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INTRODUCTION

Welcome to **Fuel Education™ (FuelEd)** Online Courses and welcome to online learning. Your account will be created by your mentor who will then enroll you within your course(s). Upon your account creation, you will receive an email that contains your login credentials. You will gain access to these courses on their start date. This guide is designed to help you get started. Before beginning though, it is important to remember there are always two factors that contribute to your success:

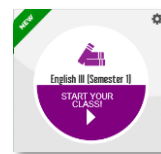
- **Academic Success** – preparing for quizzes, exams, participating in discussion boards, and submitting complete, well prepared written assignments will all contribute to your overall grade.
- **Pacing** – it is important you keep pace right from the beginning. At the end of your class, any assignment not completed will count as a zero and cause your visible grade to drop.

GETTING STARTED CHECKLIST

Use the checklist below when you are enrolled into your first course. For a stand alone checklist, select [here](#).

- Select [here](#) to view the **Student Code of Conduct**.
- Log in to [PEAK Dashboard](#), using the username and password you received when your account was created. If you do not know your credentials, reach out to your mentor.
- View this [video](#) to learn about your Dashboard.

Update your password, if it is difficult to remember. Select **Profile Name > Account Settings > Change Password**. Some programs may not allow students to update their password. If this is the case for your program, reach out to your mentor to have your password updated if needed.




- Access your course by selecting the center of your course card.
- Access Profile Menu



- Add Profile Photo – **Profile Name > Profile > Add or Change Photo**
- Set Timezone – **Profile Name > Account Settings > scroll to Time Zone section**

- Review Content Area

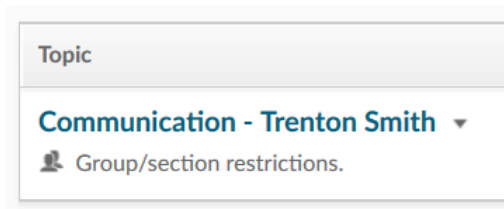
The screenshot displays the course interface for HST040-AVT Civics - Demo. The top navigation bar includes 'Class Home', 'Plan', 'Content', 'Progress', 'Grades', 'Reports', 'Library', 'Tools', 'Service Station', 'Help', and 'More'. The 'Content' tab is highlighted. Below the navigation, the course title and 'fueleducation' logo are visible. A search bar and 'Table of Contents' dropdown are present. A progress bar shows 29.63% completion (32 of 108 topics). A sidebar on the left lists course materials with letter-coded icons (A-H) and counts: Bookmarks (H, 4), Course Schedule (2), Table of Contents (A, 76), Course Materials (B), #Fuel4You Live (E, checked), Civic Life (11), Foundations 1 (18), State-Local (F, 24), City Government (13), Political Parties (8), and PEAK Library Practice (2). The main content area shows 'Course Materials' with links for Syllabus, Online Learning Handbook, Teacher Contact Information (C), Grading Information, Welcome, and 90 Day Schedule (D). A 'Raise Your Hand!' button is at the bottom.

Item		Description
A	<i>Table of Contents</i>	All modules–units are accessed through the table of contents. The number to the right (76) represents the number of links still to be accessed within the course.
B	<i>Course Materials</i>	This topic will always be the first module within a course. It contains basic support, contact information and scheduling information. It should be the first place you access.
C	<i>Teacher Contact Information</i>	The teacher’s contact information including email is located within this link.
D	<i>90 Day Schedule</i>	This schedule can be saved or printed and used as a checklist to help you keep pace. Some mentors or instructors may opt to provide you a customized schedule.
E	<i>#Fuel4You Live Recordings</i>	This module will only be visible to students whose instructor is a FuelEd instructor. Within this module, you can access recordings of live lessons.
F	<i>Unit modules</i>	Selecting a unit module will open the unit and make content links and assessments visible.
G	<i>Progress Bar</i>	This bar will represent how many links within the course have been accessed.
H	<i>Bookmarks</i>	You have the ability to bookmark quizzes or content links by selecting the flag atop any link page. Locate the bookmarked links within this link. Deselect the flag to remove the bookmark. 

- Review information within Course Materials.
- Print and place either the customized schedule provided or the 90 day schedule in the front of your notebook. Remember to check items off as you complete them.

STUDENTS WITH A FUELED INSTRUCTOR

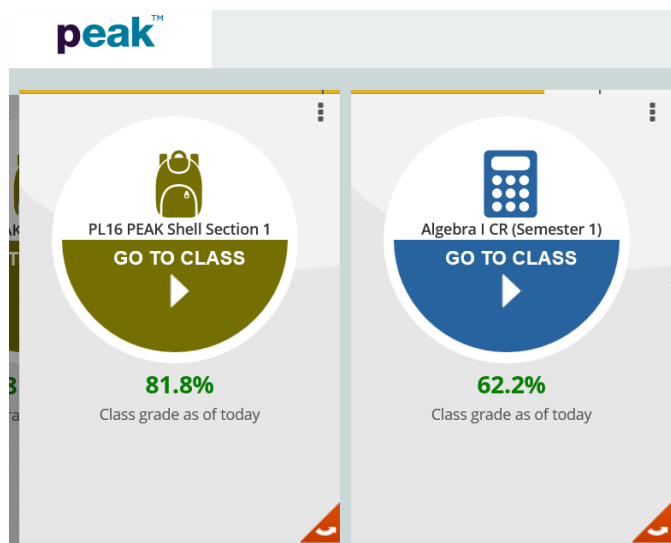
- Send an introductory note to your instructor through the Student Teacher Communication forum within the discussion tool.



