**TeachCast** with Oxford

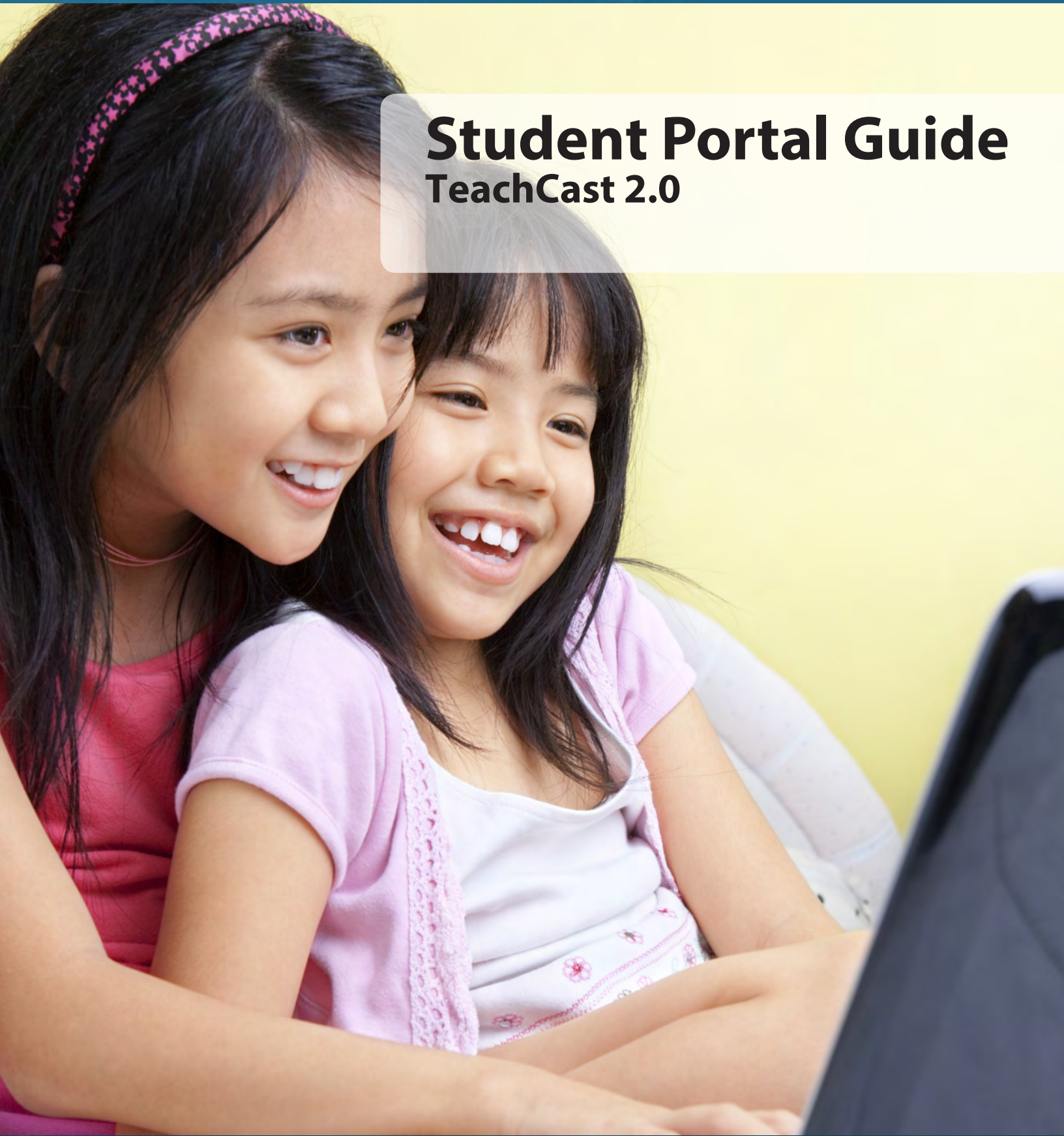# Student Portal Guide
## TeachCast 2.0

# TeachCast with Oxford

## Table of Contents

## System Requirements

### Minimum Requirements

- **Windows:** Internet Explorer 8+, Chrome, Firefox 5+
- Flash 10.3+
- JavaScript Enabled
- High-speed broadband internet connection (512 Kbps download speed)

