

## Learning to ask for help before making a call...

Problem	Possible Solutions	Who to Contact
I cannot enter my online course.	<ul style="list-style-type: none"> <li>• Are you using the correct Username and Password?</li> <li>• Are you typing it properly? APEX logins are case sensitive.</li> </ul>	<ul style="list-style-type: none"> <li>• First-mentor/liaison</li> <li>• Second-TVS</li> <li>• Third-APEX</li> </ul>
I cannot access my email.	<ul style="list-style-type: none"> <li>• Are you clicking on the TVS email link found on the opening page of your course?</li> <li>• Are you using the correct Username and password?</li> <li>• Are you typing it properly? (ePals logins are case sensitive.)</li> </ul>	<ul style="list-style-type: none"> <li>• Mentor</li> <li>• TVS</li> </ul>
I cannot send email to my instructor.	<ul style="list-style-type: none"> <li>• Are you using the correct email address?</li> <li>• Did you put the correct email address for your instructor in your ePals address book? (This address is your instructor's first initial and last name, all in lower case, with the following extension @esc4.epals.com) Example: Tom Smith would be <b>tsmith@esc4.epals.com</b></li> </ul>	<ul style="list-style-type: none"> <li>• Mentor</li> <li>• Instructor</li> </ul>
I cannot send email outside of my TVS email account.	<ul style="list-style-type: none"> <li>• Your TVS email account is a private system. You can only send or receive email to the participants in your online course.</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
I cannot access my email at school.	<ul style="list-style-type: none"> <li>• Can you access your email at home or from another computer away from school? (If you can, then your school has a firewall or filter in place to block access to outside servers.)</li> <li>• You will have to let your mentor know so the filter can be lifted at school by the school or district technical staff.</li> </ul>	<ul style="list-style-type: none"> <li>• Only school or district technical staff can fix this problem</li> </ul>
I cannot access my course at school.	<ul style="list-style-type: none"> <li>• Can you access your course at home or from another computer away from school? (If you can, then your school has a firewall or filter in place to block access to outside servers.) You will have to let your mentor know so the filter can be lifted at school by the school or district technical staff.</li> </ul>	<ul style="list-style-type: none"> <li>• Only school or district technical staff can fix this problem</li> </ul>

I do not understand the difference between Blackboard and APEX.	<ul style="list-style-type: none"> <li>• Blackboard is the web-based software used by teachers to instruct students in a password protected interactive environment.</li> <li>• APEX is the company that provides course content presented to students in the Bb interface.</li> </ul>	<ul style="list-style-type: none"> <li>• TVS</li> </ul>
I do not understand why I cannot use my public email address.	<ul style="list-style-type: none"> <li>• There are laws in place forbidding open access to K-12 students over the Internet.</li> </ul>	<ul style="list-style-type: none"> <li>• N/A</li> </ul>
I am having problems viewing my course content.	<ul style="list-style-type: none"> <li>• Is your computer set up with all necessary software to view files?</li> <li>• Are you using the support CD-ROM?</li> <li>• Are you using the most recent version of Internet Explorer?</li> <li>• Did you exit your course and close the browser?</li> <li>• Did you restart the computer?</li> <li>• Is the computer's temporary memory full?</li> <li>• Is the computer's cache full?</li> </ul>	<ul style="list-style-type: none"> <li>• Contact school or district technical department</li> </ul>
I am having problems organizing textual materials I have printed out.	<ul style="list-style-type: none"> <li>• Do you have a binder specifically dedicated to this online course?</li> <li>• Is there someone on your campus who can you learn organizational skills?</li> </ul>	<ul style="list-style-type: none"> <li>• Mentor</li> </ul>
I am having problems organizing and saving my coursework files on my computer so I can easily access it.	<ul style="list-style-type: none"> <li>• Is there someone on campus who I can ask for help? (You might ask the school's Contact mentor</li> <li>• Contact teacher Contact APEX or computer lab instructor.)</li> </ul>	<ul style="list-style-type: none"> <li>• Teacher</li> <li>• Computer lab instructor</li> </ul>
I do not understand my assignments.	<ul style="list-style-type: none"> <li>• Did you read the instructions carefully?</li> <li>• Did you review lesson's content?</li> </ul>	<ul style="list-style-type: none"> <li>• Teacher</li> </ul>
I need to take a test or monitored exam.	<ul style="list-style-type: none"> <li>• All tests are to be taken in a proctored environment.</li> </ul>	<ul style="list-style-type: none"> <li>• Mentor</li> </ul>
I need to fax my teacher an assignment.	<ul style="list-style-type: none"> <li>• Some assignments are required to be faxed to the instructor</li> <li>• Did you review course "help"?</li> </ul>	<ul style="list-style-type: none"> <li>• Mentor</li> </ul>

<p>I do not understand how to send assignments to my instructor.</p>	<ul style="list-style-type: none"> <li>• Did you review course “help”?</li> </ul>	<ul style="list-style-type: none"> <li>• Refer to the help instructions in your course</li> <li>• Teacher</li> <li>• TVS</li> <li>• APEX</li> </ul>
<p>I have to miss an assignment due date.</p>	<ul style="list-style-type: none"> <li>• Did you check due assignment dates?</li> <li>• Did you read the course syllabus?</li> </ul>	<ul style="list-style-type: none"> <li>• Teacher</li> <li>• Mentor</li> </ul>
<p>I am not sure if I need a textbook for my course.</p>	<ul style="list-style-type: none"> <li>• Required textbooks for courses are automatically sent to the mentor by APEX</li> </ul>	<ul style="list-style-type: none"> <li>• Mentor</li> <li>• Teacher</li> <li>• APEX</li> </ul>