- Attend [#Fuel4You Live](#) sessions and instructor class connect hours. Links will be located within your course home My Plan widget.


Ready to get started? Review any class announcements and access your first subject unit to begin. Take notes, practice and always remember to ask your instructor for help when needed. The remainder of this guide is broken into sections which will support you within the process of the system.

UNDERSTANDING THE PEAK DASHBOARD



The **PEAK** student dashboard provides students with easy visibility of their progress and performance. Students can view a quick overview of performance, launch online courses, as well as access other applications in which the student is enrolled.

Most course cards will have information on both sides of the card. Use the icons below to navigate to additional information.

-  **Menu Icon:** Located at the top right of the card, this icon will provide a list of options to select. You may email an instructor or download all assignment grades.



Arrow Icon: Located at the bottom right corner, this icon allows you to flip over a class card and see class progress, progress alerts, current averages, and completed assignments.

The table below provides examples of the information that can be found on each course card.

Card Information	Title	Description
	<i>Average</i>	The average displayed on the front of a course card is often the student's average based only on assignments that have been graded or submitted. It is important to understand that this grade may be higher than a student's actual grade if they are behind pace. Remember all assignments not completed will eventually earn a 0 as a grade. Schools do have an option to display a student's cumulative grade on the card. In these cases, the percentage displayed will start as a zero and as the student approaches the end of the semester will climb to represent their true end of the semester grade.
<p>Front</p> <p>Back</p>	<i>Progress Bar</i>	The progress bar at the top of the card shows the student the progress TO DATE in relation to the progress, the student SHOULD BE to date. If students are behind in pacing, they should work to bring themselves back on schedule.
	<i>Recently Graded Assessments</i>	Recently Graded Assessments will also appear on the back of the card.
	<i>Download</i>	The student can select the link Download all grades to view all scores. This option is available from the menu.
	<i>Email Instructor</i>	Students can select the email icon from menu or the back of the course card to send a quick message to their instructor.

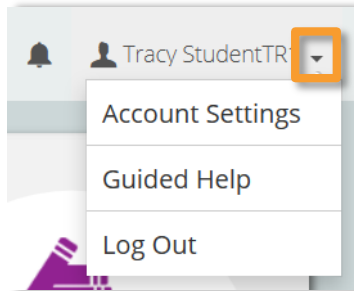
VIEWING THE CLASS HISTORY

You will have the option to view and print an unofficial transcript of the entire class history. From the home page of the dashboard, select **Download Class History**.



Once selected, a PDF document will be generated that lists all classes taken and the final class grade of each. This document can be printed out, saved, and used by the mentor or administrator to enter final grades into the school's Student Information System (SIS).

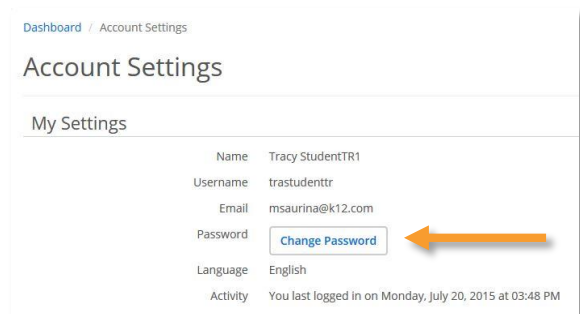
ACCOUNT SETTINGS AND THE USERS MENU



The user menu is located at the top right-hand corner of the dashboard. Select the **arrow** next to the username to access the user menu. Here you can access Account Settings, Guided Help, and Log Out.

On the **Account Settings** page, you can view your own personal account settings such as email address, preferred language, and last login activity.

Some programs will allow students to change a personal password. This is a program decision and this privilege will be determined by the account administrator.

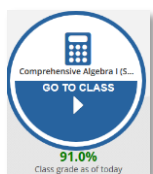


Select the **Change Password** button to the right of the password field to change a password.

The following password rules must be followed:

- Create a new password with 8 to 20 characters, both uppercase and lowercase letters, and at least one number.
- Passwords cannot contain spaces or the following characters: ` ~ ! @ # \$ % ^ & * () - _ = + [] { } \ | ; : ' " < > , . ? /

ACCESSING YOUR COURSE



To access any course, select the **arrow** on the **Go To Class** card.

CLASSROOM ENVIRONMENT

Once in the course classroom, you will see two navigation bars across the top of the course home page.

- The first is called the header and is not course specific.
- The second is course specific and is called the course navbar.

HEADER

MY HOME –will take you to institutional home page, rarely used by students.

PROFILE NAME – menu contains access to upload profile image, set time zone, set notification settings and log out.



COURSE DROPDOWN MENU – will allow you to navigate from class to class without leaving **Brightspace**.

ALERTS AND NOTIFICATIONS – will prompt alerts set in account settings, as well as update alerts provide by the system.

