Technology Handbook

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Contact Information — Veritas Headquarters

Toll-Free: (800) 922-5082
In Lancaster: (717) 519-1974
Email: info@veritaspress.com

Find this handbook at any time in the black footer at the bottom of the Schoology site.

System Requirements

- System tests:
  - Run this test to determine if your system is compatible with the **Adobe Connect classroom**: vpsa.adobeconnect.com/common/help/en/support/meeting_test.htm
  - Run this test to determine if your system is compatible with our **self-paced courses**: vpsa.veritaspress.com/compatibility_wizard/index
- Bandwidth: Internet connection must provide a consistent minimum download speed of **4 mbps** (megabits per second) and a consistent minimum upload speed of **1 mbps** (megabits per second). This is recommended as measured by the VSA speed test, which can be found at vsa.speedtestcustom.com. Ping rates are recommended to be no higher than **50 ms** (milliseconds) and jitter no higher than **5 ms** (millisecond). This is recommended as measured by common ping rate tests, e.g. www.pingtest.net. Higher download and upload speeds are desirable, as are lower ping and jitter rates.
- Connection: DSL/cable wired connections are recommended. Satellite connections or other lossy connections are **not** recommended. Wifi connections can be adequate, but hardwired connections (via ethernet) are always more stable.
- For best viewing, monitor should have a screen resolution of **1024 x 768 px** (pixels) or higher.
- Adobe Flash Player
  - The most updated version of **Adobe® Flash® Player 13.0** or higher is required to view course content. This software can be downloaded for no cost at: https://get.adobe.com/flashplayer/ The **Google Chrome** browser and the **Windows 10** operating systems have Adobe Flash Player integrated, and will keep it automatically updated.
- Web browser (the most updated version of the respective browser is always required):
  - Google Chrome
  - Mozilla Firefox
  - Other browsers, such as Internet Explorer, Edge, and Safari can be functional, but are not recommended.

- System Requirements
    - Windows
        - **1.4 GHz** Intel® Pentium® 4 or faster processor (or equivalent) for Microsoft® **Windows 7**, **Windows 8**, or **Windows 8.1**.
        - **Windows 10**, **Windows 8.1** (32-bit/64-bit), **Windows 8.0** (32-bit/64-bit), **Windows 7** (32-bit/64-bit
        - **1 GB** RAM - **Windows 7**, **Windows 8**, **Windows 8.1**, or **Windows 10**
    - macOS
        - **1.83 GHz** Intel Core Duo or faster processor.
        - **1 GB** RAM
        - **macOS 10.9** or higher
    - Mobile Devices: Android/iOS
        - Device **must** support the Adobe Connect App. Free download from Google Play store/Apple App store.
        - Student is responsible to ensure that all other tangential requirements are met. For example, internet access, microphone, keyboard to type when required, &c.
- While not a requirement, it is strongly recommended that a quality headset/microphone is used for all classes. Speakerphones, cell phones, wireless microphones and low quality headsets cause voice fluctuations and noisy background audio.

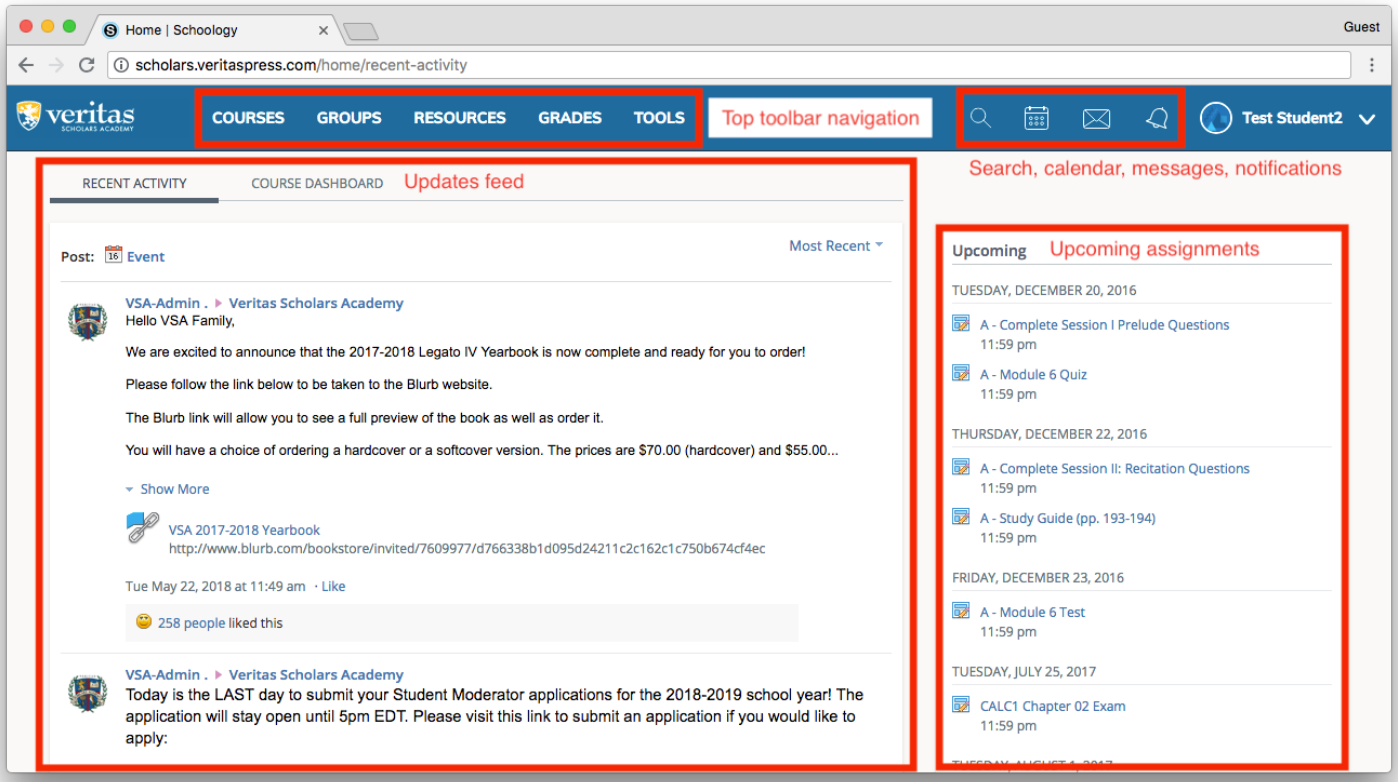
Navigating Schoology

Logging In

Schoology is used to access coursework for live classes. To access Schoology, navigate to veritaspress.com and click **Login** from the top toolbar. You will then be taken to the Veritas login portal, from which you should choose **School Login**. You will be redirected to the Schoology login page, where you will enter your username and password, and click **Log In**.

Overview

As a parent or student at Veritas Scholars Academy, you will find that you spend most of your time in Schoology. Please familiarize yourself with this diagram of the Schoology homepage.



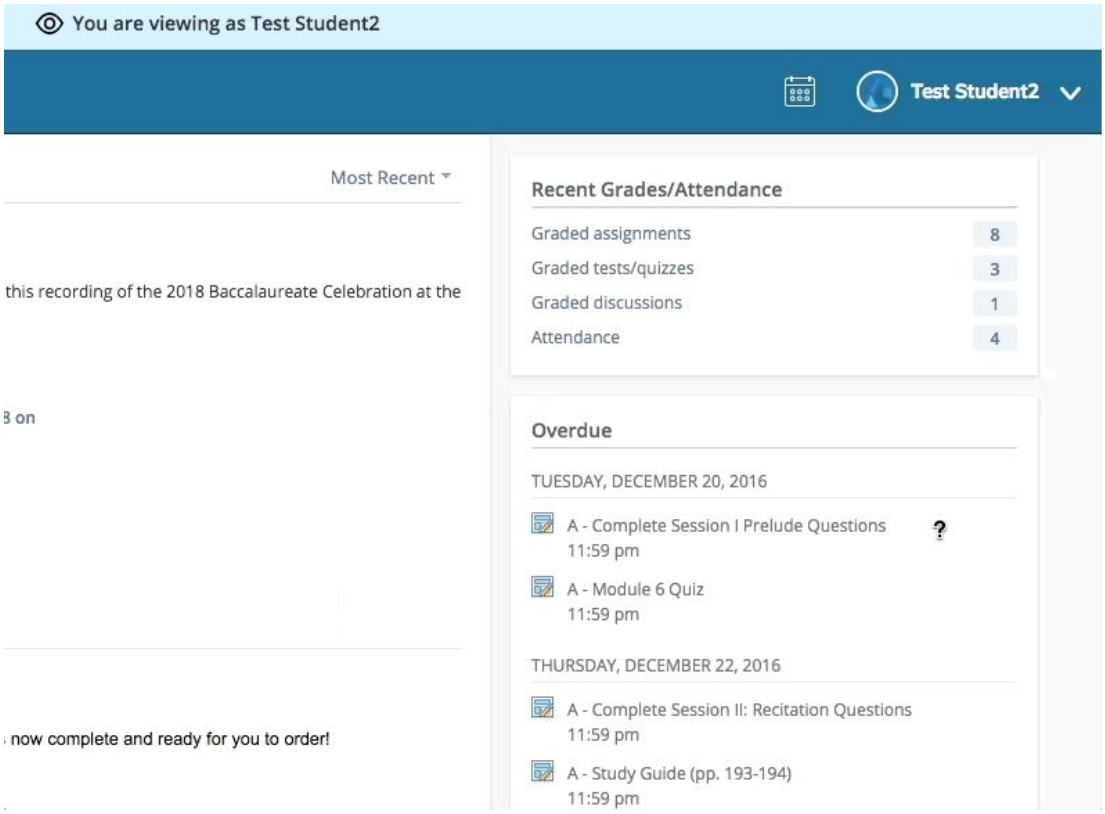
Parents

As a parent, you can use Schoology to view your children's grades, report cards/comments, and other information about their progress.

