Student Guide to SoftChalk Lessons

Updated April 27, 2023

Contents

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, Canvas, D2L by Brightspace, Jenzabar, Moodle and Schoology.

- On a website

- On a computer (your lesson has a green icon with an S)

Please look through this guide. In particular, 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*

System Specifications and Supported Web Browsers

Please see the [System Specifications page on our website](#). Viewing content on most computers, smart phones and tablets is supported. Scroll down to the **Viewing Content with SoftChalk Create** area.

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

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](#)
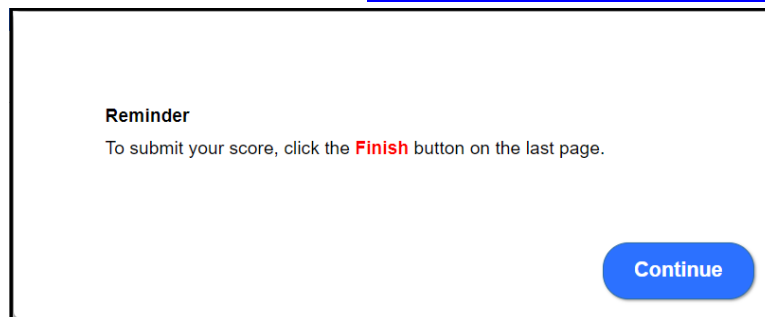
- [On a website](#)

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 will receive a pop-up reminder to click the Finish button on the last page to submit your score. Click **Continue** to access the lesson content. This message indicates your attempt will be recorded for submission.
  Be sure to see the section [ScoreCenter Lesson – Click the Finish Button](#).

  Reminder

  To submit your score, click the **Finish** button on the last page.

  Continue

- ***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.

View Your Lesson on a Website

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

Navigate Your Lesson

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

- An **Overview Page**. The instructor may have included additional information about the lesson or included a Table of Contents. Click the button at the top to begin your lesson.
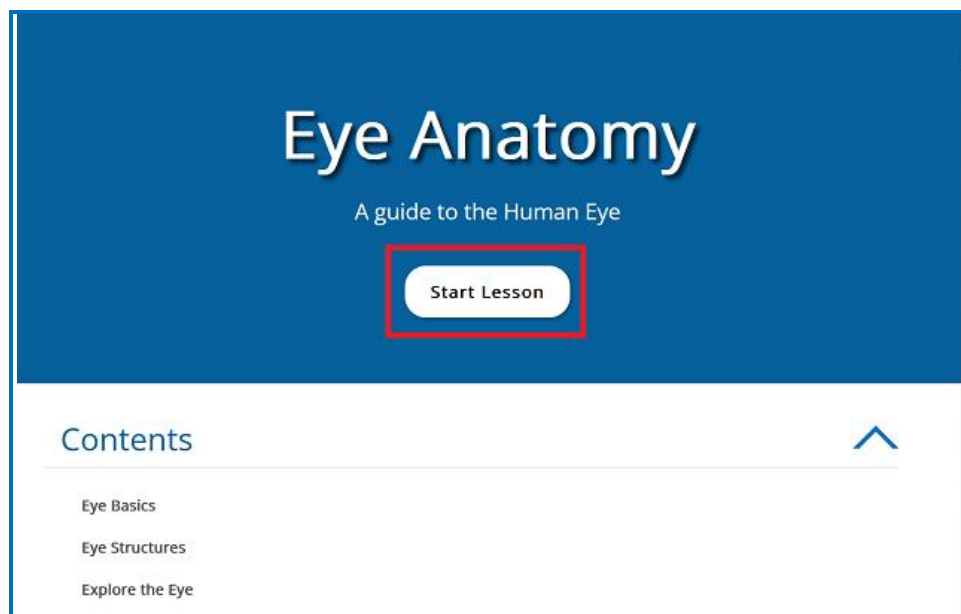
- A **Table of Contents** in the navbar or sidebar. You can click on a link to go to a certain part of your lesson. Within your lesson, you can click on the Overview link (see below) to return to the Overview page.
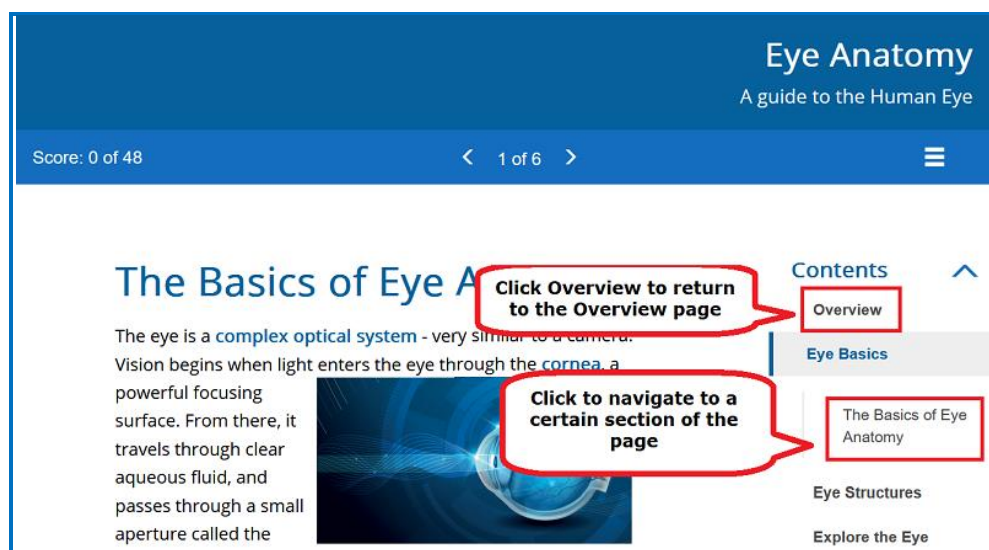
- Previous (Prev) and Next buttons at the top and/or bottom of your lesson. Page names or numbers at the top of your lesson to go to different pages.

