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SAM Assessment, Training and Projects for Microsoft Office



SAM Brief Student User Guide

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Introduction

SAM (Skills Assessment Manager) is a web-based application that measures student proficiency in Microsoft Office software and technology-related topics. SAM teaches Microsoft Word, Excel, PowerPoint, Access, Outlook and Internet Explorer, in addition to foundational computer concepts. SAM uses skill-based assessments, interactive training, real-world projects and just-in-time remediation to help students master essential computing skills.

SAM offers exams, training, projects and path-based assessment and readings. The student manual introduces the basic functions of SAM.

How to Use SAM

Logging in the First Time as a Pre-registered Student

Use the following procedure to log into SAM:

Step	Action
1	In your browser, enter <u>http://sam.cengage.com</u> in the <i>Address</i> field and press the Enter key. Result: The <i>SAM Login</i> page displays.
	Username:
	Password:
	Forgot your password? New User Help Log In
2	Enter the username and password you received.

Step	Action	
3	If this is your first login and your institution has a site license,	If this is your first login and your institution does not have a site license,
	Click Login .	Enter your SAM <i>Key code</i> at the prompt. If you need to purchase a <i>Key</i> <i>Code</i> , go to <u>http://www.cengagebrain.com</u> .
	The SAM Terms and Conditions page displays. (The SAM Home page displays on subsequent logins.)	Click Login .
	terms and conditions. Ferms and conditions. This is a legal document between Course Technology") and you. Course Technology is we upon the condition that you accept all of the ter if you agree to all of the terms contained in this by selecting the "I AGREE" option below. If you agreement, please select the "I DISAC SEE" op have purchased your User Manual for the Soft Course Technology to the address noted below purchase and a letter from the institution on we certifying that no user profile has been created these materials within 30 days of your purchase Technology will issue a refund to you for any fe Manual. License Agreement Software, including the User Manual (collection subject to termination as provided in this for portransferable license (License") to use the computer software as accessed through a log processing unit (Workstation"), any accompare Software, including the User Manual (collection subject to protection under the copyright, trade intellectual property laws of the United States and you acquire only the right to use the object cod License is in effect and do not acquire any righ not be considered to be an "owner of a cop" and USC Sec. 117 to make adaptations of the Software single microcomputer by accessing the Software	hnology Cengage Learning ("Course iling to license the Software to you only ms contained in this license agreement, license agreement, please so indicate do not agree to the terms of this license to no below. If you elect to decline and to you for Manual), you may return it to ava (User Manual), you may return it to as esystem the Software is installed for you. If Course Technology receives to of the User Manual, Course e paid by you for the returned User entities Agreement, a nonexclusive, Skills Assessment Management avage network or single central monitor formation relating to the secret laws, where applicable, and other and other jurisdictions. With this License, eversion of the Software while the to ownership in the Software is out shall not shall not have rights granted under 17 vare. You may use the Software on a to through the Workstation.
		I Agree I Disagree

Step	Action
5	Enter and Confirm your secret question and secret answer.
	When finished, click Submit .
	New Password:
	Result: The Activity Calendar displays.
	Activities Sections Dropbox My Account Notifications Help Logout
	Starms Image: Common Star Image: Common Star
	Sun Mon Tue Wed Thu Fri Sat 27 28 29 30 31 1 2
	3 4 5 6 7 8 9
	10 11 12 13 14 15 16
l	17 18 19 20 21 22 23

Profile Information

Enter your profile information. See the following table for more information on each field:

Field Type	Description
First name	Maximum 50 characters and cannot contain any of the following: ~`^ * " \$% #!\/><&;: ,
Middle initial (optional)	Maximum 1 character and cannot contain any of the following: ~ ` ^ * " \$ % # ! \ / > < & ; : ,
Last name	Maximum 50 characters and cannot contain any of the following: ~`^ * " \$ % # ! \ / > < & ; : ,
Username/Email	Must be 6 to 50 characters and cannot contain any of the following: ~`^ * " \$ % # ! \ / > < & ; : , NOTE : Your username cannot be changed once you save your profile.
Password	6 to 17 characters; use letter, numbers and underscores only.
Alias (optional)	Minimum 6 characters; maximum 20 characters and cannot contain any of the following: ~`^ * " \$% # ! \/ > < & ; : ,
ID# (optional)	Maximum 20 characters and cannot contain any of the following: ~`^*" \$% #!\/><&;: ,
Communication Email (optional)	Maximum 128 characters
Secret Question	Select a secret question from the drop- down menu
Secret Answer	Enter an answer to the selected Secret Question
Blackboard ID	Enter your Blackboard ID

IMPORTANT: The username/email and password you enter become your login credentials for Cengage Brain (<u>http://www.cengagebrain.com</u>). If you have a Cengage Brain account, use that username and password when you register for SAM. (See Login Help)

Logging into SAM as a New User

Step	Action
1	In your browser, enter <u>http://sam.cengage.com</u> in the <i>Address</i> field and press the Enter key. Result: The <i>SAM Login</i> page displays.
	Username:
	Password:
	Forgot your password? New User Help Log In
2	Click the New User button.
3	Enter your school's Institution Key.
	New User
	Please enter your 8-digit Institution Key:
	Submit Cancel

Follow these steps when you log into SAM for the first time:

Step	Action		
4	Click Submit. Result: A confirmation message d Confirm Institution	isplays to verify the institution's identity	y.
	Institution Name: Test Institution	tution1	ancel
5	Click OK . You may need to add a <i>l</i>	Key Code to access SAM.	
	If	Then	
	If your institution has a <i>Key</i> <i>Code license,</i>	Enter the 18-digit <i>Key Code</i> at the prompt. If you need to purchase a <i>Key Code</i> , go to <u>http://www.cengagebrain.com</u> . NOTE : Your institution may have a grace period where you can access SAM temporarily without entering a Key Code.	
	If your institution does not have a <i>Key Code license,</i>	 The <i>My Profile</i> page displays. Proceed to Step 8. 	

Step	Action
6	Click Save . Result: The <i>My Profile</i> page displays.
	My Profile Required Fields *
	First Name: * Middle Initial:
	Last Name: *
	Username (Email): * Verify Username: *
	Password: * Verify Password: *
	Alias: ID#:
	BlackBoard ID: Communication Email:
	Time Zone: Secret Question: * (GMT-05:00) Eastern Time (US & Canada) What is your father's middle name? >
	Secret Answer:

Step	Action		
7	Enter the necessary information in the asterisk. NOTES :	fields. Required fields display with an	
	 You must enter and confirm your us text boxes. You cannot copy and pas CengageBrain checks the username 	ername and password in the corresponding ite. you enter. If it finds it, a prompt directs you	
	to enter your CengageBrain passwor	rd to login.	
8	Click Save to save your user information. Result: The <i>Review and Confirm</i> page displays.		
	My	Profile	
	Review and confi	rm your information	
	First Name: John	Middle Initial:	
	Last Name: Doe	Username (Email): Yourname@e-mail.com	
	Password: *****		
	Alias:	ID #:	
	Blackboard ID:	Communication Email:	
	Time Zone: (GMT+05:30) Chennai, Kolkata, Mumbai, New Delhi		
	Confirm Revise		
9	Click Revise if you want to change you Result: Changes are accepted.	r profile information and then click Save .	



