CENGAGE Learning®

June 2015

SAM

Assessment, Training and Projects for Microsoft Office

SAM Brief Student User Guide

SAM

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Introduction

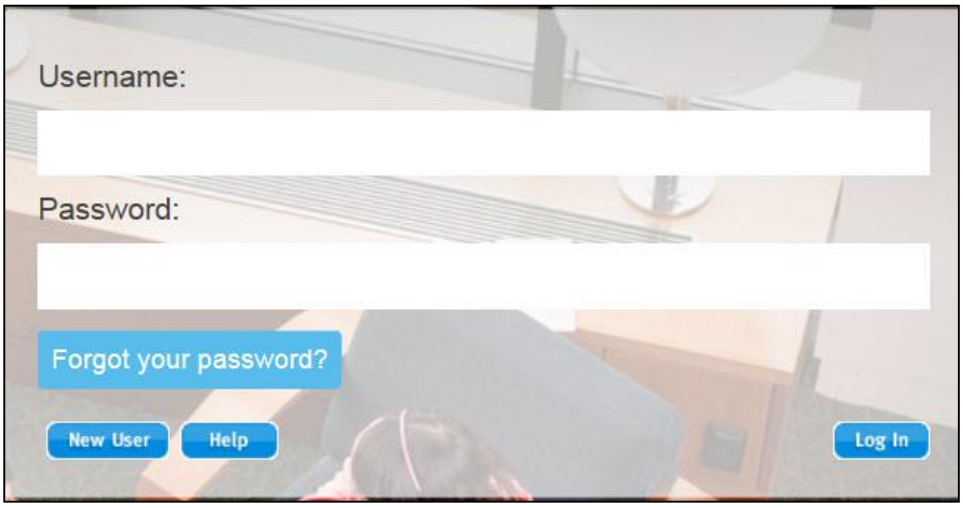
SAM (Skills Assessment Manager) is a web-based application that measures student proficiency in Microsoft Office software and technology-related topics. SAM teaches Microsoft Word, Excel, PowerPoint, Access, Outlook and Internet Explorer, in addition to foundational computer concepts. SAM uses skill-based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

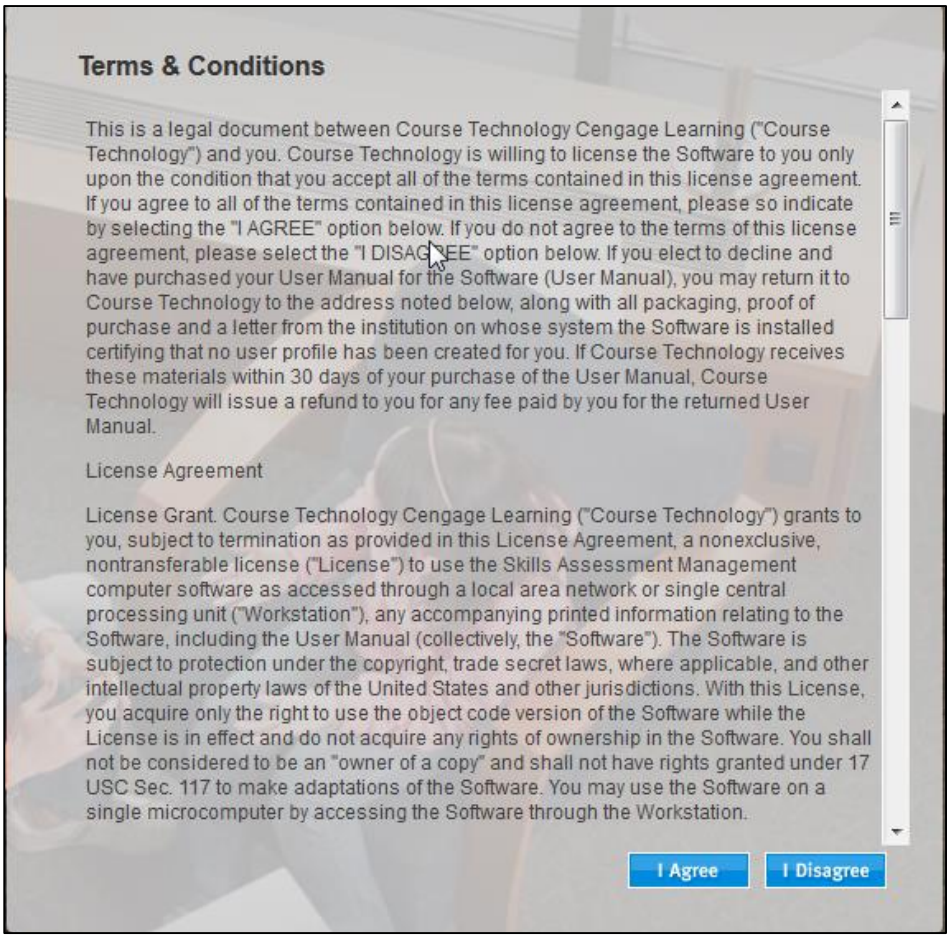
SAM offers exams, training, projects and path-based assessment and readings. The student manual introduces the basic functions of SAM.

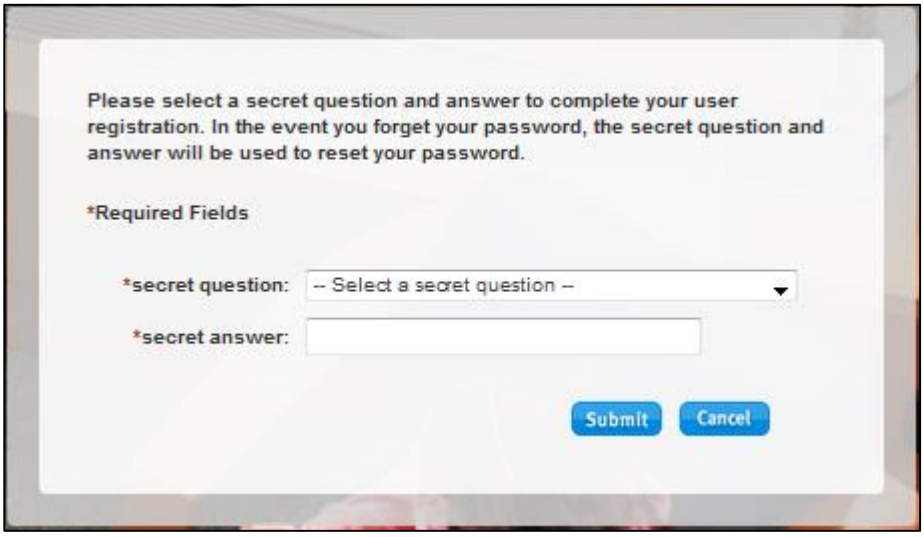
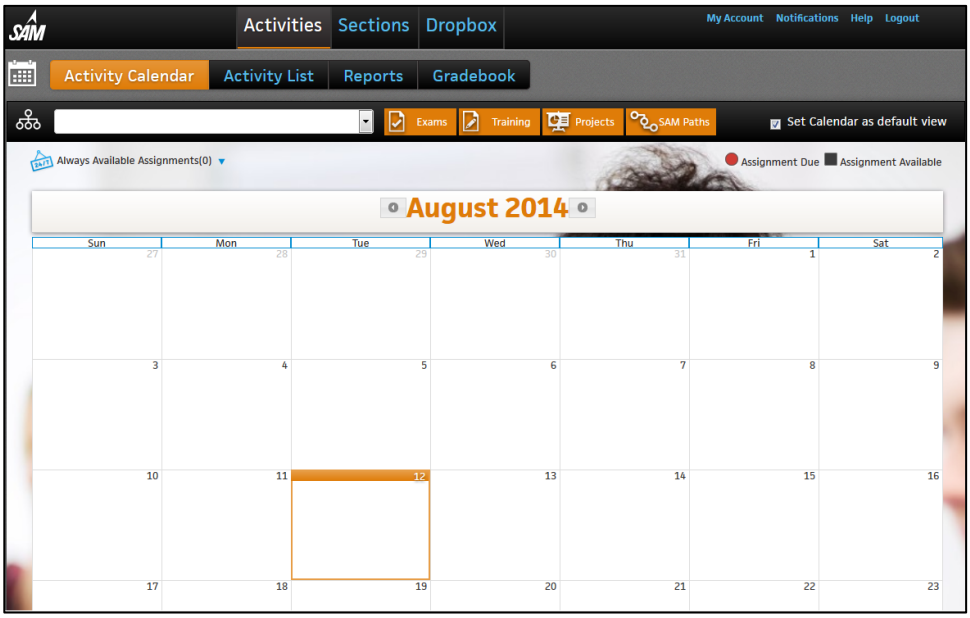
How to Use SAM

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 http://sam.cengage.com in the *Address* field and press the **Enter** key. Result: The *SAM Login* page displays. 
2	Enter the username and password you received.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>3</td><td>
<table>
<tr><th>If this is your first login and your institution has a site license,</th><th>If this is your first login and your institution does not have a site license,</th></tr>
<tr><td>Click Login.</td><td>Enter your SAM Key code at the prompt. If you need to purchase a Key Code, go to http://www.cengagebrain.com.</td></tr>
<tr><td>The SAM Terms and Conditions page displays. (The SAM Home page displays on subsequent logins.)</td><td>Click Login.</td></tr>
</table>
</td></tr>
<tr><td>4</td><td>When the SAM Terms and Conditions page displays, click I Agree to accept the terms and conditions.
 
</td></tr>
</table>

Step	Action
5	Enter and Confirm your *secret question* and *secret answer*.  When finished, click **Submit**.
6	Enter and confirm a new password. When finished, click **Submit**. Result: The *Activity Calendar* displays. 

Profile Information

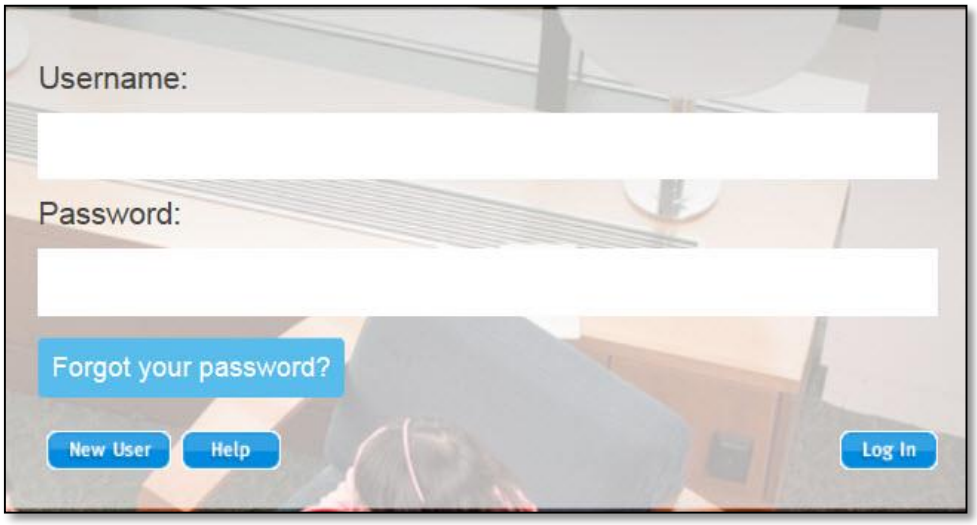
Enter your profile information. See the following table for more information on each field:

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

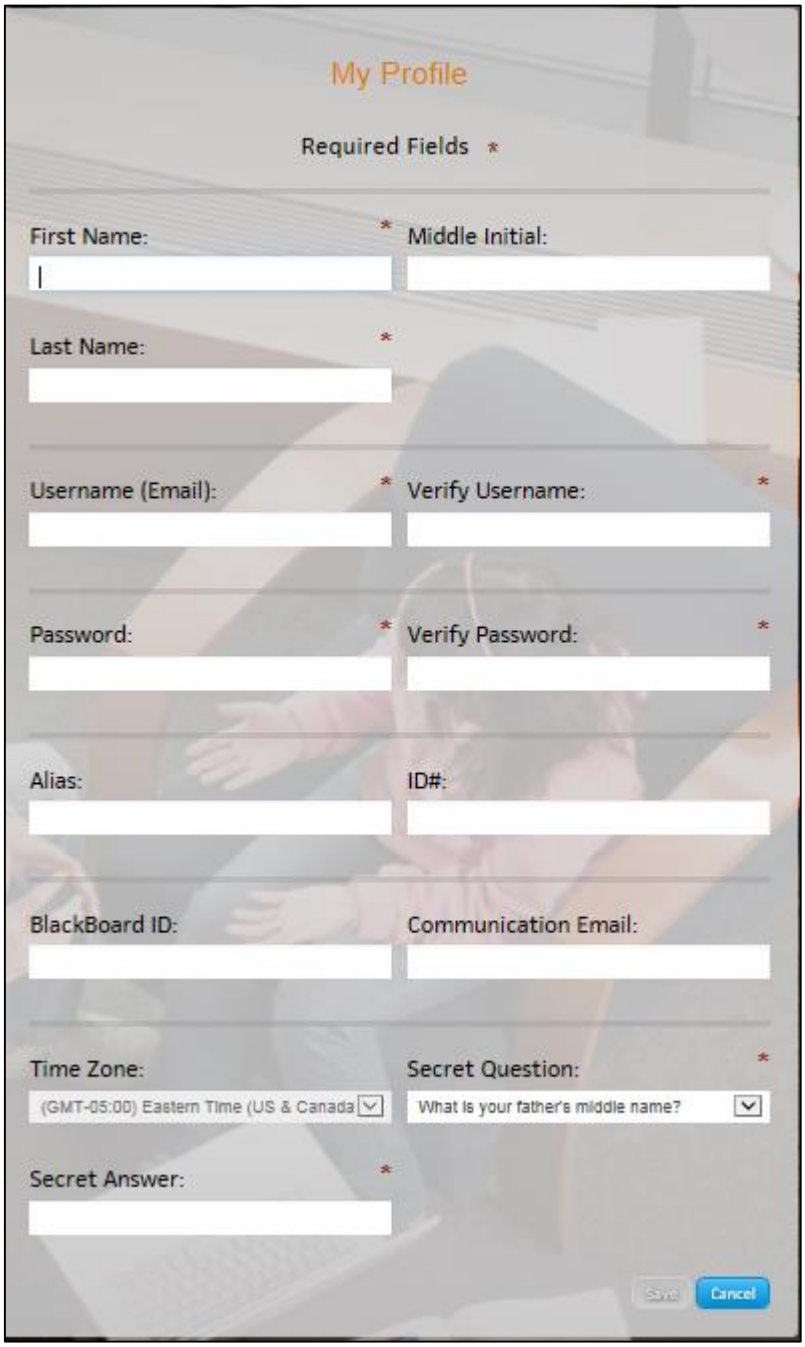
IMPORTANT: The username/email and password you enter become your login credentials for Cengage Brain (http://www.cengagebrain.com). If you have a Cengage Brain account, use that username and password when you register for SAM. (See Login Help)

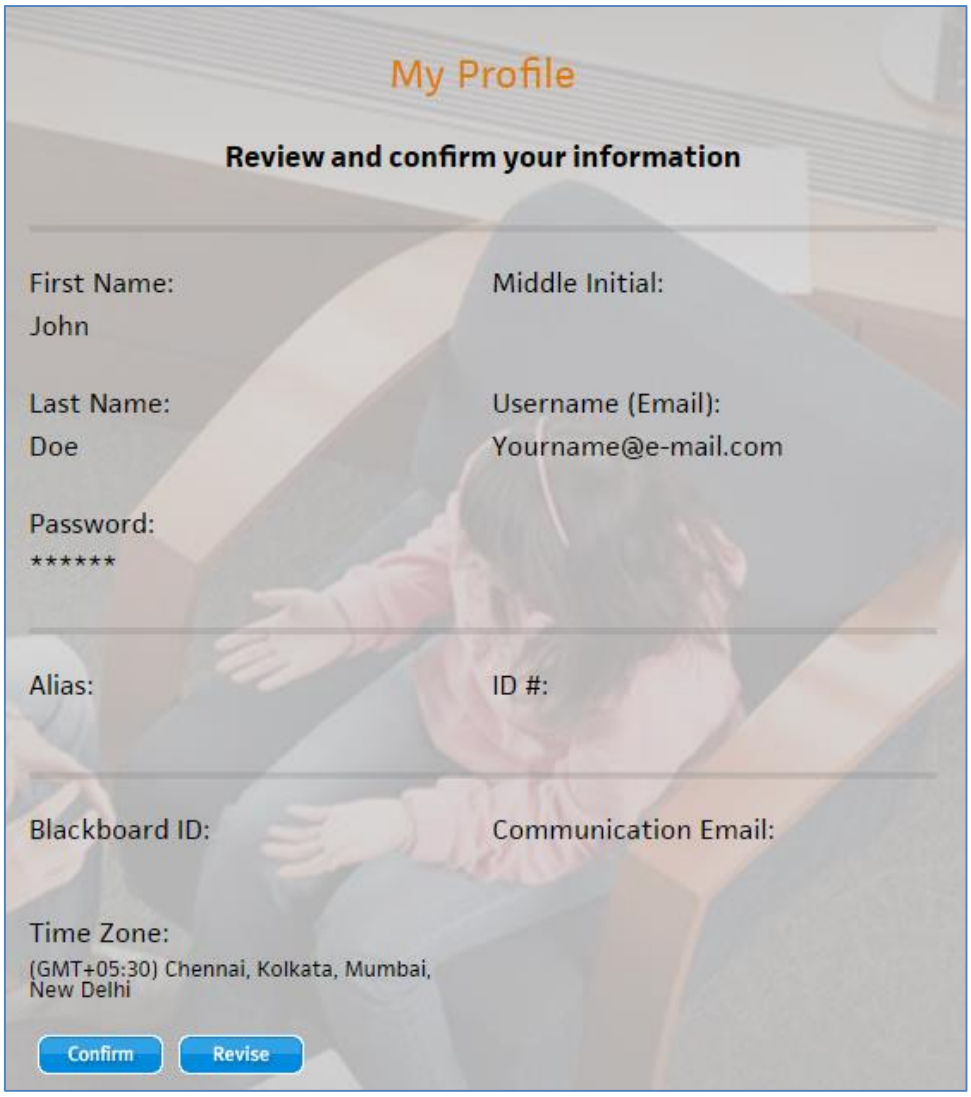
Logging into SAM as a New User

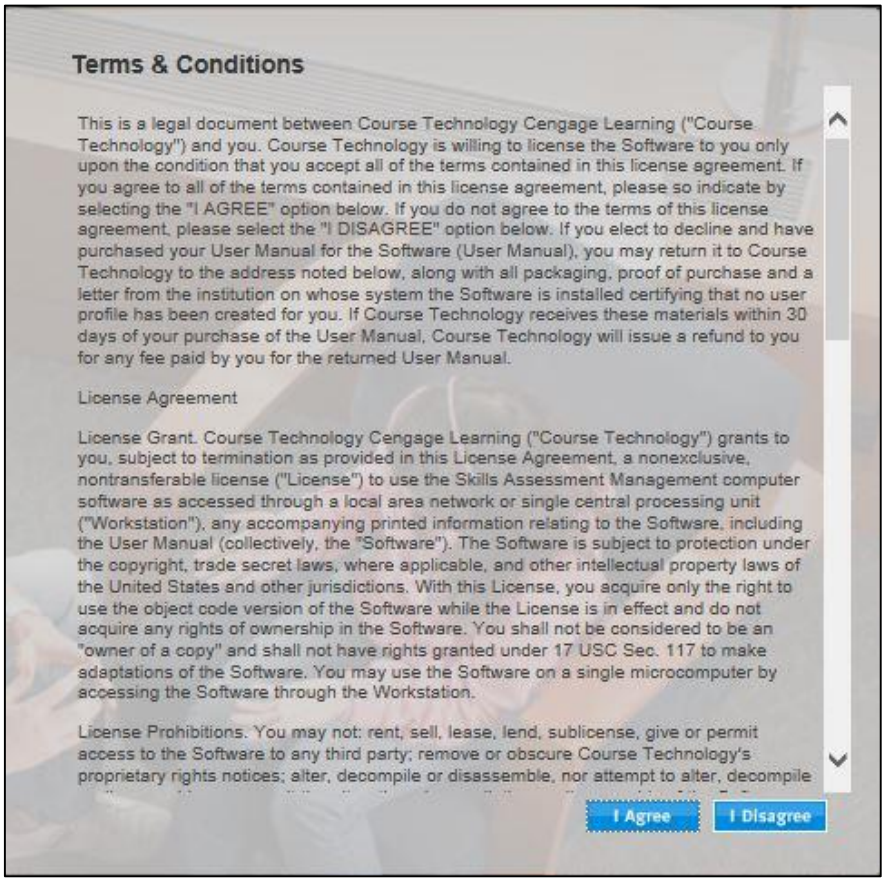
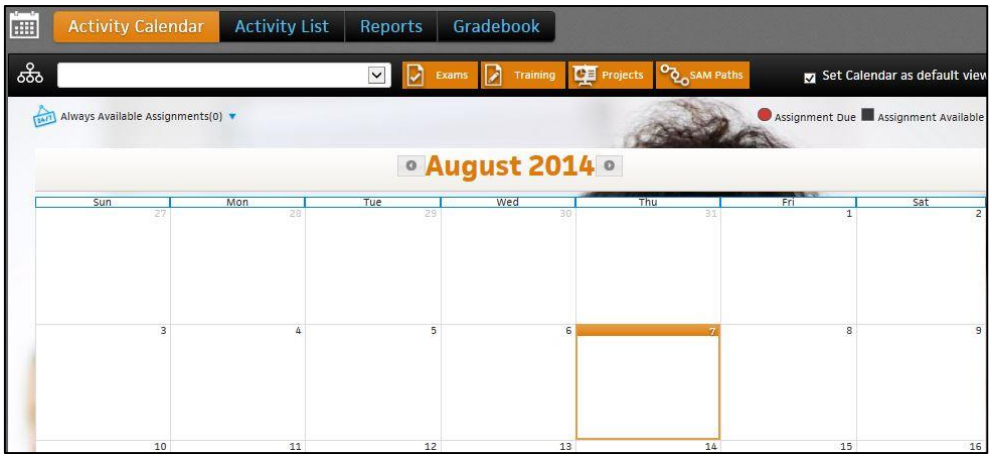
Follow these steps when you log into SAM for the first time:

Step	Action
1	In your browser, enter http://sam.cengage.com in the *Address* field and press the **Enter** key. Result: The *SAM Login* page displays. 
2	Click the **New User** button.
3	Enter your school's *Institution Key*.

Step	Action
4	Click **Submit**. Result: A confirmation message displays to verify the institution's identity.
5	Click **OK**. You may need to add a *Key Code* to access SAM. **If...** / **Then...** If your institution has a *Key Code license*, → Enter the 18-digit *Key Code* at the prompt. If you need to purchase a *Key Code*, go to http://www.cengagebrain.com. **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 *Key Code license*, → ■ The *My Profile* page displays. ■ Proceed to **Step 8**.

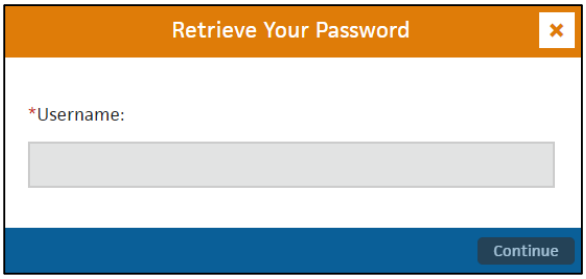
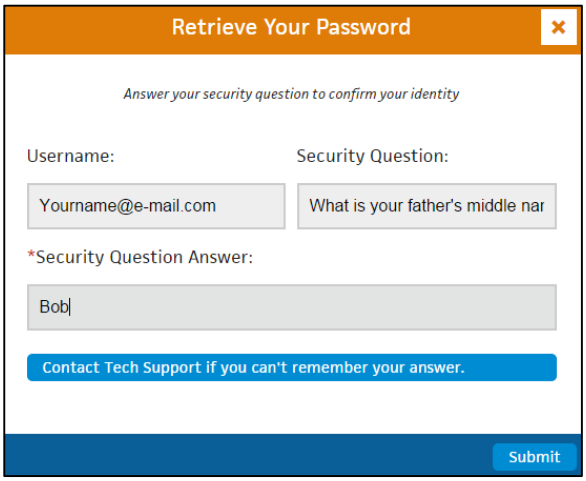
Step	Action
6	Click **Save**. Result**:** The *My Profile* page displays. 

Step	Action
7	Enter the necessary information in the fields. Required fields display with an asterisk. **NOTES**: ■ You must enter and confirm your username and password in the corresponding text boxes. You cannot copy and paste. ■ CengageBrain checks the username you enter. If it finds it, a prompt directs you to enter your CengageBrain password to login.
8	Click **Save** to save your user information. Result: The *Review and Confirm* page displays. 
9	Click **Revise** if you want to change your profile information and then click **Save**. Result: Changes are accepted.

