

## Student's Guide

Getting Started .....	2
System Requirements .....	2
Registration .....	3
Student Workstation .....	5
Open Book .....	5
Workbook/Lab Manual Activities .....	6
Textbook Activities .....	6
Video Library .....	7
Enrichment .....	8
Diagnostics .....	8
Class Details .....	9
My Results .....	10
Announcements .....	11
Options (drop a course or transfer).....	11
Completing Assignments .....	12
Diagnostics and Personalized Study .....	13
Helpful Tips for the Voice-enabled Activities .....	16
Using Personal Tutor .....	18
Frequently Asked Questions .....	19
Contacting Technical Support .....	20

## Getting Started

Congratulations on working with a Heinle book. *iLrn: Heinle Learning Center* gives you access to a wealth of data about your performance, thereby allowing you to learn more effectively. Moreover, you'll enjoy *iLrn: Heinle Learning Center* because it is fun to use and gives you instant feedback when you complete an exercise. *iLrn: Heinle Learning Center* simply requires you to set up your account with your book key and then to login each time you use it.

## System Requirements

### Microsoft® Windows 98, NT, 2000, ME, XP

Browsers: Internet Explorer 6.x or higher, or Firefox 1.x or higher

### Macintosh OS X

Browsers: Firefox 1.x or higher, or Safari

### Additional Requirements

- ▶ A high-speed connection with throughput of 256 Kbps or more is recommended to use audio and video components.
- ▶ Screen resolution: 1024 x 768 or higher
- ▶ CPU: 233MHz
- ▶ RAM: 128MB
- ▶ Flash Player 7 or higher
- ▶ You will need speakers or a headset to listen to audio and video components, and a microphone is necessary for recording activities.

# Registration

## Creating an Account

To set up your account, follow these steps:

**Step 1:** Go to *http://ilrn.heinle.com*

**Step 2:** Click the *Login to iLrn: Heinle Learning Center* button.

**Step 3:** Click *Students*.

**Step 4:** Enter your book key printed inside the sleeve that came bundled with your book. Click *Go*. (You can also purchase an access code online from iChapters.com or books.quia.com).

You will use this key only once, to add the book to your personal account. After the book is in your account, you simply login to access the book and you no longer need this key.

**Step 5:** If you already have an account, click *Login* and enter your current username and password. Or, to create a new account, click *Create a new account*.

a) Enter your desired username and password.

b) Enter your name, valid email address, location, and time zone.

c) Click *Submit*.

**Step 6:** Your book requires an instructor's course code. You must get the course code from your instructor. If you already have it, enter it when prompted. Otherwise, you can enter it the next time you login.

The screenshot displays the iLrn Student Workstation interface. At the top, there's a navigation bar with links for Profile, Logout, Bookstore, and FAQ. Below this, the iLrn logo and 'HEINLE Learning Center' are visible. A welcome message for 'Jamie Walsh' is shown, along with a 'Student Workstation' link. A form for entering a book key is present, with a 'Go' button and a link for help. Below this, a section titled 'My books' lists 'Interaction 7th Edition iLrn: Heinle Learning Center' with a book duration of '03-Aug-2007 - 03-Feb-2009'. A prompt asks the user to enter a course code to start using the book, with a 'Go' button and a link for help. At the bottom, there are buttons for 'Book details' and 'Enroll'.

Figure 1: Student Workstation: Before entering course code

## Login Instructions

To access your book after you have added it to your account, follow these steps:

**Step 1:** Go to <http://ilrn.heinle.com>

**Step 2:** Click the Login to *iLrn: Heinle Learning Center* button.

**Step 3:** Enter your username and password. You are taken to the *Student Workstation*.

**Step 4:** Follow instructions in the next section, Student Workstation, for viewing assignments and results.

If you experience any problems with setting up your account, ask Quia for help. Just submit a request at <http://books.quia.com/support.html>.

## Updating Your Profile

When you create your *iLrn: Heinle Learning Center* account, the information you enter, such as your name and email address, is saved in your profile.

### To update your profile:

1. Login to the *Student Workstation*.
2. Click *Profile* in the upper right corner of your screen.
3. Update the information and press *Save changes*.

It is very important that you keep your email address current in your profile, as Quia uses this email address to respond to your technical support questions. Also, if you ever forget your username or password, we can only send them to the email address saved in your profile, for security.

In addition, it is important to select the correct time zone so that your due dates are reflected correctly.

# Student Workstation

Once you have entered your book and course keys, the Student Workstation will appear like the screen below each time you login.