Logging in as a Parent

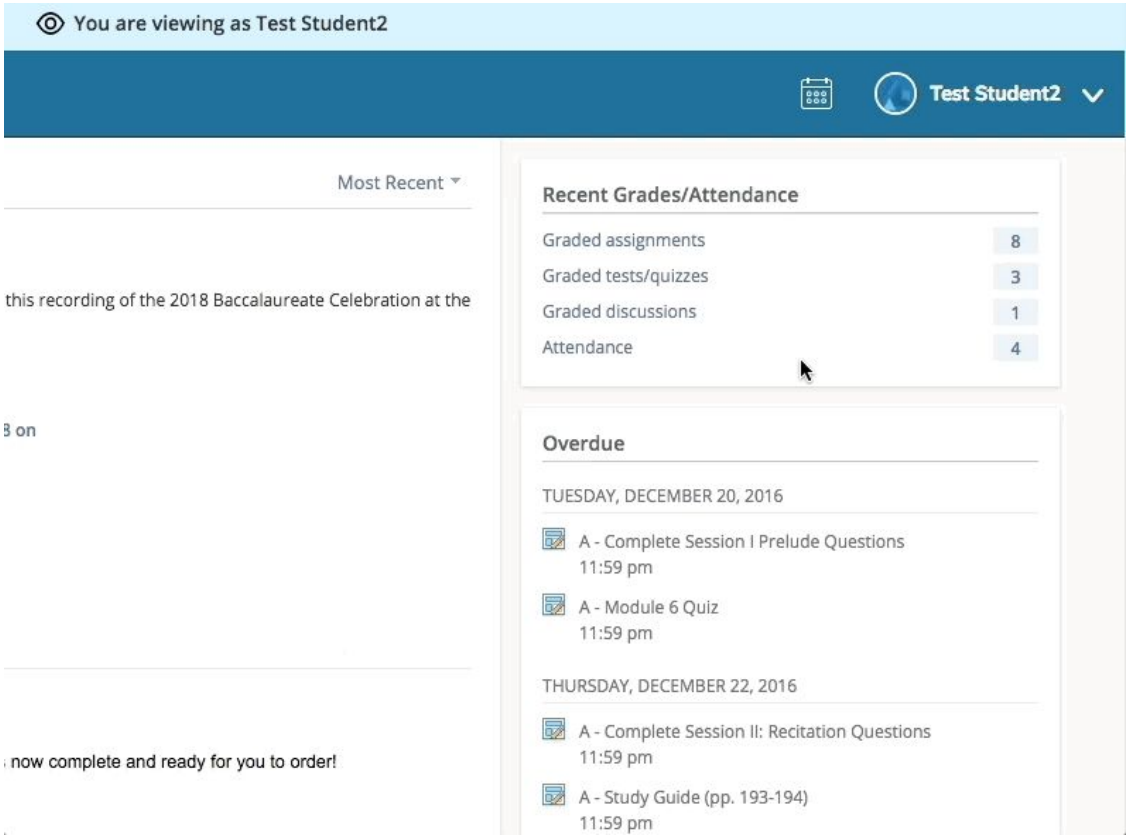
Parents and students have different sets of login credentials for use in Schoology. Parent credentials cannot be used to enter the classroom, interact with classmates, or complete assessments, so it is important that parents and students keep their accounts separate. To identify whether you are logged in as a parent or a student, click the dropdown arrow farthest to the right and make a note of what is displayed. For parent accounts, the account name and the name of any associated students will be listed. Student accounts, however, will not list any account names, but instead display the school name.

Parent accounts have two display modes: student mode (which displays information about your students) and parent mode (which allows you to manage your own account). To switch between modes, use the dropdown arrow next to your name.



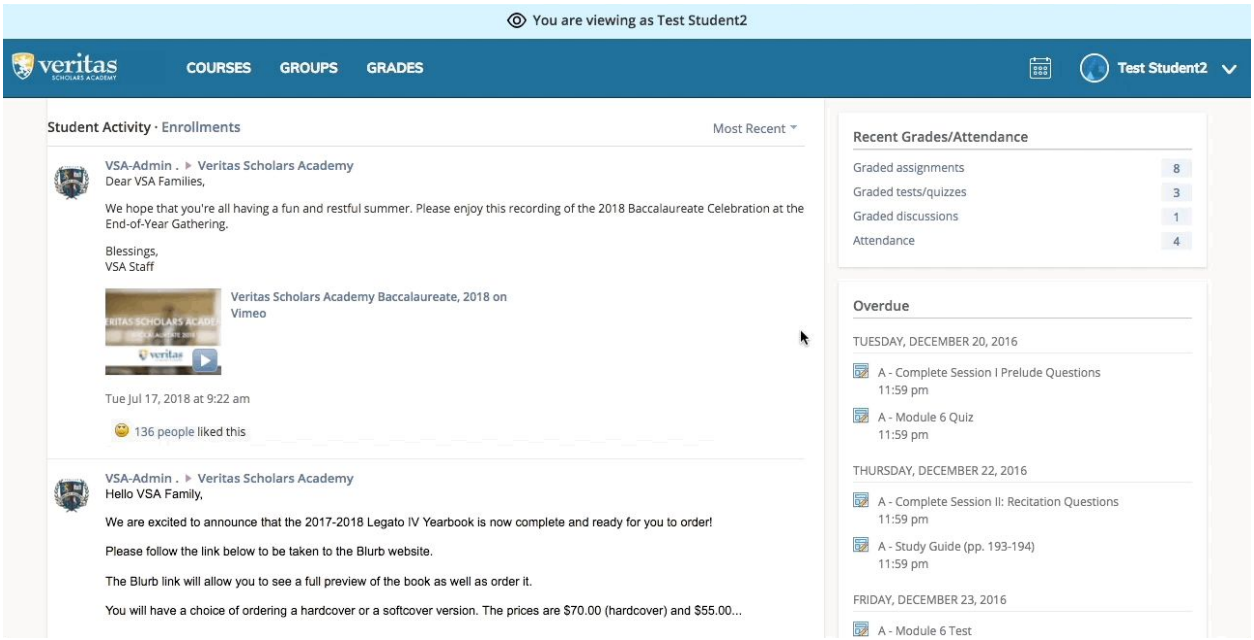
Selecting a Child Account

If more than one of your children take classes at VSA, you will need to choose which child's information you wish to view. To do so, simply open the dropdown with your child's name on it in the top toolbar, and select a child. You will then be able to view information for that child.



Parent Digest

If you would like to receive alerts about your child's progress, you can do so by opting in to receive parent digest email notifications. To activate the notifications, use the **Settings** button from the main menu (in the upper right-hand corner of your screen). This will take you to the notifications page. From here, choose the **Notifications** tab towards the top of the screen. Here, you can select which types of notifications you wish to receive. After you have made your selections, click **Save Changes**. You will have to repeat this process for any additional children, selecting a child account as explained above.

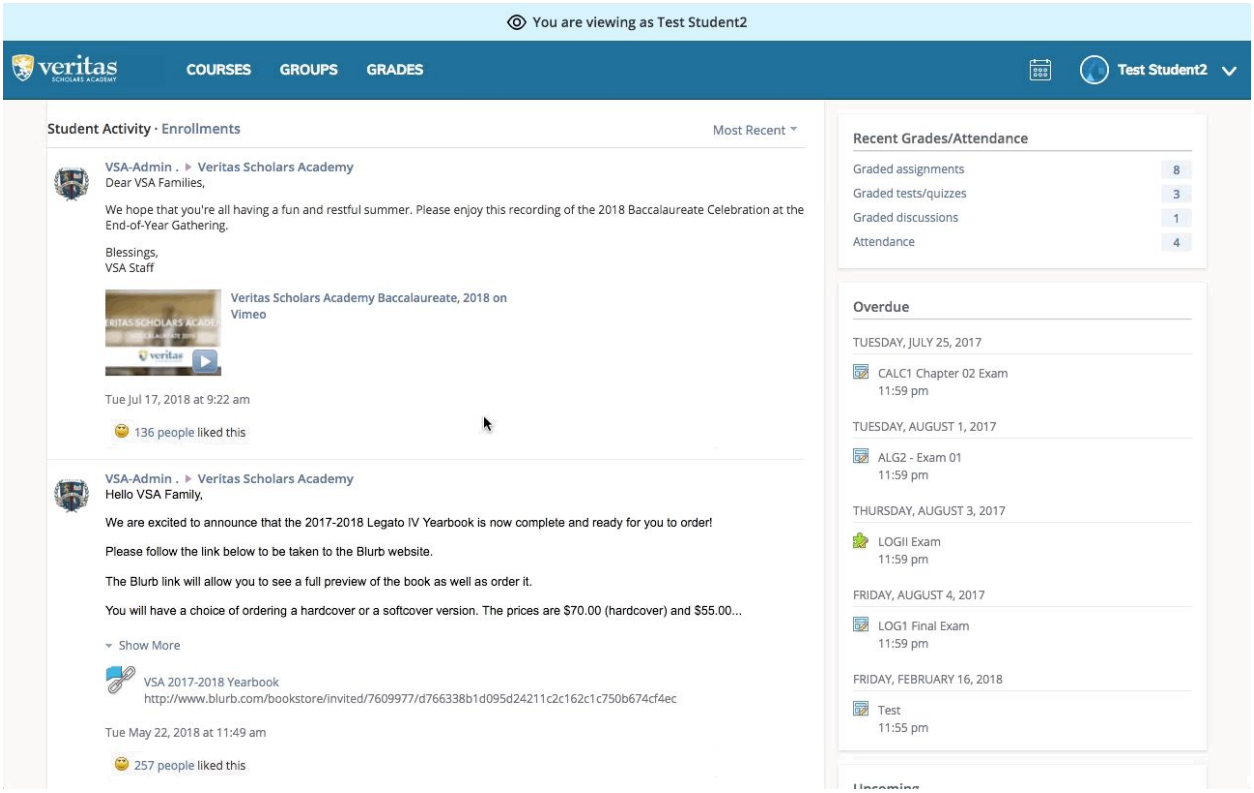


Viewing Grades/Attendance

To view your child's grades, click **Grades** from the top toolbar, and then **Grade Report** from the resulting dropdown. You will then be taken to the gradebook, from which you can choose to view either grades or attendance. Once you have selected one of the two, you can pick a course to view information from. You can also view and print your child's student report and report card.

Using the Gradebook

Once you have selected a course, you can view the details of your child's grades. The green numbers represent grades either as fractions or percentages and the blue links can be used to expand grade details (the arrows point down when expanded and to the right when closed). Comments are displayed in gray letters to the right of the grades.

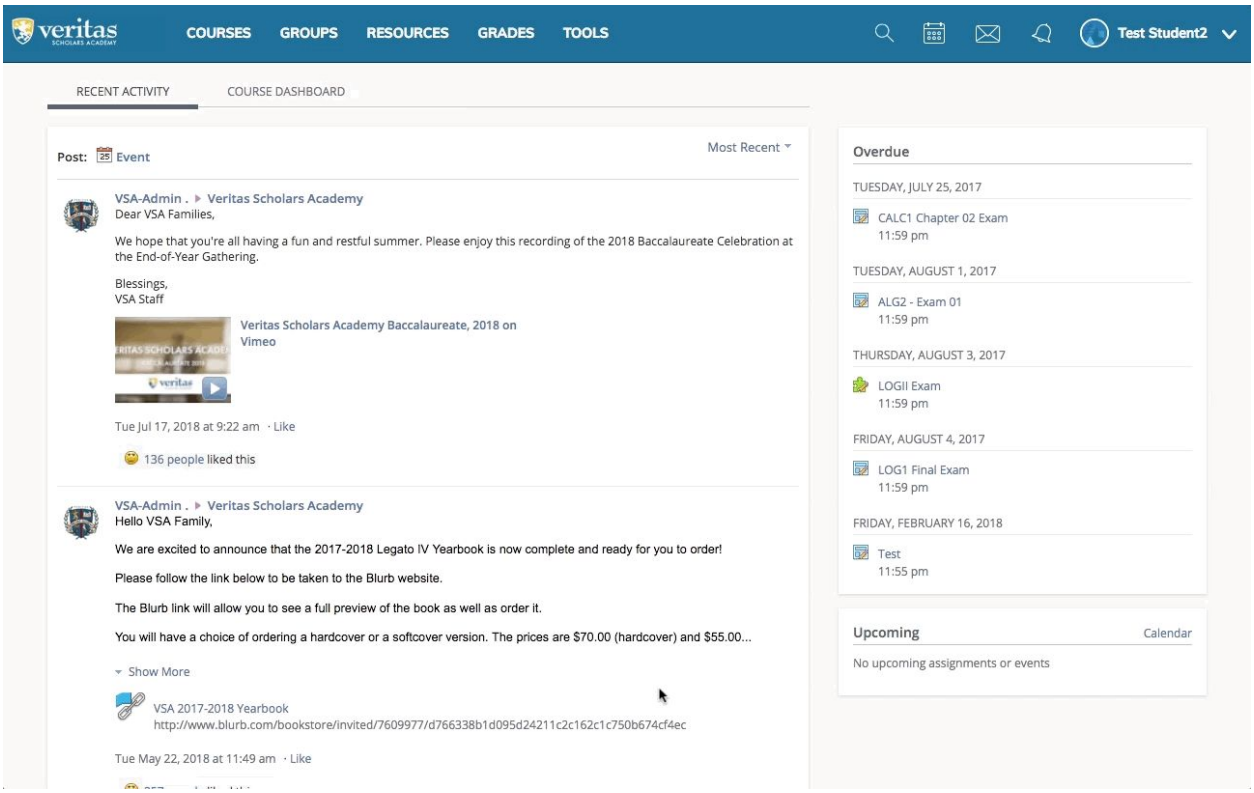


Students

As a student, you use Schoology to attend your classes, submit assignments, view grades, and more.