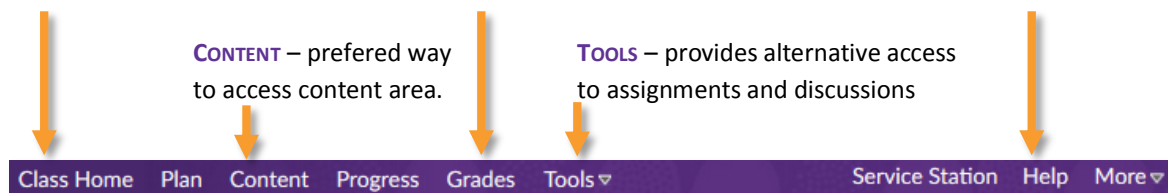
COURSE NAVBAR

The course navbar is the primary location for in-course navigation as well as navigation to help sites.

CLASS HOME – always returns you to the course home page.

GRADES – provides quick view of grades, feedback and upcoming assignments.

HELP – provides videos and support links to commonly asked questions.



CONTENT – preferred way to access content area.

TOOLS – provides alternative access to assignments and discussions

PROGRESS – shows detailed grade information, as well as provides access to graded assignments.

SERVICE STATION – provides access to chat, knowledge base, and case submission.

PLAN – provides access to course calendar.

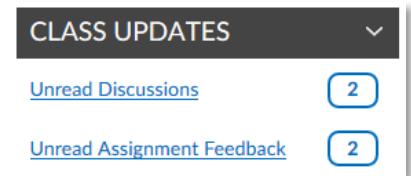
MORE – provides access to progress for all courses and a short term storage called the locker.

COURSE HOME PAGE

The course home page displays four different widgets all designed to help support communication, progress and academic achievement.

Class Updates – two alert types will appear here.

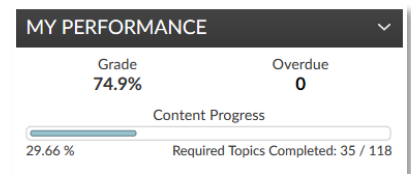
- **Unread Discussions** – Do not panic if you have many unread discussions. It is possible that you are in a different part of the course than the discussions taking place. It is best to subscribe to discussions you are presently participating in, and then unsubscribe when you move on. Discussions subscribed to can easily be accessed by selecting the subscription tab once in the Discussion area.



[Discussions List](#) [Subscriptions](#)

- **Unread Assignment Feedback** – This alert is critical to always access and review feedback left by your instructor.

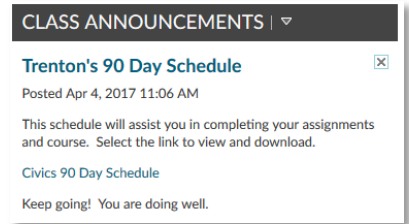
My Performance – this widget will typically display three data points for tracking overall progress and achievement in your course.



- **Grade** – will reflect your present average for any assignment that has been graded. Some programs will assign zeros for late work, while others will not assign zeros for late work until the end of the course. Ask your instructor which scenario reflects your program.
 - If zeros are added for late work, the grade will closely reflect your present average.
 - If zeros are not added for late work until the completion of the semester, the grade visible here may be higher than reality if you are falling behind. If you are keeping pace, this grade will accurately reflect your average.
- **Overdue** – overdue assignments will only populate if your instructor posts due dates within the class plan. If your instructor is a **FuelEd** instructor, you will never see a number other than a 0 reflected here. If you do see an overdue alert here, drill down immediately on the number and complete the assignment that is past due.
- **Content Progress** – reflects the number of links you have accessed within the content area as compared to how many content links are within the course. Content links include discussions, quiz links, assignments and actual curriculum links.

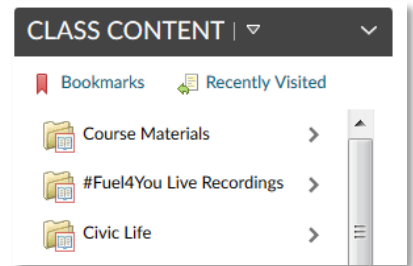
Class Announcements

Upon entry into the course, review the announcement widget for any posts made since you last worked in your course. You may dismiss the announcement reading by selecting the **X** to the right of the announcement title. To view any dismissed announcements, just select the **Class Announcement** heading to view all announcements.