Step	Action
10	Click **Confirm** in the **My Profile** dialog box from step 8 to continue. Result: The *Terms and Conditions* page displays. 
11	Click **I Agree to agree to the terms**. Result: The *Activity Calendar* displays. 

Forgot Password

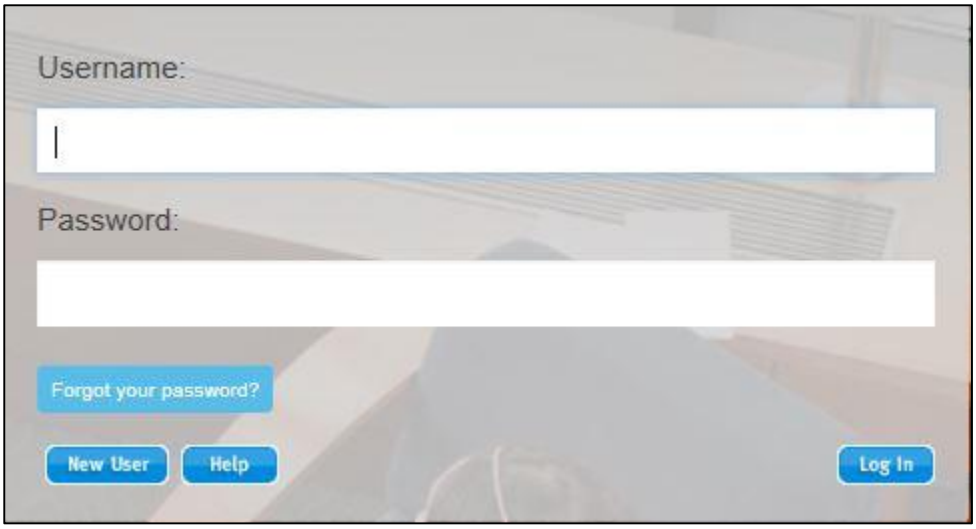
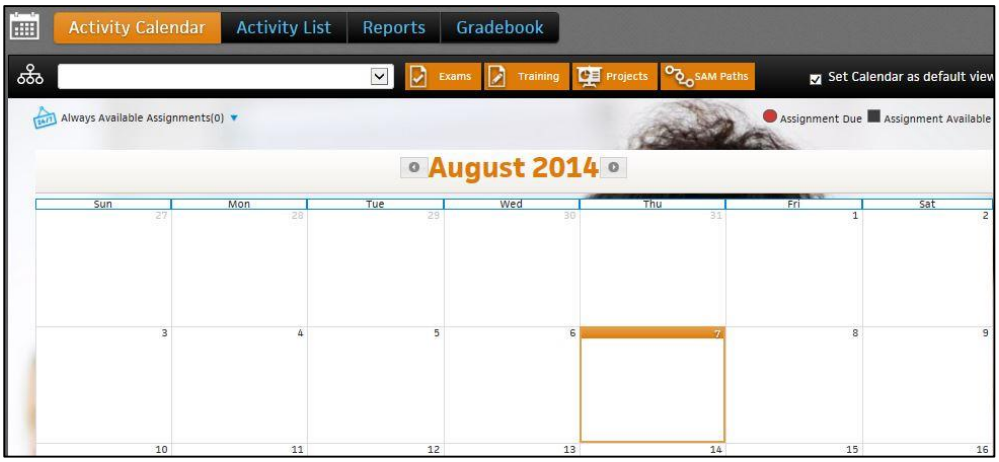
If you forgot your password, use this procedure to reset your password.

Step	Action
1	On the *SAM Login* page, click the **Forgot your password** button. **Result**: The **Retrieve Your Password** dialog box displays. 
2	Enter you username and click **Continue**.
3	In the dialog box that displays, enter the answer to the security question and click **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 (http://www.cengagebrain.com) 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.

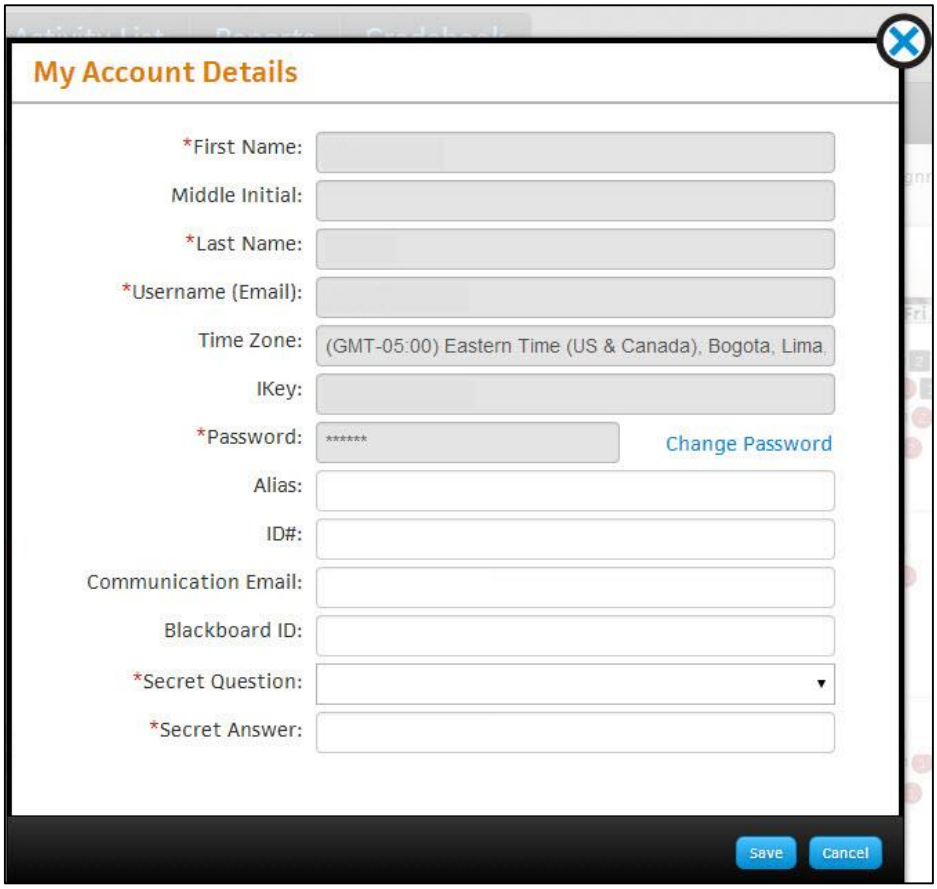
Step	Action
1	In your browser, enter http://sam.cengage.com in the *Address* field and press the **Enter** key. Result: The *SAM Login* page displays. 
2	Enter your username and password.
3	Click **Login**. Result: The *Activity Calendar* displays. 

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** button on the upper-right side of the page. Result: Your account information displays.
2	Review the information. Click **Edit** to make changes. Result: The **My Account Details** dialog box displays. 
3	Edit the information as necessary. You cannot change grayed-out field values. Name fields cannot contain any of the following characters: ~ ` ^ * “ $ % # ! \ / > < & ; : | ,
4	Select a **Secret Question** from the dropdown menu and enter a *Secret Answer* to set your security question.
5	Click **Save** to save the changes 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:

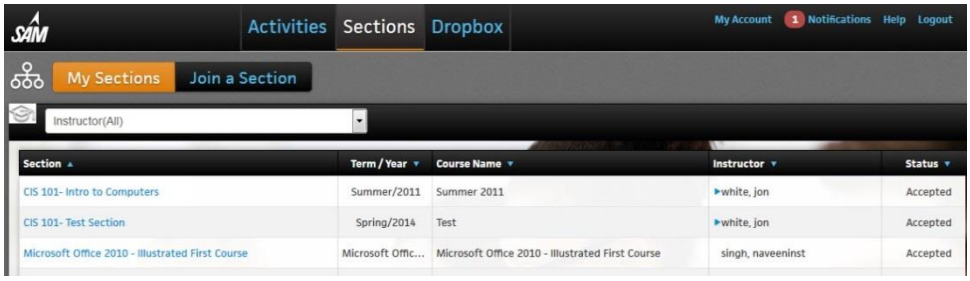
Step	Action
1	Click **Help**
2	Click **Tech Support**. Result: The *Cengage Customer Technical Support* page opens in another tab.
3	Under **Returning User**, enter your SAM/Cengage Brain *username/email address* and *password* and click **Sign In**.
4	On the **Select a Product** menu, click **Select 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.

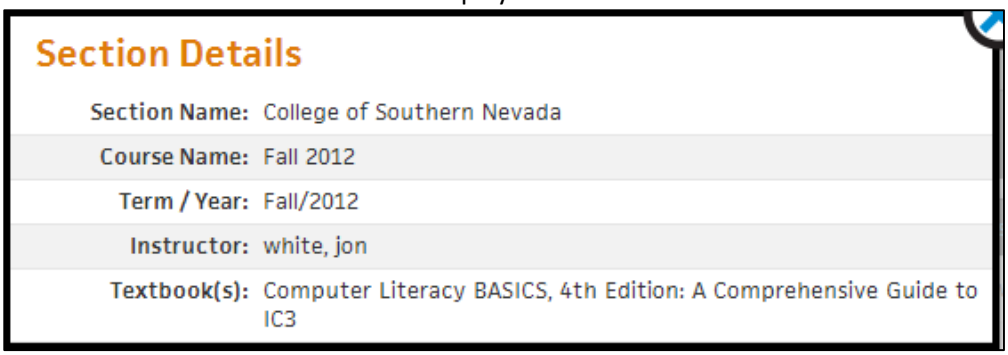
Sections

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

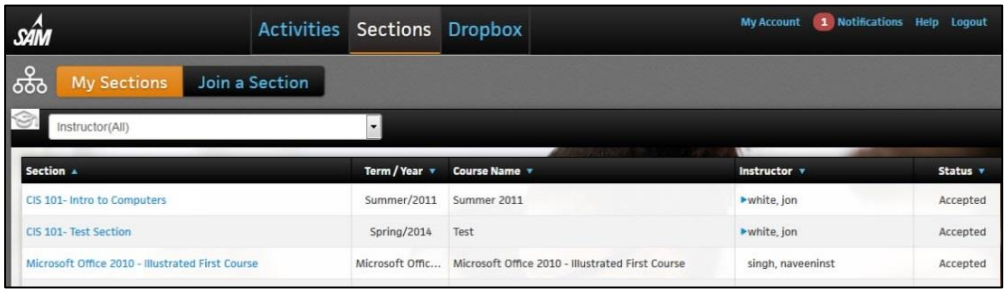
View the sections in which you are enrolled using the following procedure:

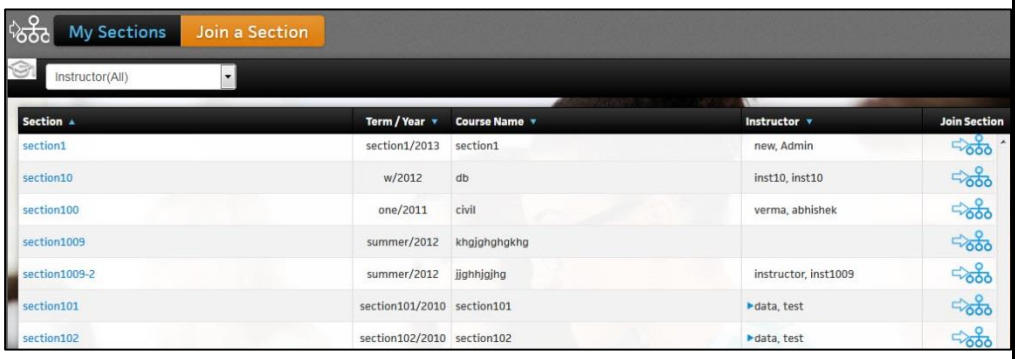
Step	Action
1	On the **Navigation** bar, click **Sections**. Result: The *My Sections* page displays and you see a list of sections in which you are enrolled or wait listed. 
2	The My Sections initially display by section name To sort the sections, click a heading row to sort by it.
3	To filter by instructors: Click the **Instructor** drop-down menu and select the appropriate instructor from the list.

Step	Action
4	To view section details: Click the section's *Name* to view the section name, course name, term, instructor and required textbook. **Result**: The Section Details window displays. 

Joining a Section

Use the following procedure to join a section. You can join sections only if the instructor enables auto-enrollment. 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 *My Sections* page displays. You can view a list of sections in which you are enrolled. 