Forgot Password

If you forgot your password, use this procedure to reset your password.

Step	Action		
1	On the SAM Login page, click the Forgot your password button.		
	Result: The Retrieve Your Password dialog box displays.		
	Retrieve Your Password ×		
	*Username:		
	Continue		
2	Enter you username and click Continue		
2			
3	In the dialog box that displays, enter the answer to the security question and click Submit .		
	Retrieve Your Password X		
	Answer your security question to confirm your identity		
	Username: Security Question:		
	Yourname@e-mail.com What is your father's middle nar		
	*Security Question Answer:		
	Bob		
	Contact Tech Support if you can't remember your answer.		
	Submit		
	Result : SAM sends an email to your email address on record with a link to reset your password.		
4	Open the email and click the password reset link. Follow the instructions to reset your password.		

Existing Users

If you are an existing user (completed your initial login to SAM), use the following procedure to log in.

IMPORTANT: SAM supports single sign-on (SSO) with Cengage Brain (<u>http://www.cengagebrain.com</u>) enabling you to use the same username and password for both systems. If you are a returning SAM user, the first time you log in to the SAM environment, SAM checks Cengage Brain for an existing account. If you have an account, a prompt displays enabling you to enter your Cengage Brain password to link the SAM account with Cengage Brain. Use your SAM password on subsequent logins to SAM.

Step	Action
1	In your browser, enter <u>http://sam.cengage.com</u> in the <i>Address</i> field and press the Enter key. Result: The <i>SAM Login</i> page displays.
	Username:
	Password:
	Forgot your password? New User Help Log In
2	Enter your username and password.
3	Click Login. Result: The Activity Calendar displays. Activity Calendar Activity List Reports Gradebook Activity Calendar Activity List Reports Gradebook Book State Stat
	Always Available Assignments(0) Assignment Due Assignment Available Assignment Available Assignment Available Assignment Available
	Sun Mon Tue Wed Thu Fri Sat 27 28 29 30 31 1 2 3 4 5 6 7 8 9
	10 11 12 13 14 15 16

Account

You can change your account settings in the top right corner of SAM.

My Account

Use the following procedure to update your SAM account:

Step	Action		
1	Click the My Account butto Result: Your account inform	on on the upper-right side mation displays.	e of the page.
2	Review the information. Cl Result: The My Account De	lick Edit to make changes etails dialog box displays.	
	My Account Details		Ý
	*First Name:		
	Middle Initial:		
	*Username (Email):		
	Time Zone:	(GMT-05:00) Eastern Time (US &	Canada), Bogota, Lima,
	*Password:	*****	Change Password
	Alias: ID#:		
	Communication Email:		
	Blackboard ID:		
	*Secret Question: *Secret Answer:		•
			Save Cancel
3	Edit the information as nec Name fields cannot contair & ; : ,	cessary. You cannot chan n any of the following cha	ge grayed-out field values. rracters: ~`^ * " \$% # ! \ / > <
4	Select a Secret Question fr set your security question.	rom the dropdown menu	and enter a Secret Answer to
5	Click Save to save the chan	nges to your account.	

Notifications

System messages display in the Notifications dropdown. Notifications include system downtime or failure to meet system requirements such as installing Adobe Flash player. Plan your schedule accordingly if there are periods when SAM will not be available to you.

Help

If you require technical assistance, you can access documentation through the Help menu or contact Cengage Customer Technical Support.

To open the documentation, select the link to either the online help or the User Manual.

If you need technical assistance, do the following:

Step	Action
1	Click Help
2	Click Tech Support.
	Result: The Cengage Customer Technical Support page opens in another tab.
3	Under Returning User , enter your SAM/Cengage Brain <i>username/email address</i> and <i>password</i> and click Sign In .
4	On the Select a Product menu, click Select Product and select SAM
	Result: The SAM Knowledgebase page displays. From here you can do the following:
	Browse articles, downloads and tutorials in the left column.
	Search the knowledgebase by entering one or more keywords in the Search field and clicking Search.
	Enter a new problem by clicking No, please create a new case on the upper-right side of the page. Follow the online directions to complete your case.

Sections

You can view the sections in which you enroll or you can enroll in new sections. You are either enrolled automatically or wait listed depending on how the instructor set up the course.

My Sections

View the sections in which you are enrolled using the following procedure:

Step	Action				
1	On the Navigation bar, click Sections . Result: The <i>My Sections</i> page displays and you see a list of sections in which you enrolled or wait listed.				
	SAM Activit	ies Sections	Dropbox	My Account 🚺 Notificati	ions Help Lagout
	Section A CIS 101- Intro to Computers CIS 101- Test Section Microsoft Office 2010 - Illustrated First Course	Term / Year Summer/2011 Spring/2014 Microsoft Offic	Course Name Summer 2011 Test Microsoft Office 2010 - Illustrated First Course	Instructor Instru	Status V Accepted Accepted Accepted
2	The My Sections initially heading row to sort by it.	display by	section name To sort	the sections, c	lick a
3	To filter by instructors: Click the Instructor drop-down menu and select the appropriate instructor from the list.				ctor from
	Instructor(All) Instructor(All) Albracht, Stepha Cedrone, Chris Kaul, Karishma O'Donnell, Maur	nie een			

Step	Action						
4	To view section details:						
	Click the section's <i>Name</i> to view the section name, course name, term, instructor and required textbook.						
	Result: The Section Details window displays.						
	Section Details						
Section Name: College of Southern Nevada Course Name: Fall 2012							
						Term / Year: Fall/2012	
	Instructor: white, jon						
	Textbook(s): Computer Literacy BASICS, 4th Edition: A Comprehensive Guide to IC3						

Joining a Section

Use the following procedure to join a section. You can join sections only if the instructor enables autoenrollment. SAM places you on the waiting list if instructors do not enable auto-enrollment. The instructor decides whether to enroll you.