Class Content

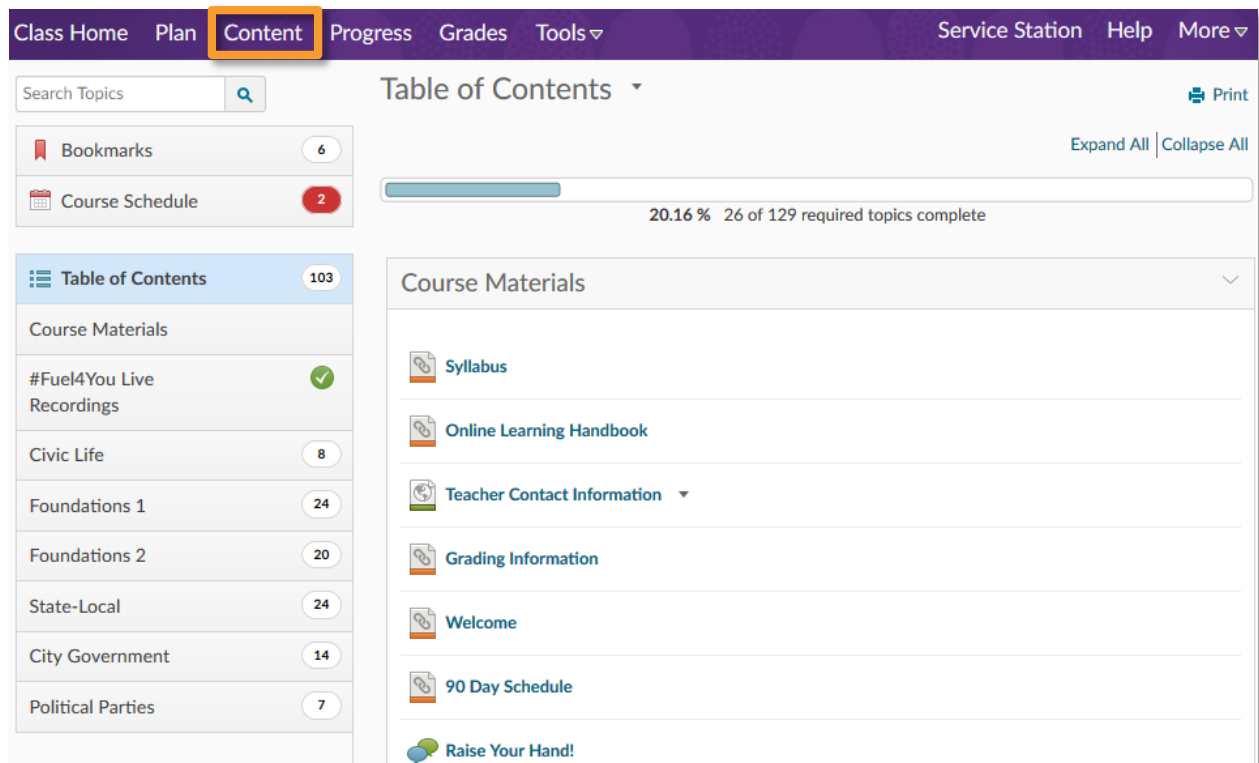
The Class Content widget provides access to course material directly from the home page. This is helpful if you remember exactly where you last left off or if you bookmarked the area you wish to start at the next day. If you are ever unsure, select **Content** along the course navbar to see all content on one page.



CLASSROOM BASICS

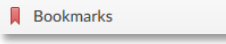
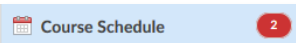
TRACKING CONTENT PROGRESS

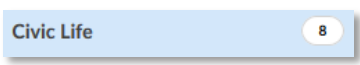





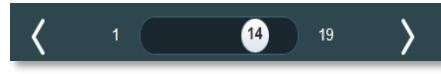






Access the table of contents of your course by selecting **Content** along the course navbar.



POINTERS TO WORKING WITHIN THE CONTENT AREA

Located above the Table of Contents are two tools that can be helpful to track what you are doing for the day.

- **Bookmarks** –you can bookmark an item anytime on a content, assignment or quiz link to make it available the next day. Select the **bookmark icon**. Once selected, it will turn red and appear in the bookmark area above the table of contents. When you wish to remove the bookmark, select the **red icon** to revert to its normal state. 
- **Course schedule** – will populate only if your instructor creates daily events and/or assigns due dates. A red number on the course schedule indicates you have assignments that are past due. 
- Symbols to be aware of within the course content are shown within the table below.

Icon	Description
	A module (unit) with a blue hue is the active module or lesson visible to the right of the table of contents menu.
	Numbers next to the table of contents, module or lesson name indicates the number of links that have not yet been accessed.
	A green check indicates all links within a module or lesson have been accessed.
	A dot next to a link indicates the link has not yet been accessed.
	A check next to a link indicates the link has been accessed. A check does not indicate completion it just indicates access.
	Content web link.
	The navbar which is found located below <i>some</i> content windows.
	Navigation buttons that allow movement between lesson content links without exiting the content.
	Assignment icon.
	Quiz/Exam icon.
	Discussion icon.
 	Inactive bookmark/ Active bookmark.









COURSE TOOLS

Tools are built within many courses and made available to support your understanding of what you read. There are two different tools sets depending upon the course origin that you may encounter.

Tool Option 1 (*where available*)

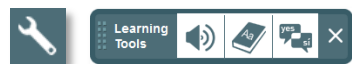
To view available learning tools, toggle Tools **Off** to **On**.







Symbol	Function
	Selecting the pointer allows you to click anywhere within the text to have a section read. Deselect when finished using the tool.
	Highlight any region you wish to be read and select this play button.
	Select pause or stop icons when playing a read-along text as needed.
	Highlight any single word to translate into one of the five language options. The default translated language is Spanish. This tool will only translate words, not all text on screen.
	Highlight any word to use this dictionary tool.
	Select the Screen Mask icon to focus your attention on only the text you are reading. Deselect to turn off this feature.
	Use this settings option to change characteristics of the text to speech reader as well as translation options. You have the ability to translate words to Spanish, French, German, Italian and Portuguese.
	Use this icon to drag tool bar to a new location on the screen.