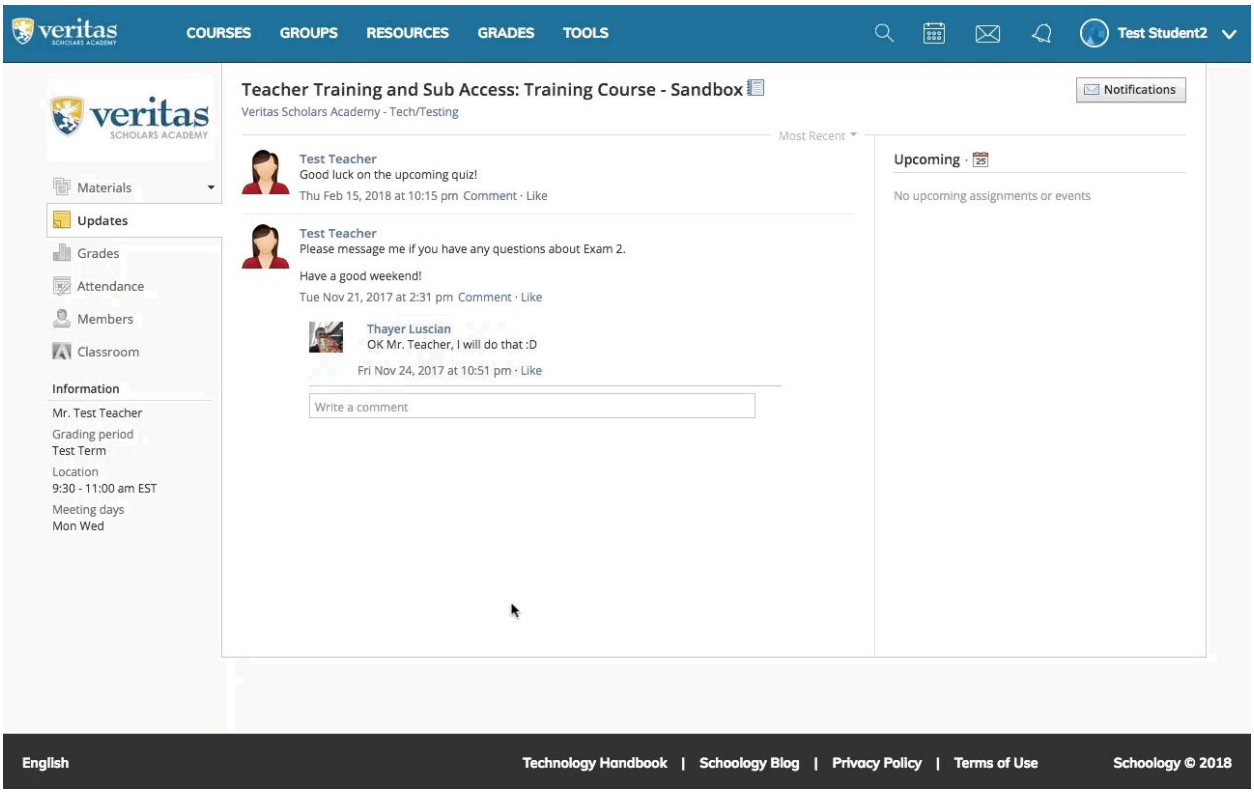
Course Home Pages

To navigate to the course home page, begin by selecting a course from the **Courses** menu at the top of the page. Once you have opened the menu, click any of the course names. You will then be redirected to the course home page.



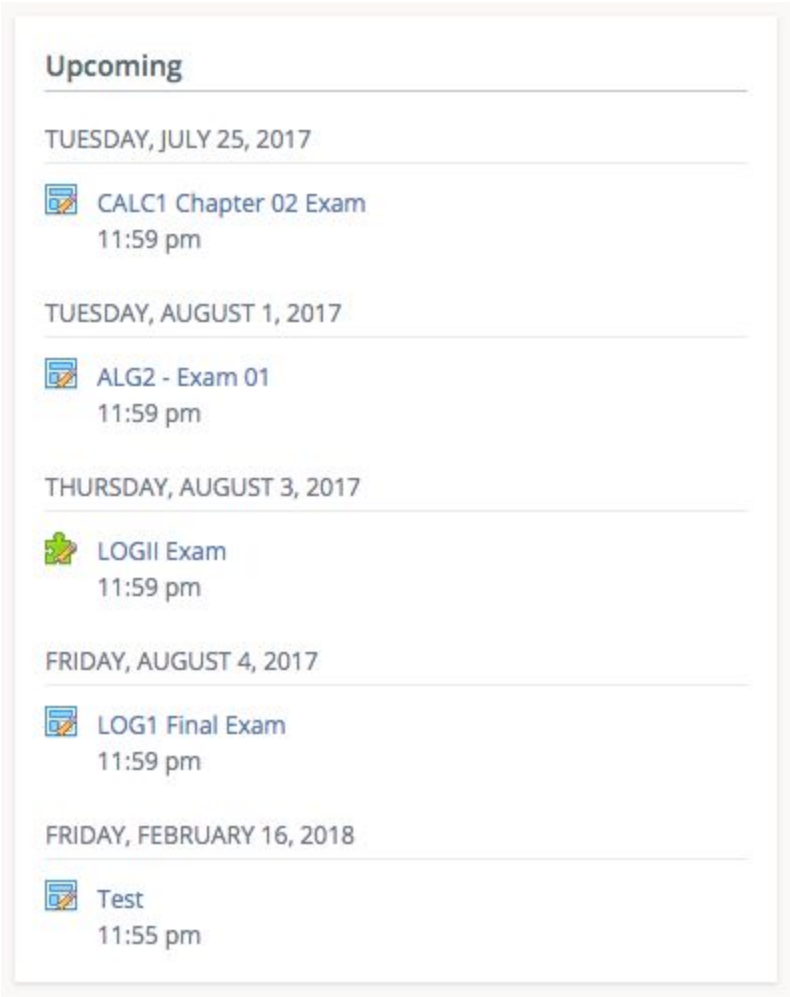
Attending Classes

To access live courses, first navigate to the course home page. Once you have done so, select **Classroom** from the menu on the left-hand side of the page. Then, you can either click the **Enter Classroom** button to enter the classroom, or click on one of the archives to watch recordings of past class sessions. For instructions on using the online classroom, please see Navigating Adobe Connect.



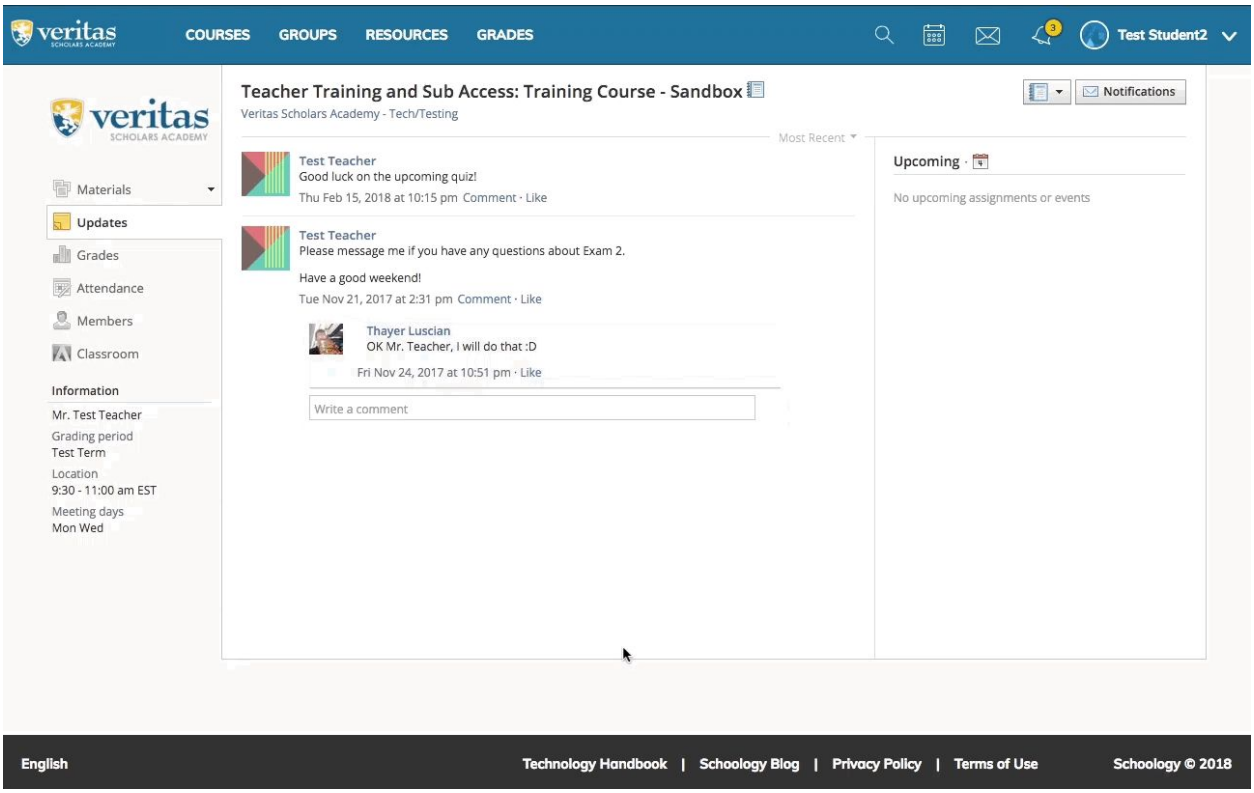
Viewing Upcoming Assignments

Upcoming assignments can be seen (along with calendar events) in the column to the far right side of the screen. The column will either show events for all courses (if viewed while on the home page) or events for a single course (if viewed while on the course home page). Clicking on any of these assignments will take you to another page where you will be able to view more information and complete the assignment.