Step	Action						
1	On the Navigation bar, click Sections.						
	Result: The <i>My Sections</i> page displays. You can view a list of sections in which you are enrolled.						
	SAM Activities	Sections	Dropbox	My Account 1 Notifications	i Help Logout		
	K My Sections Join a Section						
	Si Instructor(All)						
	Section 🔺	Term / Year 🔻	Course Name •	Instructor V	Status 🔻		
	CIS 101- Intro to Computers	Summer/2011	Summer 2011	►white, jon	Accepted		
	CIS 101- Test Section	Spring/2014	Test	►white, jon	Accepted		
	Microsoft Office 2010 - Illustrated First Course	Microsoft Offic	Microsoft Office 2010 - Illustrated First Course	singh, naveeninst	Accepted		

Action						
To join a section use these ste	ps:					
Click the Join a Section tab.						
Result: A list of available sections displays.						
्रिट्रे My Sections Join a Section						
Instructor(All)						
Section 🔺	Term / Year 🔻	Course Name 🔹	Instructor V	Join Section		
section1	section1/2013	db.	new, Admin	്ൽ ^ ⇔ക		
section100	one/2011	civil	verma, abhishek			
section1009	summer/2012	khgjghghgkhg		⇔क		
section1009-2	summer/2012	jjghhjgjhg	instructor, inst1009	≤>ठैठि		
section101	section101/2010	section101	>data, test	िकेंटे ~~		
SECTIONITISE	Section102/2010	Section102	Gata, test	000		
To select an instructor, use the	ese step	os:				
 Select an instructor from th offered. 	e Instru	ctor drop-down menu to	see the section	S		
 Click a column head to sort 	hv it					
NOTE: If a course has multiple	inctruc	tors a carat displays Cli	ck the carat to v	iow		
all instructors.	mstruc	tors, a carat displays. Ch		iew		
Result: The available sections for the selected instructor display.						
Kong Sections Join a Section						
Anderson, David	-					
Section *	Term / Year 🔻	Course Name *	Instructor •	Status 🔻		
A Section Fall 2014	Fall 2014/2014	Word Level 1	Anderson, David	Accepted		
Click the Join Section icon.						
Result: A confirmation message	ge displa	iys.				
Join Section Result	e			\otimes		
Join Section Result	1.5					
You are accepted into Section	Microsof	t Office 2010 - Illustrated Fi	rst Course. Click			
Activities to view your SAM ass	signment	S				
NOTE: Doponding on your inst	tructor'	s soction sottings you m	av ha auto aprol	lod		
into the section or wait listed.	in uctor s	s section settings, you ma	ay be auto enfoi	ieu		
Click the Close icon.						
Result: You return to the Join	a Sectio	<i>n</i> page. The course no lo	nger displavs in	the		
Join a Section list.			0	-		
	Action To join a section use these ster Click the Join a Section tab. Result: A list of available section wy Sections Join a Section instructor(All) isection10 isection100 isection200 isection100 isection200 isectio	Action To join a section use these steps: Click the Join a Section tab. Result: A list of available sections displating the section of th	Action To join a section use these steps: • Click the Join a Section tab. Result: A list of available sections displays. • • • • • • • • • • • • • • • • • • •	Action To join a section use these steps: Click the Join a Section tab. Result: A list of available sections displays.		

Activities

You can view and take assignments from either the *Activity Calendar* or *Activity List* view. The *Activity Calendar* displays assignment available and due dates on a calendar. The *Activity List* displays assignment details in a list format.

NOTE: By default, the option box is selected for **Set Calendar as default view**. To change the default view to the *Activity List*, deselect the option box. The next time you log into SAM, the *Activity List* will display instead of the *Calendar View*.

Activity Calendar

By default, the *Activity Calendar* displays when you log into SAM. The *Activity Calendar* displays activities that become available and when they are due in a calendar format.



NOTE: The first time you log into SAM, no sections display. Register for a section in the Sections tab.

Action	Result
Set Calendar as default view	By default, the option box is selected for Set Calendar as default view . To change the default view to the <i>Activity List</i> , deselect the option box. The next time you log into SAM, the <i>Activity List</i> will display instead of the <i>Calendar View</i> .
Activity Calendar Display	The Activity Calendar displays Exams, Training, Projects and SAM Paths. Badges display next to the activity type. A gray badge indicates the assignment becomes available that day. A red badge means the assignment is due that day. The number in the badge refers to the number of activities of that type. Hover over a badge to display the assignments and Due Dates. Click the hyperlink to begin the assignment.
Filter Activity Types	Activity types that display in orange display in the <i>Activity</i> <i>Calendar</i> view. Select an activity type to hide it from the

Action	Result
	calendar view. The Activity types that display in blue do not display in the <i>Activity Calendar</i> View.
	NOTE : Activity filters settings apply to the <i>Activity Calendar, Activity List</i> and <i>Reports</i> pages.
Sections filter	Select a section from the dropdown menu. All sections display by default. Enter text for partial search functionality.
Days	Click a day to display the Daily Assignments dialog box. The dialog box displays additional assignment details, including the due date and time, number of attempts allowed and how many times you attempted the assignment.
Unavailable assignments	The assignment name displays in gray in the dialog box if the assignment is not available or past due.
Begin an assignment	Select an assignment from the Daily Assignments dialog box to begin.
	Result: The Assignment Start or Project dialog displays.
Always Available	Always Available Assignments display in the top left corner with the number of assignments that are always available. Click the dropdown menu.
	Select the activity type you want to view by selecting the check box. All activity types are enabled by default.
	Click the assignment name to launch the assignment.
Hover over functionality	Point the mouse at any activity on the calendar.
	Result : Text displays with assignment details including the due date.
Switch month	Select the arrow next to the month to navigate the calendar.

Activity List

Click the *Activity List* view to see a list of all activities. The *Activity List* displays assignments from all sections by default. From this menu, you can select assignments to begin. The *Activity List* displays the assignment name, type, availability, due date, section and status. Assignments that you completed and have no more attempts available do not display in the *Activity List*.

	Activity Calendar	Activity Lis	t Rep	orts (irade	book				
ஃ	All Sections		~	Exam	is 🔽	Training	Proje	ects SAM Path	s 🚺 Readings	Alw
Assignment Name (74) 👻		Туре 🔻	Availab	e 💌	Due	Date 🔺	Section		7	
Microsoft Office 2010 - Illustrated First Course		Reading	Always		-		SPRING_MONDAY_SEC	TION (SPRING 2012)		
Microsoft Office 2010 - Illustrated First Course		Reading	Always		-	<u>199</u>	Microsoft Office 2010) - Illustrated First Co	ourse (M	

Action	Result
Sections filter	Select a section from the dropdown menu. All sections display by default. Enter text for partial search functionality.
Sort	The <i>Activity List</i> initially displays by assignment name. Click a heading row to sort by it.
Filter Activity Types	Select a type of activity to remove it from the list view. Activity types that display in orange display in the <i>Activity List</i> view.
	NOTES:
	If you use the Always Available filter, you need to turn on a filter for one or more assignment types for assignments to display.
	The Always Available filter is on by default. Assignments with no due date do not display in the Activity List view while the filter is off.
	 Activity filter settings apply to the Activity Calendar, Activity List and Reports pages.
Due Date	The <i>Due Date</i> column displays both the date and time an assignment is due.
Available	Lists the assignments availability.
Status	Status describes your progress on an assignment.
Туре	The type describes whether the assignment is an exam, training, project, SAM Path or reading.
Sections	The <i>Section</i> column lists the course associated with the assignment.
Begin an assignment	Click an assignment to begin.
	Result: The Assignment Start or Project dialog box displays.
	NOTE : Some assignments require an 18-digit keycode. Enter the correct keycode when prompted. See <u>Adding a Product</u> for more information.

