

# SAM

Assessment, Training and  
Projects for Microsoft Office



**SAM Brief Instructor User Guide** 

**SAM**

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## Introduction to SAM

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, Windows 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. Visit SAM Central at [www.cengage.com/samcentral](http://www.cengage.com/samcentral) for more information.

Cengage Learning created this *SAM Brief Instructor User Guide* to serve as an introduction for new SAM instructors. It provides directions for instructors who need to create courses and configure assignments (Exams, Training, Projects and SAM Paths).

This guide summarizes the detailed information found in the [Instructor User Manual](#).

You can also reference the [SAM Lab Administrators Guide](#) for information about setting up the SAM environment.

For details about student activities, your students can reference the [SAM Student User Manual](#).

For details about browser and computer settings, you and your students can reference the [SAM System Requirements Guide](#).

### Audience

This *SAM Brief Instructor User Guide* is a resource for SAM instructors who are new to teaching with SAM and the Cengage support teams who assist them.

### Objectives

Instructors can use this guide to learn about SAM functionality in these areas:

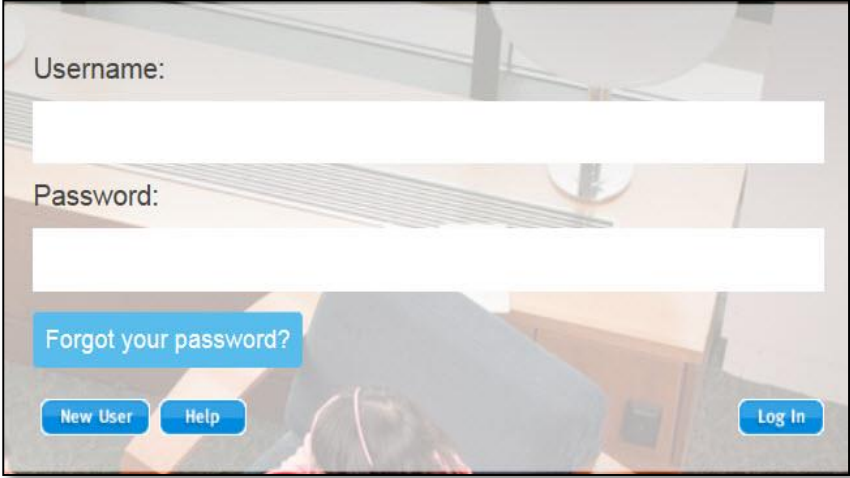
- Working with courses (Creating a Section)
- Adding Assignments (Exams, Training, Projects and SAM Path)
- Setting up Gradebook

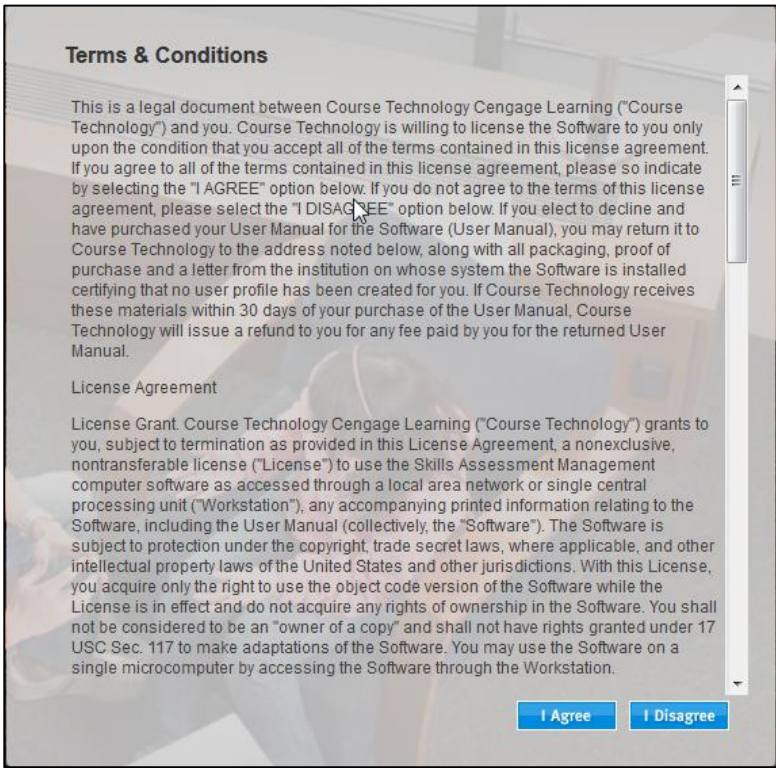
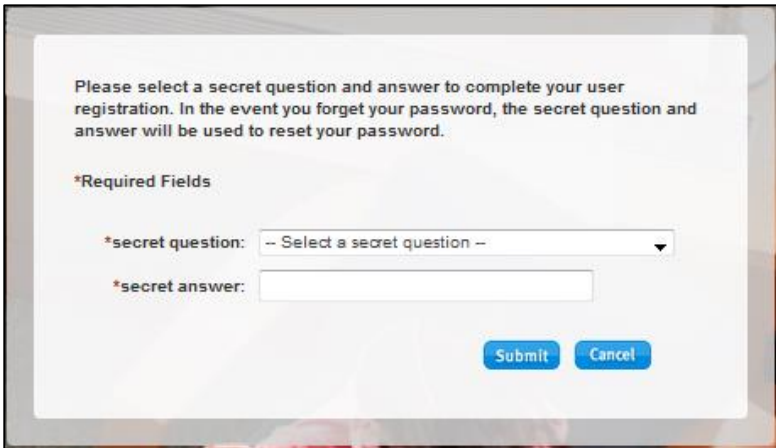
### Engagement Services