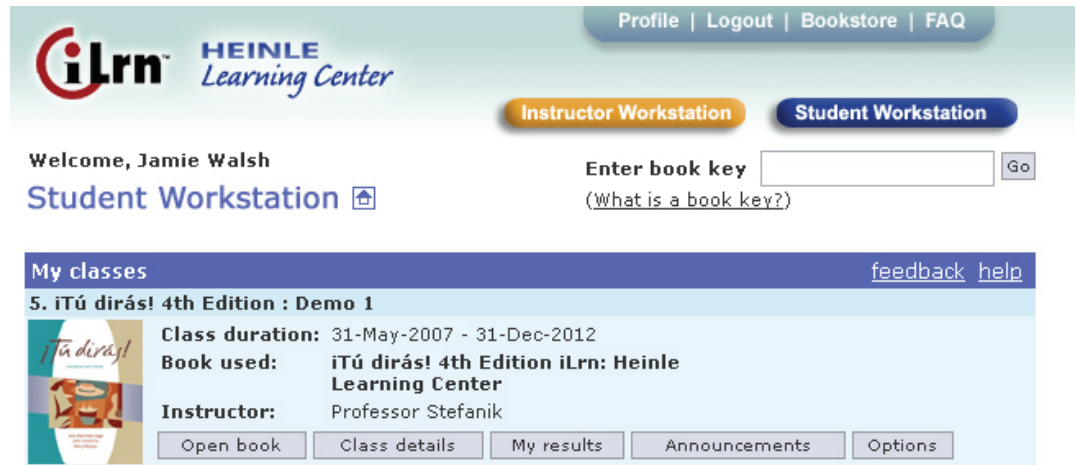


Figure 2: Student Workstation: After entering course code

In this view, you can choose one of the five options:

## 1) Open book

This tab brings you to the **Welcome page** for *iLrn: Heinle Learning Center*, where you have access to all the resources available for your course.







Figure 3: Student Workstation: Textbook Activities Welcome Screen

From the Welcome page, you have access to these tabs:

- **Workbook Lab Manual** (called **Activities Manual** in some titles)—An online version of the Workbook and Lab Manual with audio allows you to get immediate feedback on your work—anytime, anywhere—and features a wide variety of high-interest exercises, games, and assessment tools; floating and stationary accent bars for a specific language; and self-scoring tools that allow you to track your own progress.



Figure 4: Student Workstation: Workbook/Lab Manual Welcome Screen

- **Textbook Assignments**—You can select a chapter and view all of the exercises for each chapter. You can see at a glance when they are due, and if you have completed them. Exercises may be marked as graded , for practice , credit/no credit , or timed and graded . Click on the title to open an activity.

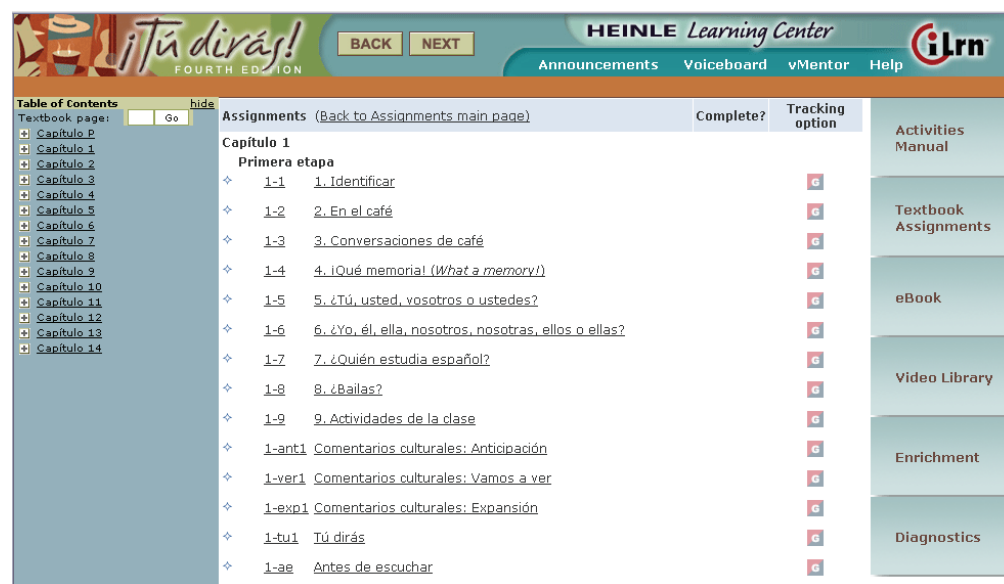



Figure 5: Student Workstation: Textbook Assignments

- **eBook**—This page-for-page reproduction of the printed book features embedded audio, video, and note-taking and text highlighting capabilities. The page view can be magnified and the content searched via the index, table of contents, or search functions. Please refer to the online help for using the eBook by clicking the  icon in the upper right corner of the eBook.

