

# POWERSCORE

## TEST PREPARATION

### Guide to the Virtual Platform

*For Virtual and Live Online Courses and Presentations*

# The Elluminate Platform

PowerScore uses a program called Elluminate to run the virtual classroom. This program has many great features that allow students to actively participate in class including the ability to communicate with each other and with their instructor. This packet will help you become acquainted with Elluminate.

## Minimum System Requirements

To verify that your computer is able to run the Elluminate platform, make sure that it has all of the following requirements:

### Mac

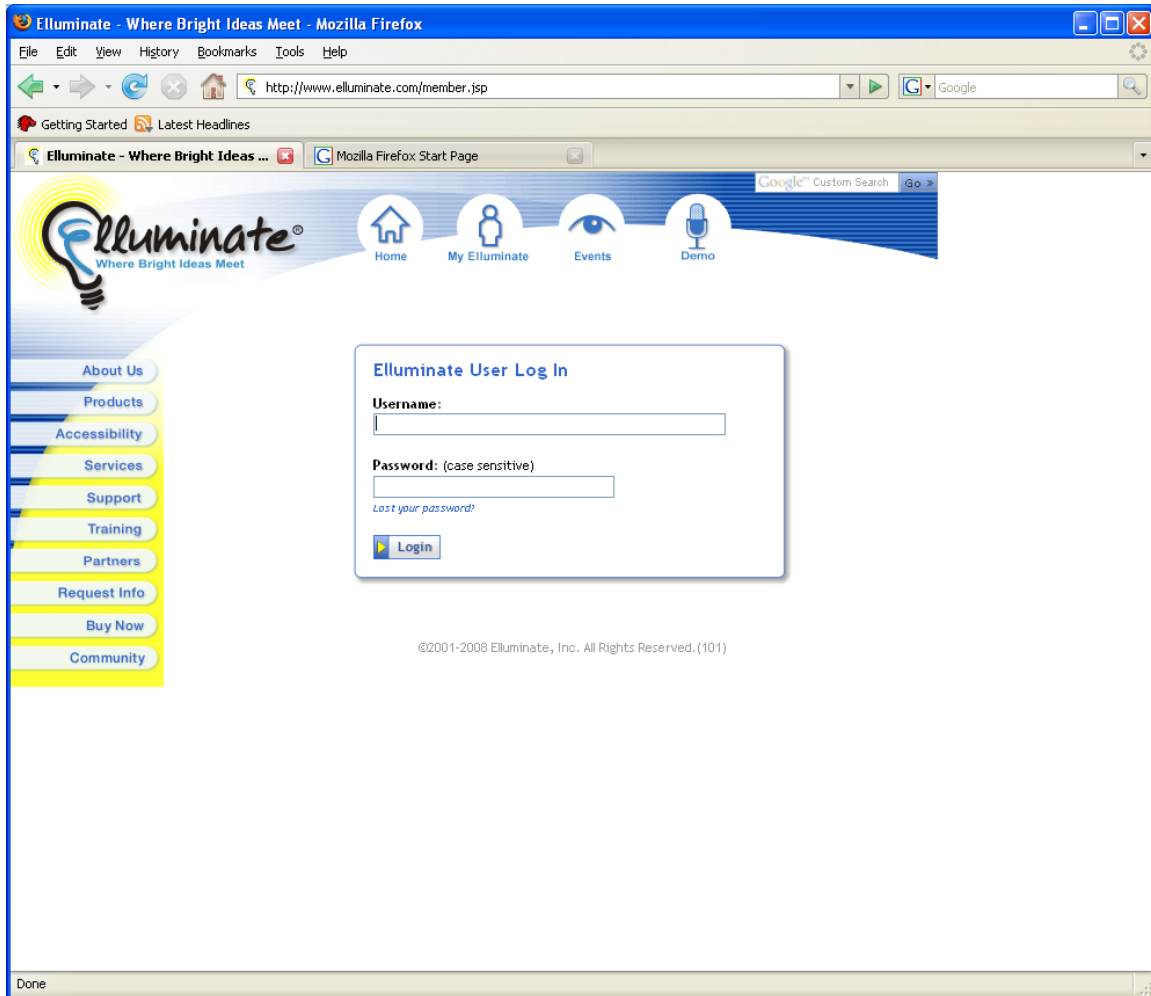
- Mac OS X 10.2.8, 10.3.9, 10.4, and 10.5
- G3, G4, G5 or Intel processor
- 256 MB RAM
- 20 MB free disk space
- 28.8 kbps minimum internet connection