Tool Option 2 (where available)

To open available learning tools, select the **wrench icon**.



Symbol	Function
	Highlight any region you wish read and select this speaker button.
	Highlight any single word to translate into Spanish. This tool will only translate words not all text on screen.
	Highlight any single word to translate into one of the five language options. The default translate language is Spanish. This tool will only translate words, not the entire page of text.
	Use this icon to drag tool bar to a new location on the screen.


INSTRUCTOR COMMUNICATION

We encourage you to stay in frequent contact with your instructor. Staying in touch is easy. How you communicate will vary from program to program. If you have any doubt as to the best way to communicate, reach out to your instructor. What follows within this section will be communication paths that can be taken if you are working with a **FuelEd** instructor.

In Platform Communication – students working with **FuelEd** instructors have the ability to communicate entirely within the **Brightspace** platform through the communication forum in the discussion tool.

To send a message:

1. Select **Tools** from the course navbar.
2. Select **Discussions**. The first visible forum will be the Student Teacher Communication forum.
3. Select **Teacher Student Communication – Your Name**.

Topic	Threads	Posts	Last Post
Teacher Student Communication - Joe Smith ▾  Group/section restrictions.	0	0	

4. Select **Start a New Thread** button.
- Start a New Thread**
5. Provide a Subject–Title and write a message to your instructor within the text editor provided. Add attachments as needed.
 6. Select **Subscribe** – this is one discussion you absolutely will want to subscribe to.
 7. Select **Post**.
 8. Return to the discussion tool to view your instructor’s reply and continue the thread, if needed.
 - a. If the first conversation is closed, but you wish to begin a second, just repeat the process by selecting **Start a New Thread**, rather than replying to other posts made.

Outside Platform Communication – many students also have the ability to communicate via email.

To locate your instructor’s email:

1. Select **Content** from the course navbar.
2. Select **Course Materials** from within the Table of Contents.
3. Select **Teacher Contact Information** – email will be posted here.

An alternate method for emailing your instructor is to use the email links provided on your **PEAK Dashboard** course cards.

Email Reminders

- Students cannot submit any assignments through email. All course work must be sent through the assignment link within the unit.
- To keep an open line of communication, make sure you write completely and with correct punctuation. Avoid “text speak” (LOL, IDK, BRB, etc.), as this is an educational environment.
- Instructors will respond to all communication within 24 hours (Monday – Friday).

QUIZZES AND EXAMS

Within a module–unit you will likely encounter content, discussions, assignments, quizzes, and at the end of a module–unit an exam. **FuelEd** quizzes and exams will include true–false, matching, multiple choice, multiple answer, and free response questions.

- Before accessing a quiz or exam, you should make sure you have time to complete the assignment.
- Most unit–semester exams will be password protected. Mentors will provide access–password to student.
- Only one question will display on screen at a time, so select **Next** after answering a question. Questions will automatically be saved.
- You must select **Go to Submit Quiz** to have the quiz graded. Saving a quiz leaves the quiz in a draft form that will remain ungraded.
- Only mentors can request that these assignments be reset.

ASSIGNMENTS

Written assignments or projects offer the best way to learn and master the lessons and concepts.

- Review the assignment, project descriptions and–or grading rubric.
- Some assignments may be pre-formatted, while you will need to begin others as a document from scratch. No matter the origins of the assignment, an external word document or, occasionally, a PDF document will need to be uploaded. No assignments will be entirely completed within the platform.
 - *Mac users* – when using Pages, be sure to export so you can select Word formatting. Select the **Word formatted version** of your assignment.

- *Chromebook and Google Drive users* – if working with a **FuelEd** Instructor, export to **Word format** and save to a thumb drive or, if available, the hard drive of the computer as Chromebooks have minimal storage.

If you are working with a district instructor, ask their preference for how you should submit your Google doc assignments.

GRADES AND FEEDBACK

Knowing how you are doing makes a big difference. Be aware of your grades, the feedback you receive, and your pacing as you work through the course. Grade and feedback information is visible in two locations, **Grades** and **Progress**. Both locations are accessible from the course navbar.

GRADES

Select **Grades** from the course navbar. Once on the Grades page, review your grades as well as written, video, or audio feedback that will appear in the right-hand column.

Selecting the calculator will show you how your present grade is being calculated.

The screenshot displays the 'Grades' page. On the left, the 'Calculated Grade' section shows 'Points 143 / 19' and 'Grade 74.9%'. A calculator icon is highlighted with an orange box, and an orange arrow points from it to a 'Final Grade Calculation Formula' pop-up window. This window contains a table of 'Grade Item' and 'Points Achieved'.

Grade Item	Points Achieved
Unit 1	97 / 141
1.00 Discussion: First Post	9 / 10
1.01 Unit 1 Quiz 2	13 / 16
1.02 Discussion: Interviewing	12 / 15
1.02 Unit 1 Quiz 3	9 / 10
1.03 Unit 1 Quiz 4	8 / 10
1.03 Unit 1 Quiz 5	7 / 10
1.03 Unit 1 Quiz 6	6 / 10
1.03 Unit 1 Quiz 7	8 / 10
1.05 Assignment: Open Response 1	25 / 50
Unit 2	9 / 10
2.02 Assignment: Resume	9 / 10

Below the pop-up window, the 'Grade Items' table is visible, showing individual items with their points, grades, and feedback.