Step	Action
2	To join a section use these steps: ■ Click the **Join a Section tab**. Result: A list of available sections displays. 
3	To select an instructor, use these steps: ■ Select an instructor from the Instructor drop-down menu to see the sections offered. ■ Click a column head to sort by it. **NOTE**: If a course has multiple instructors, a carat displays. Click the carat to view all instructors. Result: The available sections for the selected instructor display.
4	Click the **Join Section** icon. Result: A confirmation message displays. **NOTE**: Depending on your instructor's section settings, you may be auto enrolled into the section or wait listed.
5	Click the **Close** icon. Result: You return to the *Join a Section* page. The course no longer displays in the Join a Section list.

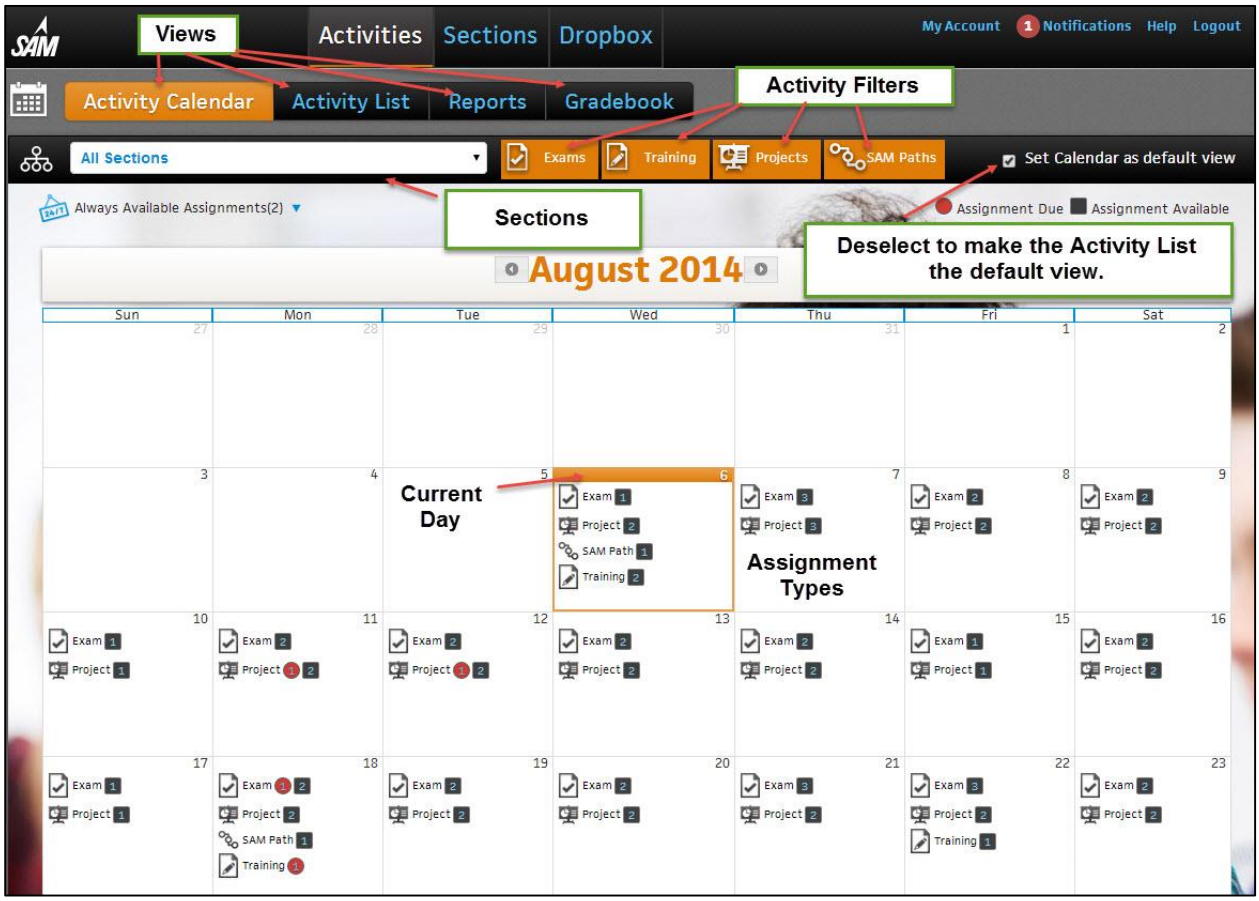
Activities

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.



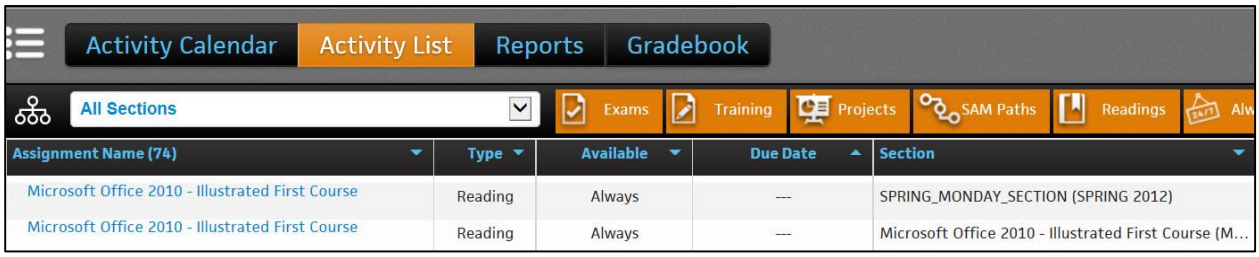
NOTE: The first time you log into SAM, no sections display. Register for a section in the *Sections* tab.

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 *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 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 *Activity Calendar* 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 *Activity Calendar* View. **NOTE**: Activity filters settings apply to the *Activity Calendar, Activity List* and *Reports* 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*.



Action	Result
Sections filter	Select a section from the dropdown menu. All sections display by default. Enter text for partial search functionality.
Sort	The *Activity List* 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 *Activity List* 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 *Due Date* column displays both the date and time an assignment is due.
Available	Lists the assignments availability.
Status	Status describes your progress on an assignment.
Type	The type describes whether the assignment is an exam, training, project, SAM Path or reading.
Sections	The *Section* 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 Adding a Product for more information.

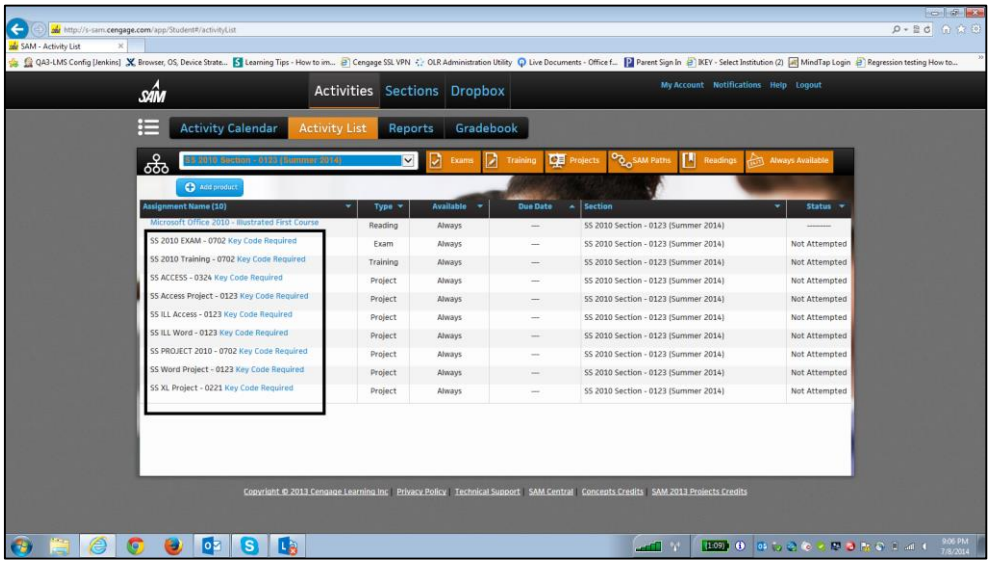
Taking Assignments

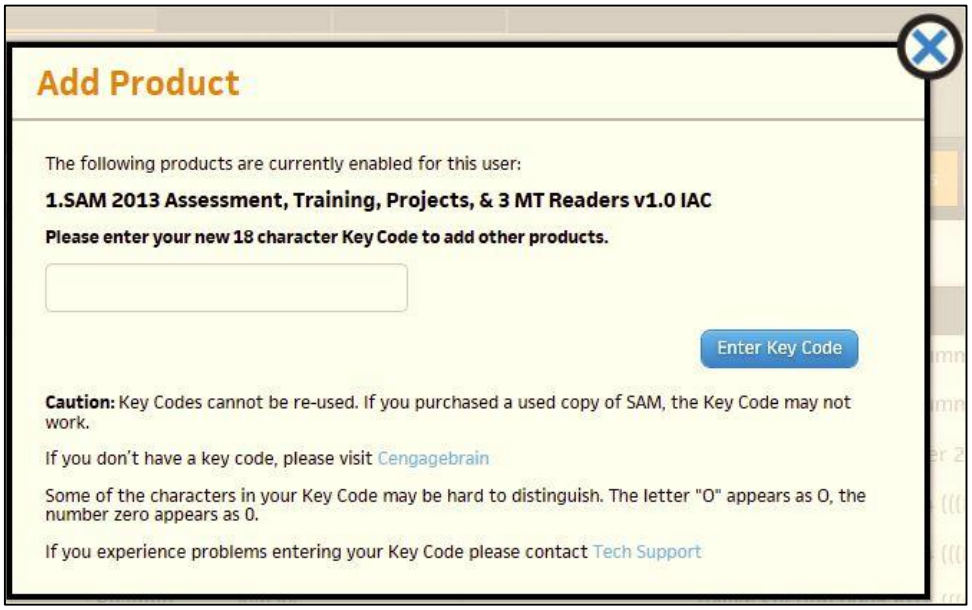
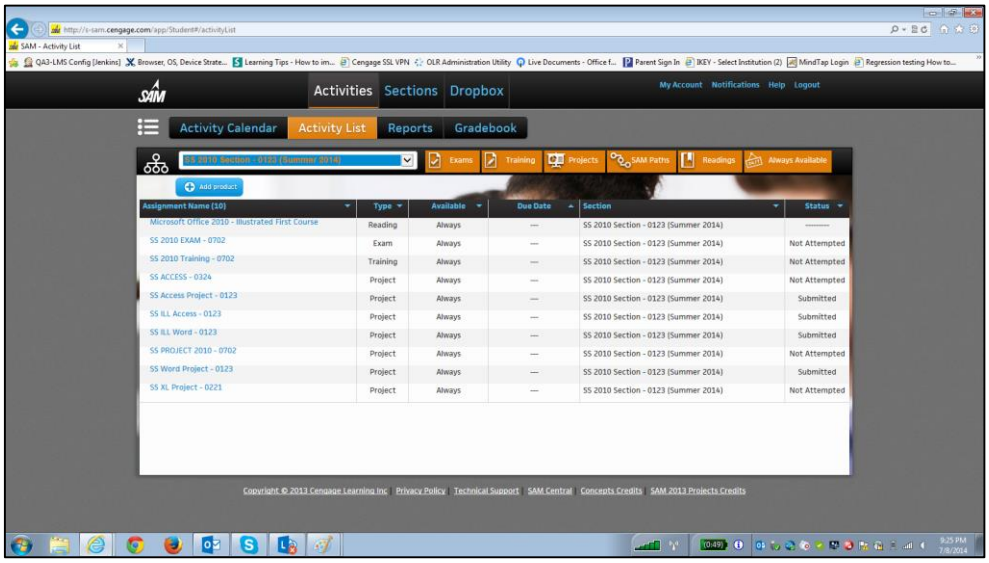
You can launch assignments in SAM through the *Activity Calendar* or *Activity List*. You can take exams, training, projects, and SAM Path assignments in SAM or launch into the MindTap reader. Some assignments are password protected. Instructors provide the password. Enter the password at the prompt.

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 *Activity List* view. Assignments that require a Key Code display with *Key Code Required* in blue text. 

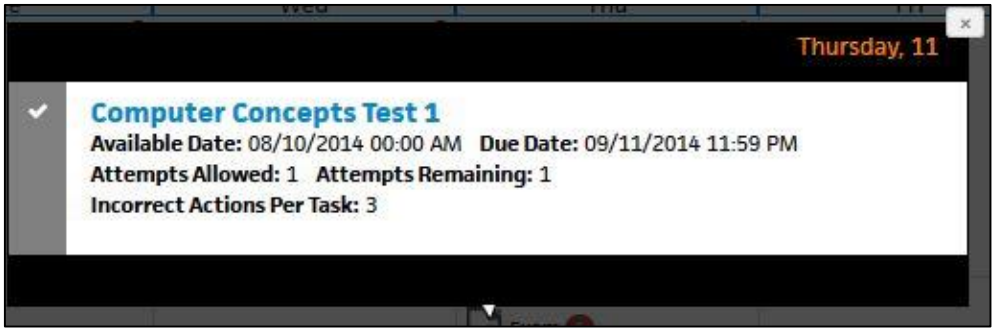
Step	Action
2	Click **Add Product**. Result: The **Add Product** window displays. 
3	Enter the product's *18-digit Key Code*. If you need to purchase a Key Code, go to http://www.cengagebrain.com. If you do not have the correct Key Code for the assignment, a message displays asking for a Key Code. **NOTE**: 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. 