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 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.

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

IMPORTANT: See the next section for saving your answers for submission.

IMPORTANT: Be sure to click **Check Answers** to save your answers for submission. (If you do not click **Check Answers**, your answers will not be saved for submission.)
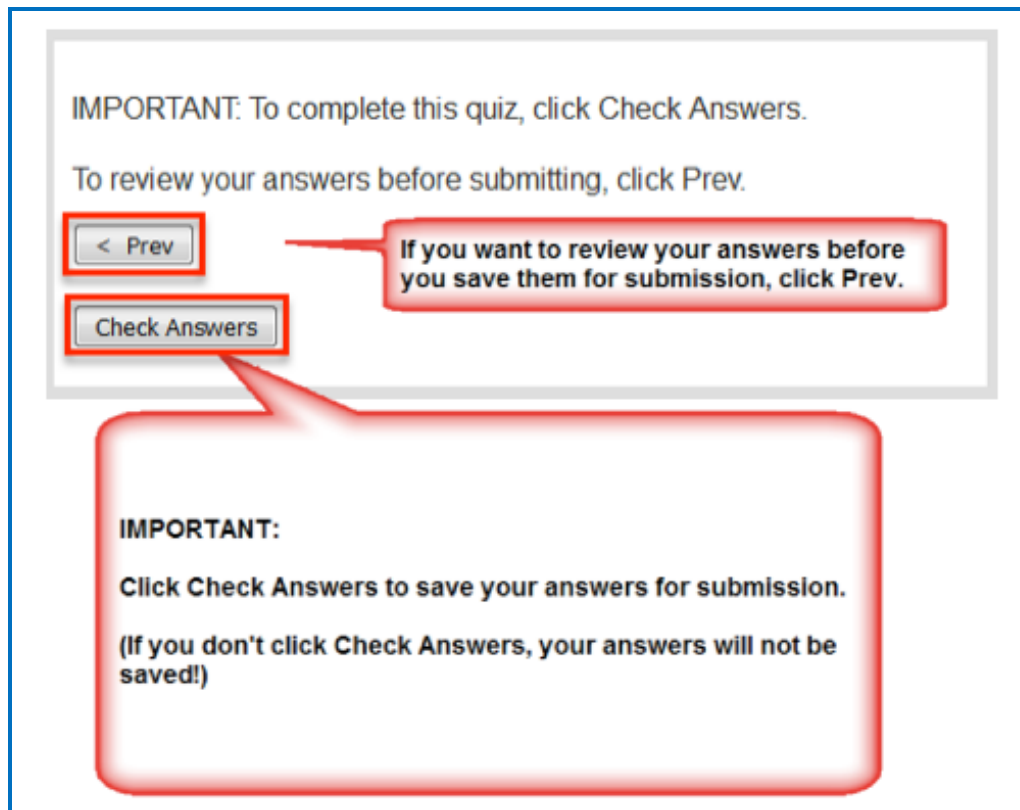
After clicking **Check Answers**, you will see how you did you on your questions.

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

If you experience issues, please see the section Troubleshooting.

Retry Question

Your instructor can also allow students to retry a question. If enabled, you can select another possible answer selection and click **Check Answers** again. Your lesson score will be recalculated with the new attempt score for the question(s).

If the option to retry is not enabled, you will receive the message below when you click on the **Check Answers** button again and your score will not update with the new answer selection.

This question may only be answered once.

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.

Complete Your Activities

Be sure to Complete your activity for your score to be counted with your lesson score. See the examples below of an incomplete, partially complete and a completed activity. If you experience issues, please see the section Troubleshooting.