### Recommended Specifications

- **Windows:** Internet Explorer 9+, Chrome, Firefox 12+
- Flash 11+
- JavaScript Enabled
- High-speed broadband internet connection (2 Mbps download speed)
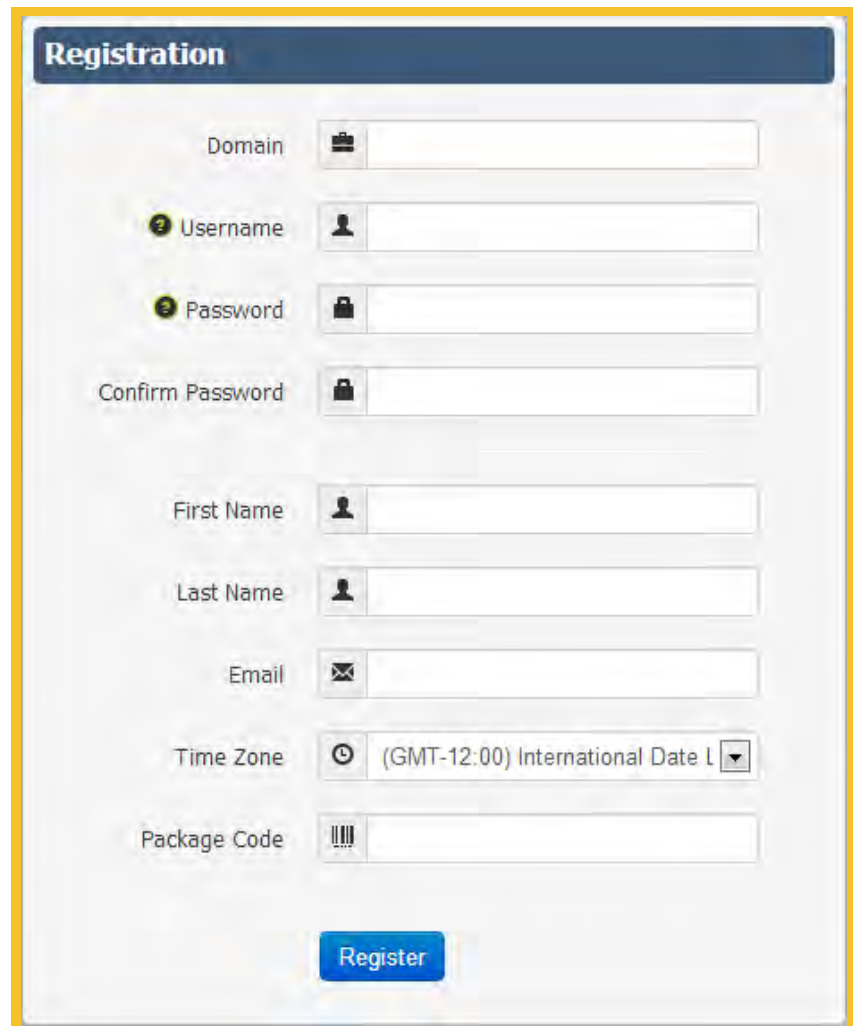- Wired or Ethernet internet connection (not wireless)

# Registering as a New Student

To access live learning sessions or on-demand, self study courses, you must first register a new student account and activate services with a package code. This can be accomplished by performing the following actions:

**1** Go to https://student.eleutian.com.

**2** Complete the registration form and click the *Register* button. Refer to the notes below for assistance.

## Usage Tip

*We take security seriously. A password policy is enforced to help keep your account safe. Passwords are case-sensitive and must contain at least one number, one letter, and be a minimum of eight (8) characters in length. Usernames must be at least six (6) characters in length.*

## Student Registration Form Notes:

- **All form fields are required.** Field labels and icons will turn green when the field has been successfully completed.

- **Domain:** Domain is a unique identifier for a school, organization, or unit and helps to enforce security policies. This identifier can be obtained from your program administrator.

- **Username:** Your student username must be unique and contain at least six (6) characters. Usernames are not case sensitive.

- **Password:** Your student password must be at least eight (8) characters in length and contain at least one (1) number and one (1) letter. Passwords are case sensitive.

- **Package Code:** The package code is a unique serial number consisting of four sets of alphanumeric characters that enables products or services for your account. Each package code may only be used one time. You may obtain a package code from your program administrator.

### Usage Tip

*You can view the student portal interface in your native language by selecting the appropriate language indicator from the list or dropdown in the site header. The selected language will also be recorded in your user profile, and can be changed at any time by visiting the account page after logging in.*
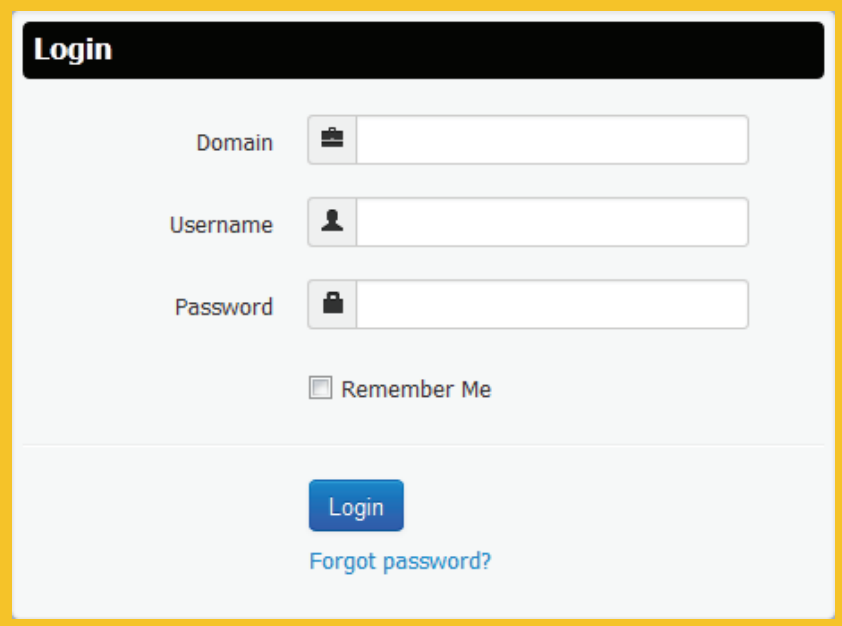
# Logging In

After successfully creating an account through registration, you can access live learning sessions or on-demand, self study courses by logging into the student portal as follows:

**1** Go to https://student.eleutian.com.

**2** Complete the login form and click the *Login* button.

Note: Select the *Remember Me* checkbox before clicking *Login* to automatically log into the site on each subsequent visit.