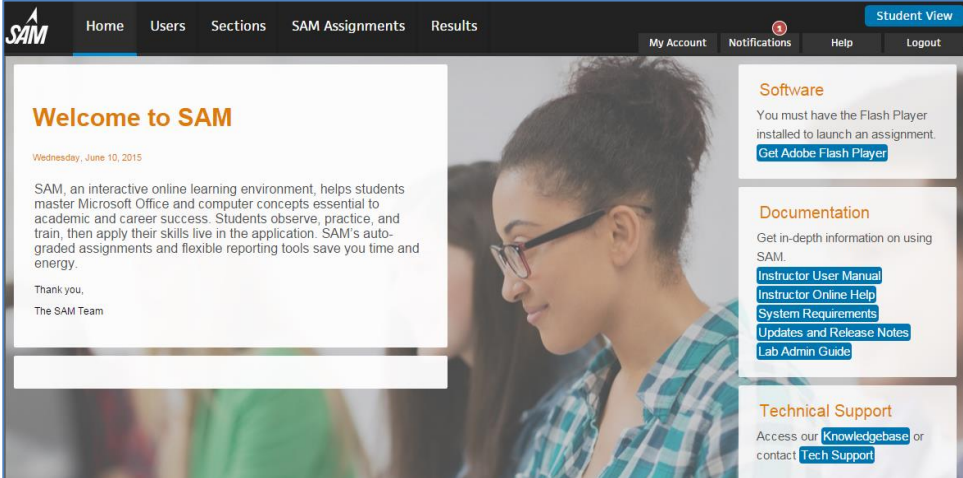
Cengage Learning's Engagement Services offers a full portfolio of services designed to support instructors and institutions in fostering learner engagement and improving outcomes. Digital Course Support services provide you and your students with an unparalleled, ongoing user experience with SAM. For more information, contact your Cengage Learning Consultant or visit <http://www.cengage.com/services>.

## Logging into SAM

Use the following procedure to log into SAM:

Step	Action
1	<p>In your browser, enter <a href="http://sam.cengage.com">http://sam.cengage.com</a> in the <i>Address</i> field and press the <b>Enter</b> key.</p> <p>Result: The <b>SAM Login</b> page displays.</p> 
2	<p>Enter the <b>username</b> and <b>password</b> you received.</p> <p><b>NOTE:</b> CengageBrain checks the username you enter. If it finds it, a prompt directs you to enter your CengageBrain password to login.</p>
3	<p>Click <b>Login</b>.</p> <p>Result: If this is your first login, the <i>SAM Terms and Conditions</i> page displays. (The SAM home page displays on subsequent logins.)</p>
If this is your first time logging into SAM, follow these steps:	

Step	Action
4	<p>When the <i>SAM Terms and Conditions</i> page displays, click <b>I Agree</b> to accept the terms and conditions.</p> 
5	<p>Enter and Confirm your <i>secret question</i> and <i>secret answer</i>.</p>  <p>When finished, click <b>Submit</b>.</p>

Step	Action
6	<p>Enter and confirm your <i>New Password</i>.</p>  <p>Click <b>Submit</b>.</p> <p>Result: The SAM Home Page displays.</p> 

**NOTES:**

SAM requires that you use an email address as your account’s username. If your account also has a communication email address, it displays by default. You can enter another email address if you wish. You need to do this only once.

SAM also 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 into 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 instead of your SAM password. If you forget your Cengage Brain password, click the **Forgot your password?** link to retrieve it.

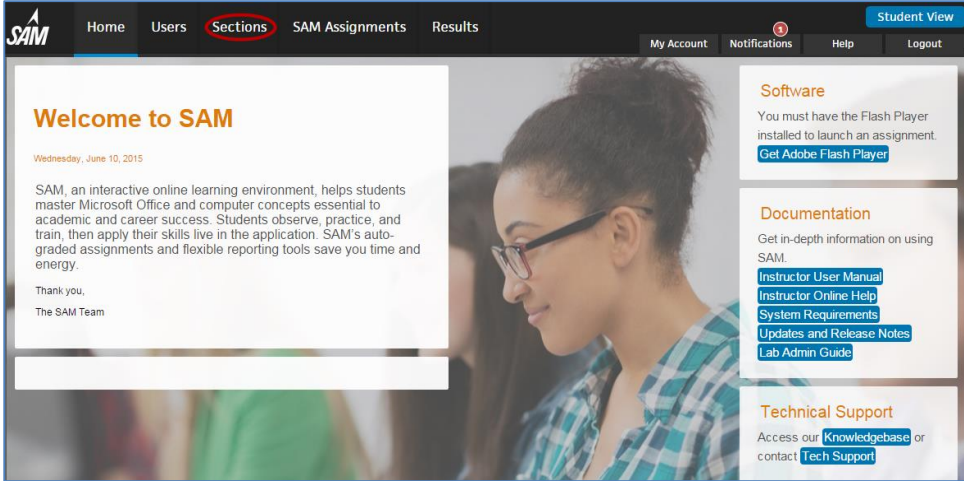
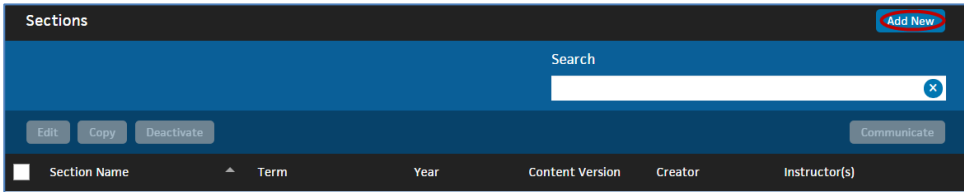
## Grace Periods

Your students may have Grace Periods in certain Key Code institutions. Grace periods enable your students to access SAM temporarily without entering their Key Codes. This enables students to access their SAM assignments until the grace period expires, for example, students waiting for financial aid. Your students can enter their Key Codes at any time during the grace period. The Cengage SAM Admin Superuser sets the default grace period length based on institution type. View students whose grace period expired in the Users tab or Edit Sections, Students tab. If a student's grace period expires, neither you nor the student can view reports and scores. For additional information on changing the default grace period duration, contact your Cengage Learning Consultant.