For example, if you complete the Crossword 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 **'Complete Activity'** button.

Complete Activity
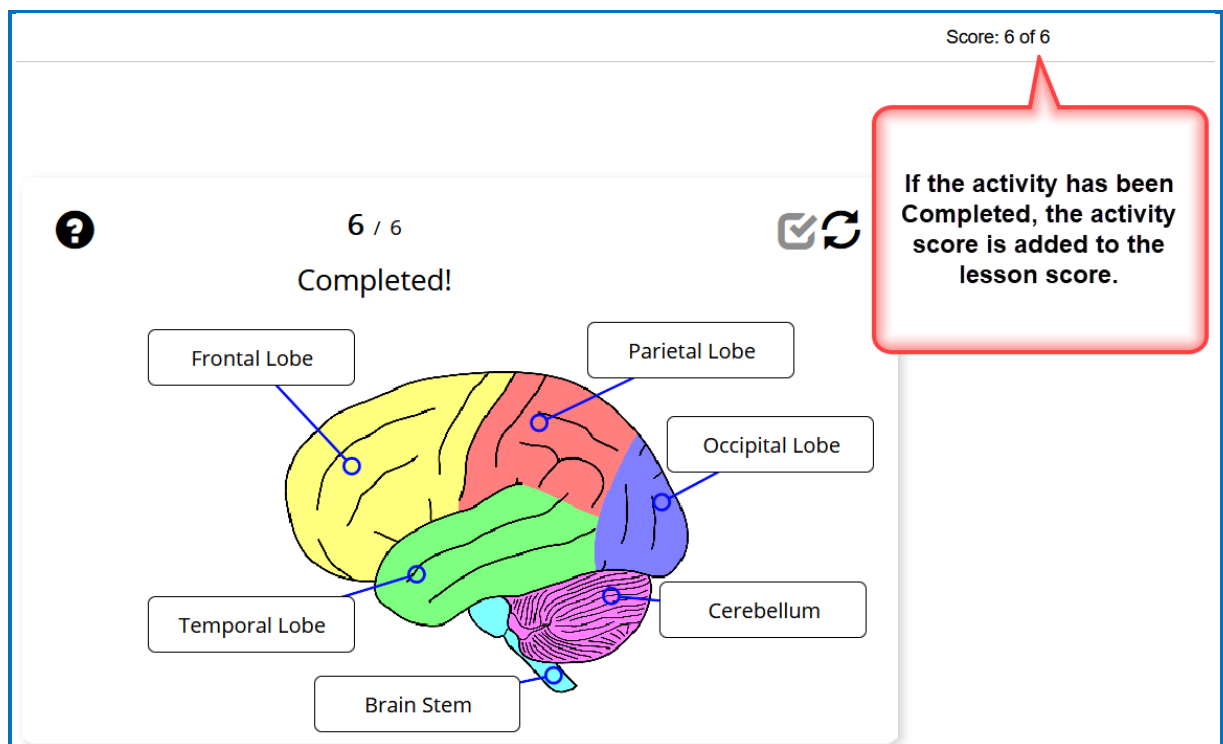
Partially Complete Activity