Taking Assignments

You can launch assignments in SAM through the *Activity Calendar* or *Activity List*. You can take exams, training, projects, and SAM Path assignments in SAM or launch into the MindTap reader. Some assignments are password protected. Instructors provide the password. Enter the password at the prompt.

Adding a Product

Depending on how your institution licensed SAM, you may need to enter *Key Codes* to access specific assignments like readings, exams, training and projects. If this is the case, your assignments display as inactive until you add the necessary product using the following procedure:

NOTE: Your institution may have a grace period where you can access SAM temporarily without entering a Key Code. After the grace period expires, you cannot take assignments, access scores or reports until you enter a Key Code.

Step	Action					
1	Navigate to the <i>Activity List</i> view. Assignments that require a Key Code display with <i>Key Code Required</i> in blue text.					
	SAM Activities Sections Dropbox My Account Notifications Help Logout					
	E Activity Calendar Activity List Reports Gradebook					
	😚 🔄 🖓 Courtes 🖉 Diagonal State and Courtes S					
	Assignment Name (10) Type Available Dow Date Section Section					
	Microanf Office 2010 - Instanter First Course Reading Always					
	55 2010 Training - 0702 Key Code Required Training Always — 55 2010 Section - 0123 (Summer 2014) Not Attempted 55 ACCESS - 0224 Key Code Required Project Always — 55 2010 Section - 0123 (Summer 2014) Not Attempted					
	55 Access Project - 0123 Key Code Required Project Always — 55 2010 Section - 0123 (Summer 2014) Not Attempted 55 LL Access - 0123 Vey Code Required Project Always — 57 2010 Section - 0123 (Summer 2014) Not Attempted					
	55 ILL Word - 0222 Key Code Resulted Project Always — 55 2010 Section - 0123 (summer 2014) Not Attempted					
	SS PROJECT 2010 - 0702 Key Code Required Project Always — SS 2010 Section - 0123 (Summer 2014) Not Attempted SS Word Project - 0123 Key Code Required Project Always — SS 2010 Section - 0123 (Summer 2014) Not Attempted					
	55 XL Project - 0221 Key Code Required Project Always — 55 2010 Section - 0123 (Summer 2014) Not Attempted					
	Copyright © 2013 Cenalize Learning Inc. Privace Policy Technical Support: SAM Central Concepts Credits SAM 2013 Policets Credits					

Step	Action
2	Click Add Product.
	Result: The Add Product window displays.
	Add Product
	The following products are currently enabled for this user: 1.SAM 2013 Assessment, Training, Projects, & 3 MT Readers v1.0 IAC Please enter your new 18 character Key Code to add other products.
	Enter Key Code mn
	Caution: Key Codes cannot be re-used. If you purchased a used copy of SAM, the Key Code may not work.
	If you don't have a key code, please visit Cengagebrain
	some of the characters in your key code may be hard to distinguish. The letter "O" appears as 0, the number zero appears as 0.
	If you experience problems entering your Key Code please contact Tech Support (((
3	Enter the product's 18-digit Key Code.
	If you need to purchase a Key Code, go to http://www.cengagebrain.com . If you do not have the correct Key Code for the assignment, a message displays asking for a Key Code. NOTE : Your institution may have a grace period where you can access SAM temporarily without entering a Key Code.
4	Click the Enter Key Code button.
	Result: The Add Product dialog box closes and the assignments display as active.
	Six RL YONG YUL23 Project Anways SS 2010 Section - 0123 [Summer 2014) Submitted SS PROJECT 2010 -0702 Project Anways SS 2010 Section - 0123 [Summer 2014) Not Attempted SW word Project - 0123 Project Anways SS 2010 Section - 0123 [Summer 2014) Not Attempted
	55 JL Project - D221 Project Arkeys — 55 2016 Section - 0123 (Summer 2014) Not Attempted
	Garontaht 6.2033.Genavae.saanting inc Physics/Bolice Testinaid/Support SAMLCentral Generalis.Credits SAML2033.Prejects.Credits
	1 Mark > 10 2 10 10 10 10 10 10 10 10 10 10 10 10 10

Searching for and Selecting an Assignment

Before you can work on an assignment, search for and select it. Students can search for assignments through either the *Activity Calendar* or the *Activity List*.

Taking Assignments from the Activity Calendar View

Use this procedure to begin an assignment using the Activity Calendar:

Step	Action	
1	Navigate to the Activity Calendar view.	
2	Narrow the list of assignments by selecting a Section from the drop-down menu an Assignment Type from the Activity filter.	
	Activity Calendar Activity List Reports Gradebook	
	• September 2014 •	
	Sun Mon I lue Vieo I Inu Min Sat	
	7 8 9 10 11 12 13	
	NOTE : Assignments that display with a gray badge become available that day. Assignments with a red badge are due that day. The assignments display only on their available or due date. You can take the assignment between the availability and due date. To take the assignment, click the day it is available or due.	
3	Select a day to view assignment details for a day. Result: The Assignment Details window displays. Click X on the window to close.	
	 Computer Concepts Test 1 Available Date: 08/10/2014 00:00 AM Due Date: 09/11/2014 11:59 PM Attempts Allowed: 1 Attempts Remaining: 1 Incorrect Actions Per Task: 3 	

Step	Action	
4	Click the assignment name. Result: The Assignment Start or Project dialog box displa	ys.
	Computer Concepts Test 1	×
	Instructions Read each task completely before attempting it. Some tasks contain multip Exam Details:	le steps.
	Incorrect actions allowed per performance task: 3 SAM exam can be retaken: No SAM exam retakes allowed: 0 SAM exam retakes remaining: 0	
	You are about to start the exam. Once you begin, you cannot stop and resta score whether or not you complete all the questions. Do you want to start t	art it. Your exam receives a his exam?
		Start Cancel
5	Click Start to begin an assignment.	
	Result: Either the Content Player or Project dialog <i>box</i> d	isplays.
	The Connected Computer Click the Description on the left, then click the Term on the right that matches the description.	
	Description	Term
	A private corporate network for use by employees to coordinate e-mail and communications.	intranet
	A private, secure path across a public network (usually the Internet).	extranet
	Type of network that allows an organization to permit outsiders, like customers or suppliers, to access part of its network.	VPN
	Network architecture in which one or more high-powered computers provide resources or services to other computers on the network.	dient/server
	A network where each computer is equal to others and maintains its own operating system and application software.	peer-to-peer
	This is what displays if you selected an Exam Submit	

Taking Always Available Assignments from Activity Calendar View

Step Action 1 Navigate to the Activity Calendar view. 2 Narrow the list of assignments by selecting a Section from the drop-down menu or an Assignment Type from the filter bar. Result: The Calendar view updates. Activity List Reports Gradebook Fall 2014 (Fall 2014 2014) CI 👽 Set Calendar as default vi Always Available Assignments(4) 🔻 Assign Select a Section • August 2014 • Exam 1 SAM Path Assignments for selected section Exam 🙆 Project Exam 📵 🖪 Project 1 Project 1 Project CE Pr SAM Path Training () Project 1 Project 1 SAM Path SAM Path Training 1 3 Click the Always Available Assignments drop-down menu. Result: A list of assignments displays. 🛪 Always Available Assignments(2) 🔻 Readings Exams Training Projects SAM Paths Computer Concepts Test 1 Computer Concepts Test 1 Training 4 Select a check box to enable or disable assignment types.