## Sections

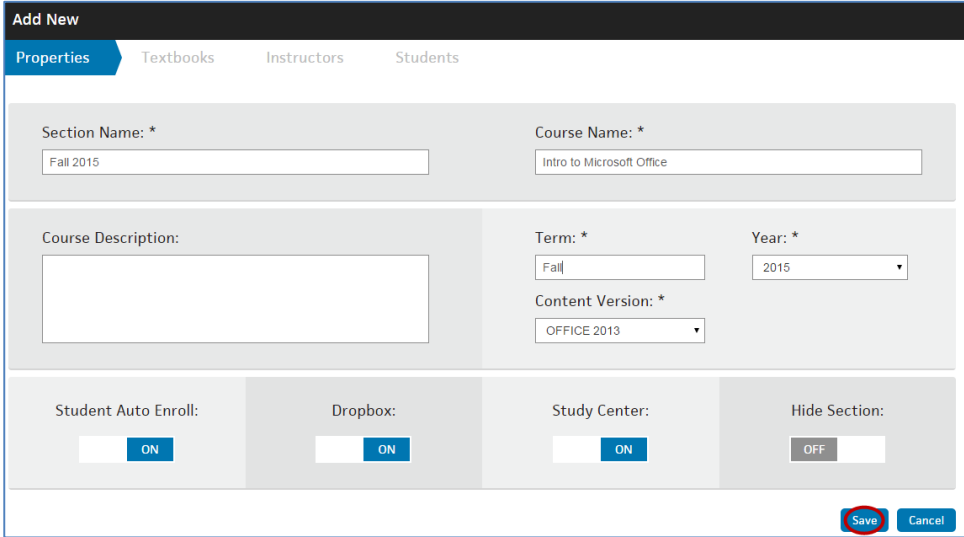
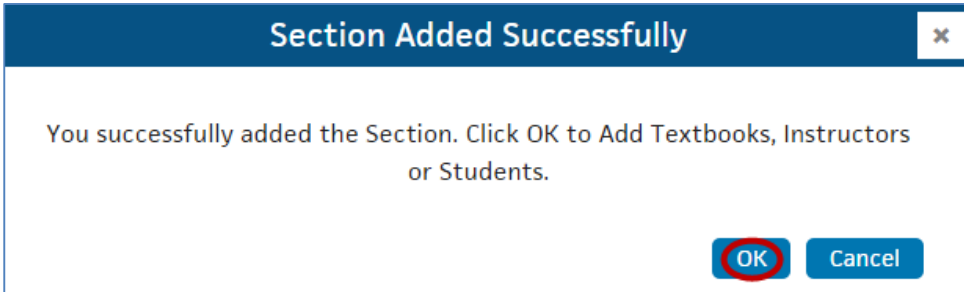
### Creating a Section

You can create new sections from the SAM website. Your institution or department may have a standard naming convention for you to follow when naming sections. Use these steps to add a new section:

Step	Action
1	<p>On the <b>Navigation</b> bar, click <b>Sections</b>.</p>  <p>The screenshot shows the SAM website's navigation bar with the following items: Home, Users, Sections (circled in red), SAM Assignments, Results, My Account, Notifications, Help, and Logout. Below the navigation bar is a 'Welcome to SAM' message dated Wednesday, June 10, 2015, and a 'Software' section with a link to 'Get Adobe Flash Player'. There are also links for 'Documentation' and 'Technical Support'.</p> <p>Result: The <i>Sections</i> page displays.</p>
2	<p>Click <b>Add New</b>.</p>  <p>The screenshot shows the 'Sections - Add New' page. It features a search bar, buttons for 'Edit', 'Copy', 'Deactivate', and 'Communicate', and a table with columns for 'Section Name', 'Term', 'Year', 'Content Version', 'Creator', and 'Instructor(s)'. The 'Add New' button is highlighted in a red circle.</p> <p>Result: The <i>Sections – Add New</i> page displays, defaulting to the <b>Properties</b> tab.</p>