## Usage Tip

*If you have forgotten your password click the "Forgot password?" link on the login form. After entering the email address associated with your account, you will receive an email message with a new, randomly-generated password. You will then be asked to update your password upon logging in with the random password.*

**Login**

Domain

Username

Password

☐ Remember Me

Login

Forgot password?

# Using the Dashboard

The dashboard is the main hub of activity in the student portal. It guides you to your next live session and acts as a launchpad for you to enter on-demand, self-study courses.

## Today Panel

- Live session schedules are displayed for the previous day, current day and following day, based on your selected Time Zone.

- Sessions in the past will appear in a light gray color while sessions in the future will appear in black for easy recognition.

- Any session listing can be clicked on to enter the live session details page.

- The *View Calendar* button will take you to a full-featured calendar allowing you to see your scheduled sessions for any day, week, month, or year.

## Live Session Panels

A live session panel will be displayed for each class type that you have access to. These panels describe the service and list the names of any live session classes that you are enrolled in. You can click on the associated *Enter* button to view the live session course details and management page. The *Join Session* button near the bottom of the panel provides a one-click method for you to easily access your next session for any live session course of that class type.
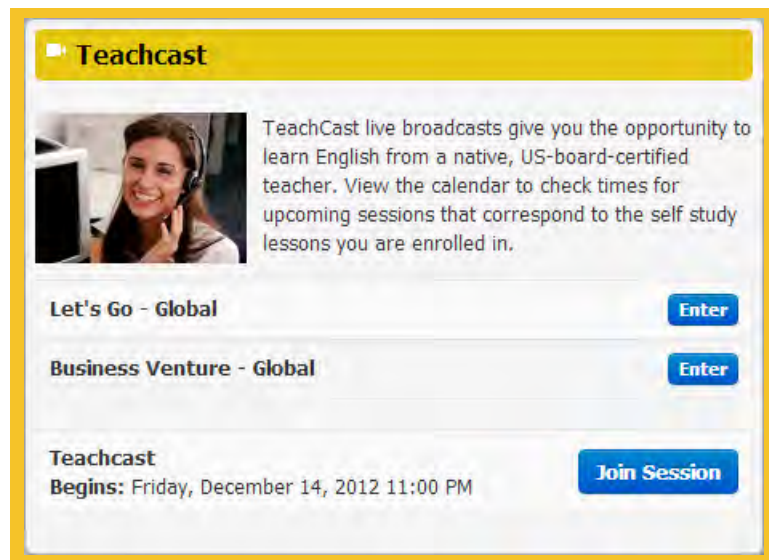


**Individual (One-to-One) Class Type:** A single student engages in a bidirectional, live, audio or audio-and-video conference with a teacher.

**Group Class Type:** A small number of students (two to ten) at different locations engage in a bidirectional, live, audio-and-video conference with a teacher.

**Classroom Class Type:** An entire classroom of students at one location engages in a bidirectional, live, audio-and-video conference with a teacher.

**TeachCast (Broadcast) Class Type:** A large number of students at different locations engage in a unidirectional, interactive, live, audio-and-video presentation with a teacher.

## Curriculum Panels

Each self-study curriculum type that you are enrolled in is represented by a curriculum panel. The curriculum panel describes the curriculum and displays an *Enter* button for each course within the curriculum. The *Enter* button directs you to the course details page.
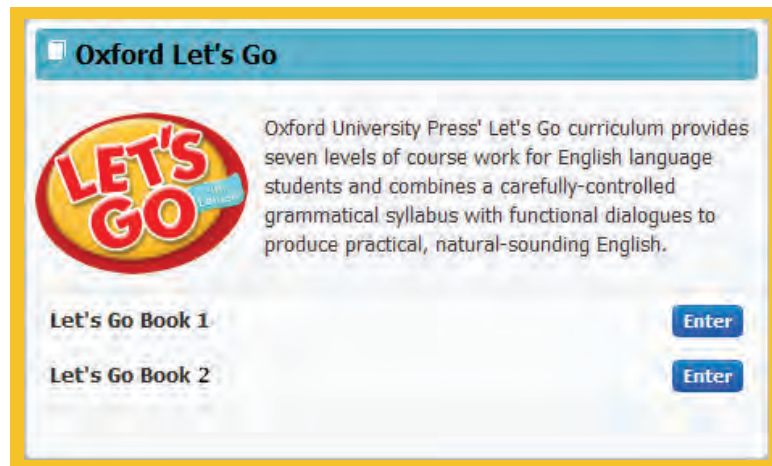


### *Usage Tip*

*Dashboard panels are color-coded by product type. Orange titles are used for live session product types, and aqua titles are used for self-study course product types. Live session title icons also match those on your calendar for easy visual association.*

# Viewing the Calendar

The full live session calendar can be accessed by clicking the *View Calendar* button in the *Today* panel on the student portal dashboard. This calendar displays all live sessions, past and future, that you were or are enrolled in. For ease of access, Live sessions in the future for TeachCast™ classes with unlimited seats will also be displayed even if you have not enrolled in these sessions. The calendar cell for the current day is highlighted by a light green color.