Use this procedure to begin Always Available Assignments:



Taking Assignments from the Activity List View

Use this procedure to begin an assignment using the Activity Calendar:

Step	Action	
1	Navigate to the <i>Activity List</i> view. NOTE : Sort the list by clicking on a column heading	
2	Narrow the list of assignments by selecting a Section from the drop-down menu or an Assignment Type from the filter bar.	
3	You can work on assignments if they are listed with an availability of Always or Now. Enable the <i>Always Available</i> filter to view assignments with no due date. The assignments display in blue.	
Assignment Na Computer Con Computer Con Computer Con Computer Con	Cold (Fall 2014 2014) Exams Training Cold (Fall 2014 2014) Readings Always Available me (a) Type Available Due Date Section Status Status cepts Test 1 Training Now 09/11/2014 Fall 2014 (Fall 2014 2014) In Progress cepts Test 1 Exam Now 09/11/2014 Fall 2014 (Fall 2014 2014) In Progress cepts Test 1 Exam Now 09/11/2014 Fall 2014 (Fall 2014 2014) In Progress cepts Test 1 Exam Now	
4	Click the activity name. The Assignment Start or Project Start dialog box displays. Computer Concepts Test 1 Instructions Read each task completely before attempting it. Some tasks contain multiple steps. Exam Details: Incorrect actions allowed per performance task: 3 SAM exam retakes remaining: 0 You are about to start the exam. Once you begin, you cannot stop and restart it. Your exam receives a score whether or not you complete all the questions. Do you want to start this exam?	

Step	Action		
5	Click Start to begin an assignment		
	Result: Either the Content Player or Project Dialog box displays.		
	The Connected Computer		
	Click the Description on the left, then click the Term on the right that matches the description.		
	Description	Term	
	A private corporate network for use by employees to coordinate e-mail and communications.	intranet	
	A private, secure path across a public network (usually the Internet).	extranet	
	Type of network that allows an organization to permit outsiders, like customers or suppliers, to access part of its network.	VPN	
	Network architecture in which one or more high-powered computers provide resources or services to other computers on the network.	client/server	
	A network where each computer is equal to others and maintains its own operating system and application software.	peer-to-peer	
	This is what displays if you selected an Exam Submit		

Exam Assignments

Use the following procedure to take an exam.

NOTE: Before you start an exam, close all applications except your browser. Then, close any additional browser windows or tabs unless otherwise indicated by your instructor. This helps ensure that the SAM Content Player performance is not affected. This is especially important if you take a timed exam.

Step	Action
1	Select an exam from the <i>Activity Calendar</i> or <i>Activity List</i> . If your instructor specified a password for the assignment, SAM prompts you for it. Enter the password and click OK .
	Result : The assignment details display in a new window, listing the following information about the assignment:
	The name of the assignment
	Instructions
	Incorrect actions allowed per task and question
	Whether the exam can be retaken
	The number of times an exam can be retaken
	The number of retakes you have remaining
	Computer Concepts Test 1 Instructions Read each task completely before attempting it. Some tasks contain multiple steps. Exam Details: Incorrect actions allowed per performance task: 3 SAM exam can be retaken: No SAM exam retakes allowed: 0 SAM exam retakes remaining: 0 You are about to start the exam. Once you begin, you cannot stop and restart it. Your exam receives a score whether or not you complete all the questions. Do you want to start this exam?

Step	Action			
2	2 Click Start. Result: The Content Player starts and the exam begins. See <u>Using the Content</u>			
	Player for further information.			
	The Connected Computer Click the Description on the left, then click the Term on the right that matches the description.			
	Description	Term		
	Type of network that allows an organization to permit outsiders, like customers or suppliers, to access part of its network.	intranet		
	A network where each computer is equal to others and maintains its own operating system and application software.	extranet		
	A private corporate network for use by employees to coordinate e-mail and communications.	VPN		
	A private, secure path across a public network (usually the internet).	dient/server		
	Network architecture in which one or more high-powered computers provide resources or services to other computers on the network.	peer-to-peer		
	Submit			
	Show Task List O Task: CONCEPTS3202 Question Time Remaining: No I	Limit Attempts Remaining: 3 Exit		
3	Follow the instructions that display.			
4	In the Control Panel , click Exit to close the Content Player. A message displays if there are any incomplete questions. Click Yes if you want to exit or click No to continue working on the exam. SAM does not grade incomplete questions.			
	IMPORTANT : Your exam does not submit if you close the browser window.	the Content Player by closing		

Training Assignments

Use the following procedure to take a training assignment.

NOTE: Close all applications other than your browser and additional browser windows or tabs unless otherwise indicated by your instructor. This ensures that the SAM Content Player performance is not affected.

Step	Action
1	Select a training assignment from the Activity Calendar or Activity List. If your instructor specified a password for the assignment, SAM prompts you for it. Enter the password and click OK .
	Result: The assignment details display in a new window, listing information about the training, including:
	The name of the assignment
	When the training is due
	SS Training - 0611 AA
	Read each task completely before attempting it. Some tasks contain multiple steps.
	Click Apply and follow the instructions. Then, click Task Complete for each task to submit your score.
	Training Details: Due Date: Always Available er 20
	Do you want to start this training? er 20
	er 20 Start Cancel



Using the Content Player

You use the SAM Content Player to take exams and trainings assignments.

There are three areas in the SAM Content Player:

- Title Bar
- Questions Area
- Control Panel



Title Bar: Assignment Information

The title bar of the Content Player's window lists general information about the assignment including:

- Your name
- The name of the assignment

Question Area: Assignment Questions and Tasks

The question displays either the question you need to answer or the simulated task you need to complete. Follow the displayed instructions.

When you begin a training, a window describing the training task displays. Click **Continue** to proceed with the training.

Control Panel: Content Player Controls

The control panel at the bottom of the page displays the Content Player controls. These include:

Control	Description
Show Task List	These controls enable you to do the following:
	Open and close the menu of questions.
Show Task List 🕥	Select specific questions to answer.
	Select tasks to perform.

For training assignments, different SAM versions and training types have different controls:

- Intro: Provides a basic summary of the task.
- Observe mode: Provides audio and visual instructions for the task.
- **Practice mode**: Helps you perform the task by providing audio and visual prompts.
- Apply mode : Enables you to perform the task without assistance.
- **CC**: Enables you to use Closed Caption.