Step	Action																						
3	<p data-bbox="435 258 1414 321">Enter the necessary information in the <b>Properties</b> tab. An * indicates a mandatory field.</p> <table border="1" data-bbox="435 331 1295 1665"> <thead> <tr> <th data-bbox="435 331 865 390">Field Name</th> <th data-bbox="865 331 1295 390">Action</th> </tr> </thead> <tbody> <tr> <td data-bbox="435 390 865 443">*Section Name</td> <td data-bbox="865 390 1295 443">Enter the section name.</td> </tr> <tr> <td data-bbox="435 443 865 495">*Course Name</td> <td data-bbox="865 443 1295 495">Enter the course name.</td> </tr> <tr> <td data-bbox="435 495 865 585">Course Description</td> <td data-bbox="865 495 1295 585">Briefly describe the course content.</td> </tr> <tr> <td data-bbox="435 585 865 709">*Term</td> <td data-bbox="865 585 1295 709">Enter the term in which the section will be available, i.e., fall, spring, summer, etc.).</td> </tr> <tr> <td data-bbox="435 709 865 795">*Year</td> <td data-bbox="865 709 1295 795">Enter the year the section will be available.</td> </tr> <tr> <td data-bbox="435 795 865 993">*Content Version</td> <td data-bbox="865 795 1295 993">Select from Office 2010 or Office 2013, depending on what is available to your institution and what you intend to use in the section.</td> </tr> <tr> <td data-bbox="435 993 865 1190">Student Auto-Enroll</td> <td data-bbox="865 993 1295 1190">If this box is checked, students automatically enroll in this section. If unchecked, students will be wait-listed until you accept them into the section.</td> </tr> <tr> <td data-bbox="435 1190 865 1314">Dropbox</td> <td data-bbox="865 1190 1295 1314">If this box is checked, the Dropbox displays as part of the section.</td> </tr> <tr> <td data-bbox="435 1314 865 1472">Study Center</td> <td data-bbox="865 1314 1295 1472">If this box is checked, the Study Center displays to students. You can disable the Study Center any time.</td> </tr> <tr> <td data-bbox="435 1472 865 1665">Hide Section</td> <td data-bbox="865 1472 1295 1665">If this box is checked, students cannot see the section. You can use this to set up a template, which you can then copy or while you are editing the section.</td> </tr> </tbody> </table>	Field Name	Action	*Section Name	Enter the section name.	*Course Name	Enter the course name.	Course Description	Briefly describe the course content.	*Term	Enter the term in which the section will be available, i.e., fall, spring, summer, etc.).	*Year	Enter the year the section will be available.	*Content Version	Select from Office 2010 or Office 2013, depending on what is available to your institution and what you intend to use in the section.	Student Auto-Enroll	If this box is checked, students automatically enroll in this section. If unchecked, students will be wait-listed until you accept them into the section.	Dropbox	If this box is checked, the Dropbox displays as part of the section.	Study Center	If this box is checked, the Study Center displays to students. You can disable the Study Center any time.	Hide Section	If this box is checked, students cannot see the section. You can use this to set up a template, which you can then copy or while you are editing the section.
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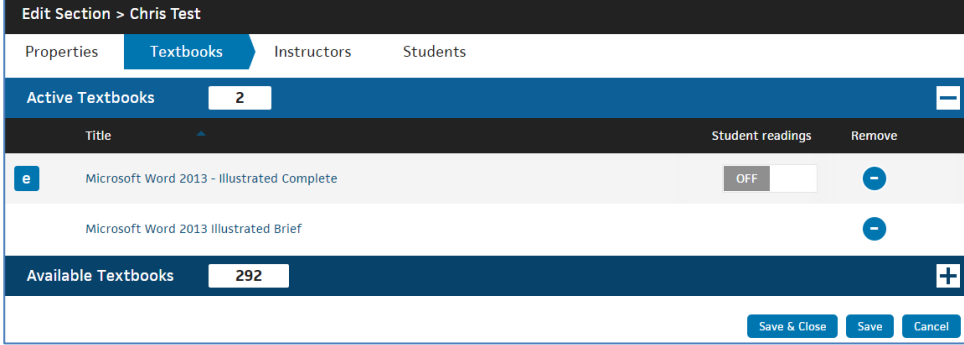
Step	Action
4	<p>Click <b>Save</b>.</p>  <p>Result: You created the section. A dialog box displays asking if you want to edit section settings.</p>
5	<p>Click <b>OK</b> to add the textbooks, instructors and students to the section.</p>  <p>Result: The <i>Edit Section</i> page displays.</p>

## Editing Section Textbooks

Edit the textbooks for your section using the following procedure:

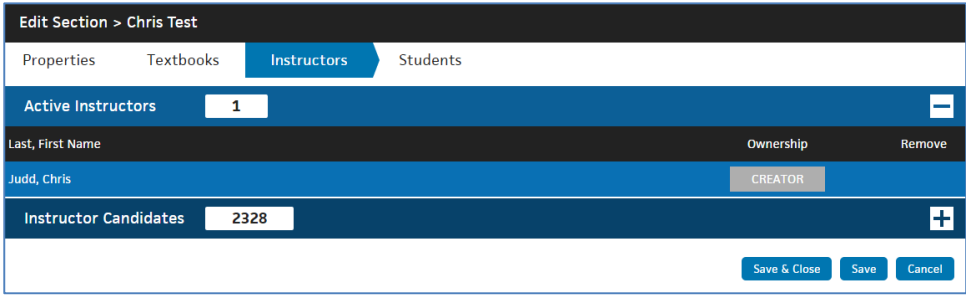
**IMPORTANT:** Instructors can add more than one textbook to a section. The SAM institution type (Key Code or Site License) and either the Key Code or number of licenses determine the number of e-books student can launch. Once students launch an e-book, it consumes an e-book license. Students have access to activities from other e-books but can only read the initial e-book they launch.

Step	Action
1	<p>On the <b>Navigation</b> bar, click <b>Sections</b>.</p> <p>Result: The <i>Sections</i> page displays.</p>
2	<p>Select a section.</p>

Step	Action
3	<p>Click <b>Edit</b>.</p> <p>Result: The <i>Sections – Edit</i> page displays, defaulting to the <b>Properties</b> tab.</p> <p><b>NOTE:</b> If you do not want to edit the section, click the <b>Cancel</b> button.</p>
4	<p>Click the <b>Textbooks</b> tab to add textbooks to this section.</p>  <p>Result: The Textbooks tab displays.</p>
5	<p>From the appropriate drop-down menus, select the appropriate series and subject.</p> <p><b>NOTE:</b> You can also search by the ISBN or Title.</p> <p>Result: A list of textbooks display.</p>
6	<p>Click the + icon to add them to the <b>Active Textbooks</b> menu.</p> <p><b>NOTES:</b></p> <ul style="list-style-type: none"> <li>■ Textbooks with an e-reader display with an e icon.</li> <li>■ When you add e-books to your section, students do not see them by default.</li> </ul> <p>Result: The textbooks display in the <b>Active Textbooks</b> section.</p>
7	<p>Click the Student Readings toggle to enable student readings.</p> <p><b>IMPORTANT:</b> You can turn off the textbooks to hide readings during exams or to hide these from students so they do not launch them. You can still create content and assignments from these textbooks. Students just do not have access to them.</p>
8	<p>Save your edits.</p> <ul style="list-style-type: none"> <li>■ Click <b>Save and Close</b> to save the changes you made in all tabs and return to the <i>Sections</i> page.</li> </ul> <p>OR</p> <ul style="list-style-type: none"> <li>■ Click <b>Save</b> to save the changes you made in all tabs and remain on the same page.</li> </ul> <p>Result: the <i>Sections</i> page displays.</p>