*Month*, *Week*, and *Day* buttons are displayed at the top right of the calendar to allow you to view scheduled live sessions in larger or more narrow time increments. Arrow buttons on the top left of the calendar allow you to move backwards or forwards in time increments according to the calendar period view that is currently selected. Click on any session on the calendar to visit the live session details page for the selected session.

# Managing Live Sessions

You can manage your participation in live sessions by viewing details about past and future sessions and through finding and enrolling in upcoming sessions. The live sessions course management page can be accessed by clicking on the *Enter* button next to a course listed in any live session panel on the student dashboard.

## Live Session Enrollments Panel

The live session course enrollment panel allows you to view any live session that has been previously enrolled in. Session listings include the name of the lesson being studied, the date of the session, and the name of the teacher for the session. Similar listings of sessions that you attended or were absent for also exist. Click on session names to quickly get to the live session details page for the corresponding session. The *Schedule* button directs you to the session enrollment page.

## Live Session Course Details Panel

The live session course *Details* panel displays information specific to the live session course being managed. The listed information includes:

- **Credits:** Where a specific number of credits have been assigned, the total number of credits remaining and the total number of credits used are displayed. If no usage limit applies, "Unlimited" is displayed.

- **Duration:** Specifies the length in minutes of each session within this live session class.

- **Class Type:** Indicates the type of conference environment that will be used for the session.

- **Max Class Size:** Displays the total number of participants who could potentially join any session within this live session class.



## Usage Tip

*While you do not need not pre-enroll in a live session with an unlimited class size, it is generally advantageous for you to enroll in sessions far in advance where seats are limited. Doing this helps to ensure that you can match your personal schedule to suitable session times, teachers, and/or lessons being taught.*

# Scheduling Live Sessions

Some live session classes require you to enroll in sessions before the session begins in order to join the conference. Access the live session enrollment page by clicking the *Schedule* button at the top of the *Sessions Enrollment* panel on the live session course management page.

## Selected Teacher Panel

When a teacher is chosen through using the *Pick Teacher* button, the *Selected Teacher* panel displays a picture and short biography for the specified teacher. The teacher's schedule of availabilities is listed in the calendar panel. "All Available Teachers" is displayed when a specific teacher has not been selected, and available sessions for all teachers are shown in the calendar panel.



### Usage Tip

*You can filter the available sessions calendar by a single teacher to limit the schedule items displayed to those specific to the selected teacher. This is accomplished by clicking the "Pick Teachers" button at the top of the "Selected Teacher" panel then browsing or searching for the desired teacher. To revert back to displaying available sessions for all teachers, click the "All Teachers" button.*

## Schedule Panel

The *Schedule* panel displays live session time slots, by day, that are available for enrollment starting from the current day. Only one week of available sessions are listed. Click the *Next Week* button to see availabilities in the future.



The following actions should be performed to enroll in an available live session time slot:

**1**   Use the *Schedule* panel to find an available session at a suitable time.

**2**   Click on the time slot link to display the *Select a Teacher* window.

### Usage Tip

*If a teacher was already chosen and is displayed in the Selected Teacher Panel, you will not be asked again to select a teacher after clicking on an available time slot link in the Schedule calendar.*
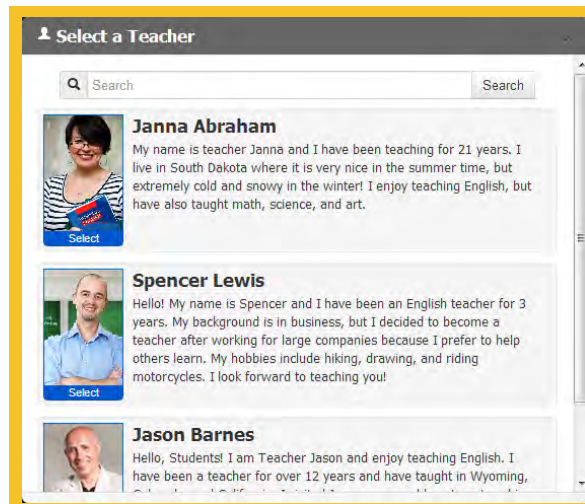
**3**   Use the search function in the *Select a Teacher* window to find a specific teacher by name, or simply scroll through the list of teachers who are available during that time slot. Once the desired teacher has been found, click the *Select* button under the teacher's picture. The *Confirm Enrollment* window will appear.

**4**   Verify that the enrollment teacher, date, and time are correct, then click the *Enroll* button to finalize the enrollment. Press *Cancel* to start over.
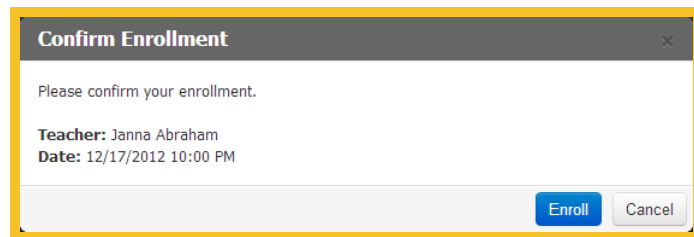


Note: For broadcast-based sessions, the same process can be followed to enroll in available sessions. However, instead of finding and selecting a specific teacher, you can search for and select a specific course lesson.