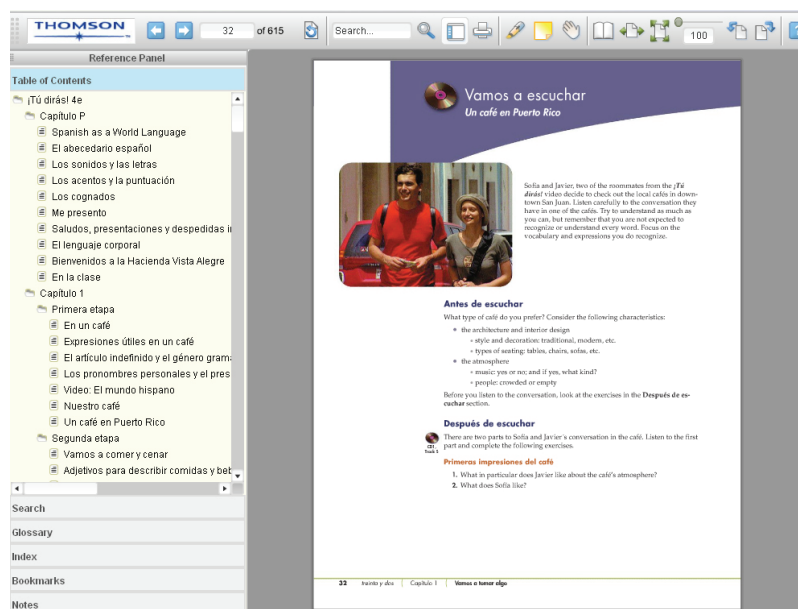


Figure 6: Student Workstation: eBook with Table of Contents displayed

- **Video Library**—For every chapter, you can access accompanying video segments. The video segments take online learning to a new level—you cannot only see the video and hear the spoken language, but you can also see translations of difficult vocabulary and a running video transcript as an aid to understanding. Video segments may be accompanied by pre- and post-viewing exercises.

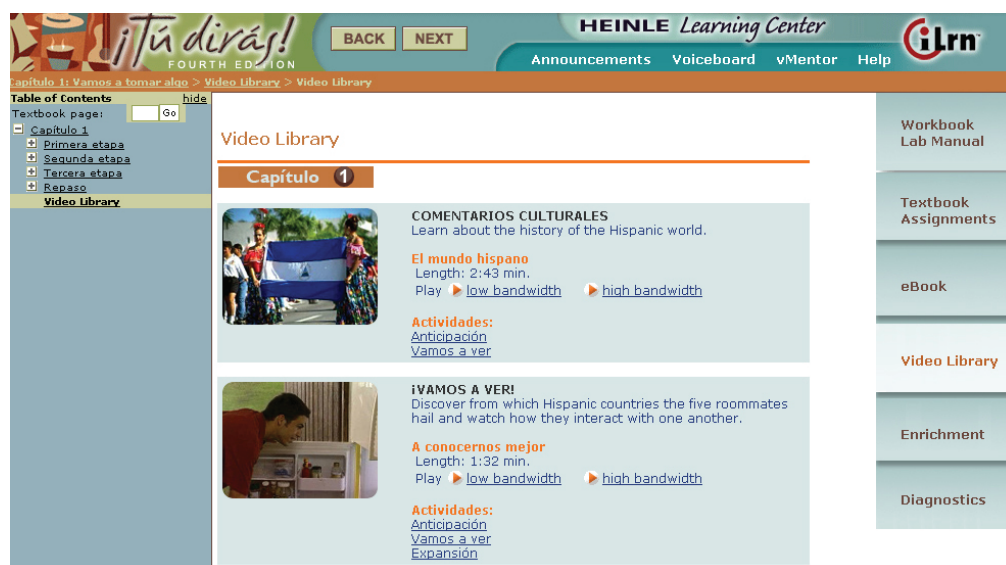


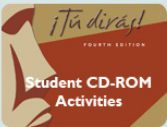
Figure 7: Student Workstation: Video Library

- **Enrichment**—Depending on the title, enrichment activities might include any or all of the following additional Vocabulary, Grammar, Culture, and Audio activities: vocabulary flashcards; grammar and pronunciation tutorials; additional self-graded quizzing; access to Heinle iRadio’s MP3-ready cultural exploration activities; and access to Student Multimedia CD-ROM activities.

**Enrichment**


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**Capítulo 1**




**Interactive activities from the Tú dirás Student CD-ROM**

[Play Capítulo 1](#)  
Requires Flash 7 or higher; [Download Flash Player](#).



**Heinle iRadio Podcasts**

[Play online](#) or [download](#) to your mp3 player mini lessons in Spanish on key pronunciation and grammar points.