Grade Item	Points	Grade	Feedback
Unit 1			
1.00 Discussion: First Post	9 / 10	90 %	Individual Feedback: Trenton I am excited to have you in the course. I look forward to exploring the world of Consumer Math with you. Mrs. Matthews
1.01 Unit 1 Quiz 2	13 / 16	81.3 %	
1.02 Discussion: Interviewing	12 / 15	80 %	Individual Feedback: Hi Trenton you have some good thoughts but provide some detailed examples or explanations.

PROGRESS TOOL

The progress tool is designed to provide you a summary of how you are doing in multiple categories. Instructors can alter what is visible, but what will be covered in this section are the common default views.

To access, select **Progress** from the course navbar.

Smith, Trenton Progress Summary Print Help

Last 7 Days Last 30 Days All Time

MTH322A-AVT Consumer Math - Demo **74.87 %**

Current Grade	Maximum Final	Minimum Final
74.87 %	100 %	10.88 %

Grades Received: 14

Content (Required and Optional Topics)

# Visits	Time Spent	Topics Visited
77	0d 2h 16m 56s	39

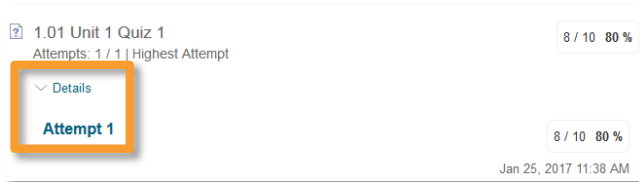
Topics Visited: 39

Summary Tab – is the best place to grasp a high level overview. If maximum final and minimum final grades are visible, (some instructors may opt to hide these calculations) it is important to have an understanding to their significance.

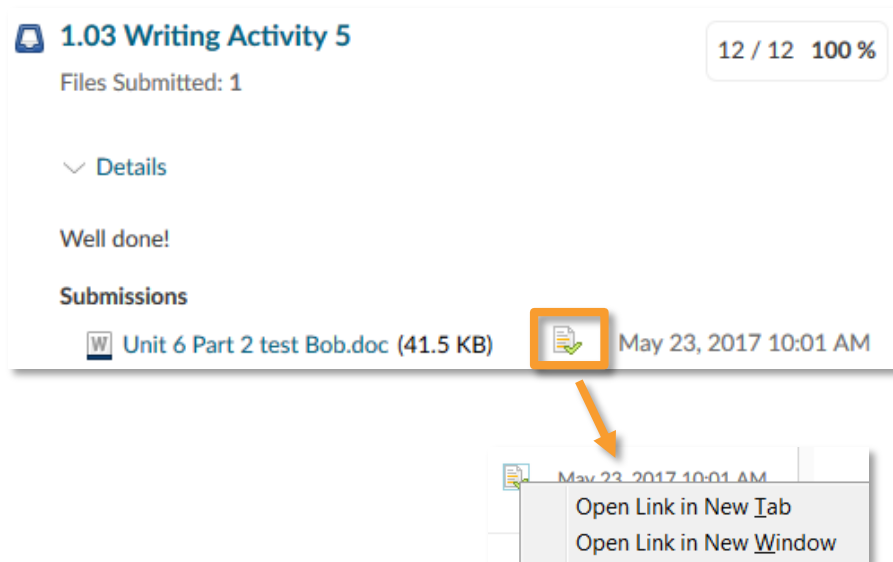
- **Calculated Grade** – this grade represents your present grade based only on assignments with grades reported. Depending up on your program’s policy about entering 0’s for late work, the grade may be inflated if you are falling behind. (Remember, assignments not completed by your end date will count as 0’s).
- **Maximum Final** – this is an approximate grade estimate, if you received a 100% on all remaining assignments and earned all possible extra credit. This should be considered an approximation, as often extra credit is not necessarily part of any one instructors policies.
- **Minimum Final** – is the grade you would received if you did not complete any additional work. This grade will continue to climb as you complete work throught the semester.

Additional Tool Tabs – the remainder of the tabs will provide visibility and information for any of the tools on the list. It is in these specific tool tabs that you can access a quiz already taken or access and review feedback left on an assignment.

- **Quiz Tab:** Select the **Details** prompt to access any quiz attempts. Select the attempt to open and review a quiz.



- **Assignment Tab:** Select the **Details** prompt to access your submission. Some written assignments will pass through a plagiarism tool called TurnItIn. This tool will not only check for plagiarism, but allows instructors to add comments and provide very detailed feedback on the paper itself. Always select the **Grade Markup** icon if visible.



NOTE: We suggest **right clicking** on the icon and opting to open in a new tab or window to make it easier to return to your course.



CURRICULUM DIFFERENCES

Some courses have special functionality for a variety of reasons. These are highlighted through brief descriptions and videos below.


CREDIT RECOVERY CURRICULUM

Credit Recovery (CR) classes are designed to help you catch up and make up for lost ground. When you take a CR class, it's important for us to determine what you know and what you still need to learn. Our classes are based on an Adaptive Release model that determines what you already know and then release content in areas that you struggle.