### Windows

- Windows 2000/XP/Vista
- Pentium III 500 MHz processor
- 256 MB RAM
- 20 MB free disk space
- Soundcard
- 28.8 kbps minimum internet connection

# Signing In

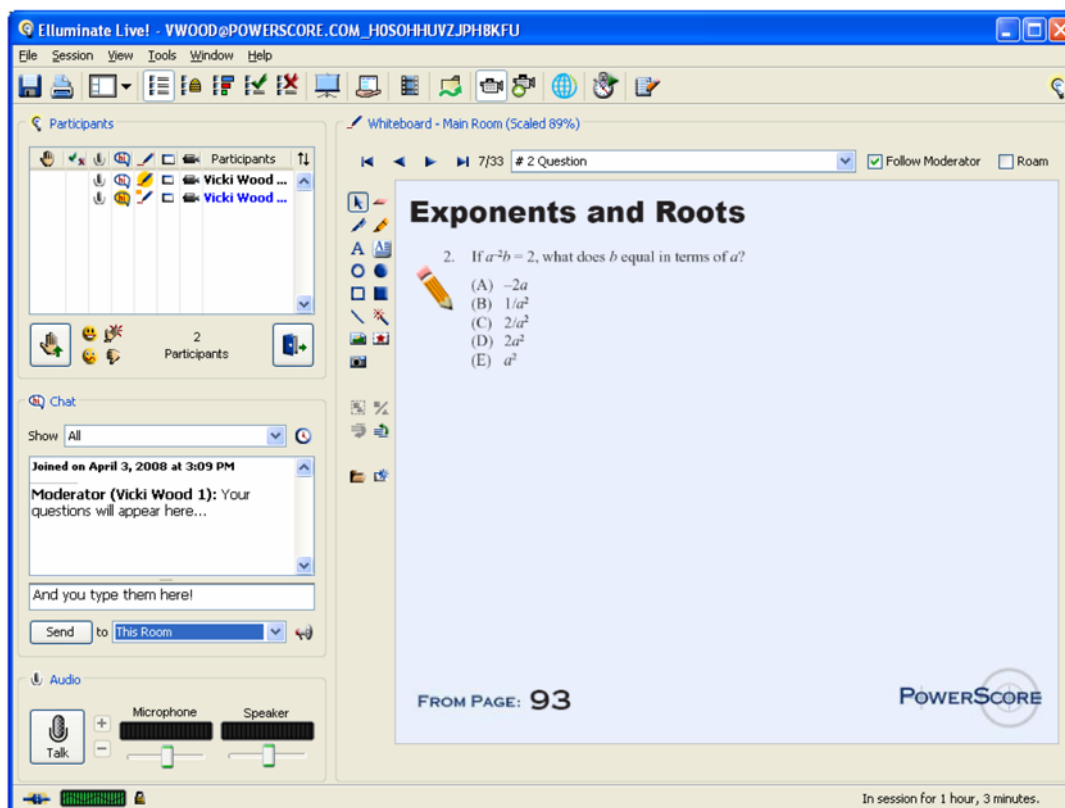
To join the class, please login at [www.illuminate.com/member.jsp](http://www.illuminate.com/member.jsp) (or from the main Elluminate page click the “My Elluminate” tab at the top of the screen). Your initial login information was provided by email upon your enrollment. Use this user name and password to access the system. If you have never visited the system before, login early so you can download the required codec and configure your audio setup.