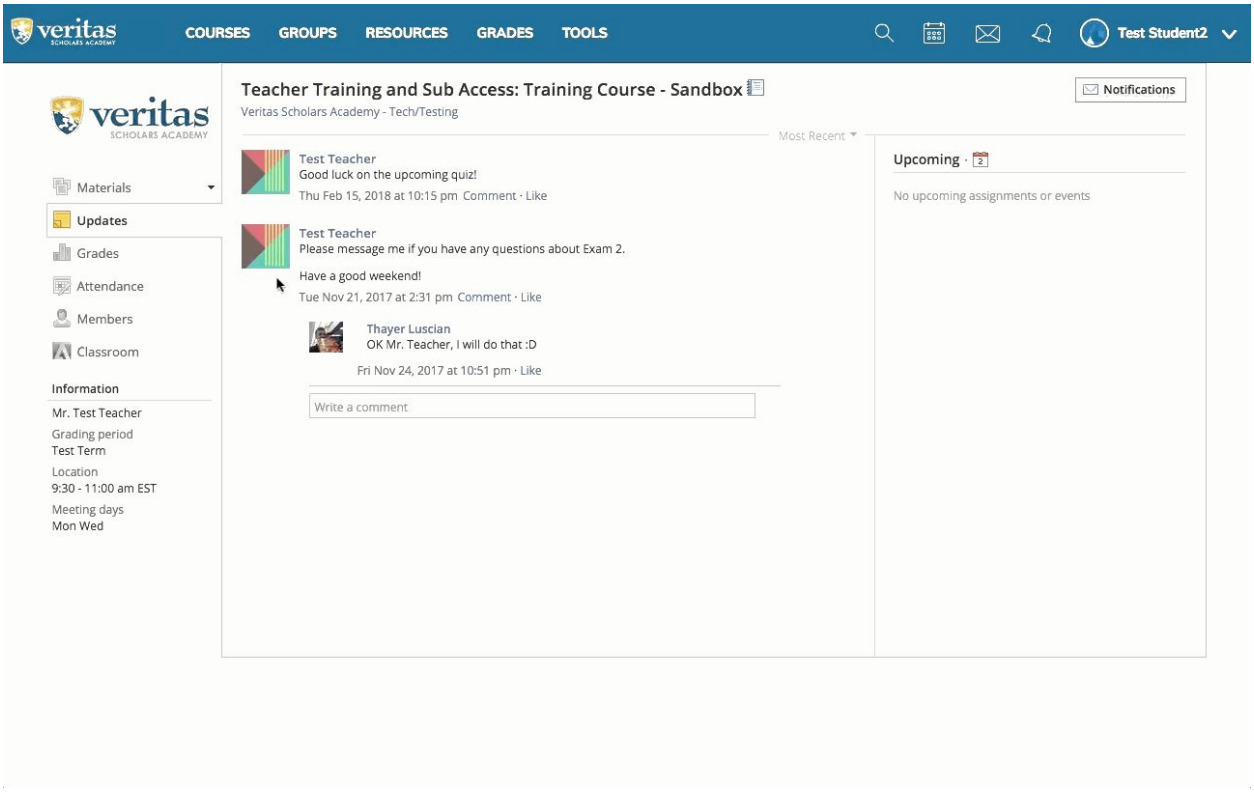
Viewing Course Materials

To view your course materials (syllabi, assessments, papers, &c.), simply select **Materials** from the menu on the left-hand side of the course home page. Click on any folder to reveal its contents and click on any assignment to view its details.



Attending Office Hours

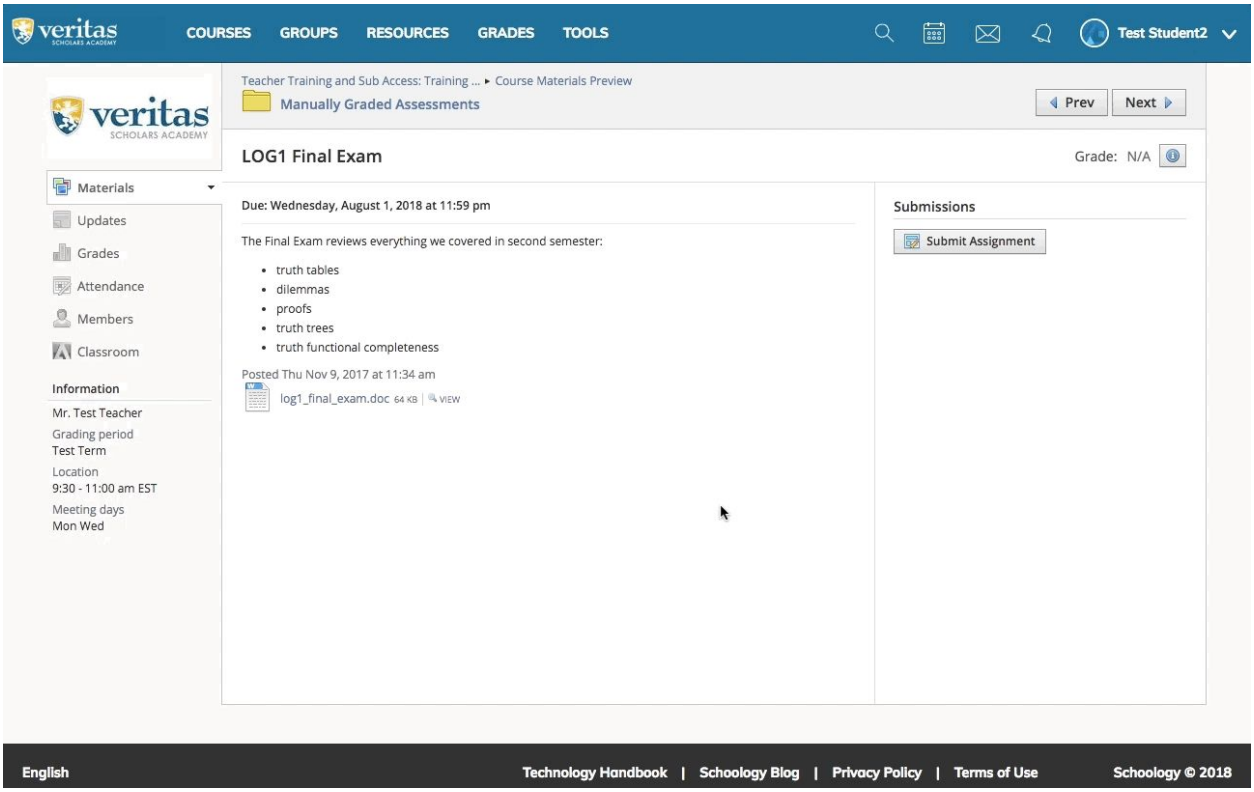
Sometimes, you may need a little extra help or time with your teacher, in which case you can attend their office hours. All teachers have a personal meeting room for holding office hours, which you can find under the **Course Documents** folder of the **Materials** tab. To enter the classroom, simply click the **Meeting Room** link with the teacher's name. Enter your full name, and click **Enter Room**. You will then be taken into their Adobe Classroom. For instructions on using the online classroom, please see [Navigating Adobe Connect].



Submitting an Assignment

To submit an assignment, first open it either from the **Upcoming** column or from the **Materials** tab on the course home page. You can view the assignment details in the main pane and can submit the assignment by using the **Submit Assignment** button in the right column. This will bring up a dialogue box, where you can upload files using the **Upload** button. Once you have uploaded the desired materials, click **Submit Assignment**, which will send the assignment for grading. The right hand column will update accordingly, showing the submission and its status (on time or late). The **Re–submit Assignment** button can be used to upload a new submission.

Note that students **must** submit assignments from their accounts: parents cannot do this with their accounts. If the submit button is not displayed, check to make sure that you are logged in as a student and not a parent.

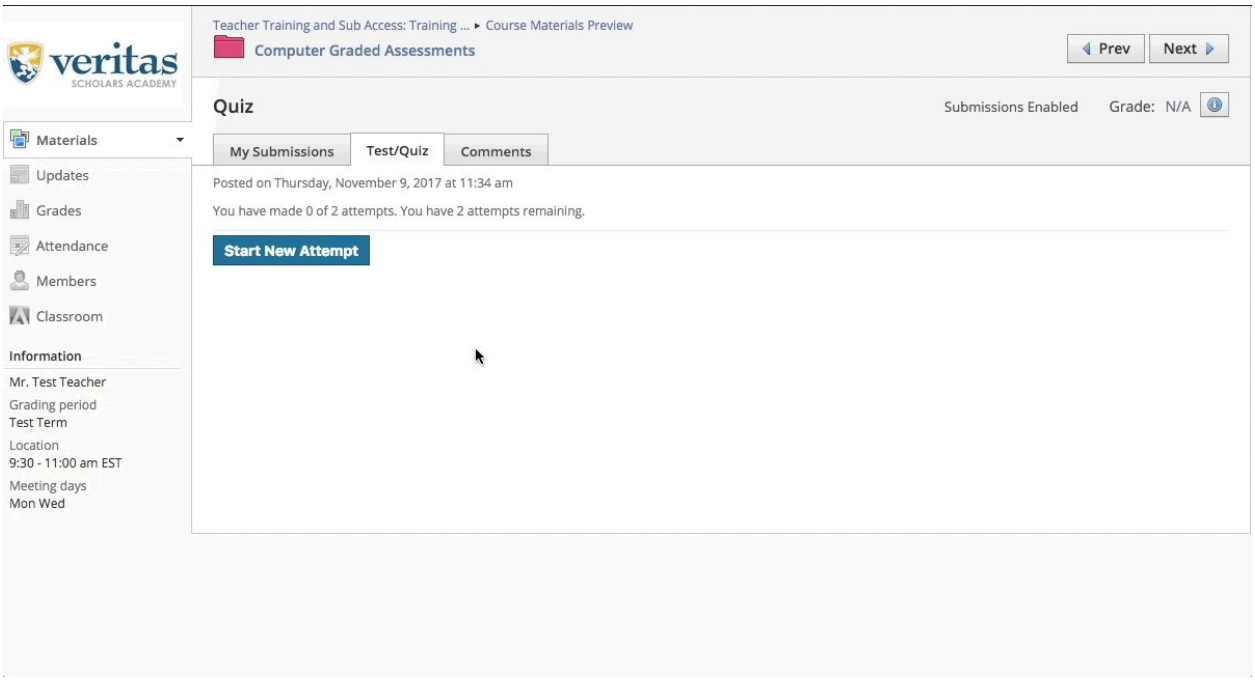


Online Assessments

Many assessments are completed within Schoology. These assessments are listed in both the **Upcoming** column and the **Materials** tab, just as uploaded assignments are. You will notice, however, that the assignment page is a bit different. Rather than details and a **Submit Assignment** button, this page will display a description and a **Begin Test/Quiz** button. Upon clicking **Begin Test/Quiz**, you will be taken into the assignment. Some assessments will break questions up between multiple pages, in which case clicking **Next Page** will allow you to navigate between them. For multi-page quizzes, you may check your answers (which we highly recommend) by using the **Review Answers** and **Back** buttons (which may not appear on every assignment). Then, click **Submit**. The assignment will either be graded automatically or by your teacher, depending on its content. Automatically graded questions are posted in the gradebook immediately, while manually graded questions require feedback from your teacher.

When completing essay questions, it is wise to write and save your essay in another word processing program and then copy to Schoology, in case of a system crash or internet issue.