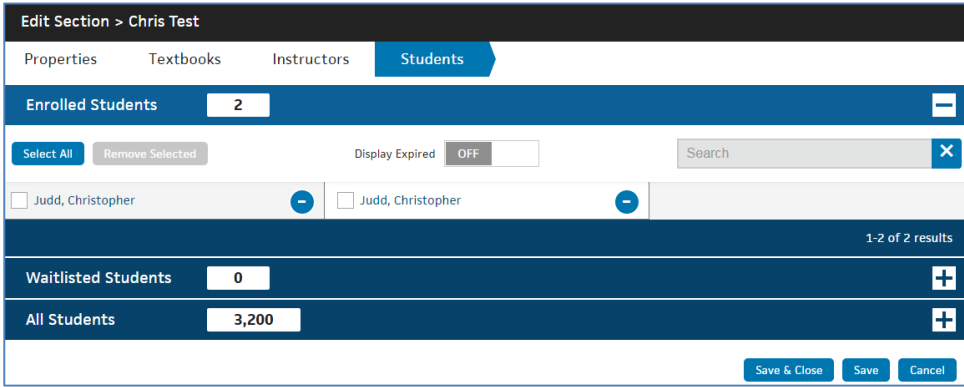
## Editing Section Instructors

Edit the instructors for your section using the following procedure:

Step	Action
1	On the <b>Navigation</b> bar, click <b>Sections</b> . Result: The <i>Sections</i> page displays.
2	Select a section.
3	Click <b>Edit</b> . Result: The <i>Sections – Edit</i> page displays, defaulting to the <b>Properties</b> tab. <b>NOTE:</b> If you do not want to edit the section, click the <b>Cancel</b> button.
4	Click the <b>Instructors</b> tab to add instructors to the section. SAM assigns you to the section automatically. 
5	Click the + icon to expand the Instructor Candidates section. Result: A list of instructors display.
6	Search for the instructor you want to add to the section. Click the + icon. Result: The instructor displays in the Active Instructors section.
7	Expand the Active Instructors.
8	Click the Ownership toggle to make instructors owners. <ul style="list-style-type: none"> <li>■ Only the creator or supervisor of the section can assign owner status to other instructors.</li> <li>■ Clicking the icon again reverts the user to instructor-only status.</li> </ul>
9	Optional: Click the minus icon to remove an instructor from a section.
10	Save your edits. <ul style="list-style-type: none"> <li>■ Click <b>Save and Close</b> to save the changes you made in all tabs and return to the <i>Sections</i> page.</li> </ul> OR <ul style="list-style-type: none"> <li>■ Click <b>Save</b> to save the changes you made in all tabs and remain on the same page.</li> </ul> Result: the <i>Sections</i> page displays.

## Editing Section Students

Edit the students for your section using the following procedure:

Step	Action
1	On the <b>Navigation</b> bar, click <b>Sections</b> . Result: The <i>Sections</i> page displays.
2	Select a section.
3	Click <b>Edit</b> . Result: The <i>Sections – Edit</i> page displays, defaulting to the <b>Properties</b> tab. <b>NOTE:</b> If you do not want to edit the section, click the <b>Cancel</b> button.
4	Click the <b>Students</b> tab to enroll students in the section. 
5	From the <b>All Students</b> or <b>Wait Listed Student</b> menus, select the student(s) to add. Click the + icon to add them to the <b>Enrolled Students</b> menu.
6	Click the <b>Display Expired</b> toggle to view students whose grace period expired.
7	To remove a student, click the minus icon next to the student.
8	Save your edits. <ul style="list-style-type: none"> <li>■ Click <b>Save and Close</b> to save the changes you made in all tabs and return to the <i>Sections</i> page.</li> </ul> <p>OR</p> <ul style="list-style-type: none"> <li>■ Click <b>Save</b> to save the changes you made in all tabs and remain on the same page.</li> </ul> <p>Result: the <i>Sections</i> page displays.</p>

## Creating Exams and Training

Instructors can create SAM exams and training manually or by using Express Creation. With Express Creation, instructors can create and schedule the exam and training at the same time. Manual creation of exams and training supports the options to save the exam or training or save and schedule.

## SAM Assignments

Instructors can create SAM assignments (exam, training, projects) either manually or with Express Creation.


**NOTE:** You cannot create SAM Path assignments with Express Creation.

- **Manual Creation**—used for exams, training, projects or SAM Path assignments when you think you may want to edit or copy assignments later. Instructors create and save assignments first, then schedule assignments later.
- **Express Creation**—a convenient way to create and schedule exam, training and project assignments associated to a chapter from a textbook in a section.

**NOTE:** On the Assignments page in the Search text box, instructors can enter text to filter the assignment list. The list filters automatically to the text entered.

### Scheduling SAM Assignments

The following section shows you how to use Express Creation to schedule exams, training or projects.

**NOTE:** Schedule all existing exams, training and projects from their respective tabs by clicking the **Schedule** icon .