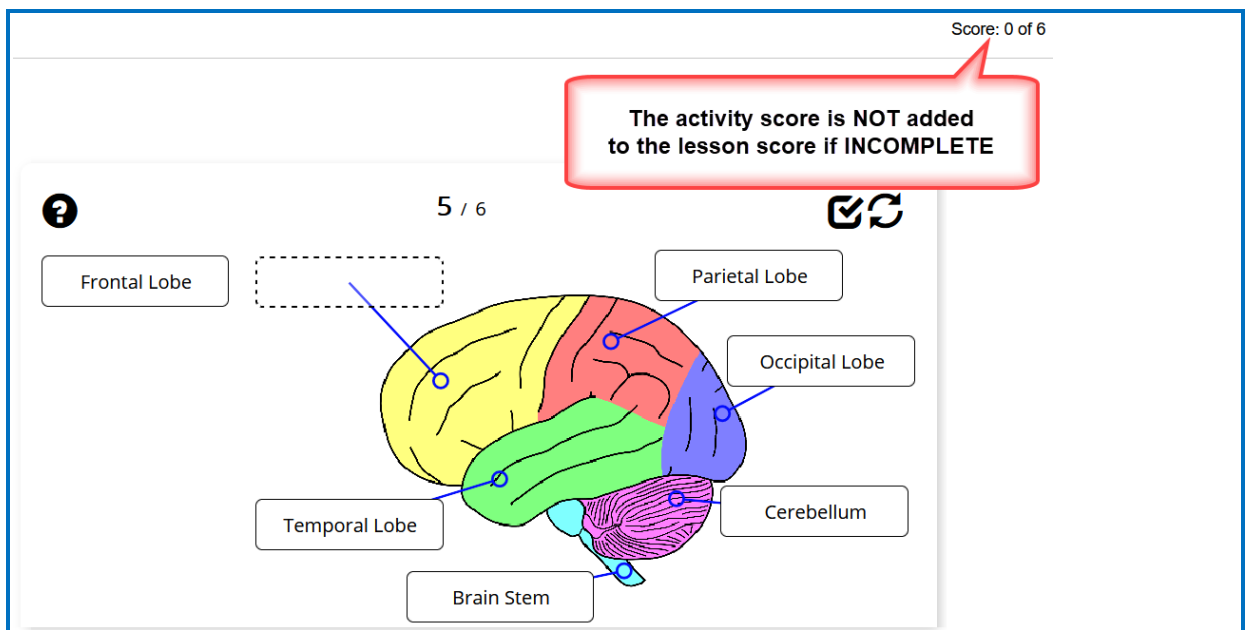If you are unable to complete an activity but want to receive partial credit for your correct answers, with our new activities, you can click on the Complete Activity icon. See below for screenshot of icon within an activity.
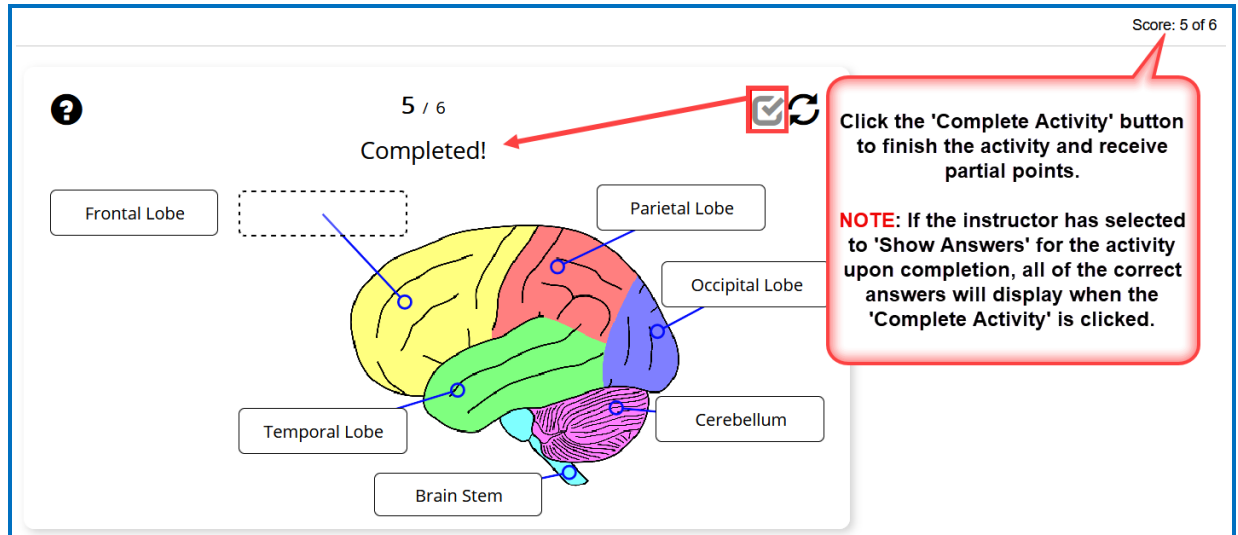
Incomplete Activity

Retry Activity

Your instructor may permit students to retry an activity. When you see the restart icon ↺, you can click the icon to reset the activity and change the activity score back to zero. Complete a new attempt and the lesson score is automatically updated with the activity score.
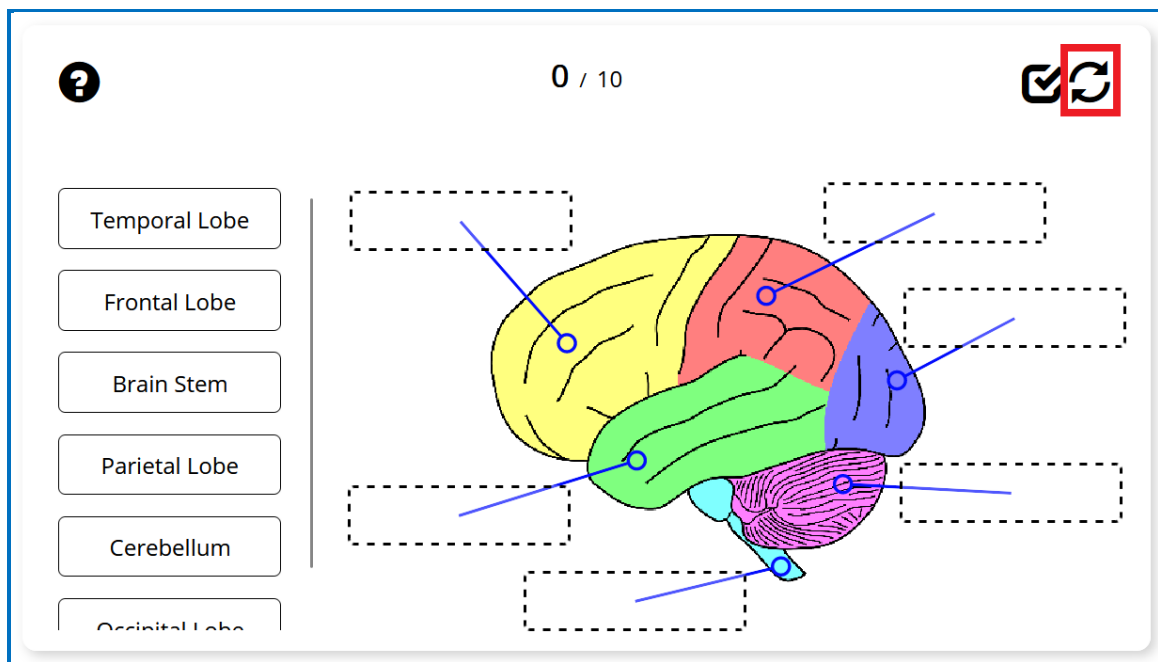
Last Page of Your Lesson