There are two types of Credit Recovery courses:

- **Traditional CR Courses** – these courses will have content links with following icons.  


Select [here](#) to view a video on how traditional CR courses function.

- **New CR Courses** – these courses will have content links with the following icon. 

WORLD LANGUAGE COURSE CURRICULUM



Most world language courses will be delivered with the support of an additional platform.

How do you know if your world language course is one of these classes? Look for the following icon  within your content area.


- While in one of these world language courses, all of your assignments, submissions, and quizzes will be completed within the secondary platform.

NOTE: The preferred web browser for world language courses is the Chrome browser.

Select [here](#) to view a video on working within the world language secondary platform.

CENAGE CTE COURSE CURRICULUM


Some career and technology courses will be delivered via a secondary platform.

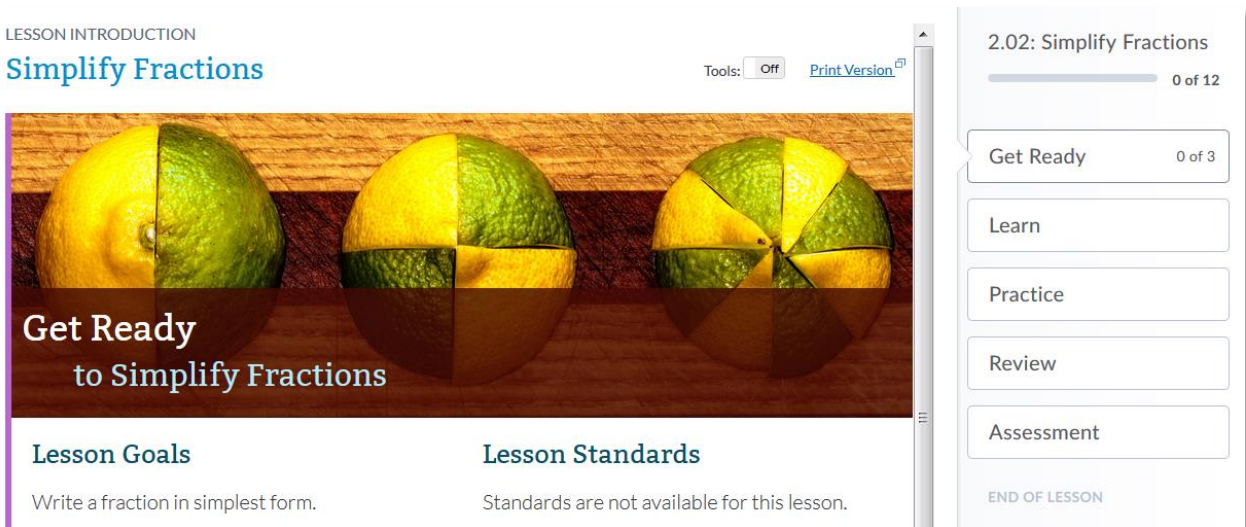
How do you know if your world language course is one of these classes? Look for the following icon  within your content area.

Select [here](#) to view a video on working within the career and technology secondary platform.

SUMMIT COURSE CURRICULUM

FuelEd is developing a new curriculum concept referred to as **Summit** courses. Presently only some math and english courses are developed with this new curriculum concept, but over time more students will experience these courses over a greater variety of subjects.

How do you know if your world language course is one of these classes? Look for the following icon  within your content area.



The screenshot shows a lesson introduction page for 'Simplify Fractions'. The main content area features three lemons on a wooden surface, with the text 'Get Ready to Simplify Fractions' overlaid. Below the lemons, there are two sections: 'Lesson Goals' with the text 'Write a fraction in simplest form.' and 'Lesson Standards' with the text 'Standards are not available for this lesson.' The right sidebar contains a progress indicator for '2.02: Simplify Fractions' (0 of 12) and a list of activity buttons: 'Get Ready' (0 of 3), 'Learn', 'Practice', 'Review', and 'Assessment'. At the bottom of the sidebar is the text 'END OF LESSON'. The top right of the page has 'Tools: Off' and a 'Print Version' link.

These courses will measure your understanding on more than just graded assignments. This allows the curriculum to adapt based on areas you are either excelling in or struggling with. They are all structured with the same concept: Get Ready, Learn, Practice, Review, and, finally, the Assessment.

Select [here](#) to view a video on working within a **Summit** course.

CLASS CONNECT

Class Connect sessions offer a great way to connect with your instructors directly. These sessions use a tool called **Blackboard Collaborate (BBC)**, and use a combination of voice, text, and whiteboard to allow interaction between you and others in the virtual classroom. If you are not working with a **FuelEd** instructor, reach out to see if they will be hosting similar sessions.