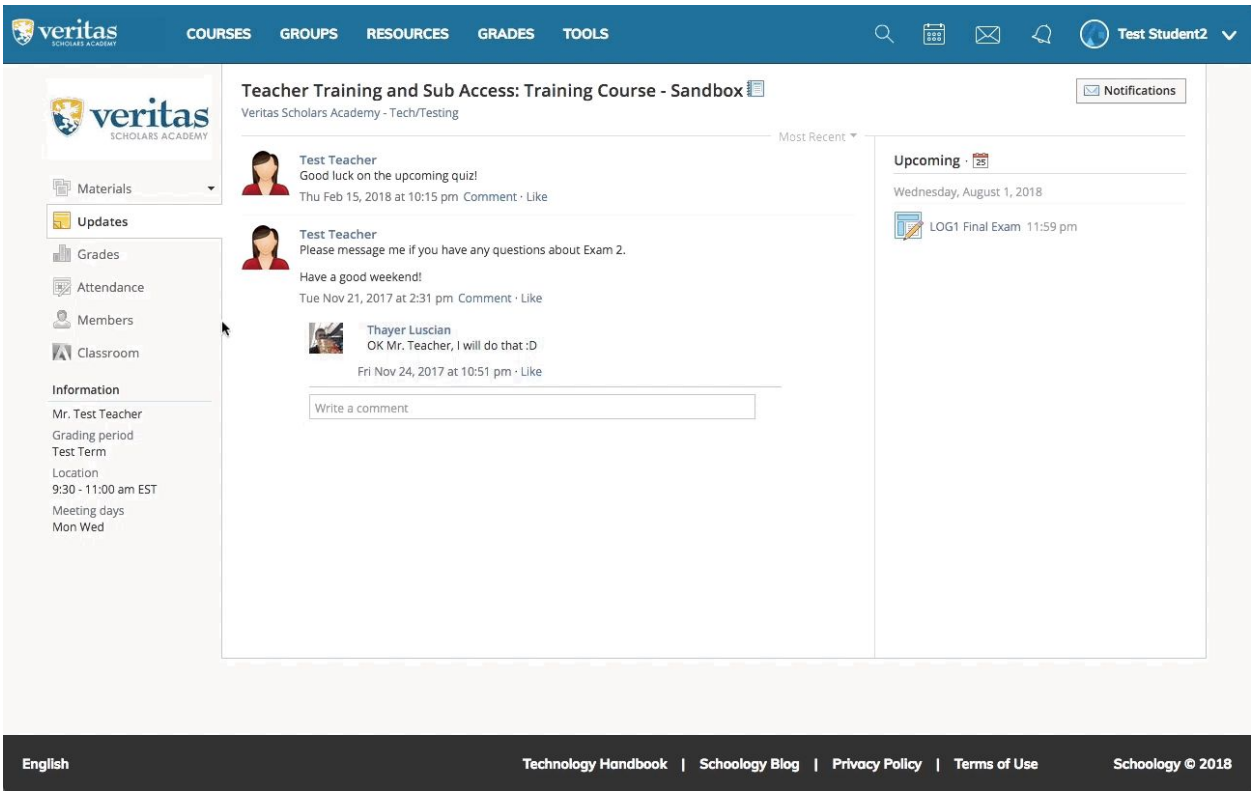
Do not use the arrow keys to navigate assessments, as this will change your answers and may cause you to receive a lower score.



Viewing Grades

To view your grades, select **Grades** from the menu on the left-hand side of the course home page. You will then be taken to the gradebook. The green numbers represent grades either as fractions or percentages and the blue links can be used to expand grade details (the arrows point down when expanded and to the right when closed). Comments are displayed in gray letters to the right of the grades.

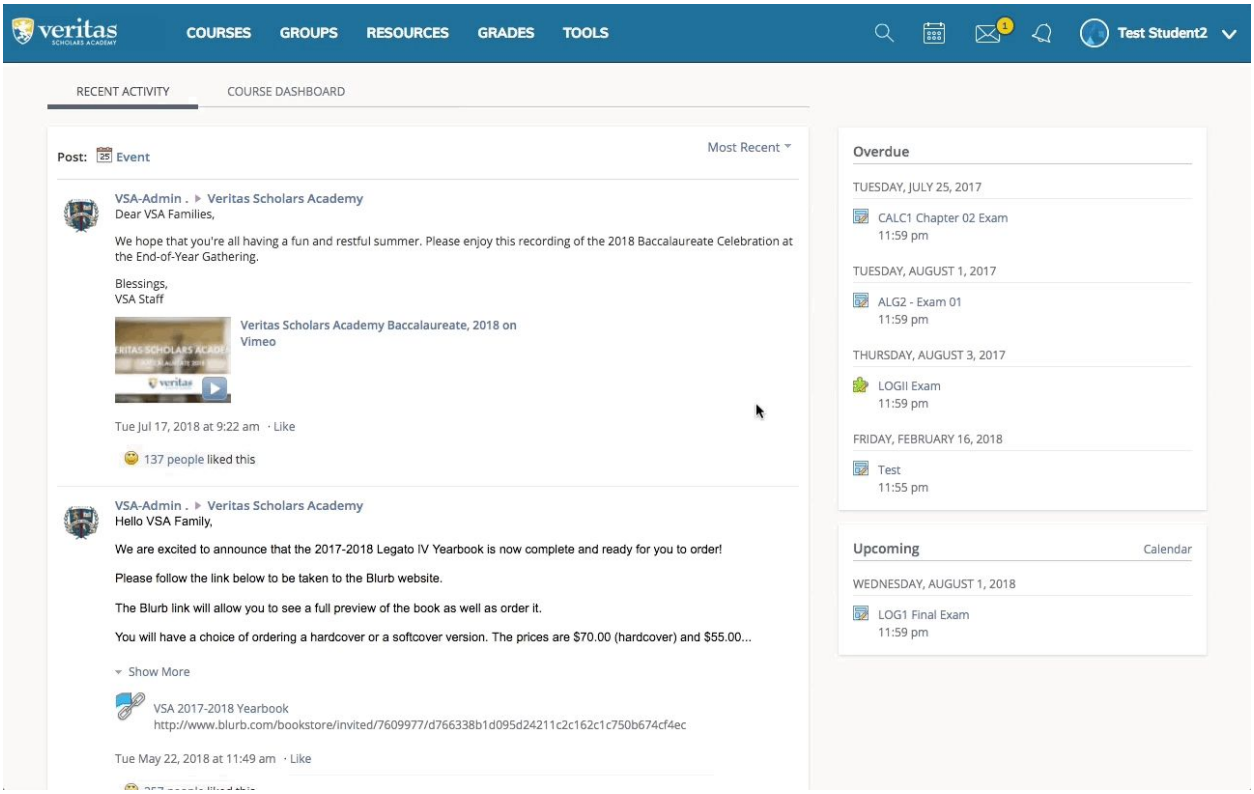
To view attendance, select **Attendance** from the menu on the left-hand side of the course home page. You will be able to view your course attendance as recorded by your teacher, including absences and tardies, as well as any relevant comments.



Messages

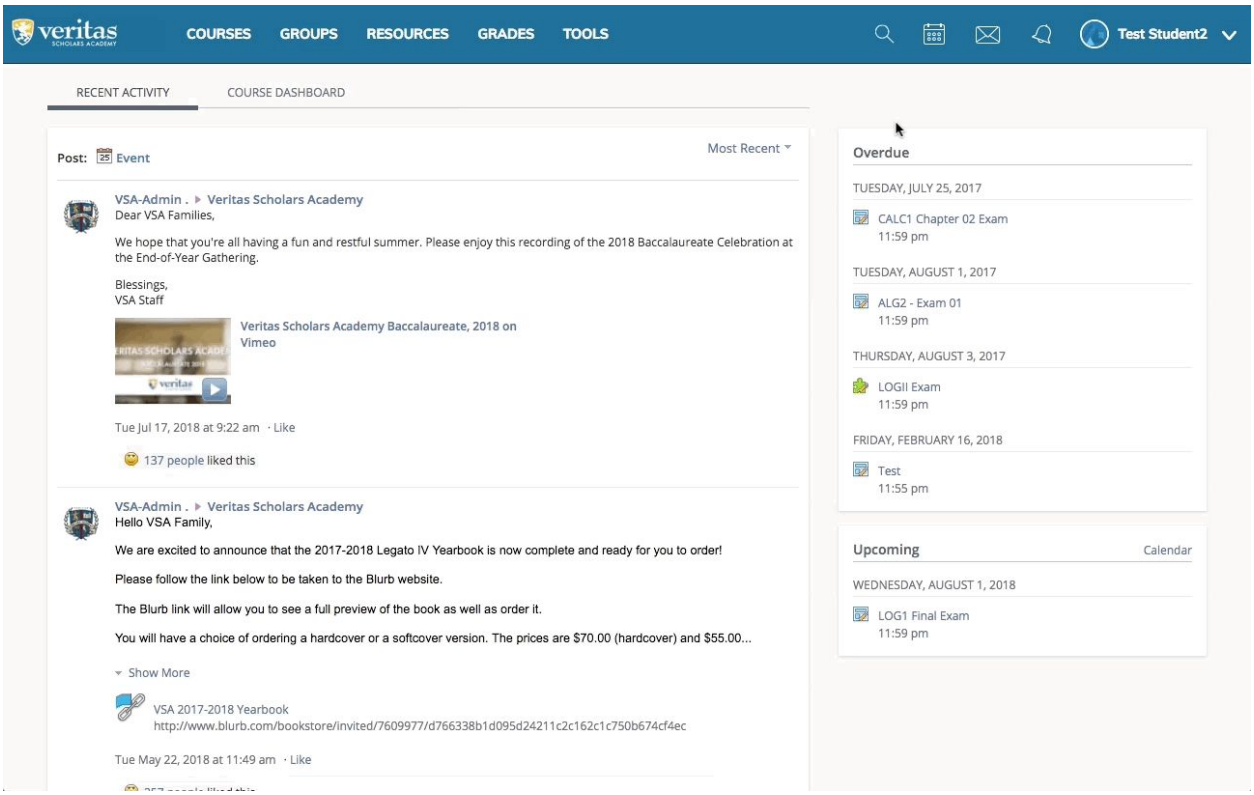
Viewing Messages

To view a message, click the **Messages** icon from the top toolbar in Schoology. Click the message you would like to open, and you will be taken to a new page showing the full body of the message. From here, you can respond to the message or delete it.