**Verb conjugator**

An [interactive verb conjugating reference](#), powered by [Atajo 4.0](#) Writing Assistant software

Figure 8: Student Workstation: Enrichment Page

- **Diagnostics**— You may take an online diagnostic Pre-Test before or after working through a text chapter to get an initial assessment of what you know and what you still need to master. Your results are graded automatically and displayed according to Learning Outcome.

A Personalized Study Plan, based on the automatically graded Pre-Test, directs you to additional study aids that focus your efforts and study time on the areas where you need the most help. Please see the **Diagnostics and Personalized Learning** section for more information.



**¡Tú dirás!, 4e**  
Martínez-Lage, Gutiérrez, Rosser  
ISBN: 1413028101

[E-BOOK](#)
[HELP](#)

**Step 1 ... Pre-Test**

**Take A Pre-Test**  
[View Results](#)

**Step 2 ... Study Plan**

[Personalized Study Plan](#)  
**All Preliminary Chapter Content**

**Step 3 ... Post-Test**

[Take A Post-Test](#)  
[View Results](#)  
[View Revised Study Plan](#)

**Preliminary Chapter: Capítulo preliminar**

**Step 1 ... Pre-Test** Click "Take a Pre-Test" to find weak areas where you need to focus your studying.

[Pre-Test](#)

Figure 9: Student Workstation: Diagnostic Pre-Test

## 2) Class details

This screen displays the details related to your course including:

- ▶ Course Information: Name (the title and section), Instructor (with a button to click for easy contact: [✉E-mail your instructor](#)), Code (course number), School, Duration (dates of course)
- ▶ Book Information: Book title, Publisher, Book duration (where text and workbook are listed separately and students can click [Open book](#)).

The screenshot displays the 'Student Workstation' interface. At the top, there's a navigation bar with links for 'Profile', 'Logout', 'Bookstore', and 'FAQ'. Below this, the 'iLrn' logo and 'HEINLE Learning Center' are visible. A welcome message 'Welcome, Professor Stanton' is shown, along with a 'Student Workstation' link and a 'Home' button. A 'Book key' input field with a 'Go' button is present, with a hint '(What is a book key?)'. A blue banner indicates the current course: 'Course: iTú dirás! 4th Edition : Class 1 - Professor Stanton 31-May-2007 - 31-Dec-2012'. Below this, there are tabs for 'Class details', 'My results', 'Announcements', and 'Options'. The 'Class details' tab is active, showing 'Course Information' and 'Book Information' sections. The 'Course Information' section lists: Name: iTú dirás! 4th Edition : Class 1, Instructor: Professor Stanton (with an '✉E-mail your instructor' link), Code: JTHFJ687, School: CSU, and Duration: 31-May-2007 - 31-Dec-2012. The 'Book Information' section lists: Book title: iTú dirás! 4th Edition iLrn: Heinle Learning Center, Publisher: [Heinle](#), and Book duration: 13-Jun-2007 - unknown. An 'Open book' button is located at the bottom of the book information section.

Profile | Logout | Bookstore | FAQ

**iLrn** HEINLE Learning Center

Welcome, Professor Stanton

**Student Workstation** [Home](#)

**Instructor Workstation** **Student Workstation**

Enter book key  [Go](#)  
(What is a book key?)

**Course: iTú dirás! 4th Edition : Class 1 - Professor Stanton 31-May-2007 - 31-Dec-2012**

[Class details](#) [My results](#) [Announcements](#) [Options](#)

**Course Information**

Name: iTú dirás! 4th Edition : Class 1  
Instructor: Professor Stanton [✉E-mail your instructor](#)  
Code: JTHFJ687  
School: CSU  
Duration: 31-May-2007 - 31-Dec-2012

**Book Information**

Book title: iTú dirás! 4th Edition iLrn: Heinle Learning Center  
Publisher: [Heinle](#)  
Book duration: 13-Jun-2007 - unknown  
[Open book](#)

Figure 10: Student Workstation: Class Details Screen

### 3) My results

Here you will see information about your performance, with a clear presentation of several categories viewable by book and chapter. The Book drop-down menu allows you to toggle between viewing your results for Workbook/Lab Manual and Textbook activities.

**HEINLE Learning Center**

Profile | Logout | Bookstore | FAQ

**Instructor Workstation** **Student Workstation**

Welcome, Meg Gomez

**Student Workstation** [Home](#)

Enter book key   (What is a book key?)

**Course: iTú dirás! 4th Edition : Class 1 - Professor Stefanik 31-May-2007 - 31-Dec-2012**

Class details **My results** Announcements Options

Book iTú dirás! 4th Edition Textbook Activities

Section Capítulo P - Práctica

**My scores - Graded Activities**

The results below are based on graded activities that you have completed so far. There are 31 possible adjusted points.