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.

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.

Finish

If you do not 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 print or email yourself a receipt 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 in an LMS, and your lesson was NOT launched in a separate window, then you can navigate back to your assignments using links within the LMS.

For example, in the below Blackboard screenshot, you can click on either the **Content** link or the **Courses** tab.
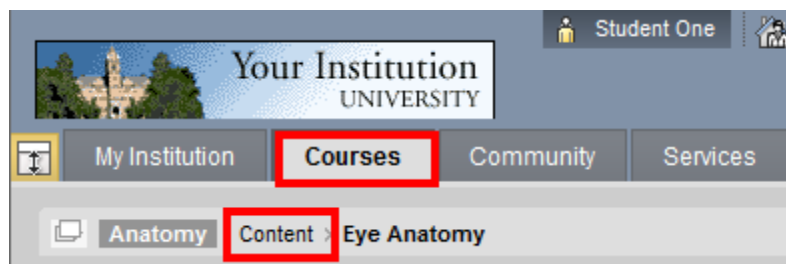
If your lesson was launched in a separate tab, then you *click the X close button* for the lesson window.

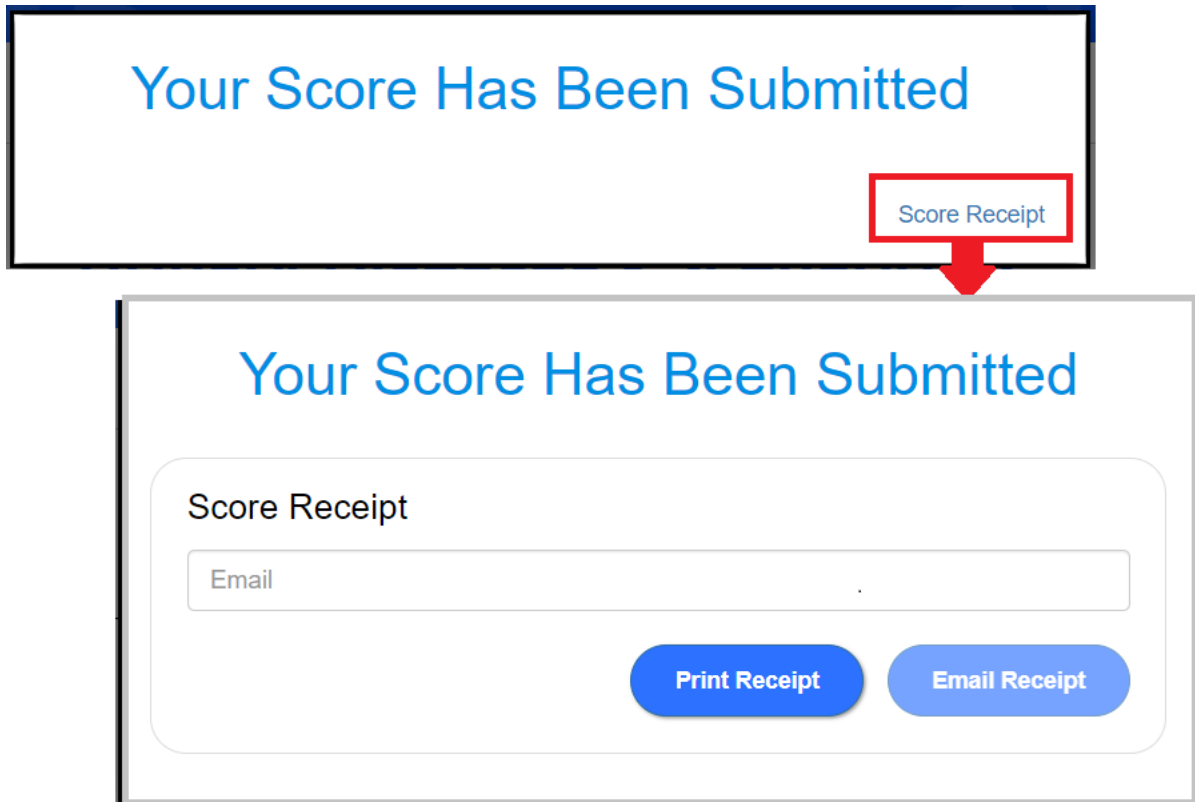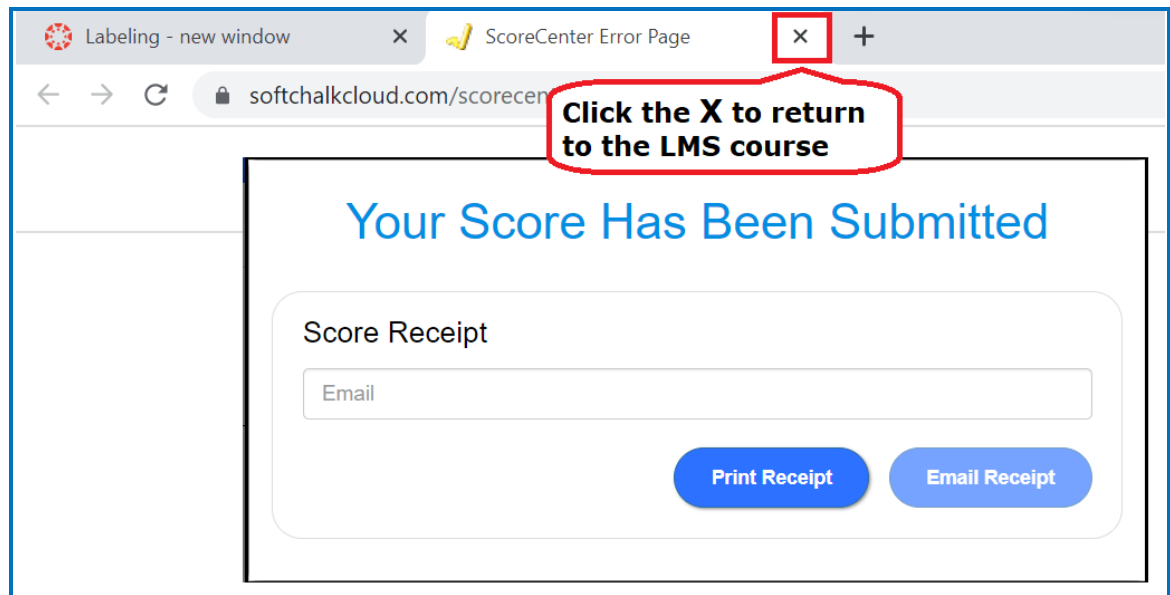## SCORM Lesson – Click the Finish Button
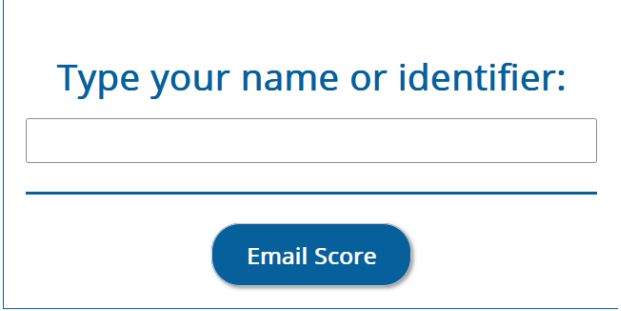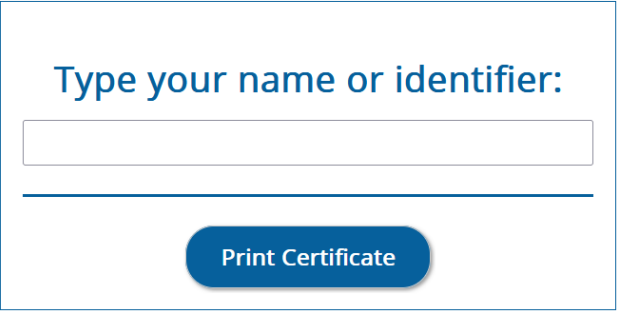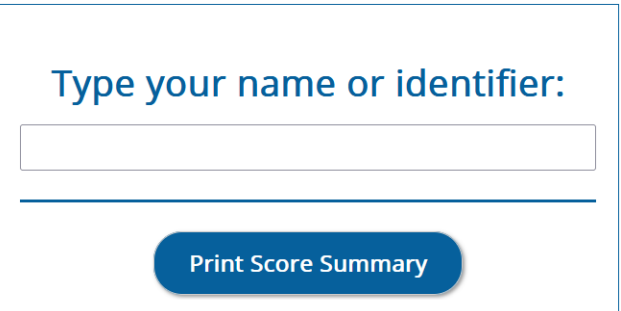
If you are accessing a SCORM lesson, you will see a **Finish** button at the bottom of the last page of your lesson. Be sure to click **Finish** to submit your score.
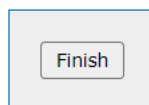
Buttons on the Last Page