**IMPORTANT:** When instructors set dates in the calendar for all assignment types or set times and passwords for all exams and projects, the default days and times that display are for the local time zone on their computers. However, assignments are set for the institution time zone. As a result, instructors could select a day and/or time in the past. Be aware of this situation when scheduling assignments.


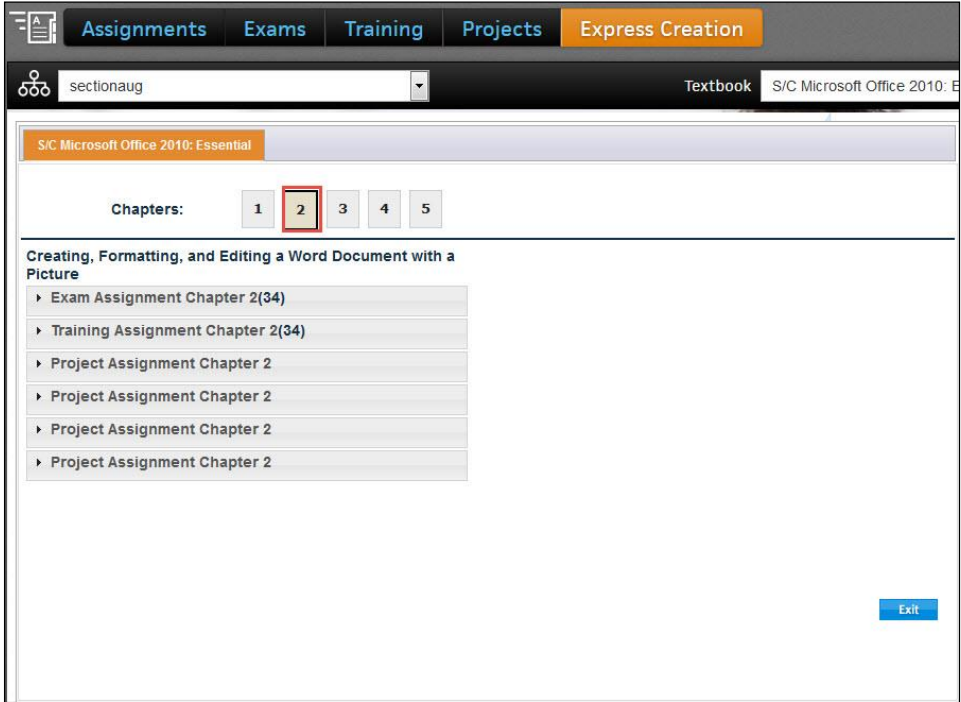
### Creating and Scheduling Assignments with the Express Creation Wizard

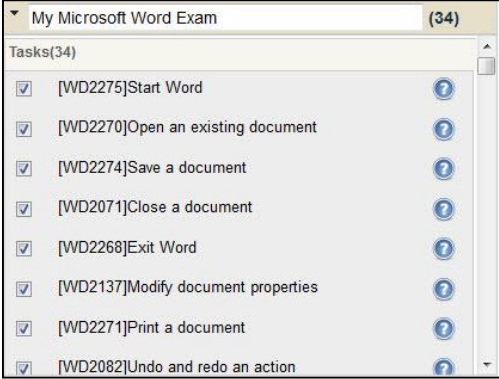
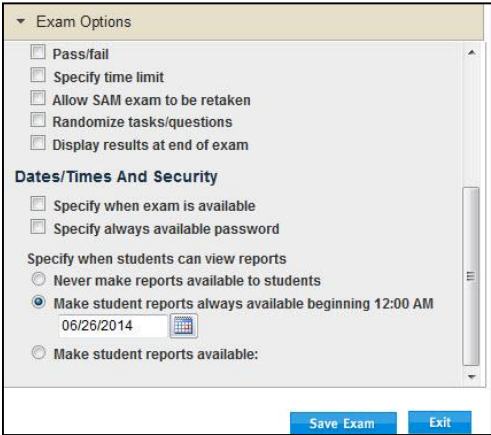
Express Creation is a convenient way to create and schedule exam, training and project assignments associated to a chapter from a textbook in a section.

**NOTE:** You cannot create a SAM Path using the Express Creation wizard. Instead, use manual creation.

- For exam creation, you can select tasks and/or testbank questions. Task-based questions display selected by default. To use objective-based testbank questions, you must select them individually.
- For training assignment creation, you can select performance-based tasks that are parallel to those used in exams.
- For projects, you can assign step-by-step activities that require students to show proficiency with Word, Excel, Access or PowerPoint.

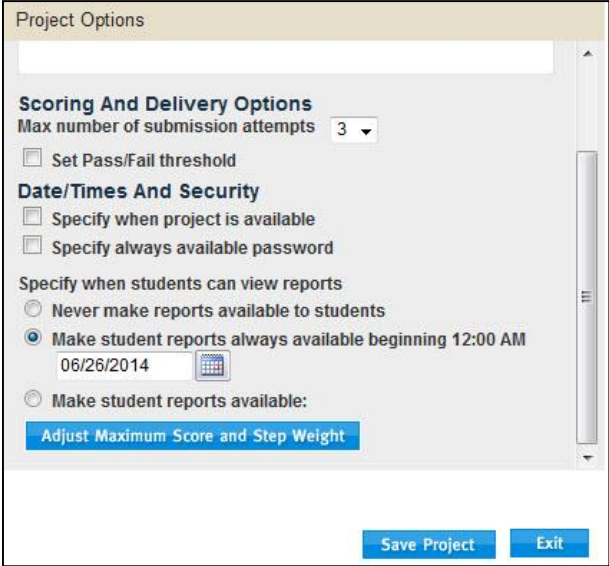
Follow these steps to use the Express Assignment Creation wizard to create and schedule assignments for your section:

Step	Action
1	On the <b>Navigation</b> bar, click <b>SAM Assignments</b> .
2	Click <b>Express Creation</b> . 
3	From the <b>Select Section</b> drop-down menu, select a section.
4	From the <b>Textbook</b> drop-down menu, select a textbook from which to create an assignment. Result: The <b>Express Creation</b> wizard opens. 
5	From the <b>Chapter</b> tabs, select the chapter from which to create an assignment.
6	Select from the following: <ul style="list-style-type: none"> <li>■ <b>Exams:</b> You may select multiple tasks or testbank questions within a single exam.</li> <li>■ <b>Training:</b> You may select multiple tasks within a training assignment.</li> <li>■ <b>Projects:</b> Select a project.</li> </ul>
7	In the <b>Assignment</b> box, enter a <i>unique name</i> for the assignment.