Sending Messages

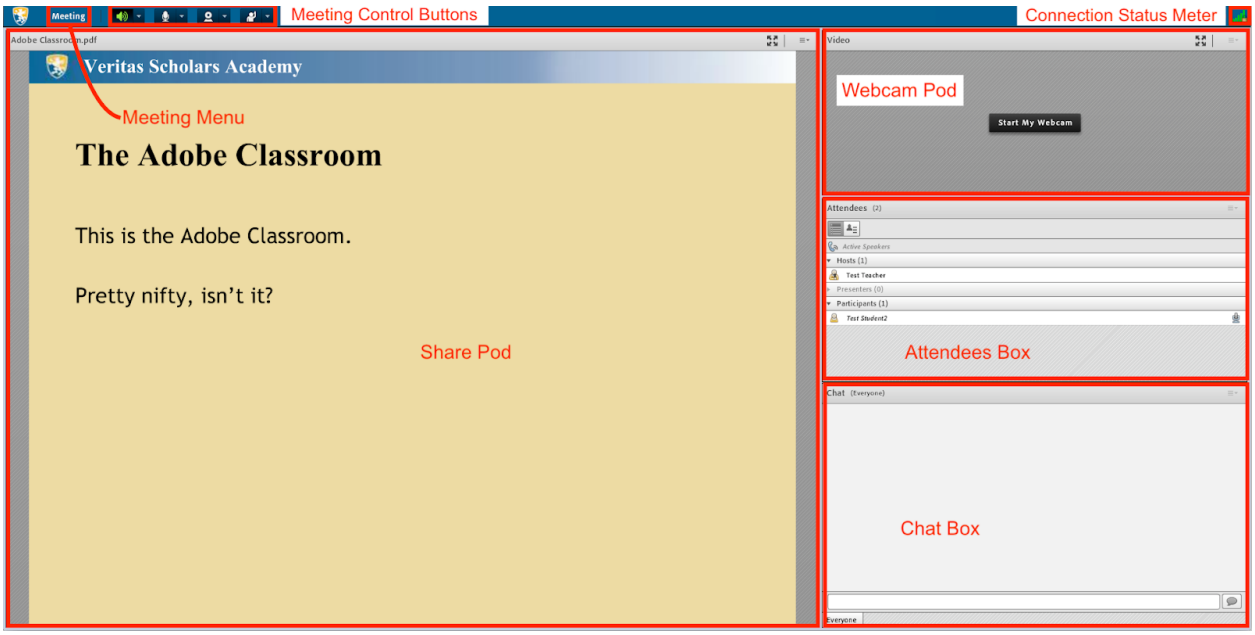
To send a new message, open the **Messages** icon from the top toolbar, and click **New Message** in the bottom left-hand corner, which will open a new dialogue box. Fill out the **To**, **Subject**, and **Message** fields, and click **Send**. You can also attach files with the buttons below the **Message** field.



Navigating Adobe Connect

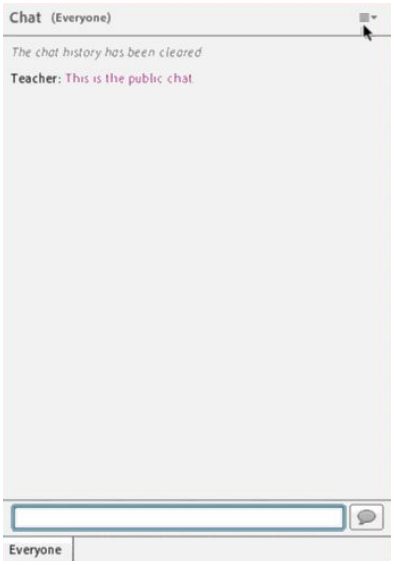
Overview

Students enrolled in live classes will need to attend their classes in Adobe Connect. Please familiarize yourself with this diagram of the Adobe Classroom.



Chat Box

In order to communicate with the teacher and other students, you will need to use the chat box. Chats are displayed in the top section of the pod. To send a chat message, simply enter it into the field in the bottom section of the pod and click the **Send** button (you can also use the **Enter** or **Return** key on your computer's keyboard). To change the color and size of your chat messages, use the chat menu in the upper right-hand corner of the pod. You can use the **Start Chat With** option in this same menu to send a private message to your teacher.

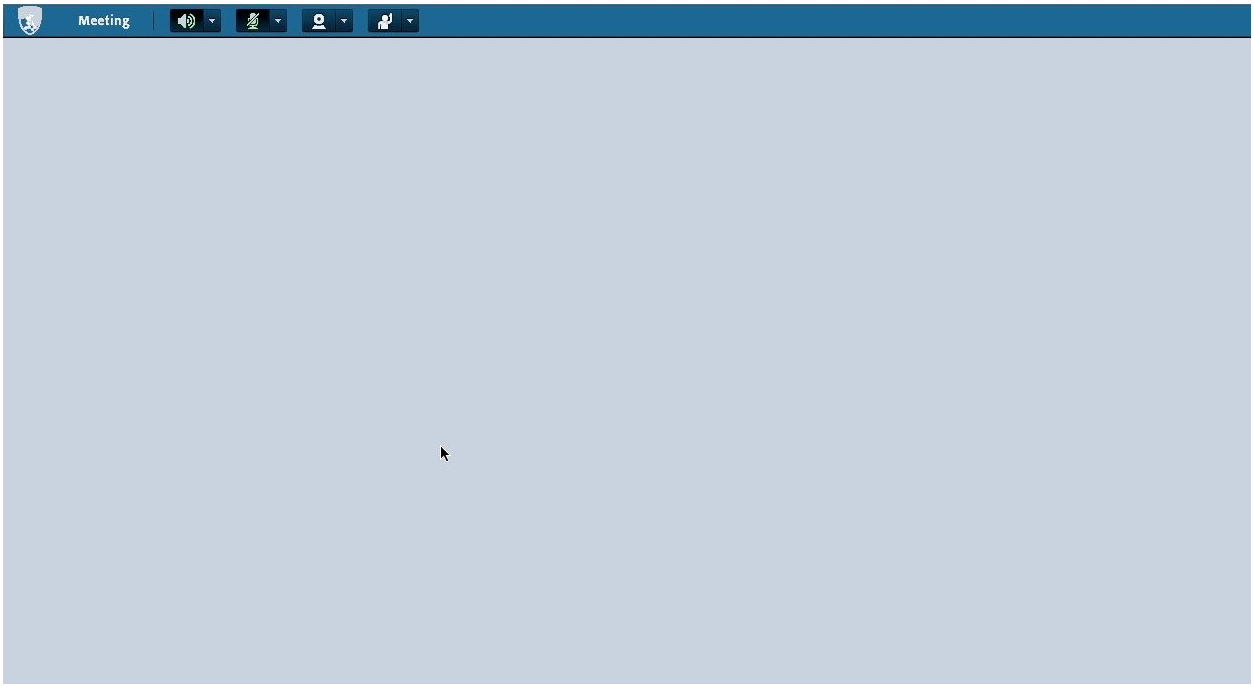


Audio

Sometimes, students will be called on to speak over the microphone. Clicking on the microphone button once will connect it, and the button will turn green. Green “sound waves” will appear on the button, indicating if your audio is connected. Once you have finished speaking, click the microphone button again. This will mute your audio.

You can use the dropdown arrow next to the microphone button to adjust your audio settings. Clicking the arrow will bring up the audio menu, which can be used to switch input sources (if you have multiple microphones connected) and adjust your volume.

If you are having problems with your audio, select **Audio Setup Wizard** from the **Meeting** menu (in the top toolbar). By following the prompts, you may be able to resolve the issues.



Hand Raises/Status Menu

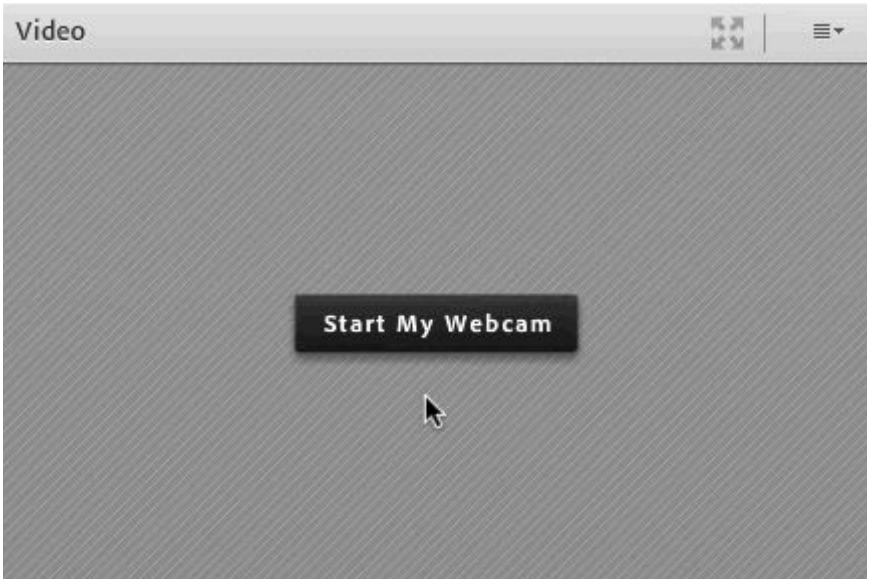
If you wish to speak, or would like to volunteer for an exercise, you may raise your hand. To do so, use the status menu in the top toolbar. Simply click the hand raise button, and the icon will indicate that your hand is raised. To lower your hand, click the same button again.

The arrow next to the hand raise button will bring up the status drop-down. From this menu, you can select any of the other statuses (agree, disagree, step away, &c.). To clear your status, simply click the status icon using the same method that you would to lower your hand.

Webcam

All classrooms feature a webcam pod, which contains a video feed of the teacher. In some cases, students have the opportunity to use their webcams and appear in the webcam pod. Sometimes, the webcam may cause lag and slow the classroom down, in which case you may want to pause the webcam. To do so, simply mouse over the webcam pod and click the pause button that will appear.

If you wish to broadcast your webcam, click the webcam button in the toolbar at the top of the window. A small preview of your webcam will appear in the webcam pod. Click **Start Sharing** to broadcast it. Once you have finished, click the webcam button (or **Stop Sharing**) to disconnect your feed.