## Usage Tip
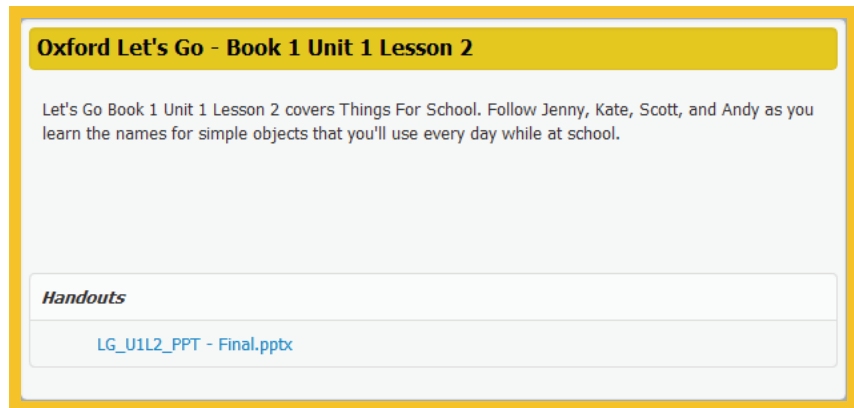
*You can withdraw from an enrollment by clicking the "Withdraw" button on the session details page. This must be done at least 12 hours before the session begins.*

# Joining a Live Session

Once a session has been selected through the student portal dashboard or the calendar page, you will be presented with a live session details page. This page contains the following information and functionality:

## Lesson Information Panel

- **Title:** The curriculum and course title appears in the header bar of the information panel to help you quickly identify which lesson is being taught in this session.

- **Subject / Description:** The lesson's subject or description is displayed below the title bar to give you information on the subject matter associated with this session.

- **Handouts:** Files that have been made available to you in conjunction with the lesson will be listed for download in the *Handouts* box. You can download or view files by clicking the corresponding file name link.

**Oxford Let's Go - Book 1 Unit 1 Lesson 2**

Let's Go Book 1 Unit 1 Lesson 2 covers Things For School. Follow Jenny, Kate, Scott, and Andy as you learn the names for simple objects that you'll use every day while at school.

*Handouts*

LG_U1L2_PPT - Final.pptx

## Session Information Panel

- **Timer:** A countdown timer is displayed to show you the amount of time that remains before the session begins. When the session has begun, a "session in progress" notification is displayed instead of the timer. After the session has concluded a "session complete" message is displayed.

- **Join Session Button:** Once the session has started, or any time during the session, you can join the session by clicking the *Join Session* button. If not previously enrolled, this action will enroll you in the selected session and mark your attendance record. For most class types, you can join the session up to five (5) minutes in advance.

- **Seats:** All class types, with the exception of TeachCast (broadcast), have a specific number of enrollment slots, or seats, available to students. In these cases student enrollment is on a first-come-first-serve basis.

- **Class & Class Type:** The name of the live session class is displayed and can be clicked to access the associated live session class management page. Class type indicates the type of conference environment that will be used for the session.

- **Other Session Details:** The session information panel also displays details specific to the session, including session start and end date and time, duration, and teacher. Your enrollment and attendance statuses are also shown.

- **Enroll Button:** Some session types require enrollment before you may join the session. In those cases the *Enroll* button can be used to confirm enrollment. After enrollment you may still withdraw from the session in some cases. However, once a session has begun withdrawal is no longer possible.

- **Next Session:** The *Next Session* button provides quick access for you to navigate to the next live session in your calendar for the current class type.
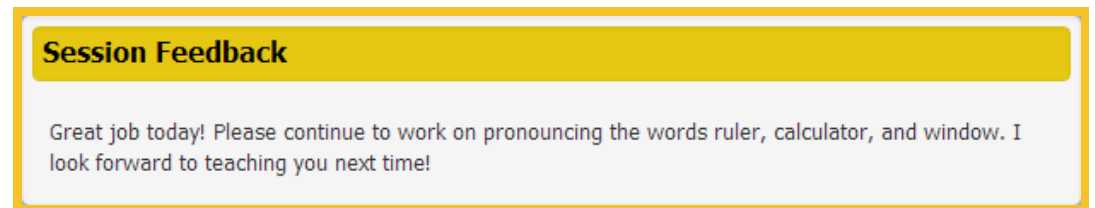
## *Usage Tip*

*To ensure that a virtual seat is reserved where attendance limitations exist, visit the session details page ahead of time to enroll in the session by clicking the "Enroll" button in the session information panel. The live session scheduling page can also be used for this purpose.*

# Reviewing a Past Session

After attending a live session, you can visit the live session details page again to review feedback from the session teacher and/or access a recording of the session if available.

## Session Feedback
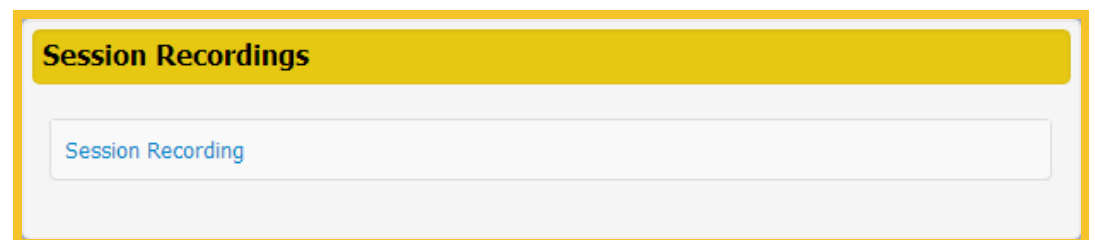
When appropriate, the session teacher will leave feedback for you based on session performance. This feedback is intended to help you improve and will usually contain words of encouragement and specific information regarding areas of weakness.