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
Finish	**Finish** Clicking the **Finish** 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 Troubleshooting if the **Finish** button is grayed out.
Type your name or identifier: **Email Score**	**Email Score** Be sure to type either your name or your identifier (ask your instructor if he/she wants your information in a certain format).
Type your name or identifier: **Print Certificate**	**Print Certificate** 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 **Print Certificate**, click on your right mouse button to print the certificate.
Type your name or identifier: **Print Score Summary**	**Print Score Summary** After clicking **Print Score Summary**, click on your right mouse button to print the certificate.

Keyboard Controls
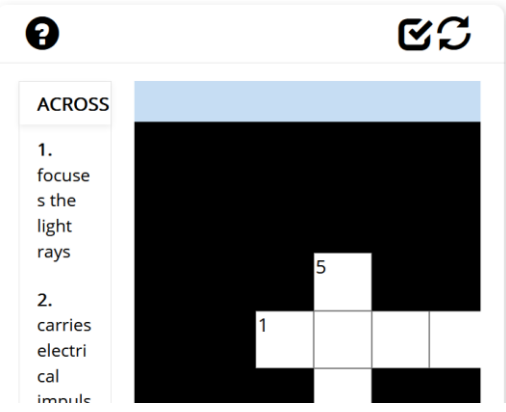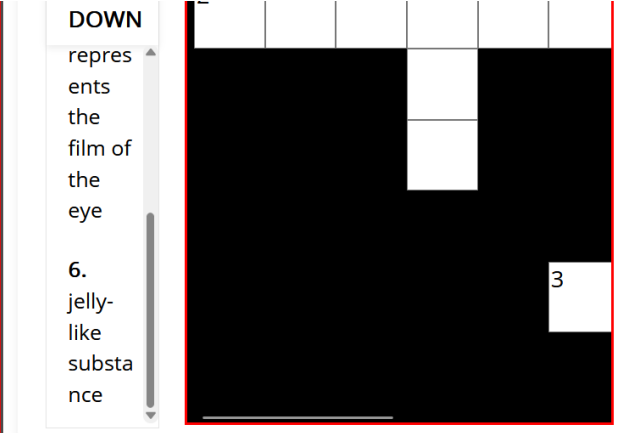
Activity	Keyboard Controls
Connections Activity	ALT + R = Restart ALT + S = Check Answer SPACE = Select Card TAB = Navigate cards
Crossword Activity	ALT + R = Restart ALT + S = Complete Activity Arrow Keys = Navigate through Letters/Cells TAB/SHIFT + TAB = Navigate through Clues
DragNDrop Activity	ALT + R = Restart ALT + S = Complete Activity ALT + q = Quit Focus Looping ESC = Reset Selection TAB = Next Item SPACE/ENTER = Select/Flip
Flash Card Activity	ALT + R = Refresh Right Arrow = Next Left Arrow = Previous DEL = Remove CTRL + SPACE = Flip ALT + S = Shuffle CTRL + SHIFT + E = Export
Hot Spot Activity	ALT + n = Skip Hotspot ALT + R = Restart ALT + S = Complete Activity ALT + q = Quit Focus Looping
Image Map	ALT + S = Toggle Hotspots
Image Matching Activity	ALT + R = Restart ALT + S = Complete Activity ALT + q = Quit Focus Looping ESC = Reset Selection TAB = Next Item SPACE/ENTER = Select/Flip

Activity	Keyboard Controls
Labeling Activity	ALT + R = Restart ALT + S = Show Answers SPACE = Drag Label Enter = Drop Label
Memory Activity	ALT + R = Restart ALT + S = Complete Activity SPACE = Select Card TAB = Navigate Cards
Ordering Activity	SPACE = Select/place Card TAB = Navigate Cards ESC = Escape Card Ordering Arrows = Move Cards
Pairs Activity	ALT + R = Restart ALT + S = Complete Activity Spacebar = Select Card TAB = Navigate Cards
Slideshow Activity	Right Arrow = Next Left Arrow = Previous ALT + '+' = Zoom In ALT + '-' = Zoom Out ALT + F = Full Screen
Sorting Activity	SPACE/Enter = Open Card from Deck / Sort Card / Select Card TAB = Navigate Categories ESC = Escape Card Sorting
Timeline Activity	TAB = Move to Event Title/Description/OK Spacebar = Toggle Full Event Title/Description display / Select OK
Word Search Activity	TAB/shift + TAB = Navigate words Arrow Keys = Navigate Letters ESC = Reset SPACE = Select Letter/Show Hint