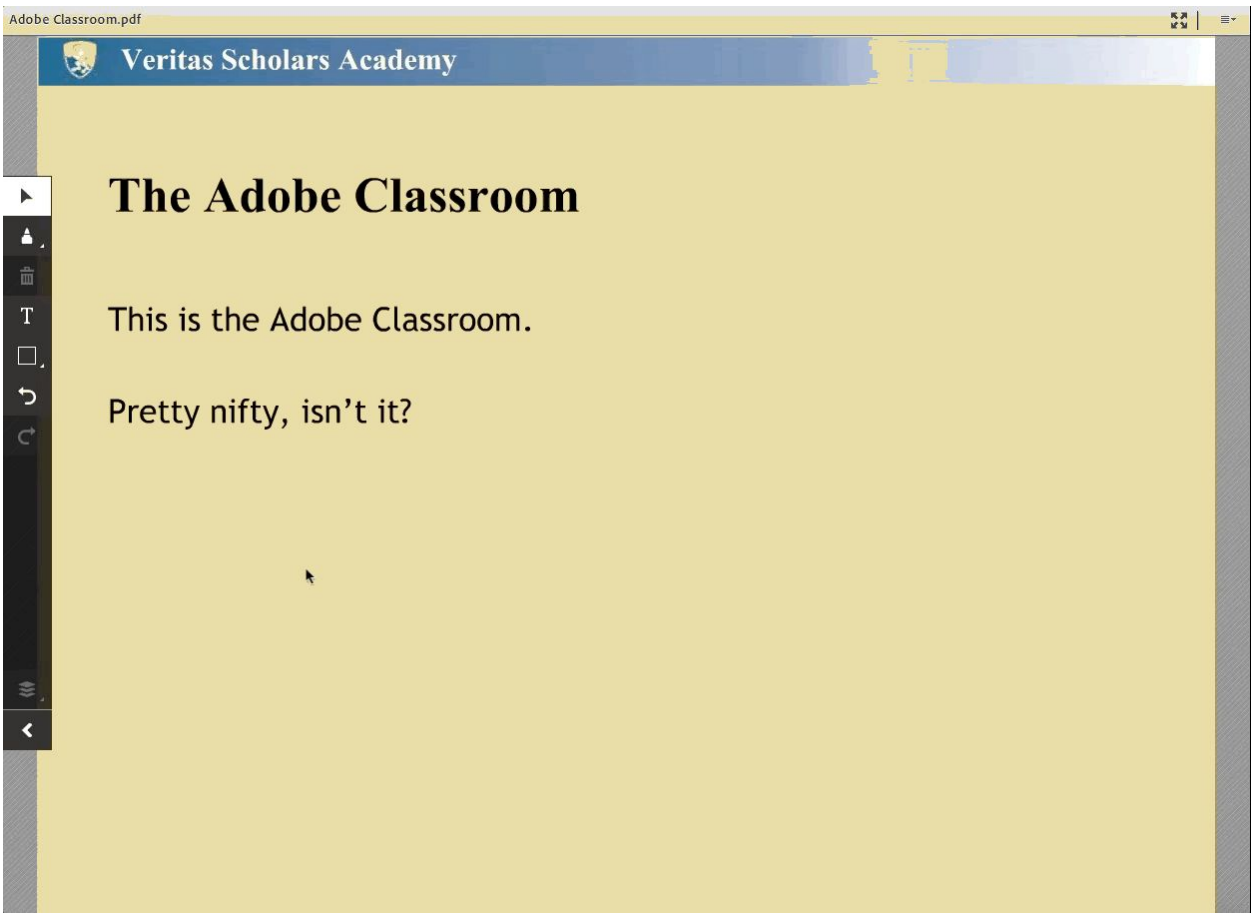


Whiteboard + Slides

Most teachers will use slides to illustrate the concepts they are teaching. The slides pod is usually the largest pod. As your teacher changes the slide, your screen will update accordingly.

Writing on the Board

In some instances, students have the opportunity to write on the board, in which case a toolbar will appear to the left of the screen. Use the tools to draw, insert text, create shapes, and more.

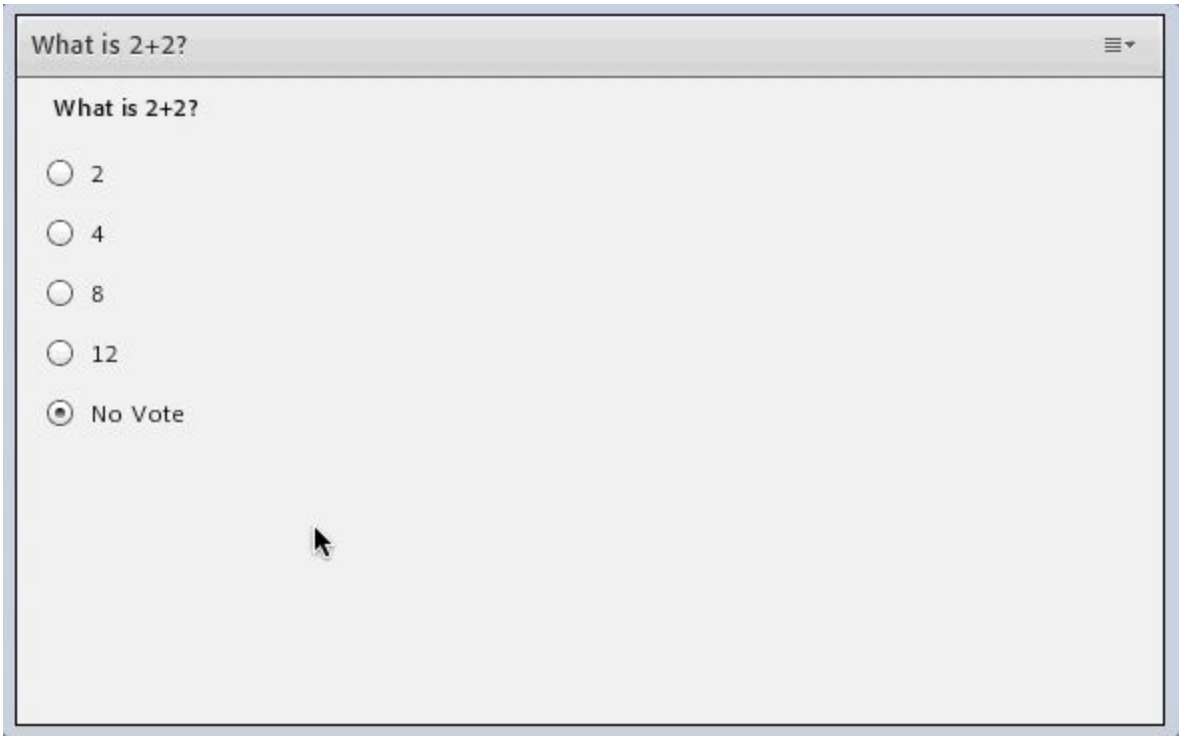


Uploading Files

Sometimes, students will be asked to upload a presentation or other file into the classroom to share with the other students. To do so, use the menu in the upper right-hand corner, and select Share > Document > Browse My Computer. Select the file you would like to upload, and import it into Adobe.

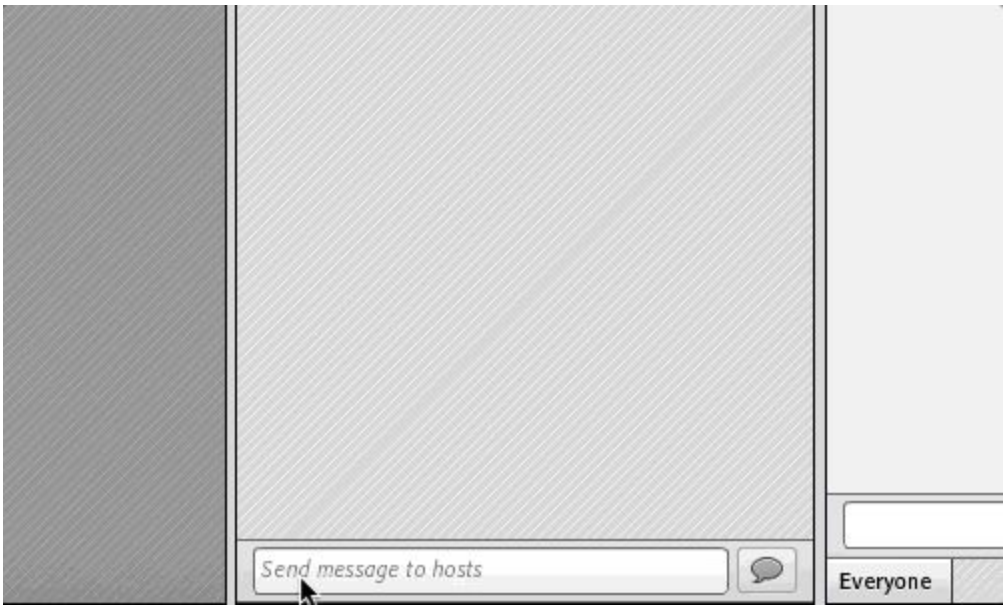
Polls

Some teachers use polls to ask questions or to provide feedback. To answer a poll question, simply input your answer. If the poll is open-ended, you will have to click the send button to submit your answer (you can also use the **Enter** or **Return** key on your computer's keyboard). For multiple choice quizzes, simply choose an option by clicking on it. Your teacher will be able to see your answer, but it will be hidden from your classmates unless the teacher chooses to share it. If you wish to change your answer, simply backspace what you have written, simply modify it and re-submit the poll. Your teacher may close the poll after a certain period of time, prohibiting you from entering or changing an answer.



Breakout Rooms

To allow students an opportunity to collaborate in small groups, teachers may place students in breakout rooms. Once a teacher sends students into breakout rooms, they will automatically be promoted to presenters and given drawing rights. While in breakout rooms, students are also able to send a message to their teacher by using the **Send message to hosts** box at the bottom of the attendees pod. As presenters, students can change the slides (or add new ones) by using the share pod menu in the upper right-hand corner of the pod. Some breakout rooms also feature the notes pod, which is a collaborative text document. Students can also go on the webcam, if they choose.



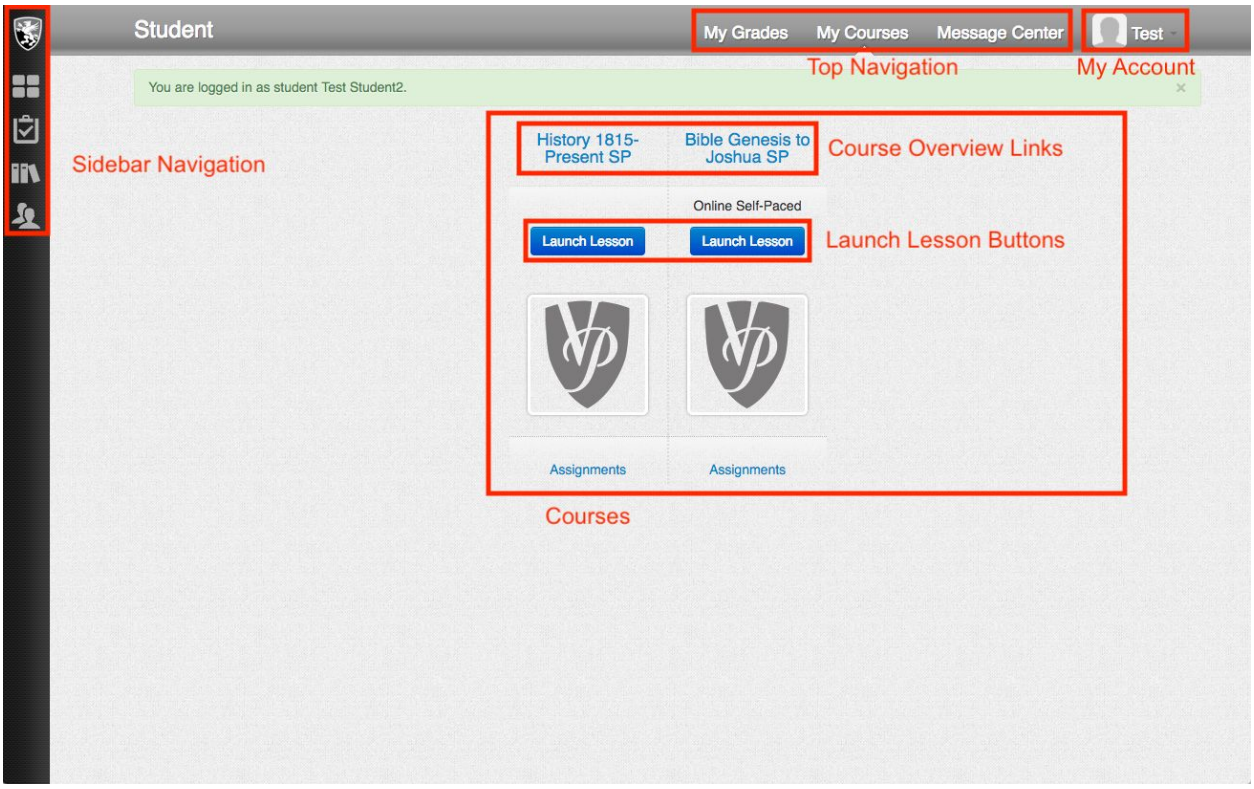
Navigating the Account Management Site

Logging In

The Account Management Site is used to manage your account, register for courses, and access self-paced courses. To access this site, navigate to www.veritaspress.com and click **Login** from the top banner. You will then be taken to the Veritas login selection page, from which you should choose **Registrations Login**. You will be redirected to the login page, where you will enter your username and password, and click **Log In**.