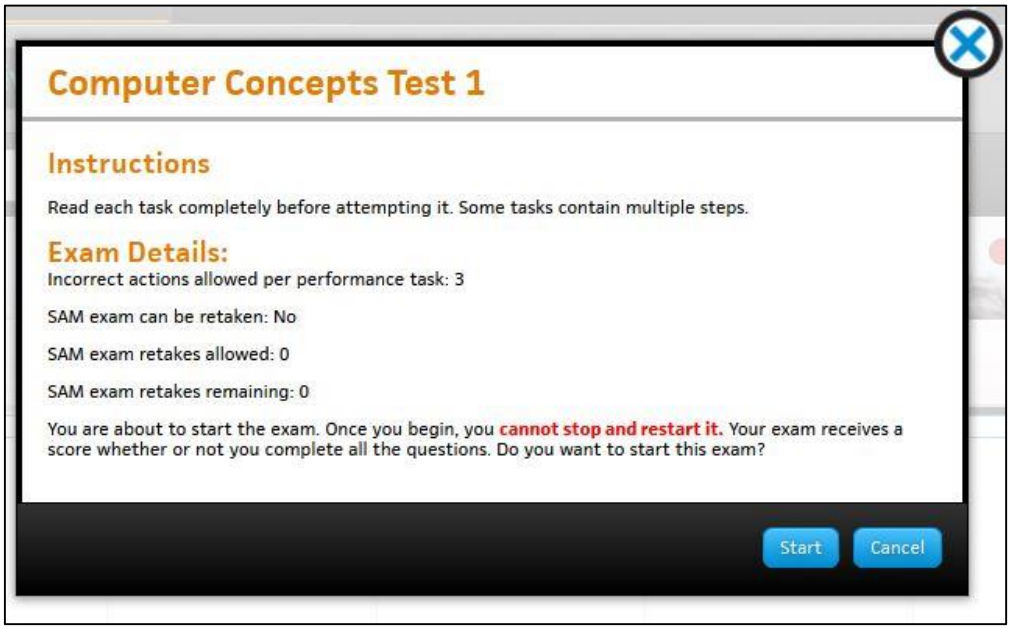
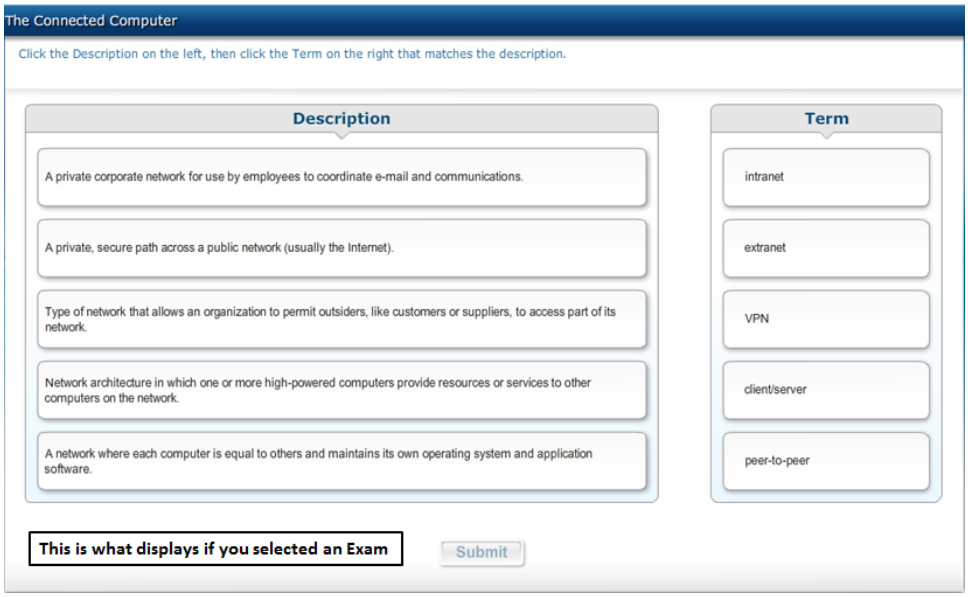
Searching for and Selecting an Assignment

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

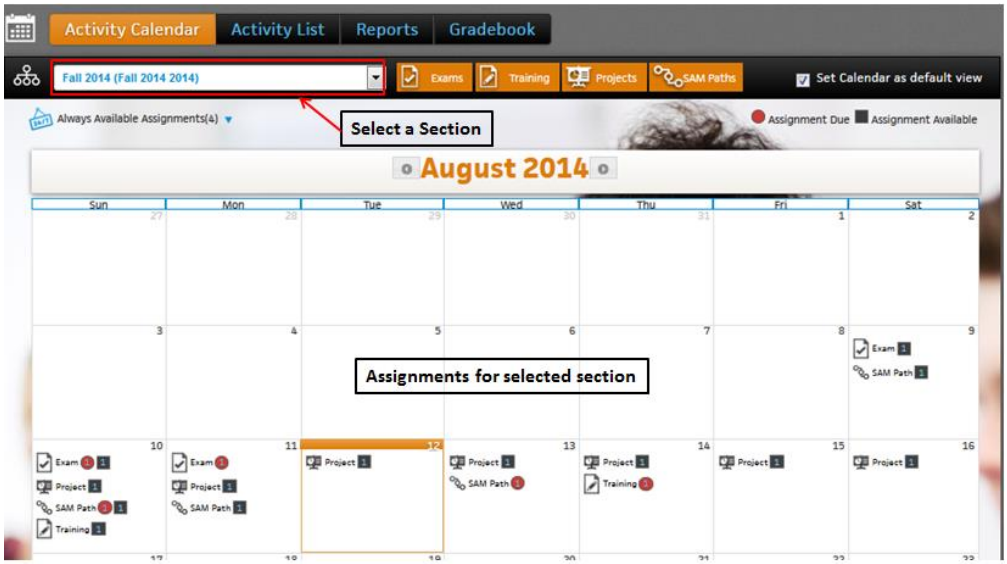
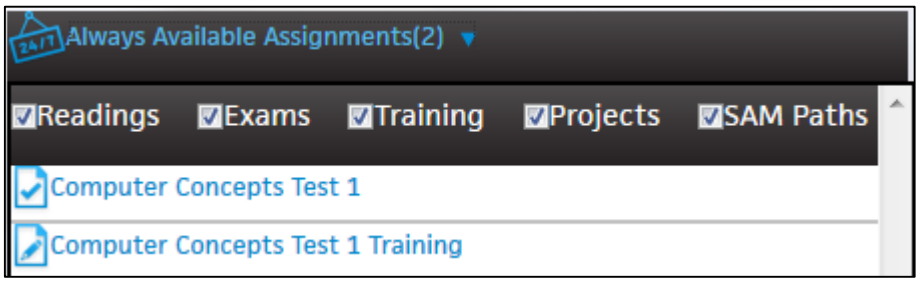
Use this procedure to begin an assignment using the *Activity Calendar*:

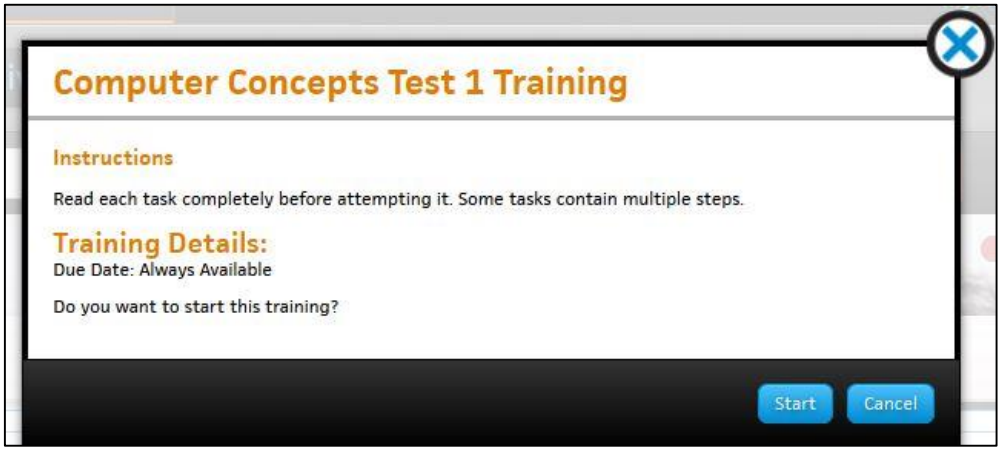
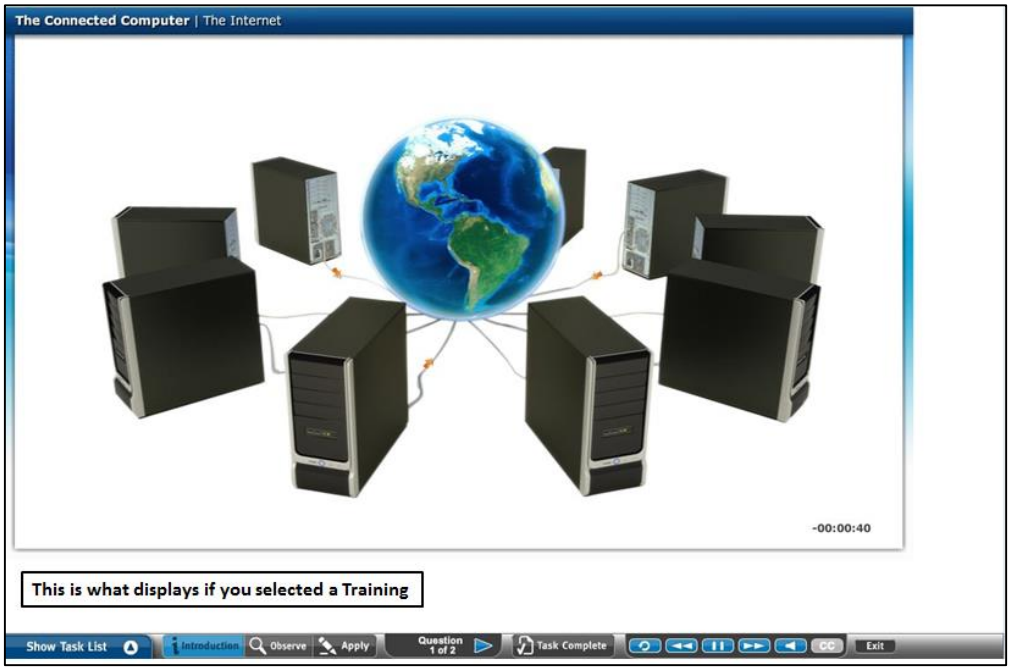
Step	Action
1	Navigate to the *Activity Calendar* view.
2	Narrow the list of assignments by selecting a Section from the drop-down menu or an Assignment Type from the Activity filter. **NOTE**: Assignments that display with a gray badge become available that day. Assignments with a red badge are due 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. 

Step	Action
4	Click the assignment name. Result: The **Assignment Start** or **Project** dialog box displays. 
5	Click **Start** to begin an assignment. Result: Either the **Content Player** or **Project** dialog *box* displays. 

Taking Always Available Assignments from Activity Calendar View

Use this procedure to begin Always Available Assignments:

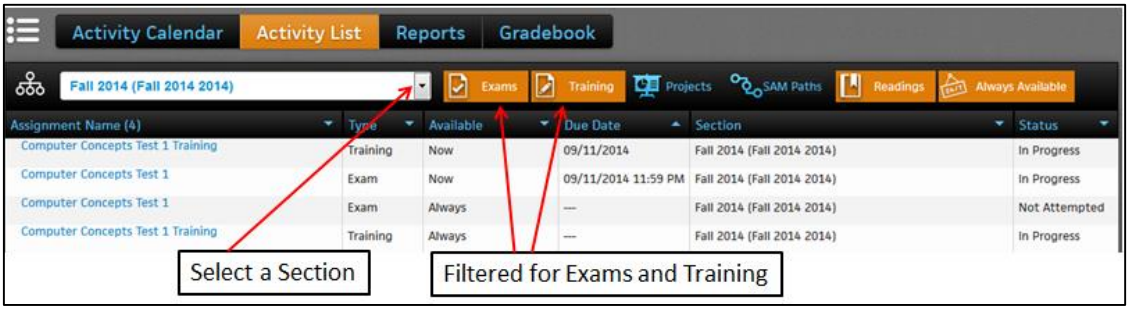
Step	Action
1	Navigate to the *Activity Calendar* view.
2	Narrow the list of assignments by selecting a Section from the drop-down menu or an Assignment Type from the filter bar. **Result**: The Calendar view updates. 
3	Click the **Always Available Assignments** drop-down menu. Result: A list of assignments displays. 
4	Select a check box to enable or disable assignment types.