Step	Action
8a	<p><b>Exams:</b></p> <p>By default, all tasks are selected; testbank questions are not selected.</p> <ul style="list-style-type: none"> <li>■ Deselect and select tasks to include in the assignment.</li> <li>■ Select testbank questions to include in the assignment.</li> </ul>  <ul style="list-style-type: none"> <li>■ Select all appropriate exam assignment options.</li> <li>■ Complete the exam schedule and security options (available date, always available password, report availability dates, passwords, etc.).</li> </ul>  <ul style="list-style-type: none"> <li>■ Click <b>Save Exam</b>.</li> </ul> <p>Result: The following message displays. <b>If you Save your work right now, this assignment will be automatically scheduled and you will not be able to edit it any further within this Wizard. Do you wish to Proceed?</b></p>

Step	Action
8b	<p><b>Training:</b></p> <p>By default, all training assignments are selected. Deselect and select training if required. Complete the following:</p> <ul style="list-style-type: none"> <li>■ In the <b>Instructions</b> text box, enter <i>exam instructions</i>.</li> <li>■ Select the <b>Training Options</b> tab and enter all appropriate training options.</li> <li>■ Complete the exam schedule and security options (available/due dates and always available password).</li> </ul> <div data-bbox="444 543 1010 1098" style="border: 1px solid black; padding: 5px; margin: 10px 0;"> <p>▸ Training Preview</p> <p>▾ Training Options</p> <p><b>Instructions</b></p> <div style="border: 1px solid gray; height: 40px; width: 100%;"></div> <p><b>DATES/TIMES AND SECURITY</b></p> <p><input type="checkbox"/> Specify when training is available</p> <p><input type="checkbox"/> Specify always available Password</p> <p><input type="checkbox"/> Specify when training is due</p> <p style="text-align: right;"> <input type="button" value="Save Training"/> <input type="button" value="Exit"/> </p> </div> <ul style="list-style-type: none"> <li>■ Click <b>Save Training</b>.</li> </ul> <p>Result: The following message displays: <b>If you Save your work right now, this assignment will be automatically scheduled and you will not be able to edit it any further within this Wizard. Do you wish to Proceed?</b></p>



Step	Action
8c	<p><b>Projects:</b></p> <ul style="list-style-type: none"> <li>■ In the <b>Project Assignment Options</b> dialog box, enter and select from the various options.</li> <li>■ Complete the project schedule and security options (available date, and always available password, report available date, etc.).</li> </ul>  <ul style="list-style-type: none"> <li>■ Click <b>Save Project</b>.</li> </ul> <p>Result: The following message displays. <b>If you Save your work right now, this assignment will be automatically scheduled and you will not be able to edit it any further within this Wizard. Do you wish to Proceed?</b></p>

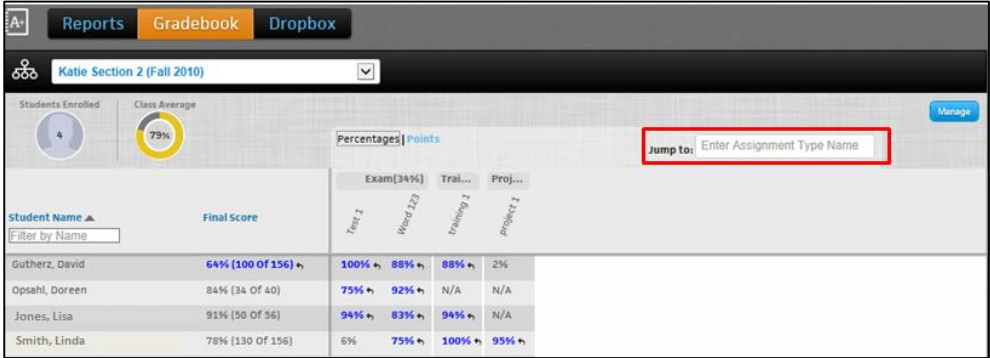
## Gradebook

You can use the Gradebook to change Gradebook settings: The default setting is not to display the gradebook to students. You can display weights, scores and the final score to students.