Overview

Parents will use the Account Management Site to register for classes, while students will use it **ONLY** to attend self-paced courses. While live courses will be listed on the Account Management Site, students **will not** use it to access them. Both parents and students will use this site to make changes to their accounts (note that the parent view differs slightly from that of the student). Please familiarize yourself with this diagram of the Account Management Site homepage.



Registering for Courses

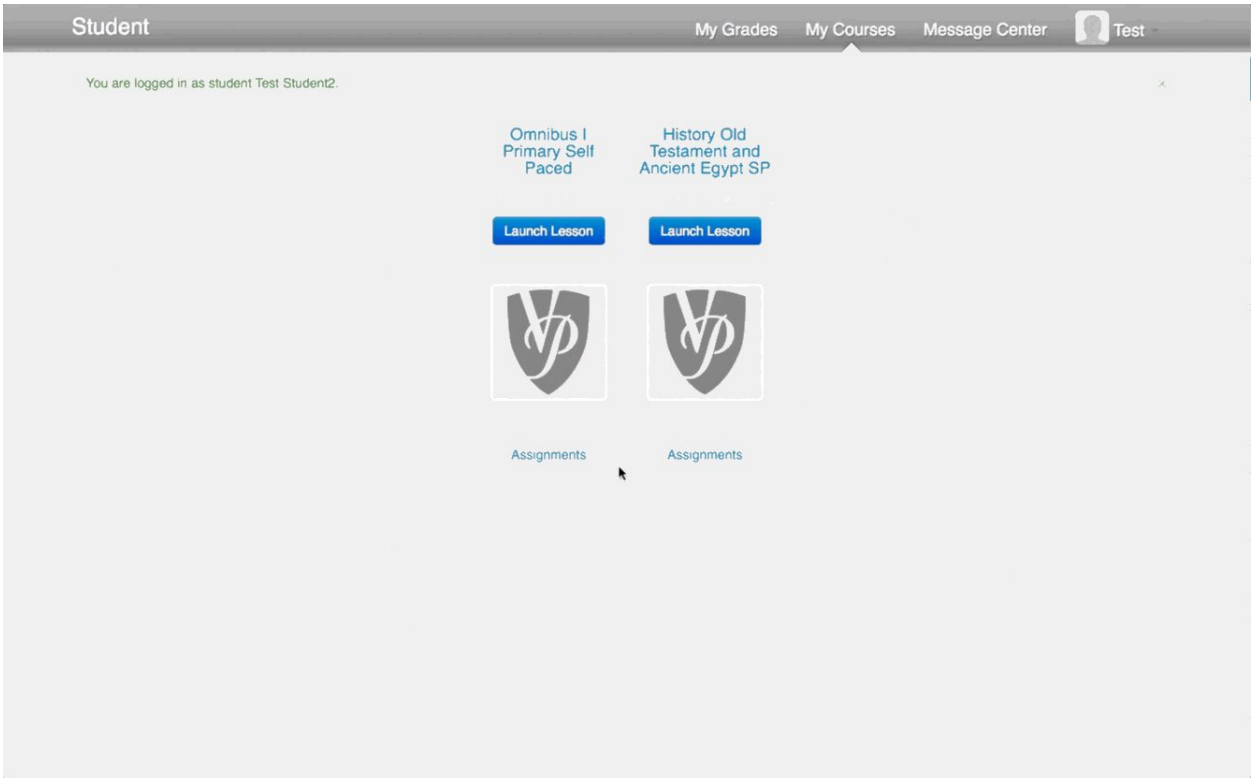
The parent will need to use the Account Management Site to register for courses. To do so, click **Course Listings** from the toolbar on the left-hand side of the page, and use the filters to search for courses. When you have located a course for which you wish to register, you can either pin the course to come back to later, or register on the spot. A payment is necessary to hold the seat, but payment information is covered in the Parent/Student Handbook.

Updating your Profile/Changing your Password

The Account Management portal is used to edit your account information and change your password for all Veritas Scholars Academy sites (excluding the online curriculum catalogue at our homepage, veritaspress.com). Open the **My Account** dropdown in the top right-hand corner of the page, and click **My Profile**. From here, you can make changes to your account information, including your password. Once you have finished, click the blue **Update Person** button at the bottom of the page.

Accessing Self-Paced Courses

To launch self-paced courses, begin by navigating to the Account Management Site. From here, click the blue **Launch Lesson** button corresponding with the self-paced course you would like to access. The lesson will then launch.



Using the Self-Paced Players

Our self-paced courses use our advanced digital players to present videos and interactive content for the best student experience possible. While a tutorial will be presented at the beginning of each course, you may refer this section to refresh your memory.

Veritas History Player

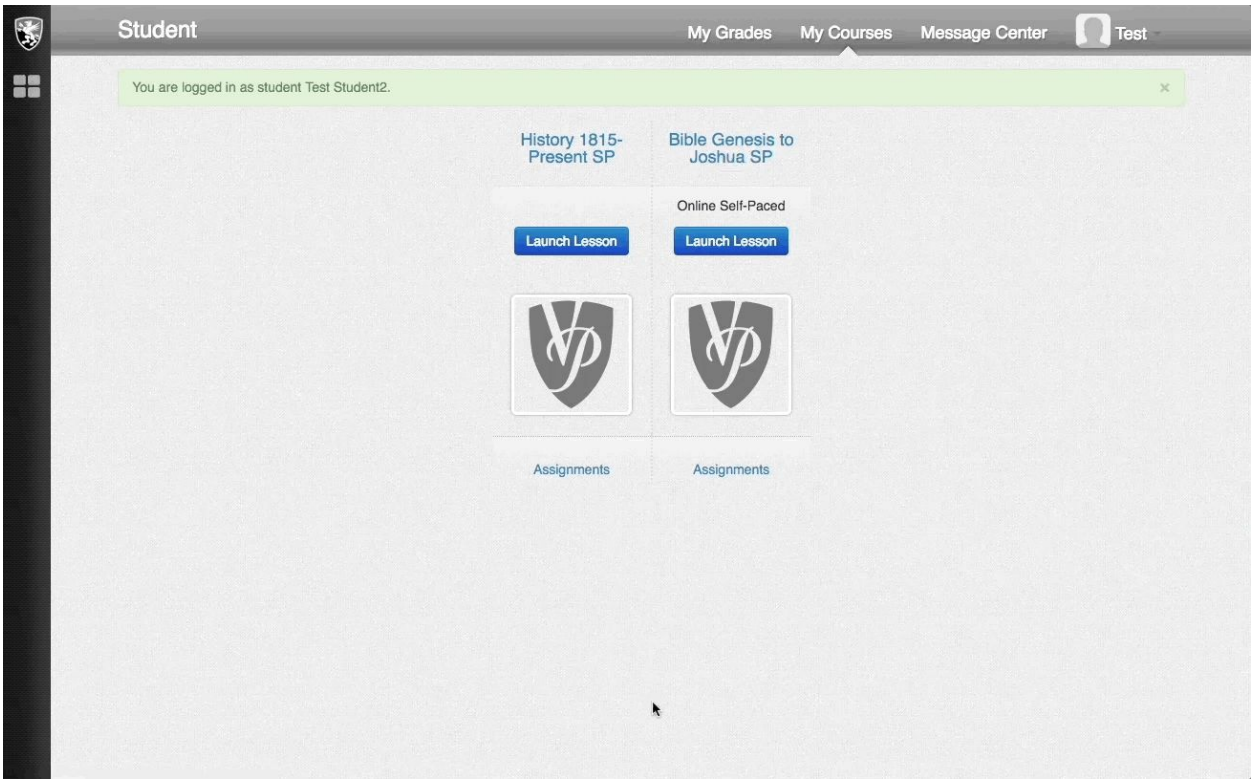
For our history students, the self-paced lesson player will look something like this. In the top toolbar, you will see the lesson number on the left, and the **Table of Contents** and **Attachments** buttons in the top-right. The **Table of Contents** button can be used to navigate to unlocked slides as the lesson progresses, and the **Attachments** button can be used to view lesson resources. The **back arrow**, **next arrow**, and **Pause/Play/Next** button in the center can be used to navigate the course, but will only be active under certain circumstances.

Veritas Bible/Omnibus Player

For Veritas Bible and Omnibus students, the self-paced player will look something like this. In the top left corner, you will see the table of contents. This menu can be used to navigate between unlocked slides. In the top right, you'll see the forward and back arrows, which can be used to jump forward and backward between slides. Note that the forward arrow is only active when the next slide has already been viewed and is unlocked. At the bottom of the screen, you'll see the **play/pause** button, the **scrub bar** (progress bar), and the **HD** button, which can be used to switch to a lower quality feed for weak connections.

Viewing Grades from Self-Paced Courses

To view grades for self-paced courses, click the blue link to the course from the **My Courses** dashboard. You will then be taken to a the course page, where you can view course progress and student grades.



Troubleshooting

Schoology

Problem	Resolution
“Multiple App Sessions” warning on the enter classroom page	Close the popup using the **x** in the upper right-hand corner **Don’t** click the **Close** button as this will prevent you from accessing the classroom Disable any cookie blockers in your browser
“No user information found” warning upon clicking the **Enter Classroom** button	Reload the page If the problem persists, contact our service department **Don’t** type in login information for Adobe Connect if prompted
Other issues	Clear cookies/cache Restart your computer

Adobe Connect

Problem	Resolution
Lagged audio/video/chat	Pause webcam Close other browser tabs/applications Use wired internet connection (NOT WiFi) Install Adobe Connect Add-In Check connection (indicated by meter in upper right-hand corner of screen– clicking will display more details)
Microphone not working	Plug in before entering classroom Select microphone in audio menu Run Audio Setup Wizard Select microphone in your system settings Ensure that you actually have a microphone connected (some computers do not have built-in microphones)
Adobe Connect repeatedly quitting (A.K.A. “Getting kicked out”)	Restart your computer Install Adobe Connect Add-In Reduce lag (see “Lagged audio/video/chat)
Archives lagging/unresponsive	Use the Chrome or Firefox browsers Check internet speeds Change to wired vs. wireless connection

Other Issues	Restart your computer Install Adobe Connect Add-In Switch to Google Chrome or Mozilla Firefox
Adobe System Test	

Self-Paced Courses

Problem	Resolution
Continue button not working	Use Mozilla Firefox or Google Chrome
Correct answers not unlocking slides	Contact the service department at (800) 922-5082, if the problem persists
Repeating a lesson (lesson has been completed but next lesson isn't unlocked)	Allow lessons to play out entirely before closing the window — return to the course homepage and reload the page to make sure that the next lesson is unlocked Clear Cookies and Cache Use Mozilla Firefox or Google Chrome Reopen the lesson and skip ahead to the end, only closing the window once prompted
Lesson won't launch	Make sure popups are enabled for vpsa.veritaspress.com Adjust parental control settings
Self-Paced System Test	