Step	Action
5	Click the activity name. The **Assignment Start** or **Project Start** dialog box displays. 
6	Click **Start** to begin an assignment. Result: Either the **Content Player** or **Project Dialog** *box* displays. 

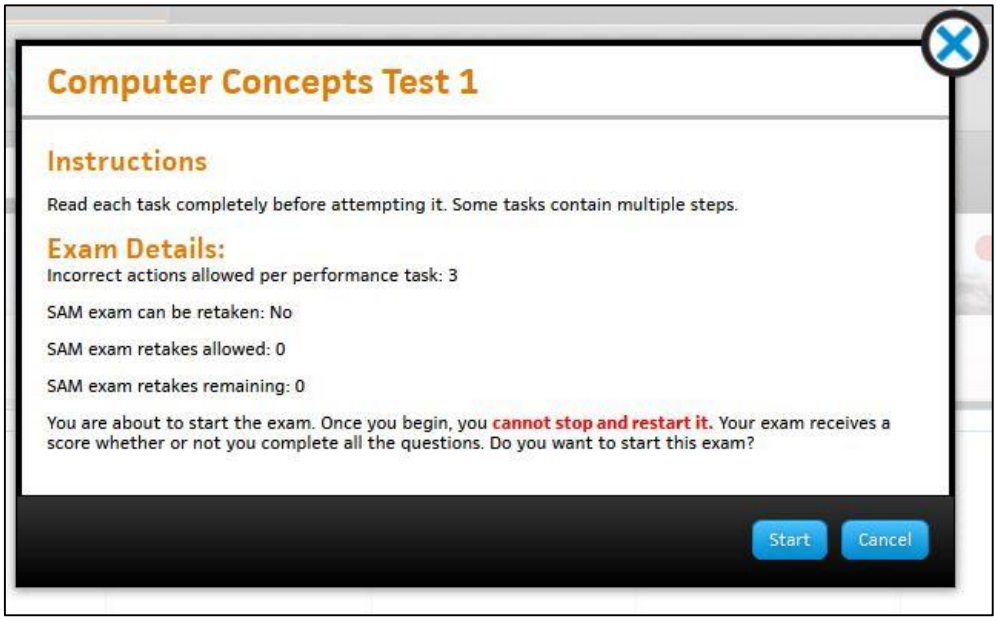
Taking Assignments from the Activity List View

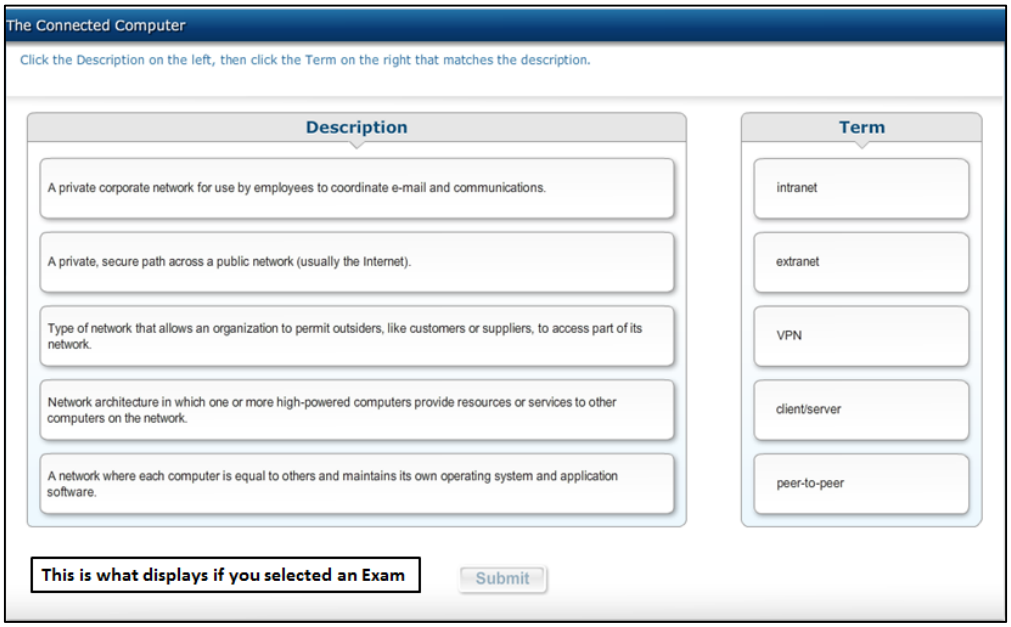
Use this procedure to begin an assignment using the *Activity Calendar*:

Step	Action
1	Navigate to the *Activity List* 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 *Always Available* filter to view assignments with no due date. The assignments display in blue.



4	Click the activity name. The **Assignment Start** or **Project Start** dialog box displays.

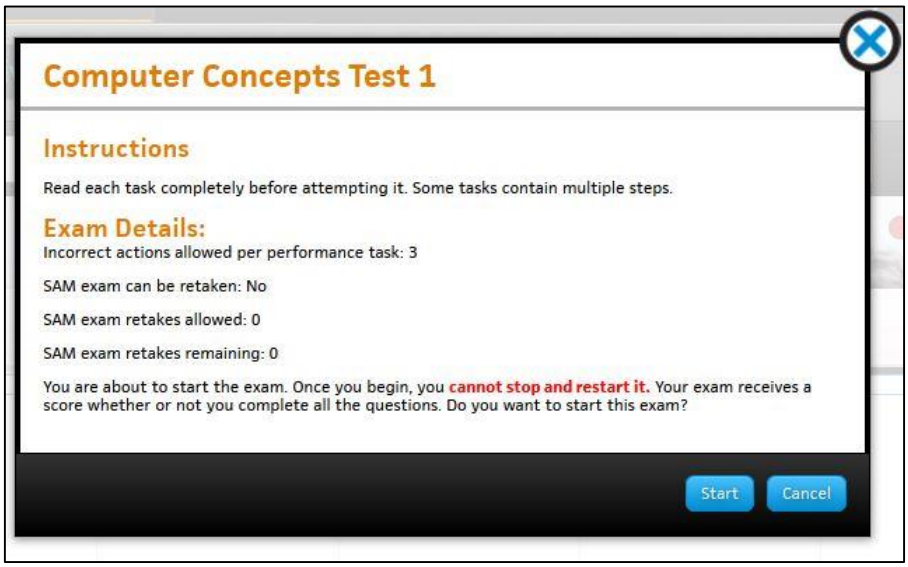


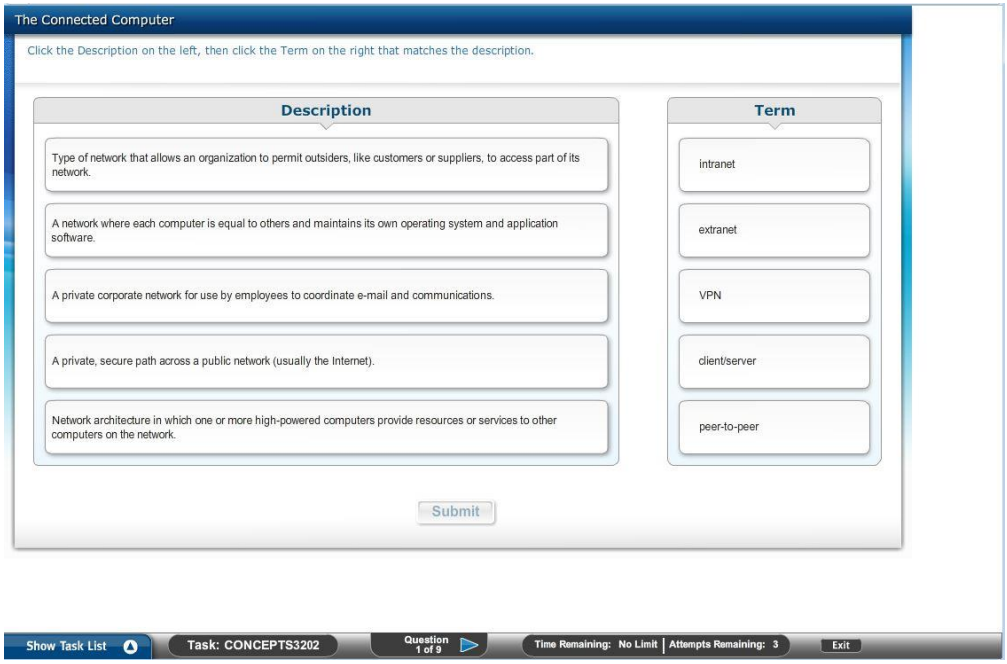
Step	Action
5	Click **Start** to begin an assignment **Result**: Either the **Content Player** or **Project Dialog** *box* displays. 

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.

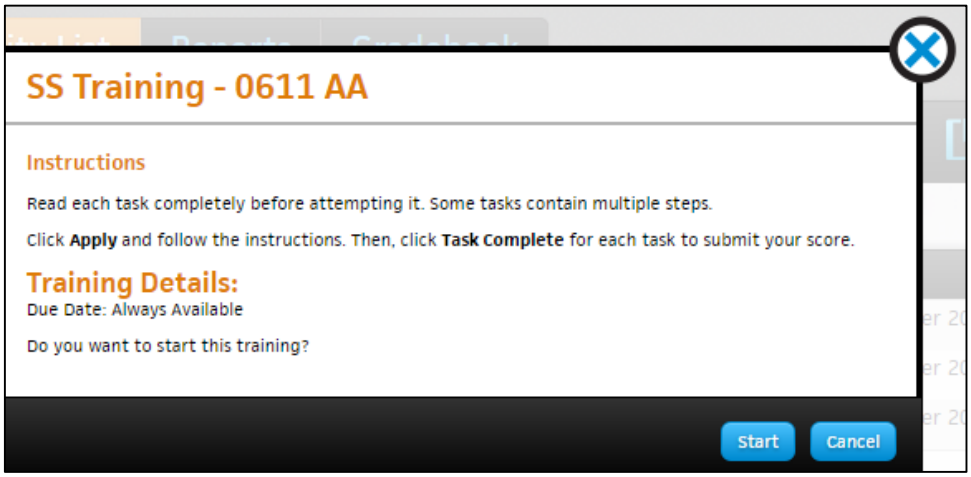
Step	Action
1	Select an exam from the *Activity Calendar* or *Activity List*. If your instructor specified a password for the assignment, SAM prompts you for it. Enter the password and click **OK**. **Result**: The assignment details display in a new window, listing the following information about the 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 

Step	Action
2	Click **Start**. Result: The Content Player starts and the exam begins. See Using the Content Player for further information. 
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 Content Player by closing the browser window.