Troubleshooting

Issue	Solution
General/undefined issue	***If you have issues in one browser, please try another web browser*** ***You can also try clearing your cache.*** The following website has an excellent explanation on how to clear your web browser's cache, cookies, and history: http://kb.iu.edu/data/ahic.html ***You may want to have your Internet router in the same room with your computer***. You may also want to place your router on a shelf to make it higher.
Trouble connecting to ScoreCenter Lessons – (i.e., the lesson will not load, and the web page times out).	***Using your web browser, please try to go to:*** https://www.softchalklcloud.com If this site does not load, please contact your internet service provider with the following information: • Disable WAN blocking and firewall protection for https://www.softchalklcloud.com • Please tell them that you are unable to connect to the domain https://softchalkcloud.com from any devices that are connected to your network, and that the problem is not limited to just one computer on the network If you are unable to contact your internet service provider, please try to connect to https://www.softchalklcloud.com at a different location other than your home.

Finish and Save Buttons - Not Appearing or Working Properly or your Score is Not Submitting Properly

This is a ScoreCenter or SCORM lesson that should have a Finish button to submit scores.

- There is no Finish button on the last page of the lesson
- A disabled Finish button (i.e., "grayed out" button) appears at the end of lesson
- There is a Finish button on the last page of your lesson, but you click on the Finish button, and nothing happens.
- There is a Finish button on the last page of your lesson, but you click the Finish button, and you get a message: *Error submitting to ScoreCenter*.

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1. *See the previous page – Trouble connecting to ScoreCenter lessons.*

2. *If you have a SoftChalk Cloud account, make sure you are logged out.* (**If you close your browser, you are NOT logged out automatically**.) Go to https://softchalkcloud.com and click **Logout** in the upper right corner. (If you see the word Login in the upper right corner, then you are logged out.)

3. *Your web browser pop-up blocker may be blocking the content.*

   To Allow Content from Your Blackboard server (or other LMS server):

   In **Firefox**, select **Tools/Options/Content** and beside the Block pop-up windows, click the **Exceptions** button. Enter the web address for your learning management system (for example Blackboard) and click **Allow**. Click **Close**. Click **OK**. Close your browser and re-open your browser.

   In **Internet Explorer**, select **Tools/Pop-up Blocker.** 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 **Add**. Click **Close**. Close your browser and re-open your browser.

4. If you are using *Internet Explorer 11*, be sure to turn off the Compatibility View. Within Internet Explorer 11, choose the Tools menu and **de-select Compatibility View** (make sure there is NO checkmark beside it).

5. Be sure you are a supported browser (see the System Specifications page on our website.

6. *Make sure the day/time is set correctly on your computer.*

   If your computer time is off, then when you access a ScoreCenter lesson, the lesson will appear, but you will not get a message that the lesson is connecting to the ScoreCenter and there will no **Finish** button at the end.

	7. **If you receive a security warning message when logging into Blackboard, click NO** (see the Security Warning Message).
	8. If you have gone through the above checklist, you may need to **uninstall and do a "clean" install of your web browser** or try a different web browser. (When doing the "clean install," do not 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."
Part of my **activity looks cut off** (see an example below of a crossword) 	• Rotate your device. • Reset the zoom feature on your browser • Look for scrollbars:
I have a **blank box** where content should appear for an activity.	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.) 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.)
Scoring Issue	**Do NOT install the Google Chrome Toolbar within Internet Explorer**. We have had reported scoring issues when this is done. For details, see the section System Specifications and Supported Web Browsers. If you get a security warning screen, click **No**. (See the Security Warning Screen.)

	Make sure you:
	- **Click the Check Answer buttons.** See the sections <u>Check Answer/Check Answers Buttons</u> and <u>Quiz Group – Questions Displayed One at a Time</u>. - **Complete all your activities.** See the sections <u>Finish Button for Activities</u> and <u>Complete Your Activities</u>. If you think you have an inconsistent score, please contact your instructor with the following info: - Detailed description on any actions taken - Lesson hyperlink - Screenshot of issue/score
Email Score or Print Certificate Does not work	If you get a security warning screen, click **No**.
Lesson loading message, please wait message but lesson does NOT load. I am using Internet Explorer 9 (IE9).	For your **Internet Options**, click the **Security** tab. Click **Trusted Sites** and click the **Sites** button. Click **Add** 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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