### Selecting a Section

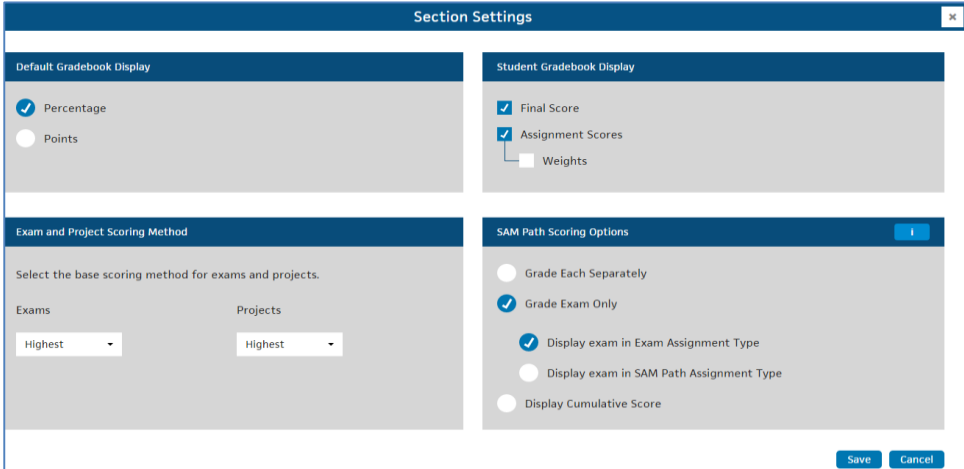
Before viewing or maintaining a Gradebook, first select the section using the following procedure:

Step	Action
1	On the <b>Navigation</b> bar, click <b>Results</b> .
2	Click the <b>Gradebook</b> tab.

Step	Action
3	<p>From the drop-down menu, select a section. Result: The section's student list displays.</p>  <p><b>NOTE:</b> No results display when the selected section contains no students or no student results. Instead of the table grid, the following message displays: <b>No Students are enrolled in selected section or no student results exist.</b> Instructors can edit Section Settings and manage Assignment Types before student results exist.</p>

## Modifying Gradebook Section Settings

Modifying Gradebook's Section Settings changes the default display for all sections. Modify the Gradebook Section Settings use this procedure:

Step	Action
1	After you have started Gradebook and selected a section, the table grid displays. From the <b>Section</b> drop-down menu, select a section.
2	Click the <b>Manage</b> tab in the upper right corner of the window. Result: The <b>Manage</b> tab displays.
3	<p>Click <b>Section Settings</b>. Result: The <b>Section Settings</b> dialog box displays.</p> 

Step	Action
4a	<p><b>Modifying the Default Gradebook Display:</b></p> <p>In the <b>Section Settings</b> dialog box, under <b>Default Gradebook Display</b>, select either <b>Percentage</b> or <b>Points</b>.</p> <p><b>NOTE:</b> The default is <b>Percentage</b>.</p>
4b	<p><b>Modifying the Student Gradebook Display:</b></p> <p>In the <b>Section Settings</b> dialog box under <b>Student Gradebook Display</b>, select what to display to students:</p> <ul style="list-style-type: none"> <li>■ <b>Final Score</b> – displays the weighted Final Score</li> <li>■ <b>Assignment Scores</b> – displays the individual scores for each assignment</li> <li>■ <b>Weights</b> – displays the Assignment Type Weights (in percentages only)</li> <li>■ <b>NOTE:</b> All options are unselected by default. Students do not see the gradebook unless one or more of these options are changed.</li> </ul>
4c	<p><b>Modifying the Exam and Project Scoring Method</b></p> <p>In the <b>Section Settings</b> dialog box under <b>Student Gradebook Display</b>, select what to display to students:</p> <ul style="list-style-type: none"> <li>■ Click the drop down menu for Exam</li> <li>■ Select from Highest (default), Average, or Lowest</li> <li>■ Repeat for Project</li> </ul>
4d	<p><b>Modifying the SAM Path Scoring Options</b></p> <p>In the <b>Section Settings</b> dialog box under <b>Student Gradebook Display</b>, select what to display to students:</p> <ul style="list-style-type: none"> <li>■ <b>Grade Each Separately:</b> Students receive a grade for each separate component of the SAM Path assignment.</li> <li>■ <b>Grade Exam Only:</b> The Exam grade displays in the Gradebook. If there are multiple exams in a SAM Path, only the post exam counts towards the final score. <ul style="list-style-type: none"> <li>— Display Exam in Exam Assignment Type</li> <li>— Display Exam in SAM Path Assignment Type</li> </ul> </li> <li>■ <b>Display Cumulative Score:</b> One score displays for the SAM Path assignment. <ul style="list-style-type: none"> <li>— If the SAM Path assignment is either a <b>Training &gt; Exam</b> or <b>Exam &gt; Training</b> type, the exam score displays for the cumulative score.</li> <li>— If you selected <b>Display Training and Post Exam only for incorrect tasks in the Pre Exam</b> in the assignment options, the cumulative score for Exam &gt; Training &gt; Exam is the Pre Exam + the Post Exam.</li> <li>— If all tasks display in the Post Exam, the cumulative score is the score number of questions students got right on either the Pre Exam or Post Exam.</li> </ul> </li> </ul>
5	<p>Click <b>Save</b>.</p> <p>Result: Section settings update.</p>

## Optimizing SAM

For information about optimizing SAM, refer to the [SAM Lab Administrators Guide](#).

Follow these guidelines to help ensure that SAM loads and runs at optimal speeds:

- Exit other applications while using SAM, especially during exams, to ensure adequate bandwidth and critical system memory to provide the best user experience.
- Disallow or block social networking applications during SAM sessions. It may have a negative impact on overall workstation performance.
- For SAM Training, each user may require up to 1 megabit per second of bandwidth to download and use SAM. Therefore, a lab with 30 students may require 30 mbps of available capacity during SAM Training sessions. (SAM Exams and Projects require significantly less bandwidth).
- If your institution uses a firewall, confirm that standard HTTP Port 80 is open for the <http://sam.cengage.com> site. If your institution accesses the site via secure SSL, confirm that Port 443 is open as well. The Lab Administrator guide provides additional information.

## Technical Support

Go to [www.cengage.com/support](http://www.cengage.com/support) for all of these and more:

- Live chat for students 24/7
- Training videos ( go to <http://www.cengage.com/dcs/>)
- SAM Knowledgebase and Manuals

Or

Email your problems and questions at any time to

<http://poweron.cengage.com/magellan/TechSupport/login.aspx>.