**Session Feedback**

Great job today! Please continue to work on pronouncing the words ruler, calculator, and window. I look forward to teaching you next time!

## Session Recordings

Where available, and based on the class type, the session may be recorded in audio or audio-video format and will be listed in the session recordings panel as a link for you to download. These recordings can help you review session performance and instruction given by the teacher for faster improvement.

**Session Recordings**

Session Recording

# TeachCast™

The TeachCast interface provides several components and features to facilitate a rich, live learning experience. These include:

- **Video:** TeachCast video streams at a high quality level and is capable of being displayed in full-screen mode by clicking the expand button at the bottom right of the video player window. If desired, the video transmission can be stopped with the pause button at the bottom left of the video player window. A mute button is also accessible at the bottom left of the player to only stop audio playback.

## Usage Tip

*You can easily distinguish chat messages posted by the teacher from those posted by other students by the* blue *color of the teacher's name in the chat window.*
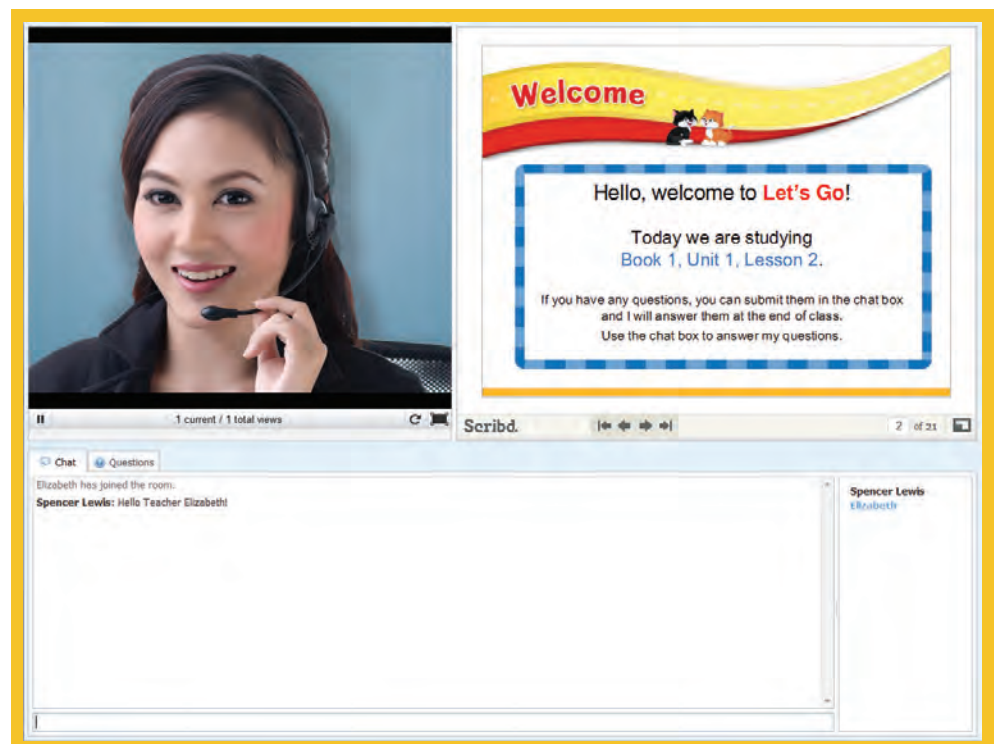


- **Chat:** You can interact with other students and with the teacher through use of the chat box in the *Chat* tab. A list of participating students is displayed on the right of the chat box to facilitate interactions.

- **Media Share:** TeachCast lessons are always accompanied by one or more media files to enhance the learning experience. Presentation media includes slides, images, documents, and other web-based media. The TeachCast teacher will dynamically control the usage and flow of these media files. You can also naviga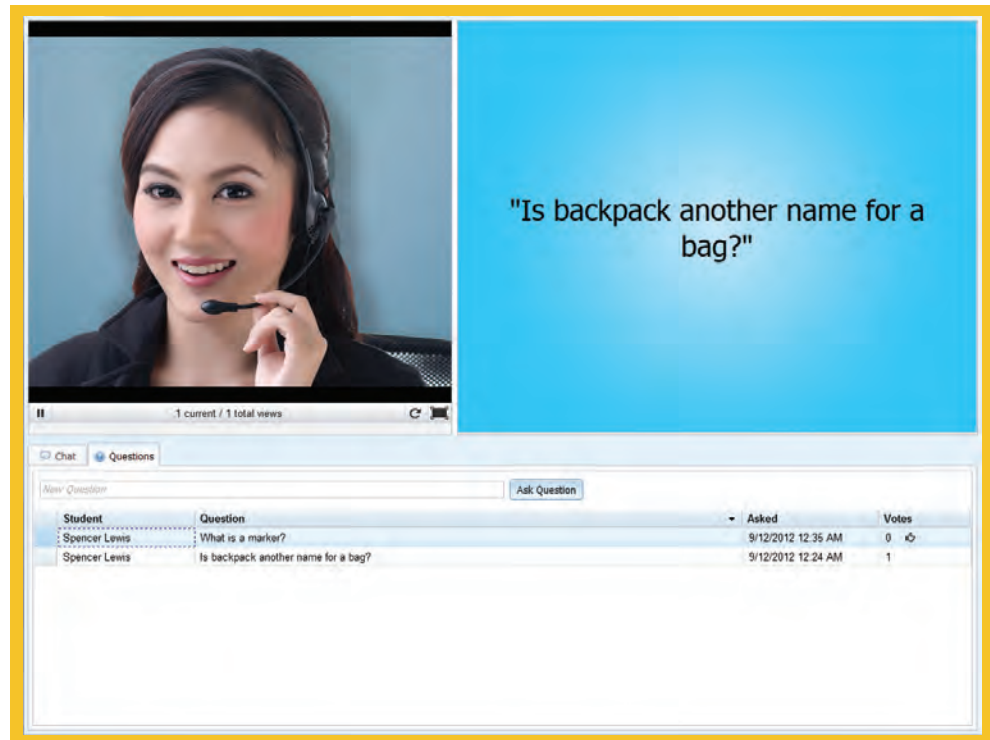te within the current media file, if applicable, by using arrow buttons at the bottom center of the media display window. Media can be displayed in full-screen mode by clicking the expand icon at the bottom right of the media display window.