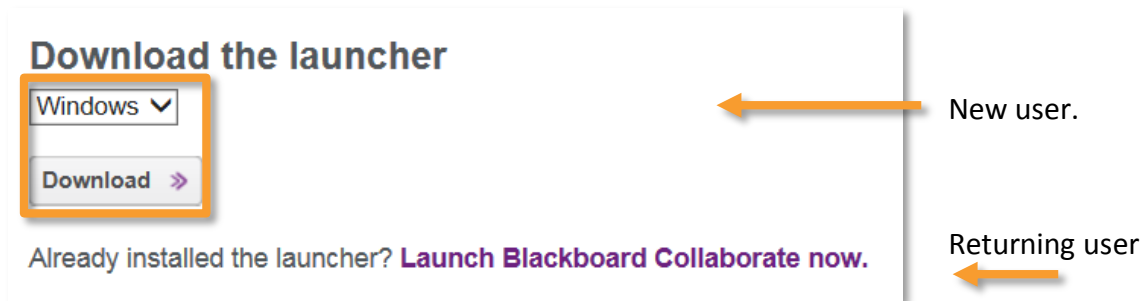
For students taking a class with a **FuelEd** instructor, there are two opportunities to connect weekly with your teacher.

- **FuelEd** instructors will host weekly class connect sessions that provide you the opportunity to work with your instructor, get help, and ask questions in a synchronous environment.
- Content instructors that specialize in hosting virtual lessons also host sessions weekly. These sessions will be called **#Fuel4You Live** sessions.

HOW TO JOIN A CLASS CONNECT OR #FUEL4YOU LIVE SESSION

1. About 15 minutes before the session, select the **Class Connect** or **#Fuel4You Live** event posted within your **My Plan** widget.

MAY All Day Ms. Matthews' Class
28 Connect
2. Select the hyperlink provided to enter the session.
 - a. If you are using **BBC** for the first time, you will need to download the **BBC Launcher**. Select [here](#) to view the **BBC Launcher** document.
 - b. If accessing in the future, select **Launch Blackboard Collaborate Now**.



3. Enter your name when prompted.
4. Locate the downloaded file. This will vary based on browser used.
5. Select **Run** or **Allow**, depending upon your browser.
6. Your **BBC** session will begin.

GETTING HELP

Help is always available. Your first step is to ask your instructor or mentor. Additional support can be accessed through the platform **Help** page and **FuelEd [Service Station](#)**.

Service Station **Help**

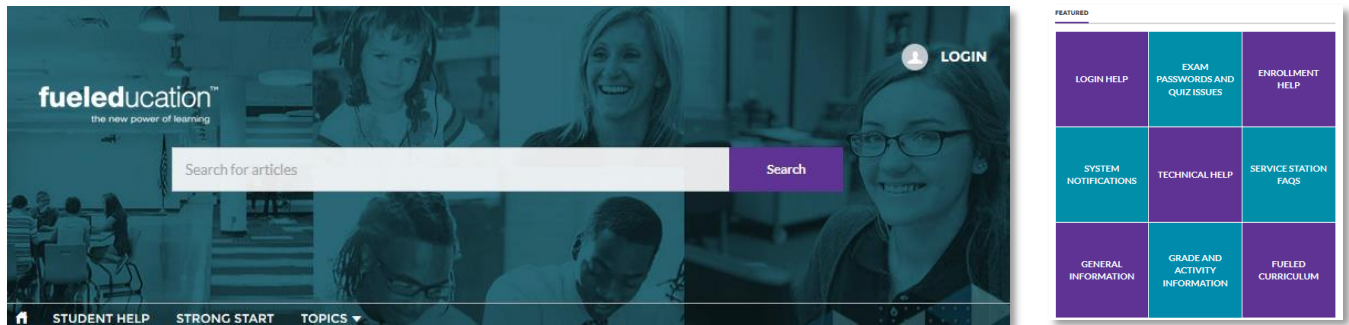
HELP PAGE

Select **Help** along the course navbar to open a support page that will link to support videos demonstrating commonly needed actions within the platform. If needing content support, reach out to your instructor or access Chat through the Service Station.

SERVICE STATION

Select **Service Station** along the course navbar to access. Once at the [Service Station](#), an additional login **WILL NOT** be required.

The Service Station allows you to obtain help using three distinct options. The first of these is to search the **Knowledge Base** for commonly asked questions and solutions.



KNOWLEDGE BASE


1. Select any of the nine featured topics to review past articles within each topic.
2. Select **Search**, after entering a related search term within the search field.



STUDENT CHAT SUPPORT

The Instructional Chat Support is available 8 am – 12 midnight (ET) Monday thru Friday and 12 noon to 8 pm (ET) on Saturday and Sunday. The chat support will connect you with a content instructor.

To access chat support:

1. Select **Student Help** along the [Service Station](#) menu bar. 
2. Select the **Chat Now** option if a chat agent is available. If a chat agent is not available, you may either return during posted hours or submit a support case.
3. Complete pre-chat survey with as many details as possible.
4. Select **Chat Now**, to begin your interaction with a chat agent. It is possible to save transcripts of your chat when you have completed the chat conversation.

CASE SUPPORT

Sometimes it is best to get support by creating a case and receiving help via email. Creating a case enables you to directly submit a support request to a technical specialist whose expertise matches your inquiry. This tool provides an alternative to chat and may be more appropriate for issues related to course issues.

To submit a case:

1. Select **Student Help** along the [Service Station](#) menu bar.
2. Select the **Email Case**.
3. Complete all required fields. Be as detailed as possible within the Description field.
 - a. Include the exact course section or assignment name.
 - b. Avoid general statements such as my algebra course. Rather list the section name **AZ17 Algebra I (Semester1) Section 2**.
4. Select **Submit**.

You will receive an email confirming your case was submitted. All case resolutions will be received via email.