Statistics (Práctica)			
Section	Points	Score	
Capítulo P - Práctica	9/31	29%	

Performance Summary								
	Exercise #	Due Date		Submitted	Time Completed (US/Eastern)	Time Elapsed	Points	Score
⊙	P-1	19-Aug-07	📖	26-Jun-07	04:20:27 PM		1/10	10%
⊙	P-2	19-Aug-07	📖					
⊙	P-3 [1] *	19-Aug-07	📖	20-Jun-07	04:12:52 PM		8/8	100%
⊙	P-3 [2] *	19-Aug-07	📖	26-Jun-07	04:21:35 PM		8/8	100%
⊙	P-3 [3]	19-Aug-07	📖	28-Jun-07	12:23:53 PM		8/8	100%
⊙	P-4	19-Aug-07	📖	26-Jun-07	04:23:42 PM		0/5	0%
	P-5		📖					

⊙ This activity has been assigned and will be calculated in your cumulative score.  
 📖 View this activity in the book.  
 📖 View your results for this activity.  
 ● Grading is complete; the score shown is final.  
 ● Grading is not complete.  
 \* Multiple attempts. This score is not included in your cumulative total.

Figure 11: Student Workstation: My Scores Screen

Please note the legend at the bottom of the screen, as it explains the icons displayed:

- ⊙ This activity has been assigned and will be calculated in your cumulative score.
- 📖 View this activity in the book.
- 📖 View your results for this activity.
- Grading is complete; the score shown is final.
- Grading is not complete.
- \* Multiple attempts. This score is not included in your cumulative total.

Figure 12: Student Workstation: My Scores Screen and Icon legend

- ▶ My scores (for Graded Activities)
- ▶ Statistics (broken down by chapter)
- ▶ Performance Summary (Exercise #, Due Date, Submitted, Time Completed, Time Elapsed, Points, Score)

## Grading Status Indicators

Many of the exercises in your *iLrn: Heinle Learning Center* book are completely computer graded. As soon as you complete an exercise, *iLrn: Heinle Learning Center's* software immediately corrects your work, reports a score, and stores your results. Computer grading works best with multiple choice questions, true/false questions, and short-answer questions, where there are a limited number of responses that one would consider "correct." Of course, open-ended questions, like those requiring written paragraphs or essays, still require instructor review.

\*Please note that for yellow and red activities, your results will display 0% until your instructor grades the assignment.

## 4) Announcements

You can consult this to see if the instructor has created any announcements.

## 5) Options

You can drop a course, transfer to a different class, or transfer to a different course or instructor.

### To drop a course:

1. Login to the Student Workstation.
2. Click the **Options** tab in the course you wish to drop.
3. Click **Drop course** to drop your enrollment in this course. Your instructor will be notified. After dropping this course, you will still be able to view your scores; however, you will no longer be able to access the books in this course.

### To transfer to a different course or instructor:

1. Login to the Student Workstation.
2. Click the **Options** tab in the course you wish to transfer from.
3. Click **Change course/instructor**.
4. Enter the new course code and click **Submit**.

### To transfer to a different class:

1. Login to the Student Workstation.
2. Click the **Options** tab in the course you wish to transfer from.
3. Click **Change class**. Select the class you want to enroll in and click **Submit**.

# Completing Assignments

## To access all of your assignments in one place:

1. Login to the Student Workstation.
2. Select **My results** for either book listed.
3. You can toggle between viewing assignments for the Textbook and Workbook/Lab Manual activities by selecting either option in the **Books** drop-down menu, then click **Go**.
4. You can view assignments for a specific chapter, or section within a chapter by selecting the chapter or section in the **Section** drop-down menu, then click **Go**.
5. To complete an activity, select the Open book icon.





More information about this screen can be found in the **My Results** section on page 10.

## Accessing assignments within each book

Alternately, you can view the assignments for each book separately.

## To see only your Textbook Activities:



1. Click the **Textbook Assignments** tab on the right.
2. Select a chapter from the list to display all the assignments for that chapter.
3. A graphic in the Tracking Options column will indicate if an activity is available for practice, credit/no credit, graded or timed and graded.

Tracking Options:  = Practice  = Credit/No Credit  = Graded  = Timed and graded

4. If an assignment has been completed, the date will be indicated.
5. Select an activity from the list to open and complete the activity.

## To see only your Workbook/Lab Manual Activities:

1. Click the **Workbook/Lab Manual** (Activities Manual in some texts) tab on the right.
2. Select a chapter from the drop-down menu on the left.
3. Select a section to display all assignments for that section.
4. Select an activity from the list to open and complete the activity.
5. Assigned and completed activities will be marked with the key below.