- **Questions:** Often times you may have questions for the teacher during a TeachCast session. These questions can be submitted through use of the *New Question* field and *Ask Question* button on the *Questions* tab. After a question is asked, it is recorded and listed for other students to see. At designated times, the teacher will answer questions submitted by students as part of her lesson.

## Usage Tip

*You can vote for questions that you feel are interesting by clicking on the thumbs up icon. The number displayed in the "Votes" column represents the total amount of votes that a question submission has received from students. Teachers will use this number as an indicator of question submission popularity and will answer questions accordingly.*

# Taking a Self-Study Course

The course details page is accessible by clicking on the *Enter* button next to any course in a curriculum panel on the student portal dashboard. The course details page provides you with a structural listing of lessons within the selected course along with a lesson completion indicator, amount of time spent, and quiz score (if applicable to the lesson). You can enter any lesson by clicking on the appropriate *Launch* button. When a course lesson is launched, a new window will appear and the lesson material will load.

### Let's Go Book 2

| Module | Lesson | | Score | Time Spent | Progress |
|--------|--------|--------|-------|------------|----------|
| Unit 1 | Book 2 Unit 1 Lesson 1 | Launch | - | 0h 32m 33s | 100% |
| | Book 2 Unit 1 Lesson 2 | Launch | - | 0h 10m 5s | 31% |
| | Book 2 Unit 1 Lesson 3 | Launch | - | - | 0% |
| | Book 2 Unit 1 Lesson 4 | Launch | - | - | 0% |

## Usage Tip

*You can close the course lesson window at any time and your progress will be saved. The next time the course is launched it will begin playing where you left off.*
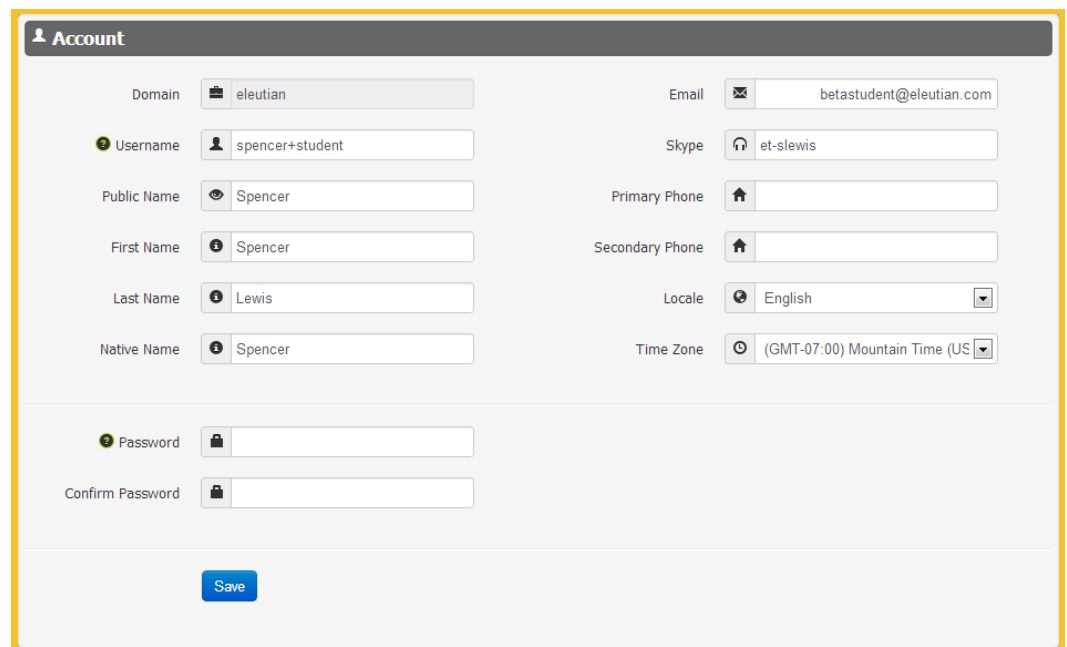
# Managing Account Information

You can access and manage your account details by clicking the *Account* link at the top right of the website header. This page allows you to view and modify the following pieces of personal information:

- **Domain:** The organization or security group that you belong to. This is displayed for informational purposes only and may not be modified.

- **Username:** Your username which is used for logging into the student portal. Usernames must be at least six (6) characters long and cannot contain spaces.