Once in the system, select “Join” (next to the listed session in which you wish to participate) to enter the Virtual Classroom.

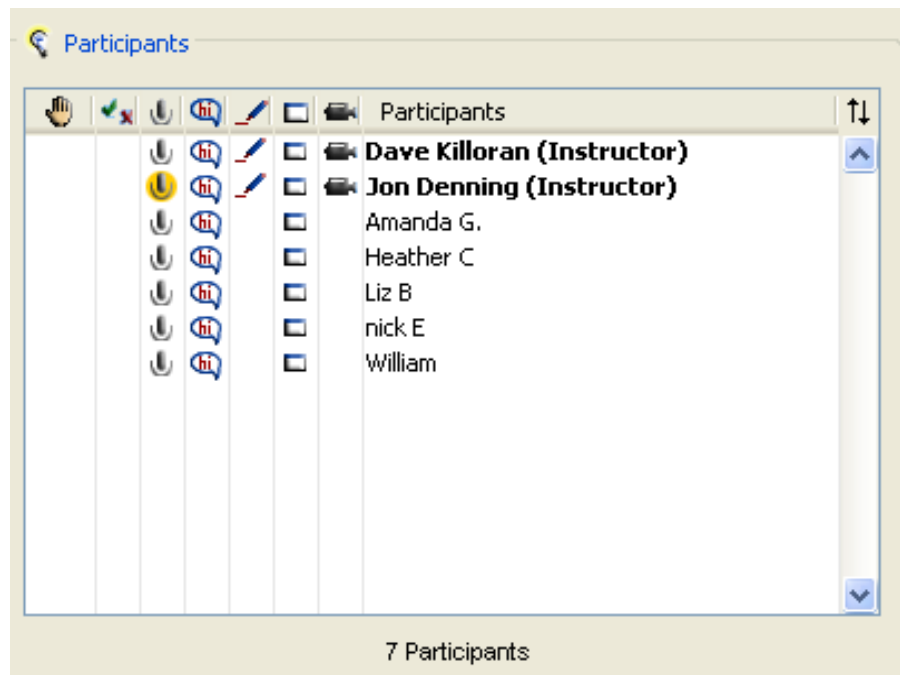
# The Virtual Interface

Once you login to the classroom, you will see a classroom interface similar to the following:



This screen represents the entire virtual platform, and contains numerous features and functions that make the online environment extremely interactive and adaptive to each student's needs. The various elements of the virtual interface are described in detail in the pages that follow.

## The Participants Window



In the top left corner of the interface is the participants window. This shows a list of the instructors and students who are logged into a class. Instructors are indicated by the word “Instructor” or “Moderator” after their names, and their names also appear in bold text. Next to each name are several columns (indicated by the various icons at the top of the window) that indicate the activity of each participant and features available.

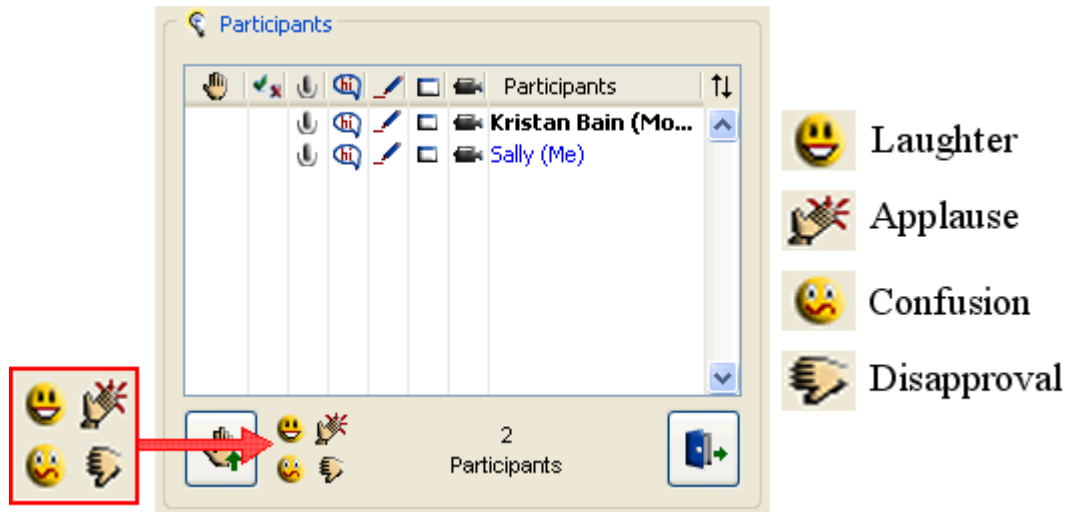
The far left column is labeled with the image of a hand. This is where your active participation is displayed. For example, during the course can applaud, indicate happiness, show confusion, or disagree by using the emoticons below the participant window (to be discussed shortly), and these various emotion indicators will be visible to the instructors and your classmates in the far left column of the Participants Window. Further, this column also indicates when a student has raised his or her hand (the “raise hand” button is discussed in more detail in the following pages).