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 

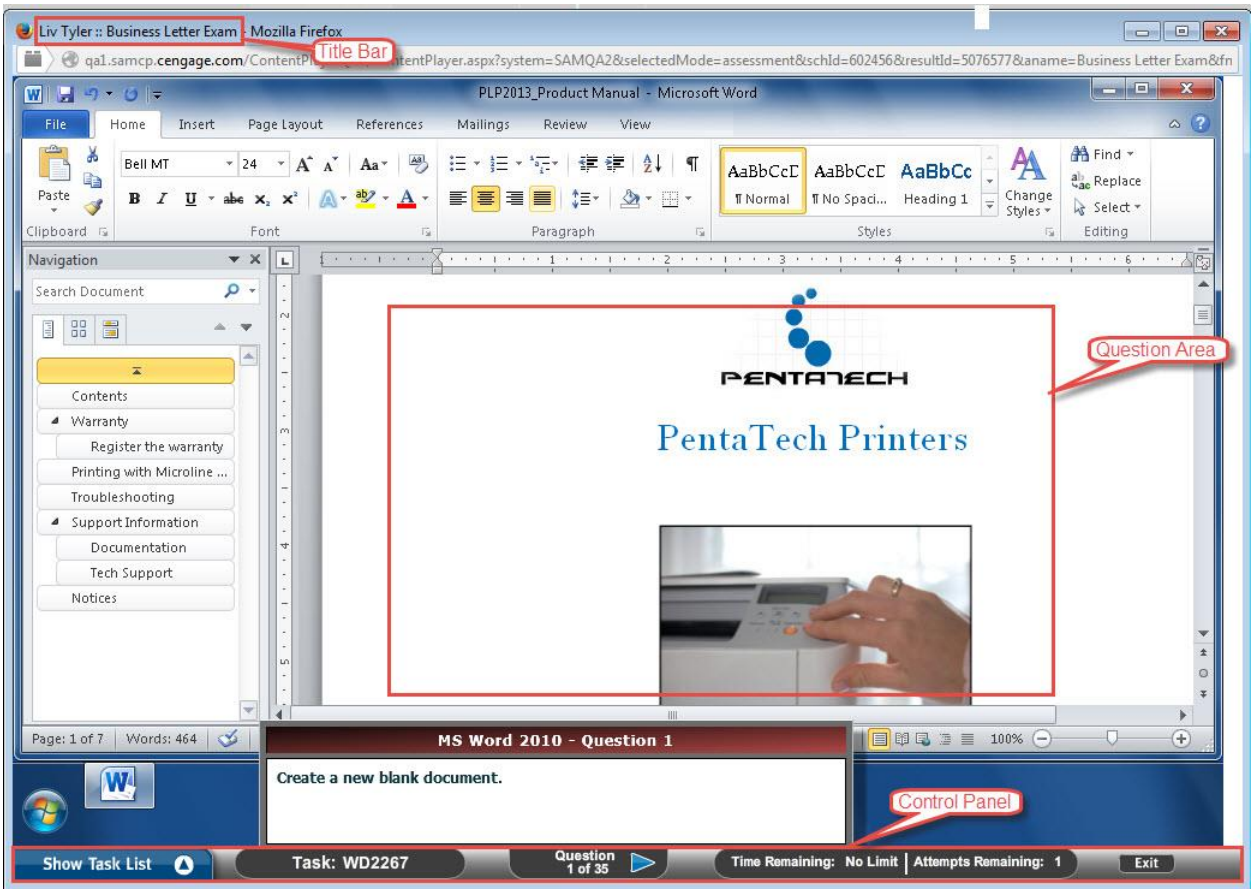
Step	Action
2	Click **Start**. Result: The Content Player starts. See Using the Content Player for further information. Follow the instructions.
3	Click **Exit** in the Control Panel to close the Content Player when you are done. A message displays if there are any incomplete tasks. Click Yes if you want to exit or click No to continue working on the training. **IMPORTANT**: Your training does not submit if you close the content player by closing the browser window.

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
	These controls enable you to do the following: ■ Open and close the menu of questions. ■ 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
	Microsoft Office2010
	Microsoft Office 2013
	Computer Concepts (training about Windows or the computer)

Control Panel: Content Player Controls (Continued)

Control	Description
	■ Displays when you are taking an exam. ■ Displays the ID of the current task or 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.
CC	■ 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 *Preview Exam* or *Preview Training* window. — Click Close to close the *Preview* window and return to the *Exam*, *Training* or *SAM Assignments* 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.

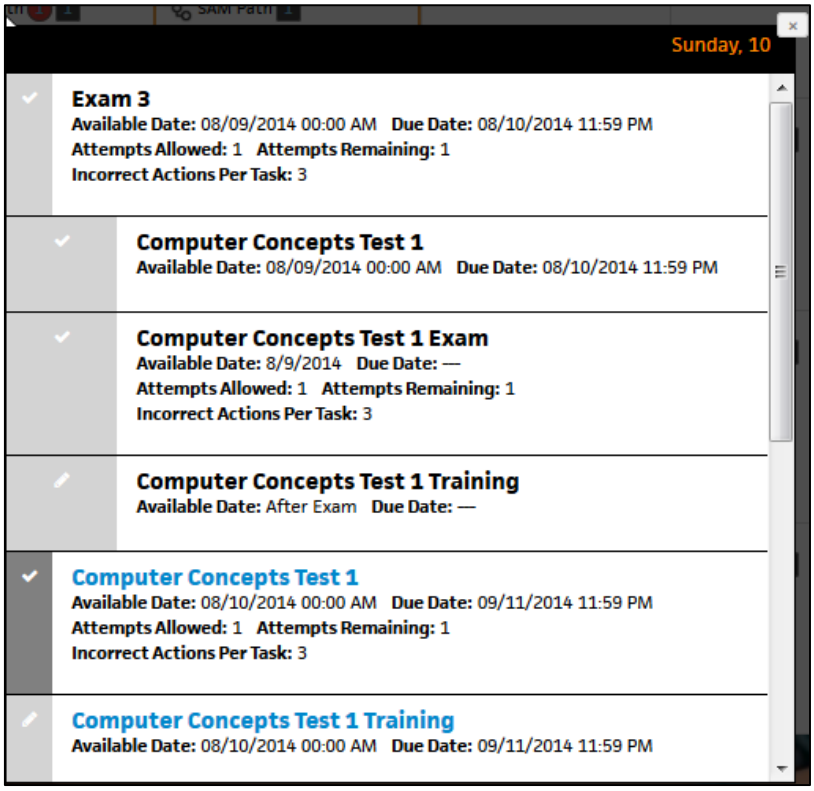
For **Training > Exam** and **Training > Exam**, the exam score displays in the Gradebook.

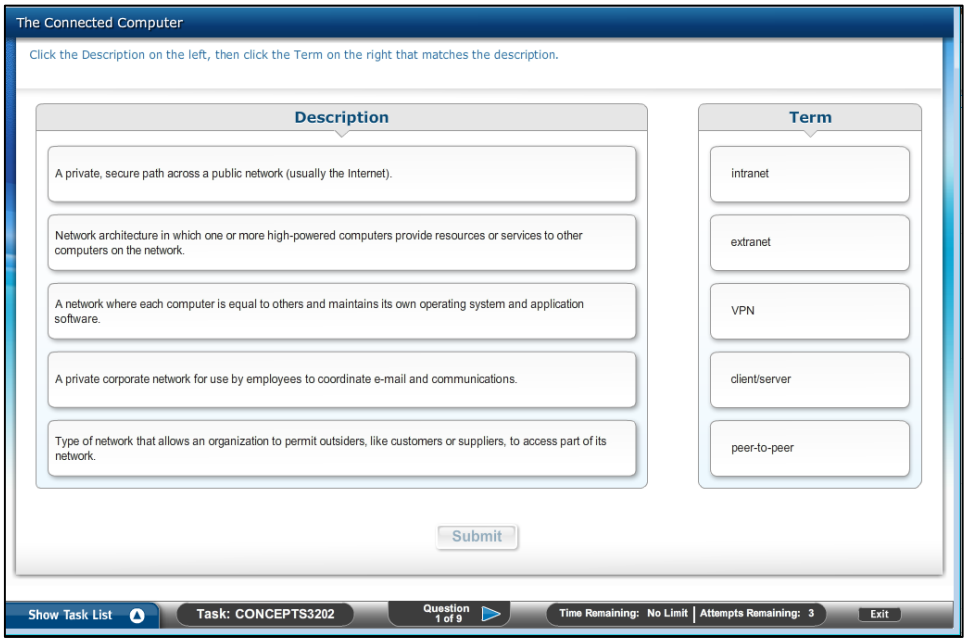
For **Exam > Training > Exam**, SAM Path assignments grade the cumulative score by task. If students get the task correct in either the Pre-Exam or Post-Exam, the task is correct.

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 *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 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. 

Step	Action
2	Click an assignment on the list. At the assignment window that displays click **Start**. Result: The Content Player displays.  **NOTE**: You need to complete the activities in the order in which they display instructor assigned them.
3	Follow the instructions for the assignment.
4	Click **Exit** in the Control Panel 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**: The exam or training assignment does not submit if you close the content player by closing the browser window.

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.

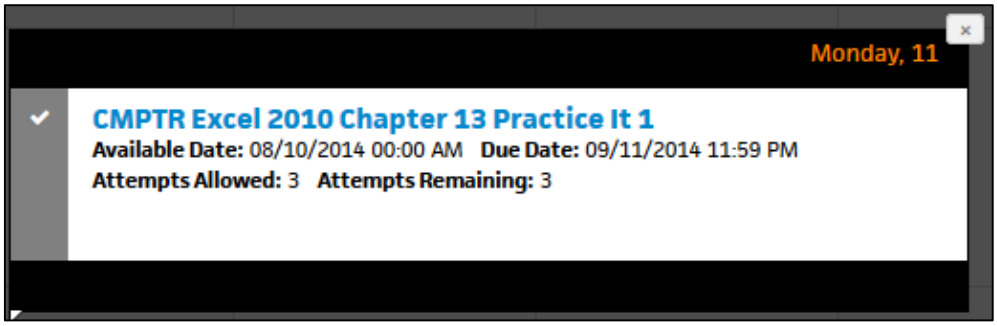
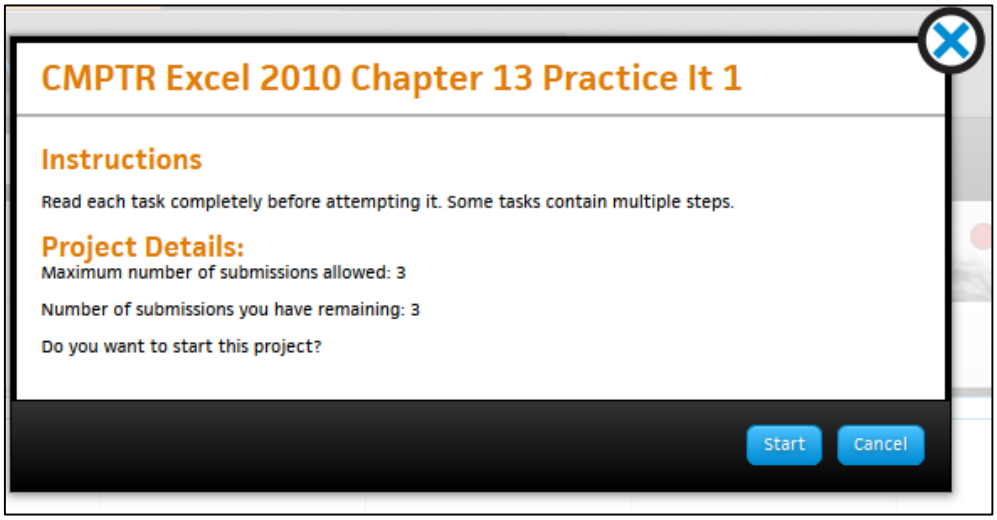
This table outlines the differences between Standard Projects and Textbook Projects.

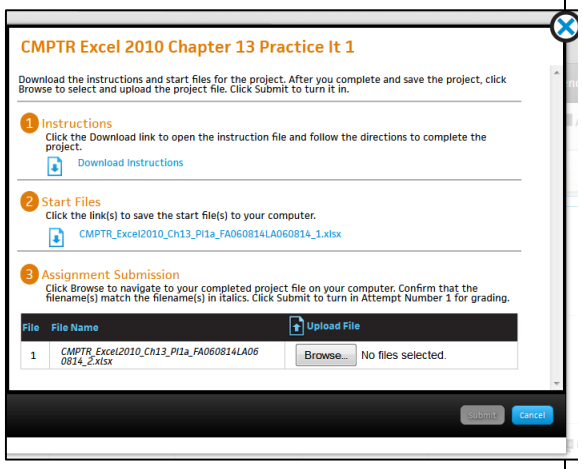
Step	Standard Projects	Textbook Projects
Start File	Download the start file.	Download the Start File. **WARNING**: You **need** to download the starting data files from SAM. You cannot use the files downloaded from Cengagebrain or elsewhere as instructed in your book.
Instructions	Download the instructions 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.