- **Public Name:** Public name is your nickname or display name that can be seen by other students in group or broadcast-type sessions.

- **First Name & Last Name:** *First Name* and *Last Name* fields contain the romanized or English versions of your name.

- **Native Name:** Your name in your native language. Non-English characters are allowed.

- **Email:** Your email address. System messages will be sent to this address.

- **Skype:** Your Skype username. This field is required if you are taking Skype-based, individual (one-to-one) sessions with teachers.

- **Primary Phone & Secondary Phone:** Phone numbers that you can be reached at. This information is only required if you are taking phone-based sessions, or to act as a backup communication method for Skype-based sessions.

- **Locale:** Your native language. Where translation is available, proper selection of locale will cause the student portal to display in your selected language.

- **Time Zone:** Your time zone. Time zone should be accurately set to ensure that live sessions are displayed correctly on your calendar.

- **Password:** Your account password which is used for logging into the student portal. Passwords must be at least eight (8) characters in length and contain at least one (1) letter and at least one (1) number. Spaces are not allowed. Your password should not be shared with anyone, including staff members, for any reason.

  If you wish to modify account information but do not want to change your password, the *Password* and *Confirm Password* fields should be left blank. To update a password, *Password* and *Confirm Password* fields must be filled in with the same text in order to be validated and saved.
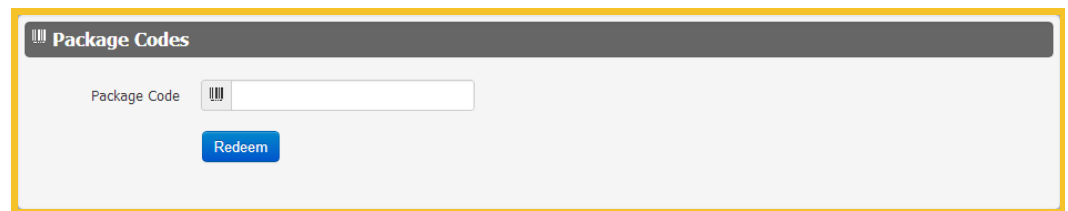
**TeachCast** with Oxford

## Registering Additional Codes

On occasion you may need to add additional products or services to your account. This can be done by obtaining a new package code from your representative organization. Once a code is obtained, the you can register the code through the following steps:

**1**  Log into the student portal at https://student.eleutian.com.

**2**  Click the *Account* link at the top right of the website header.

**3**  Enter or copy and paste the new package code into the *Package Code* field at the bottom of the account page.

**4**  Press the *Redeem* button.

If done successfully, a message will be displayed near the top of the page informing you that the new package code has been successfully applied to your account.



### Usage Tip

*Package registration codes are unique and may only be used one time. They consist of 16 alphanumeric characters separated by dashes into four parts. For example: X0X0-X0X0-X0X0-X0X0.*

# Troubleshooting Tips

## Account Issues

- **You have forgotten your password.**

  1 Visit https://student.eleutian.com.
  2 Click on the *Forgot password?* link under the login form.
  3 Enter domain and username, then click the *Reset Password* button.
  4 An email will be sent to the email address on file for the specified account with a new, randomly-generated password.

- **The student portal is not displayed in the correct language.**

  1 Log into the student portal at https://student.eleutian.com.
  2 Click on the *Account* link in the site header. *Account* is the second-to-last link at the top right.
  3 Choose the correct language from the *Locale* dropdown box. *Locale* is the second-to-last field in the right-hand column of fields next to the world icon.
  4 Press the *Save* button at the bottom of the form inside of the main *Account* panel.
  5 Refresh the page to view the portal in the selected language.

## TeachCast Broadcast Issues

- **The video won't load or play.**

  1 Close the TeachCast window and re-launch the session. Also ensure that all browser security warnings, if any, are accepted.
  2 If that does not fix the problem, your computer or organization's firewall may be blocking the transmission. Please ensure that the following ports are enabled: 80, 443, 1935, 843.

- **The video area displays a blank, gray box, or no video player is displayed.**

    **1**  Ensure that the Adobe Flash plugin is installed and updated.

    **2**  Clear the browser's cache and cookies, then restart the browser and join the broadcast again.

    **3**  If using Internet Explorer, turn off compatibility view settings and enable multimedia settings.

    **4**  Clear Flash cookies and settings, then restart the browser and join the broadcast again.

- **Video is jittery or choppy, or there is lag in the transmission.**

    If the video broadcast is jittery or choppy, or if there are delays in the transmission, there could be several causes, as follows:

    **1**  Poor internet connection

    **a**  Ensure that the ISP provides the minimum required speeds.

    **b**  If using a WiFi network, connect directly to the Internet with an Ethernet cable instead.

    **2**  Your computer may not have sufficient CPU resources because it is burdened with other processes or programs that are slowing it down. Please try closing all other programs besides the browser. In some cases, the computer may need to be rebooted.

    **3**  Flash may be attempting to use hardware acceleration to display the video, but your computer's video card is not compatible. To disable hardware acceleration:

    **c**  Right click on the video and select *Settings...*

    **d**  Click the far left *Display* tab and uncheck *Enable Hardware Acceleration*

    **e**  Close the Flash Player settings box

    **f**  Refresh the page

- **The presentation file (top right) is not being displayed.**

    Please ensure that JavaScript is enabled in your browser. You may also need to clear your browser's cache, then restart the browser and re-enter the TeachCast broadcast.