 This activity has been assigned and will be calculated in your cumulative score.  
 = activity completed

# Diagnostics and Personalized Learning

You may take an online diagnostic Pre-Test before or after working through a text chapter to get an initial assessment of what you know and what you still need to master. Your results are graded automatically and displayed according to Learning Outcome. A Personalized Study plan, based on the automatically graded Pre-Test, directs you to additional study aids available online, including workbook/lab manual activities and pages in the eBook, that focus your efforts and study time on the areas where you need the most help.

**The work flow for a Personalized Study chapter is broken into three parts:**

- ▶ Step 1 ...Pre-Test (or What Do I Know?) provides an evaluation of what you already know.
- ▶ Step 2 ... Personalized Study Plan (or What Do I Need to Learn?) provides a focus for your work. Chapter sections and additional study materials are chosen to cover concepts that you had problems with in the pre-test.
- ▶ Step 3 ... Post-Test (or What Have I Learned?) provides an evaluation of what you have learned after working through the personalized study plan.

## Step 1—Taking the Pre-Test

Taking the pre-test is a good way for you to find out exactly which areas you should concentrate on for additional study. The test consists of a series of multiple-choice questions matching the difficulty level and knowledge base found in the book chapter. Your personalized study plan will be based on the results of the pre-test.

The screenshot shows a web-based interface for a diagnostic pre-test. At the top, there is a header with a book cover image and text: "¡Tú dirás!, 4e", "Martínez-Lage, Gutiérrez, Rosser", and "ISBN: 1413028101". To the right of the header are buttons for "E-BOOK" and "HELP". Below the header, there is a sidebar with three main sections: "Step 1 ... Pre-Test" (with a blue bar and a left arrow), "Step 2 ... Study Plan" (with a grey bar), and "Step 3 ... Post-Test" (with a grey bar). Each section has sub-links: "Take A Pre-Test" and "View Results" for Step 1; "Personalized Study Plan" and "All Preliminary Chapter Content" for Step 2; and "Take A Post-Test", "View Results", and "View Revised Study Plan" for Step 3. The main content area is titled "Question 1 of 14" and includes navigation links: "<< Previous", "1" (in a dropdown), and "Next >>". There are also "Save & exit" and "Submit test" buttons. The question text is: "Elige la letra que no se pronuncia en la palabra. Choose the letter that is silent in the word. hotel". The options are: ☐ a. e, ☐ b. o, ☐ c. l, and ☐ d. h. A "Submit" button with a right arrow is located to the right of the options.

Figure 13: Student Workstation: Diagnostic Pre-Test

## ► To take a pre-test

1. Under Step 1 ... Pre-Test (or What Do I Know?), click **Take a Pre-Test**.  
The page refreshes, displaying the list of test questions.
2. Answer all the questions in the test.
3. To end the test and show the results, click **View Results** and **Submit for Grading**.

To save and close the test before finishing it so that you can return to it later, click **Save and Finish Later**. (This does not submit your test for scoring.) Please also note that the results are only saved for the current session. If you log out of *iLrn: Heinle Learning Center* and return, you will be able to take the pre-test again.

The screenshot shows the 'Step 1 ... Pre-Test' section on the left with a 'View Results' button. The main area displays 'Pre-Test Results' with a recommendation for study topics based on the test results. A table lists these topics and the user's score for each. Below this is a 'PROJECT SUMMARY' bar showing 3 correct, 0 incorrect, 3 total answered, and a 21% score. At the bottom, a table shows details for two questions, including the question text, a green checkmark for correct answers, and a link to view details.

Topic	Your Score
0.1 Pointer 1: El abecedario español	0.00%
0.2 Pointer 2: Los sonidos y las letras	50.00%
0.3 Pointer 3: Los acentos y la puntuación	0.00%
0.4 Enfoque léxico: Saludos, presentaciones y despedidas informales y formales	50.00%
0.5 Enfoque léxico: En la clase	0.00%

PROJECT SUMMARY		
CORRECT	3	INCORRECT 0
TOTAL ANSWERED		3
SCORE		21%

Click <a href="#">to the right to show correct answer details</a>		
1.	Elige la letra que no se pronuncia en la palabra. Choose the letter that is silent in the word: hotel	✓ <a href="#">to the right to show correct answer details</a>
2.	¿ Contexto informal o formal? An informal or formal setting? ¿ Cómo se llama usted?	✓ <a href="#">to the right to show correct answer details</a>

Figure 14: Student Workstation: Diagnostics Pre-Test Results

## Step 2—Working Through the Study Plan

Once you have completed the pre-test, the interface indicates which areas require additional study. The personalized study plan provides links to tutorials, interactive lessons, specialized reviews, and instructional simulations.