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. 
2	Click to select a Project from the list. Result: The Project details display. 
3	Click **Start** to display the project instructions. Result: The *Project Instructions*, *Start File* and *Assignment Submission* 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**. 
	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 *Save File* 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

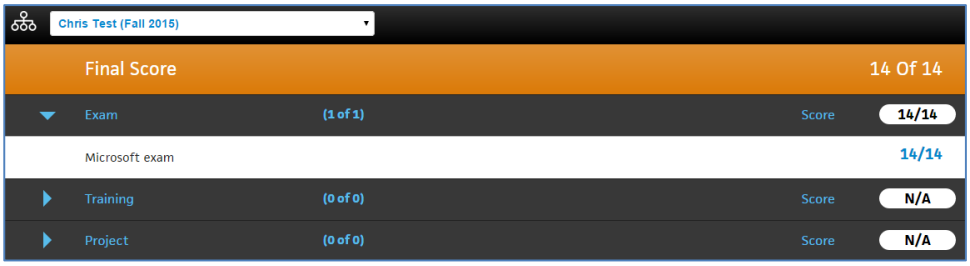
If your instructor has selected a Cengage eBook for your section, the instructor can assign readings from that book. If you have purchased that eBook through Cengage Brain (http://www.cengagebrain.com), you can read that book online from within SAM using the following procedure:

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

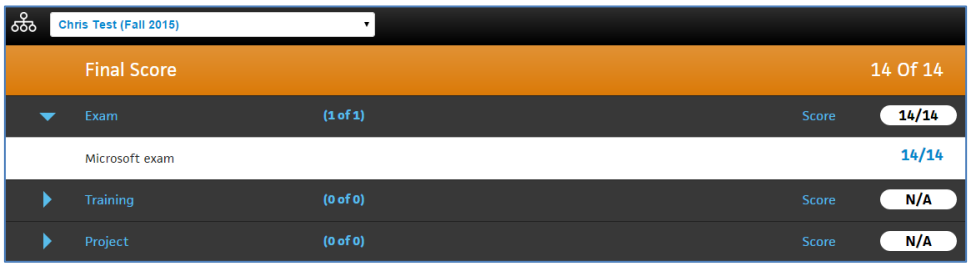
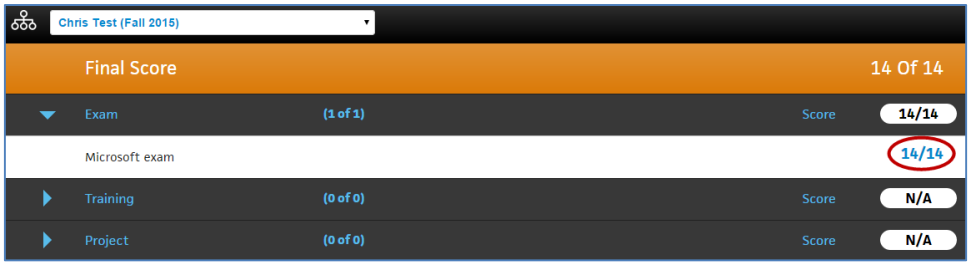
Gradebook

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.

<table>
<tr><th>Step</th><th>Action</th></tr>
<tr><td>1</td><td>Select the Gradebook tab.
Result: The Gradebook tab displays.</td></tr>
<tr><td>2</td><td>Select a section from the drop-down menu.
NOTE: Entering text beings the search.
Result: The Gradebook displays for the selected section.</td></tr>
<tr><td>3</td><td>
<table>
<tr><th>If...</th><th>Then...</th></tr>
<tr><td>The Gradebook displays in Percentages</td><td>■ Weights display for all assignment types.</td></tr>
<tr><td>The Gradebook displays in points</td><td>■ Weights do not display for all assignment types.</td></tr>
</table>
Gradebook set up to display percentages:

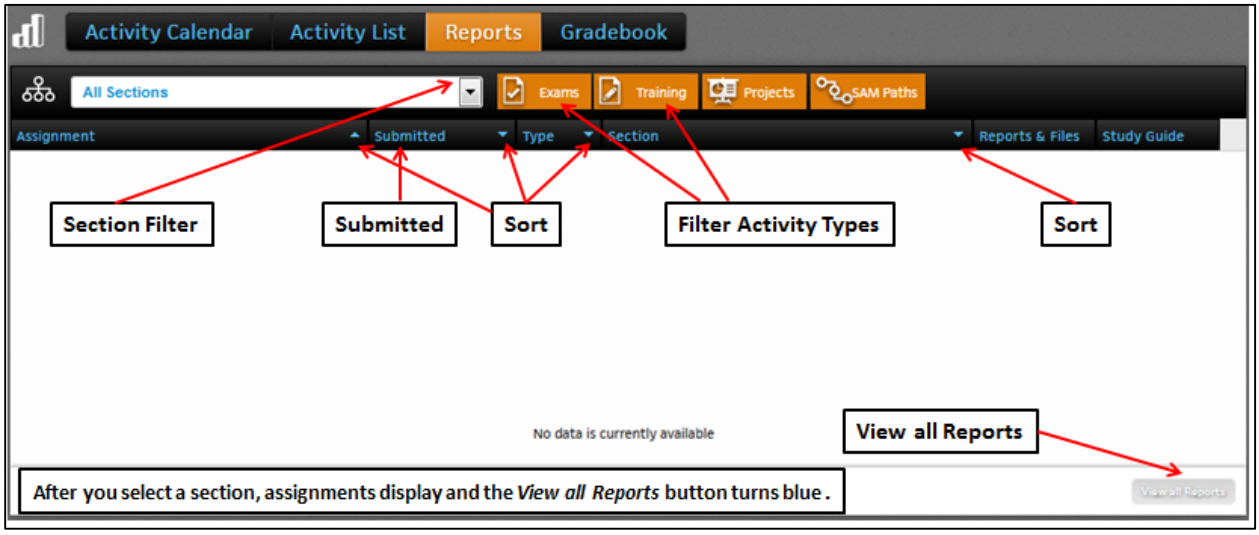
Gradebook set up to display in points:


</td></tr>
<tr><td>3
(Cont.)</td><td>NOTES:
■ Instructors decide whether or not to display the Gradebook to students as well as what elements of the Gradebook to display (Final Score, Scores, and Weights).
■ If your instructor has set up the Gradebook for the section to display to students, you can view the score information for each assignment. You may have to wait for a specified date.
■ If your instructor has updated the assignment score, total points or final score the change reflects in the Gradebook.
■ If your instructor has not set up the Gradebook for the section to display to students, the following message displays: SAM cannot display the gradebook at this time. Either your instructor has not given you access or you have no scores to display.</td></tr>
</table>

Step	Action
4	Assignments are grouped by their *Type*. Click the **arrow** icon to expand an assignment type. Result: The list of assignments for the expanded *Type* display. 
5	Click the score to view the report.  Result: The report displays.

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.



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 *Reports* view. **NOTE**: Activity filters settings apply to the *Activity Calendar, Activity List* and *Reports* pages.
Sort	The Reports initially display by assignment name. Click a heading row to sort by it.
Submitted	The *Submitted* 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

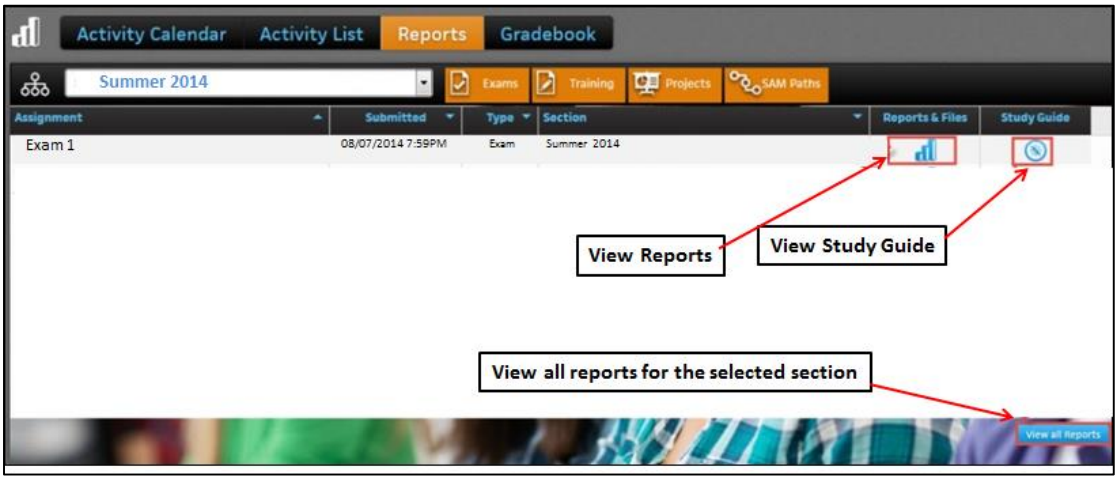
— Training Progress

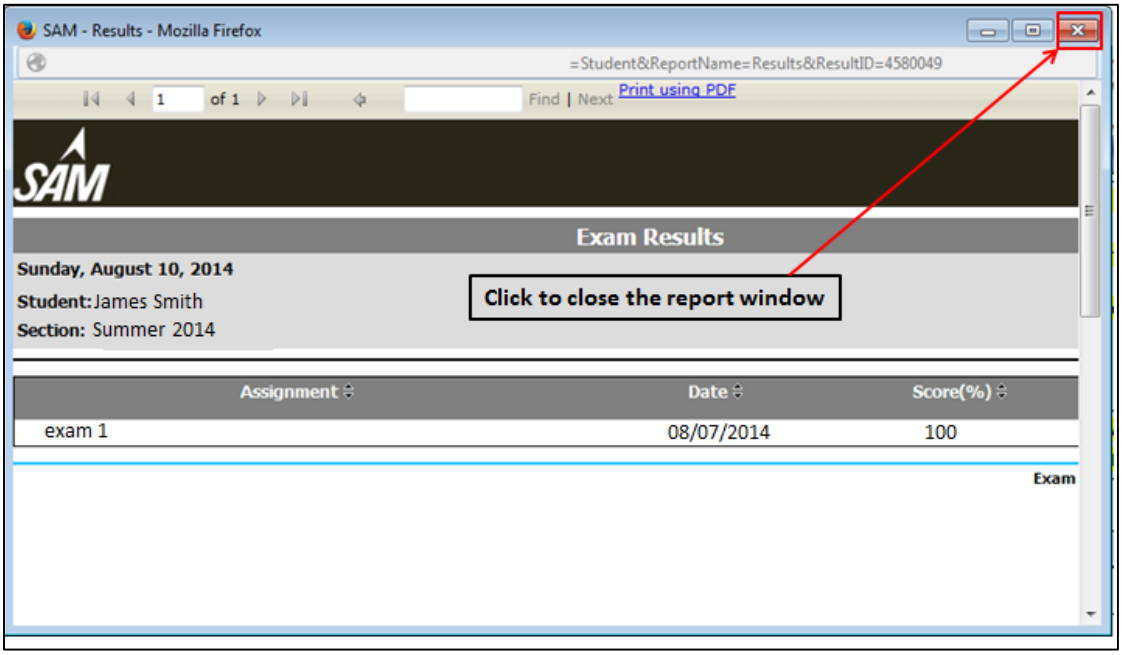
- Projects
  - — Download submitted project file
  - — Study Guide: The Study guide lists tasks and provides links to training.
- SAM Paths
  - — Study Guide: The Study guide lists tasks and provides links to training.

Viewing Reports

To view a report, use this procedure:

Step	Action
1	On the **Taskbar** click **Reports**.
2	Use the *Activities* 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.



Step	Action
Sample Report 	
5	To close the report, click the **X** icon in the upper right of the report window. **IMPORTANT**: Do not click the X icon for your browser or you will exit SAM.

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 first occurrence of the word. ■ Click Next to find the subsequent occurrences of the word.
Print Using PDF link	Converts the report to Adobe's PDF format.

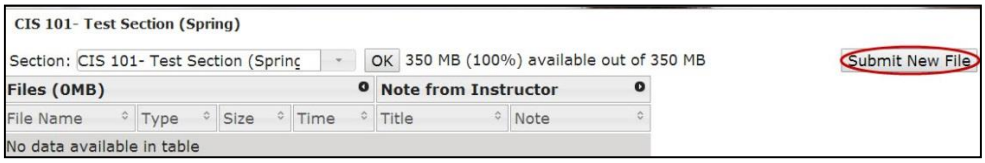
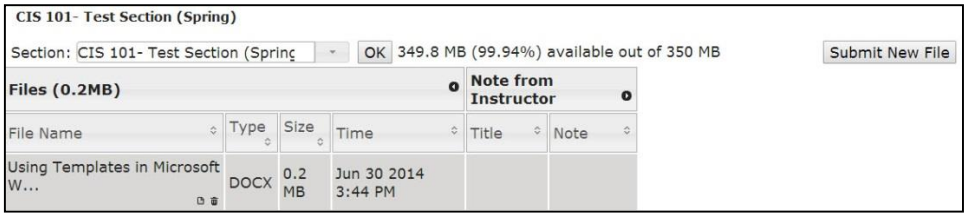
Dropbox

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**.
2	On the **Section** drop-down menu, select the section for the **Dropbox** you want to view.
3	Click **Submit New File** to upload a file. 
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. 
6	You can also view notes from your instructors by clicking the view icon. The note also displays in the *Note* 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**. **NOTE**: 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

Use this procedure to clear your browsing history on Firefox:

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**.

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.