The following are controls for various course subjects:

Controls	Course Subject
Q Observe Practice Apply	Microsoft Office2010
🚺 Intro 🔍 Observe 🗞 Practice 📐 Apply	Microsoft Office 2013
introduction Q Observe Apply	Computer Concepts (training about Windows or the computer)

Control Panel: Content Player Controls (Continued)

Control	Description
Task: WD18	 Displays when you are taking an exam. Displays the ID of the current task or question.
Question >	Enables you to go to the previous or next question in the task list.

Control	Description
Task Complete	 Displays when you are using training. Ends one training mode and takes you to the next. NOTE: If clicked while in practice mode, it takes you to the next task.
	 Display when you are using the training's Observe and Practice modes. Enable you to reset, rewind, pause and fast forward through the demonstration of each task. Enable you to mute and unmute the audio presentation. For Computer Concepts, enables you to use Closed Caption.
Time Remaining: No Limit Attempts Remaining: 1	 Display when you are taking an exam. Indicate the time remaining for a timed exam. Indicate the number of attempts you have to answer the question or complete the task.
Exit	 Closes the Content Player. If there are any unanswered questions or incomplete tasks, the following warning displays: There are unfinished tasks. Are you sure you want to exit? Click Yes to exit or No to return to the session. If you exit, you also see a summary of the session. You can click Print to print the summary or click Close to end the session and return to the <i>Preview Exam</i> or <i>Preview Training</i> window. Click Close to close the <i>Preview</i> window and return to the <i>Exam</i>, <i>Training</i> or <i>SAM Assignments</i> page, depending on where you clicked Preview.

IMPORTANT: Do not use the **X** of the Windows control to exit the Content Player. If you click the **X** of the Windows control, you will lose your work.

SAM Path Assignments

SAM Paths are assignments consisting of sequential combinations of exams and training. Supported path combinations include the following:

- Exam > Training > Exam: Use this path to test students on a topic, provide remedial training for any errors and re-test students for proficiency.
- **Training > Exam**: Use this path to train students on a topic and test their proficiency.
- Exam > Training: Use this path to test students on a topic and provide remedial training for errors.

For **Training > Exam** and **Training > Exam**, the exam score displays in the Gradebook.

For **Exam > Training > Exam**, SAM Path assignments grade the cumulative score by task. If students get the task correct in either the Pre-Exam or Post-Exam, the task is correct.

If your training and post exam only cover tasks you missed on the Pre-Exam, one score displays with the total of the Pre Exam and Post Exam score.

NOTE: You need to complete SAM Path Assignments in the order that they display.

Use the following procedure to take SAM Path assignments:

Step	Action	
1	Select a SAM Path from the <i>Activity Calendar</i> or <i>Activity List</i> . If your instructor specified a password for the assignment, SAM prompts you for it. Enter the password and click OK .	
	Result : The assignment details display in a new window listing the assignment name; instructions; incorrect actions allowed per task and question; if the exam can be retaken and for how many times; the number of retakes remaining.	
	Sunday, 10	
	 Exam 3 Available Date: 08/09/2014 00:00 AM Due Date: 08/10/2014 11:59 PM Attempts Allowed: 1 Attempts Remaining: 1 Incorrect Actions Per Task: 3 	
	Computer Concepts Test 1 Available Date: 08/09/2014 00:00 AM Due Date: 08/10/2014 11:59 PM	
	Computer Concepts Test 1 Exam Available Date: 8/9/2014 Due Date: — Attempts Allowed: 1 Attempts Remaining: 1 Incorrect Actions Per Task: 3	
	Computer Concepts Test 1 Training Available Date: After Exam Due Date: —	
	 Computer Concepts Test 1 Available Date: 08/10/2014 00:00 AM Due Date: 09/11/2014 11:59 PM Attempts Allowed: 1 Attempts Remaining: 1 Incorrect Actions Per Task: 3 	
	Computer Concepts Test 1 Training Available Date: 08/10/2014 00:00 AM Due Date: 09/11/2014 11:59 PM	

Step	Action		
2	Click an assignment on the list. At the assignment window that displays click Start . Result: The Content Player displays.		
	The Connected Computer Click the Description on the left, then click the Term on the right that matches the description.		
	Description Term		
	A private, secure path across a public network (usually the Internet).]	
	Network architecture in which one or more high-powered computers provide resources or services to other computers on the network.		
	A network where each computer is equal to others and maintains its own operating system and application software.		
	A private corporate network for use by employees to coordinate e-mail and communications.		
	Type of network that allows an organization to permit outsiders, like customers or suppliers, to access part of its network.		
	Submit		
	Show Task List O Task: CONCEPTS3202 Question Time Remaining: No Limit Attempts Remaining: 3 Exit		
	NOTE : You need to complete the activities in the order in which they display instructor assigned them.	1	
3	Follow the instructions for the assignment.		
4	Click Exit in the Control Panel to close the Content Player. A message display there are any incomplete questions. Click Yes if you want to exit or click No t continue working on the exam. SAM does not grade incomplete questions.	/s if to	
	IMPORTANT : The exam or training assignment does not submit if you close content player by closing the browser window.	the	

Project Assignments

Projects are SAM assignment types which require you to work in the appropriate Microsoft application.

When working on a project, download a start file to your computer. Use the start file to complete your work with the appropriate Microsoft application. Upload the completed file back to SAM for grading.

SAM includes two types of projects: Standard Projects and Textbook Projects. The instructions for standard projects come from SAM while the instructions for textbook projects come from the book.

Step	Standard Projects	Textbook Projects
Start File	Download the start file.	Download the Start File.
		WARNING : You need to download the starting data files from SAM. You cannot use the files downloaded from Cengagebrain or elsewhere as instructed in your book.
Instructions	Download the instructions from SAM to complete the project.	Follow the instructions in the book to complete the project.
		WARNING : Do not open a new file. You need to download the starting data files from SAM. You cannot use the files downloaded from Cengagebrain or elsewhere as instructed in your book.
Submitting Files	Change the file name to match the name from the Project dialog box.	Change the file name to match the name from the Project dialog box. WARNING: Do not follow the instructions from the book for the project name.

This table outlines the differences between Standard Projects and Textbook Projects.

Starting and Submitting a Project

Starting a Project

Use this procedure to take and then submit a project assignment in SAM:

Step	Action
1	Select a project from the Activity Calendar or Activity List. Result: The project list displays. Monday, 11 CMPTR Excel 2010 Chapter 13 Practice It 1 Available Date: 08/10/2014 00:00 AM Due Date: 09/11/2014 11:59 PM Attempts Allowed: 3 Attempts Remaining: 3
2	Click to select a Project from the list. Result: The Project details display. CMPTR Excel 2010 Chapter 13 Practice It 1 Instructions Read each task completely before attempting it. Some tasks contain multiple steps. Project Details: Maximum number of submissions allowed: 3 Number of submissions you have remaining: 3 Do you want to start this project?
3	Click Start to display the project instructions. Result: The <i>Project Instructions, Start File</i> and <i>Assignment Submission</i> window displays.