The screenshot shows the 'Step 2 ... Study Plan' section on the left with a 'Personalized Study Plan' button. The main area displays 'Study Plan for:' with a legend indicating that a green checkmark means 'studied'. A list of study topics is shown, each with a green checkmark and a link to the study plan. The topics include '0.1 Pointer 1: El abecedario español', '0.2 Pointer 2: Los sonidos y las letras', and '0.3 Pointer 3: Los acentos y la puntuación'. Each topic has a list of resources: E-Book, Textbook page 5, Activities Manual, and a specific pointer question.

Study Plan for:  
✓ = studied

Printable Version [Printable Version](#)

0.1 Pointer 1: El abecedario español

- E-Book
- Textbook page 5
- Activities Manual
- P-1 ¿ Qué letra es? (What letter is it?)

0.2 Pointer 2: Los sonidos y las letras




- E-Book
- Textbook page 5
- Activities Manual
- P-2 ¿Qué desorden! (What a mess)
- P-3 Las lenguas románicas (The Romance Languages)

0.3 Pointer 3: Los acentos y la puntuación

Figure 15: Student Workstation: Diagnostics Personalized Study Plan

To view a study plan, you can choose between the following two options:

### ► Personalized Study Plan

Click this option to view recommendations for study based on your pre-test results. Recommended items are indicated by   symbols, with links provided to the pages in the eBook, Workbook/Lab Manual and Web site. Items already studied are indicated by a green check mark  .

### ► All Chapter Content

Click this option to view the entire list of study material available for the chapter, with links to the resources provided.

## Step 3—Taking the Post-Test

The post-test is an evaluation of what you have learned from working through your personalized study plans. The post-test assesses comprehension and is the basis for scoring assigned chapters. You can take post-tests as many times as you like.

### ► To take a post-test

1. Under Step 3 ... Post-Test (or What Have I Learned?), click **Take a Post-Test**. The page refreshes, displaying the list of test questions.
2. Answer all the questions in the test.
3. To end the test and show the results, click **Show Results**.

To save and close the test before finishing it, click **Save & Exit**. (This does not submit the test for scoring.)

# Helpful Tips for the Voice-enabled Activities

Voice-enabled activities can be completed alone or with a partner. You can talk to a partner and write text messages to work together on the activity, then record a conversation that your instructor will grade.

## Tips for Students

1. If you have a partner, his or her name will appear at the top of the *Partner Record and Chat* box.



Figure 16: Student Workstation: Partner Record and Chat

2. If you don't have a partner, click the **Voiceboard** link in the top menu. This will take you to the partner switchboard where you can invite someone online to partner with you to complete a voice-recorded activity.

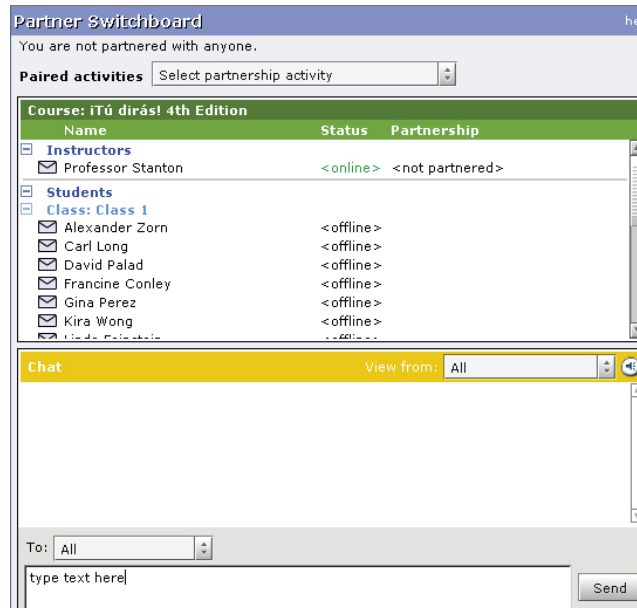


Figure 17: Student Workstation: Partner Switchboard

3. To send text messages to your partner, type in the text box and press **Send** or press the **Enter** key.

4. To talk to your partner, press the ***Talk to your partner*** button. Make sure that you and your partner have microphones and a headset or speakers, and that the volume is turned on. Note: Your partner cannot speak to you or hear what you say until he or she presses ***Talk*** to your partner as well.
5. Coordinate with your partner on what you'd like to say. When you're ready to record the conversation, press the ***Record*** your conversation button. After both partners have pressed the ***Record*** button, the computer will start to record your conversation. You will know it is recording because a red circle indicating "recording..." will blink until either one of the partners presses ***Stop recording***.
6. Press ***Stop*** when you want to stop recording. You can still talk with your partner when the recording stops.
7. To listen to your recording, press ***Play***. You can pause the recording at any time by pressing ***Pause***. If you are not satisfied with your recording, you may delete your current recording, then record again. You cannot record again until the current recording is deleted. Only the latest recording will be submitted to your instructor.
8. When you are satisfied with your recording, press ***Submit answers*** to send your recording to your instructor. Note: Both partners must press ***Submit answers*** in order for the recording to be counted in both of your grades.
9. If you can't find a partner, you can record answers on your own; just press ***Record*** to record your voice, then stop the recording and submit it when you're done. Check with your instructor to see if an individual recording is acceptable, since these activities are designed to be done with a partner.