The second column contains a space in which students’ polling responses are displayed. During class, an instructor may present a question to the class that requires either a “yes” or “no” response (indicated in the picture above with a green checkmark for “yes” or a red ‘x’ for “no”), or the instructor can alter the polling options to represent “A” through “E” as possible answers to a multiple choice question. The polling response icons appear at the top of the screen.

The next column contains a microphone icon. During class, only one person will be speaking at a time, and the microphone of the person speaking is highlighted in yellow. If you wish to speak, simply raise your hand and the instructor will turn the microphone over to you.

The third column is marked by a speech bubble containing the word “hi.” This shows who is communicating via the chat window (the Instant Messaging feature to be described shortly), as a participant’s chat bubble will be highlighted when he or she is typing.

## Additional Participant Icons and Features



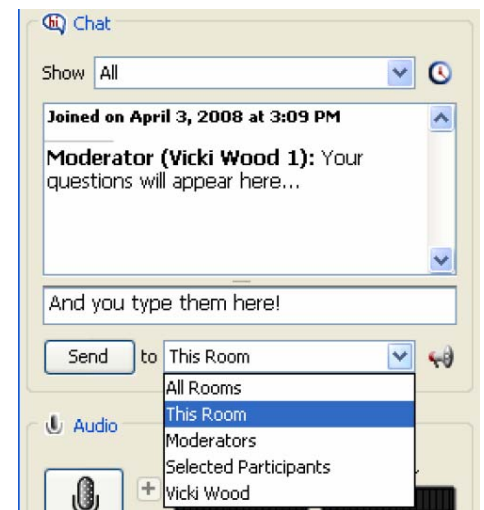
Directly beneath the Participants Window, users will notice several “emoticons” (icons designed to show emotions). These emoticons allow you to relay your feelings in real-time to the instructors, allowing the pace and style of instruction to be specifically tailored to the immediate needs of the class.

There are two other icons below the Participants Window: the “raise hand” icon, and the “away” icon. If you have a question during class and would like to communicate audibly (via the microphone), you should “raise your hand” by selecting the button indicating a hand and a green arrow pointing upwards. Not only does this feature ensure a more orderly conversational flow during class, but it will also alert the instructors to your question and allow you to activate your microphone. The second icon depicts a blue door with a green arrow. This button allows you to set your activity level to either “present” (active in the virtual classroom) or “away” (generally indicating that you have stepped away from the computer for a moment).