Step	Action	
4	If	Then
	Standard Project	 Click Download Instructions. Click the download links for the start file and other project files, if any. To save the file to your local disk, select the Save File option box and click OK. CMPTR Excel 2010 Chapter 13 Practice It 1 Writed the instructions and start files for the project. After you complete and save the project, click Ownload the rise for the project. After you complete and save the project, click Ownload instructions Ownload instructins Ownl
	Textbook Project	 Click the download links for the start file and other project files, if any. To save the file to your local disk, select the <i>Save File</i> option box and click OK.

Submitting a Project

Submit your projects using the following procedure:

Step	Action
1	Save the project files with the proper naming convention.
2	Select the project. Result: The Project dialog box displays.
3	Click Choose Files to navigate to the completed project file. NOTE : Confirm that the filename match the filename listed in the Project dialog box.
4	Select the file to submit.

Step	Action
5	Click Submit.
	Result: SAM grades the project automatically.
	NOTE : SAM checks the uploaded project file to verify the filename, file type, size and run a virus scan. If any of these checks fail, a message displays. Fix the error and upload the completed project file.

Dealing with Project Errors

When you submit a project for grading, SAM performs a number of checks:

- The embedded key in the uploaded file matches the key assigned to your start file
- The uploaded file name matches the name expected by SAM
- The file type matches that of the project's start file. In other words, if a Word 2010/2013 document (Example: .docx extension) is expected, then you need to upload a Word 2010/2013 document

NOTE: Microsoft applications add the file extensions to the file automatically. Users should not add the file extension when saving the file.

- You did not use Office 2010/2013 to complete the project
- The file contains no viruses
- The file does not exceed SAM maximum file size (Office 2010: 1741 KB; Office 2013: 5 MB)

If the completed project file fails any of these tests during upload, it will not be accepted by SAM, and you will see an appropriate alert. To resolve these problems, refer to the following sections.

Wrong Key

You are not using the SAM account that downloaded the original start file. Log back in to SAM using the correct start file and account.

Wrong Name

Rename the file to the name SAM expects. Refer to the Project information on the *Activity Calendar* or *Activity List* page for the correct file name.

Wrong Format

You changed the format of the project start file using the Save As function. For example, you might have saved a Word 2010/2013 document (.docx) as a Word 97-2003 file (.doc). Use the Save As function to save the document using the format that SAM is expecting.

If you changed the document to something other than its native format (e.g., you changed a Word document to an HTML document) and you do not have the original start file, download a new start file from the Project information through the *Activity List* or *Activity Calendar* and start over.

Wrong Application

You used an application other than Office 2010/2013 to work on a project file. SAM rejects project files created by applications such as:

- Office 2008 for Macintosh
- WordPad for Windows
- Any version of the full Office 2007 suite (This requires SAM 2007.)
- Any third-party application that supports Office 2010/2013 file formats

Virus Detected

Run an anti-virus utility to disinfect your computer and any other computer on which the file might be stored. Popular products include Norton AntiVirus and McAfee VirusScan.

The anti-virus utility does one of two things to the project file:

- If possible, it disinfects the project file and you can submit it again.
- The anti-virus utility could quarantine or delete the file. Download the project file again from the Project information through the Activity List or Activity Calendar and start over.

Maximum File Size Exceeded

This occurs if the file you are uploading is has exceeded the maximum size (Office 2010: 1741 KB; Office 2013: 5 MB). To fix this, edit the file, remove any extra content and upload it again. For Access projects, compress the database prior to submission to SAM. From the **Office** menu, select **Manage/Compact and Repair Database**.

Completing a Reading Assignment

If your instructor has selected a Cengage eBook for your section, the instructor can assign readings from that book. If you have purchased that eBook through Cengage Brain (<u>http://www.cengagebrain.com</u>), you can read that book online from within SAM using the following procedure:

Step	Action	
1	Select the reading assignment from the A	ctivity Calendar or Activity List view.
2	If	Then
	You purchased the eBook through Cengage Brain <u>http://www.cengagebrain.com</u>	The name of the Reading Assignment is underlined. Click the name of the assignment and another browser window or tab opens.
	You have not purchased the eBook yet	The assignment name is underlined. You are prompted for a license that can be purchased through Cengage Brain.
3	If this is the first time you have accessed t Agreement displays. Click Accept to contin Result: The eBook displays.	he eBook, the MindTap Service nue or click Decline .

Gradebook

Gradebook enables you to view your assignment scores for each section in which you enrolled including scores for the SAM Exams, Project Assignments, Training Assignments and Custom Assignments.

Step	Action		
1	Select the Gradebook tab.		
	Result: The Gradebook tab displays.		
2	Select a section from the drop-dowr	n menu.	
	NOTE: Entering text beings the search	ch.	
	Result: The Gradebook displays for t	he selected section.	
3	If	Then	
	The Gradebook displays in Percentages	 Weights display for all assignment types. 	
	The Gradebook displays in points	 Weights do not display for all assignment types. 	
	Gradebook set up to display percen	tages:	
	Gradebook set up to display in poin	ts:	
	රිරි Chris Test (Fall 2015) •		
	Final Score	14	Of 14
	✓ Exam (1 of 1)	Score	14/14
	Microsoft exam		14/14
	Training (0 of 0)	Score	N/A
	Project (0 of 0)	Score	N/A
3	NOTES:		
(Cont.)	Instructors decide whether or not as what elements of the Gradeboo	to display the Gradebook to students a ok to display (Final Score, Scores, and W	ıs well ∕eights).
	If your instructor has set up the G you can view the score information for a specified date.	radebook for the section to display to st on for each assignment. You may have to	tudents, o wait
	If your instructor has updated the the change reflects in the Gradebo	assignment score, total points or final s ook.	score
	If your instructor has not set up the students, the following message of this time. Either your instructor he to display.	ne Gradebook for the section to display lisplays: SAM cannot display the gradek nas not given you access or you have no	to book at o scores

Step	Action			
4	Assignments are grouped by their <i>Type</i> . Click the arrow icon to expand an assignment type. Result: The list of assignments for the expanded <i>Type</i> display.			
	Chris Test (Fall 2015)	T		
	Final Score			14 Of 14
	➡ Exam	(1 of 1)	Score	14/14
	Microsoft exam			14/14
	Training	(0 of 0)		N/A
	Project	(0 of 0)	Score	N/A
5	Click the score to vi	ew the report.		
	Chris Test (Fall 2015)	v		
	Final Score			14 Of 14
	- Exam	(1 of 1)	Score	14/14
	Microsoft exam			14/14
	▶ Training	(0 of 0)		N/A
	Project	(0 of 0)	Score	N/A
	Result: The report o	lisplays.		

Reports

You can view Exam Results and Training Progress from the *Reports* view. You can also view Study Guides for exams and SAM Path assignments.

