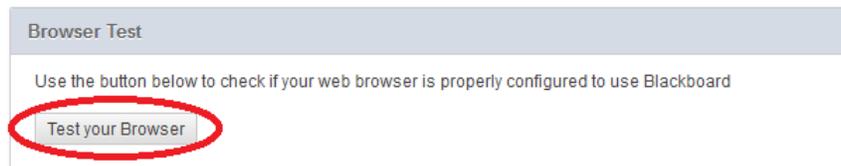
4. You should now see your regular Keystone Homeroom page. You will be able to login to your classes and see content again.



Testing Your Browser

The following instructions will show you how to **test your browser** on any internet browser.

1. Login to your Keystone account on Blackboard using your preferred browser.
2. Refer to the tabs at the top right-hand section of your screen. Click **Keystone Support**.
3. When the next screen loads, refer to the **Browser Test** box in the top left hand corner of the page, and then click **Test Your Browser**.



4. Now you will be able to review your results. Make sure that there are green checkmarks next to each of the **Required Components**.

Required Components

If any of these components are missing, you may not be able to log in, or use some of the advanced features of Blackboard

- ✓ Your browser supports **JavaScript**
It is used by many of the data validation and interactive user interface tools (e.g. the Grade Centre)
- ✓ Your browser allows **Cookies**
These are needed to store information about you whilst you are logged into Blackboard
- ✓ You have a **Java runtime environment (JRE)** installed - this is needed for some tools, e.g. the Virtual Classroom
For best results you should use the same version of Java on your computer that is running server side
This server is currently running Java Version **1.7.0_45**
You can use this button to display the version of Java **you** have installed on your computer, but you are advised to ignore any prompts to upgrade:

Optional Components

These items are not required to use the basic features of Blackboard, but may be needed to display certain content types (particularly audio and video files)

- ✓ You have a **Macromedia Flash Player** installed
This is a common format for displaying videos (e.g. on YouTube) and animations
- ✓ You have a **Macromedia Shockwave Player** installed
This is another common format used to display animations

5. **IN ADDITION:** we recommend installing **Macromedia Flash Player** and **Macromedia Shockwave Player** as many Keystone courses utilize these common programs. You can visit these following links to safely download these recommended programs:
 - i. **Java:** <https://java.com/en/download/>
 - ii. **Adobe Flash Player:** <https://java.com/en/download/>
 - iii. **Adobe Shockwave Player:** <https://get.adobe.com/shockwave/>
6. Once you are seeing green checkmarks next to all of the recommended components, you should be able to view all course content.