# Using Personal Tutor

**Personal Tutor** is text-specific, one-to-one, online tutoring help with a subject area expert who has a copy of the text you are using in class. **Personal Tutor** features two-way audio, an interactive whiteboard for displaying presentation materials, and instant messaging. With **Personal Tutor**, you interact with the tutor and other students using standard Windows or Macintosh microphones and speakers. Inside the **Personal Tutor** virtual classroom, icons indicate who is in the class and who is speaking, sending a message, or using the whiteboard. To ask a question, you simply click on the “hand” icon. **Personal Tutor** is a joint product of Thomson and Elluminate. For information about Elluminate, go to the following Web sites:

- ▶ For documentation:  
<http://www.elluminate.com/support/docs/>
- ▶ For training information:  
[http://www.elluminate.com/support/docs/learn\\_about\\_elluminate.jsp](http://www.elluminate.com/support/docs/learn_about_elluminate.jsp)
- ▶ For online support:  
<http://supportcenteronline.com/ics/support/default.asp?deptID=2653>

## Personal Tutor Classroom Features

### 2-Way Voice over IP

Students and tutors speak to each other through a standard microphone connected to the computer. Personal Tutor incorporates state-of-the-art technology that delivers incredibly clear and crisp audio, on bandwidth as low as 28.8Kbps.

### Shared Interactive Whiteboard

The shared interactive whiteboard features easy-to-use and flexible tools for writing, drawing, and erasing. The tutor can also assign separate whiteboards to students or groups of students so that you can work individually or collaborate on questions.

### Direct Messaging™

Students and tutors can communicate using a variety of messaging capabilities, including private messaging between student and tutor, one-to-one messaging between participants, and one-to-many messaging between participants. The tutor monitors all messages, private or public.

### Content-Sharing Features

PowerPoint Import: PowerPoint files are converted and loaded automatically with a single click of the mouse.

**AppSnap™:** You can capture a screen shot from an application or your desktop and show it on the whiteboard. This is another quick and easy way to share content in the Personal Tutor classroom.

**Web Push:** Students and tutors can share Web content, such as WebQuizzes, and *iLrn: Heinle Learning Center* materials for extra guided practice.

## Frequently Asked Questions

### How do I start a new semester?

At the beginning of a new semester, your grades and activities for your old class will still be accessible. To enroll in your new class, you will be prompted to enter a new course code, to be provided by your new instructor. As long as you are using the same book as last semester, you will not need to enter a new book key.

### Do I need a new book key to start a new course for a new semester?

For most books, you do not need a new book key to start a new term (as long as you will be using the same book).

### Can I redo an activity?

You can repeat a pre-test or post-test as many times as you wish. Your instructor may or may not allow you to attempt a particular exercise multiple times to practice and improve your performance. Ask him or her about this, and, if you can repeat an exercise, whether you will receive credit for your first attempt, last attempt, or best attempt.

### How do I drop a course?

1. Login to the Student Workstation.
2. Click the **Options** tab in the course you wish to drop.
3. Click **Drop course** to drop your enrollment in this course. Your instructor will be notified. After dropping this course, you will still be able to view your scores; however, you will no longer be able to access the books in this course.

### How do I transfer to a different course or instructor:

1. Login to the Student Workstation.
2. Click the **Options** tab in the course you wish to transfer from.
3. Click **Change course/instructor**.
4. Enter the new course code and click **Submit**.

### To transfer to a different class:

1. Login to the Student Workstation.
2. Click the **Options** tab in the course you wish to transfer from.
3. Click **Change class**. Select the class you want to enroll in and click **Submit**.

### What do I do when my books expire?

Your book key generally provides access to a book for 12 to 18 months. When your book expires, you can extend the book for an additional 12 to 18 months by following these steps:

1. Login to the student workstation.
2. Go to the **My Books** tab.
3. Click on the **Book** options button.
4. Click on the **Extend** link that appears next to the book duration.
5. Fill out the order form and click **Submit**.

### Whom can I contact for help?

If you experience any problems with course registration, you should ask Quia for help. You can submit a request at <http://books.quia.com/support.html>.

## Contacting Technical Support

- ▶ Visit <http://books.quia.com/support>
- ▶ View FAQs at <http://books.quia.com/help/books/faq.html> for immediate answers to common problems.
- ▶ Send an email to [bookhelp@quia.com](mailto:bookhelp@quia.com)
- ▶ Call Toll-free 1-877-282-4400 Ext. 2