Activity Calendar	Activity List Reports Gradebook
All Sections	Durns Darns 🖓 Training 🙀 Projects 🗞 SAM Paths
Assignment Section Filter	Submitted Type Section Reports & Files Study Guide Submitted Sort Filter Activity Types Sort
	No data is currently available View all Reports
After you select a section,	assignments display and the View all Reports button turns blue.

Description of Report View

Action	Result
Sections filter	Select a section from the drop-down menu. All sections display by default. Enter text for partial search functionality.
Filter Activity Types	Select a type of activity to remove it from the list view. Activity types that display in orange display in the <i>Reports</i> view.
	NOTE : Activity filters settings apply to the <i>Activity Calendar, Activity List</i> and <i>Reports</i> pages.
Sort	The Reports initially display by assignment name. Click a heading row to sort by it.
Submitted	The <i>Submitted</i> column displays the date and time when you submitted the activity.
View all Reports	Click View all Reports to view every report from a section.

Different activity types have different reports. A message displays if the report is not available for students to download. The following are the reports you can download for each activity type:

- Exams
 - Study Guide: The Study guide lists tasks and provides links to training.
 - Results
- Training

- Training Progress
- Projects
 - Download submitted project file
 - Study Guide: The Study guide lists tasks and provides links to training.
- SAM Paths
 - Study Guide: The Study guide lists tasks and provides links to training.

Viewing Reports

To view a report, use this procedure:

Step	Action	
1	On the Taskbar click Reports .	
2	Use the <i>Activities</i> filters to locate a specific assignment type (Exams, Training, Projects or SAM Paths).	
3	On the Section drop-down menu, select the appropriate section.	
4	 You can view individual reports, study guides or view all reports for the selected section. Click the Report icon to the right of the appropriate assignment to open and view the report. Click the Study Guide icon to the right of the appropriate assignment to open and view the study guide. Click View all Reports to view all reports for the selected section. 	
Assignment Exam 1	ctivity Calendar Activity List Reports Gradebook	
	View Reports View Study Guide	

Step	Action
Sample	e Report
SAM-	Results - Mozilla Firefox =Student&ReportName=Results&ResultID=4580049 Id Id
	Assignment 🗧 🛛 Date 🕆 Score(%) 🗘
exam	08/07/2014 100
	Exam •
5	To close the report, click the X icon in the upper right of the report window.
	INFORTANT: Do not click the X icon for your prowser or you will exit SAIVI.

Report Viewer Controls

The report viewer includes the following controls at the top of the page:

Control or Entry	Action
	Go to the first page of the report.
	Go to the previous page.
Enter page number and press ENTER	Go to a specific page.
	Go to the next page.
	Go to the last page.
\$	Go back to parent report if applicable.
Enter a search term in the Find Text field	Search for specific words within the report such as a section name.
	 Click Find to find the subsequent occurrences of the word. Click Next to find the subsequent occurrences of the word.
	- Chek Next to find the subsequent occurrences of the word.
Print Using PDF link	Converts the report to Adobe's PDF format.

Dropbox

Dropbox is a file box where you submit files for instructor review. You can store up to 350 MB in Dropbox.

NOTE: Do not submit project assignment files through Dropbox. Submit project files by uploading the finished file through the Project Assignment dialog *accessed through the Activity List* or *Activity Calendar* view.

Adding a File in Dropbox

To submit a file in Dropbox, use the following procedure:

Step	Action
1	On the Navigation bar, click Dropbox.
	SÁM Activities Sections Dropbox
	Activity Calendar Activity List Reports Gradebook
2	On the Section drop-down menu, select the section for the Dropbox you want to view.
	Select the section for which you want to see the Dropbox.
3	Click Submit New File to upload a file.
	CIS 101- Test Section (Spring) Section: CIS 101- Test Section (Spring OK 350 MB (100%) available out of 350 MB Submit New File Files (OMB) O Note from Instructor O File Name Type Size Time Title Note Note Note
4	Click Choose File to select the file.
5	Click Save . Result: The assignment displays in the Dropbox . The file type, name, size and time submitted display.
	CIS 101- Test Section (Spring) Section: CIS 101- Test Section (Spring - OK 349.8 MB (99.94%) available out of 350 MB Submit New File
	Files (0.2MB) o Note from Instructor 0
	File Name Type Size Time Title Note Using Templates in Microsoft W DOCX 0.2 MB Jun 30 2014 3:44 PM V
6	You can also view notes from your instructors by clicking the view icon. The note also displays in the <i>Note</i> column.

Deleting a File in Dropbox

To delete a file in Dropbox, use the following procedure:

Step	Action
1	Click the Trash Can icon next to the name of the file you want to delete.
	Result: A warning prompt displays.
2	Click OK .
	NOTE: You cannot retrieve a deleted file.

Deleting a Note in Dropbox

To delete a note in Dropbox, use the following procedure:

Step	Action
1	Click the Trash Can icon next to the note you want to delete.
	Result: A warning prompt displays.
2	Click OK .
	NUTE: You cannot retrieve a deleted note.

Recovering and Resuming from a Crash or Lost Connection

If your computer crashes or you lose your connection to SAM during an exam or training, you can restart once conditions return to normal. Log in, navigate to the *Activities List* view, and select the assignment. The Content Player begins where you lost connection, and SAM saves any complete questions and tasks.

If you have a problem logging back in to SAM or re-starting the Content Player, clear your browser's temporary Internet and history files using the following procedures.

Internet Explorer

Use this procedure to clear your browsing history on Internet Explorer:

Step	Action
1	Start Internet Explorer.
2	On the Tools menu, select Delete Browsing History . Result : The Delete Browsing History dialog box opens.
3	Select the Temporary Internet Files and History check boxes.
4	Make sure the other check boxes are not selected.
5	Click Delete.

Firefox for Windows

Step	Action
1	Start Firefox.
2	On the Tools menu, select Clear Recent History .
	Result: The Clear Recent History dialog box opens.
3	Select the appropriate Time range to clear from the drop-down menu. If in doubt, select everything.
4	Select the Browsing & Download History and Cache check boxes.
5	Make sure the other check boxes are not selected.
6	Click Clear Now .

Use this procedure to clear your browsing history on Firefox:

Chrome for Window

Use this procedure to clear your browsing history on Chrome:

Step	Action
1	Start Chrome.
2	On the Tools menu, select Clear browsing data .
3	Select the following:
	Browsing history
	Download history
	Delete cookies
	Cookies and other site and plug-in data,
	Cached Images and other files
4	Make sure the other check boxes are not selected.
5	Click Clear browsing data.

Safari

Use this procedure to clear your browsing history on Safari:

Step	Action
1	Start Safari.
2	On the Safari menu, select Reset Safari .
	Result: The Reset Safari dialog box opens.
3	Select the Clear History and Empty Cache check boxes.

Step	Action
4	Make sure the other check boxes are not selected.
5	Click Reset.

Logging Out

Once you are done using SAM, click the **Logout** button in the upper-right corner of the page. The *SAM login* page displays.