## The Chat Window

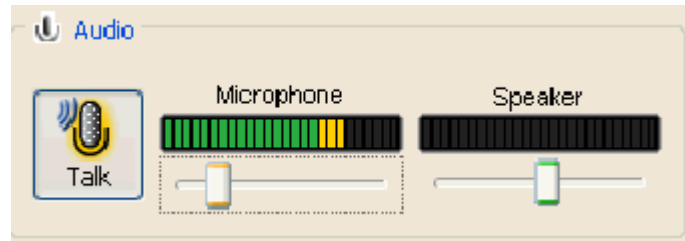
The chat window allows you to make comments and ask questions as the head instructor is speaking. Many students would rather raise their questions this way rather than use the microphone feature (the microphone tends to be a bit more disruptive than chat; with chat, questions can be addressed without interrupting the main discussion). The secondary instructor will serve primarily to field questions raised via the chat feature.

After you type your comment or question into the IM box, you can select the participant(s) to whom you wish to send the question. When you click on the down arrow in the “This Room” bar, you can select specific recipients for your message. Except in personal matters or private situations, we strongly urge you to send the question to the entire room so that the other students can benefit from your question/comment.



## The Microphone Window

Generally only one person will be allowed to speak at a time, so it is important for you to raise your hand to let the instructors know you wish to use your microphone (see the prior discussion of “raising your hand” if you are uncertain about how to do this). Once your instructor calls on you to speak, you may either click on the microphone icon (the button with the microphone and the word “Talk”) or press “Control + F2” to turn on the microphone on your headset. The microphone icon will turn yellow when it has been activated. To turn off your microphone, click on the microphone icon or press “Control + F2” again.



You can turn up the volume on your microphone and your speakers by using the sliders on the microphone window. We have noticed that students typically do not have their microphone volume set high enough when they first attempt to speak in class, so be sure to set the microphone level to at least halfway (move the slider to at least the midpoint of the microphone volume bar) before activating the microphone.

## Other Icons

Your instructor will determine which other icons will appear on your screen. To learn the function of an icon, simply hold your cursor over it and an information bar will appear. You should plan to arrive at the first lesson at least 10-15 minutes early to ensure that your audio and connection speed is properly configured.

# Illuminate Troubleshooting

*My browser returns to the login page when I try to log in.*

Your browser must accept cookies. To allow cookies, follow these instructions for your particular browser:

- Internet Explorer: Click “Tools” then “Internet Options” then “Privacy.” Set the level to accept cookies.
- Firefox: Click “Tools” then “Options” then “Privacy” then “Cookies.” Select “Allow all sites to set cookies.”
- Netscape: Click “Edit” then “Preferences” then “Privacy and Security” then “Cookies.” Set the level to accept cookies.

*I keep getting disconnected from the session.*

This is a common problem for users with dial-up internet or a wireless/shared connection. The connection issue is caused by the information sent from Illuminate being transmitted to you faster than your computer can process it. You can slow down this information input by selecting a slower connection speed. In Illuminate, select “Session” then “Connection Speed.” Select something slower than “Cable/DSL,” and this should resolve the problem.

*I get an error message that says “Invalid Argument.”*

You need to clear your internet cache. A cache is a temporary holding place where your computer saves information from the web pages you have visited. To clear your cache, follow these instructions for your particular browser:

- Internet Explorer: Click “Tools” then “Internet Options” then “Delete Files.” Select “OK.”
- Firefox: Click “Edit” then “Preferences” then “Advanced Options” then “Cache” then “Clear Cache.”
- Netscape: Click “Edit” then “Preferences” then “Advanced Options” then “Cache” then “Clear Cache.”

*I get one of the following error messages:*

- *Corrupted JAR File*
- *Unable to Load Resources*
- *Direct Call to “Server Name” Failed*
- *Server is Not a JINX Server*

You need to reload Java. In the Windows Control Panel, double click on “Java.” Choose “Delete Files.” Java will automatically reload when you attempt to reopen the Illuminate window.

*I get an error message that says “Connection Failed.”*

Try to open a favorite web page that you often visit. If it doesn’t open, you need to contact your internet provider. If it does open, you need to reload Java. In the Windows Control Panel, double click on “Java.” Choose “Delete Files.” Java will automatically reload when you attempt to reopen the Illuminate window.

If you are still experiencing problems, please contact us at (800) 545-1750.