

# SoftChalk Frequently Asked Questions

## Working with Files

**Q:** How do I open an existing SoftChalk File?

- From the **File** menu, select **Open**.
- Navigate to the SoftChalk folder and open it.
- Select any of the Web files (they will have a Web icon next to them).

**Q:** How do I prepare a Word file that will be used to copy and paste content into SoftChalk?

- Remove any advanced editing such as bullets or text wrapped around images (you can use SoftChalk to accomplish both tasks).

**Q:** I have a video on the Video server and need the dimensions for SoftChalk. How can I get that information?

- Send a request to Helpdesk with the path of the video (the URL).
- If adding a new video to the video server for a SoftChalk lesson, specify it will be used in SoftChalk and you need the dimensions so the IT personnel will include the dimensions with the URL.

## Working with Browsers

**Q:** What browsers work best when using the preview feature in SoftChalk?

- IE 8, Firefox 3.6.x and Safari are supported. IE 9 has some issues addressed in the next question.
- Chrome is not supported.

**Q:** I have Internet Explorer 9. How can I make it more compatible with SoftChalk?

- After you have previewed your file, always close it in IE 9 before making any changes. If you fail to do that and try to save the SoftChalk lesson, you will receive an error. Close the IE 9 preview browser window then resave the lesson in SoftChalk.
- IE 9 might block multimedia content when previewing. To enable this feature do the following:
  - Open the **Internet Options** (from the **Tools** menu).
  - Click the **Advanced** Tab.
  - Scroll to the **Security** section and click the box next to, "**Allow active content to run in files on My Computer.**"

**Q:** I am trying to view my content in the browser, but am instructed to install an Active X control or a plugin. Should I do this?

- Yes, go ahead and install the Active X control or plugin.

**Q:** How can I change the browser SoftChalk uses to preview my lessons?

- SoftChalk uses your computer system's default browser. That setting can be changed in the browser's Internet Settings.

## Publishing the Lesson to eCampus

**Q:** When I'm trying to publish the lesson to eCampus, why is the publish button grayed out?

- You have to click on a folder in an eCampus course or template for the Publish button to be active.

**Q:** I made some changes to my eCampus course, but those changes aren't reflected in the Repository window. What can I do?

- Click the Refresh button in the Publish lesson window.

**Q:** When I try to use SoftChalk I get a message that my license has expired. What do I do?

- Contact Helpdesk for the current license.

**Q:** When I try to use SoftChalk Publish to replace a Score Center lesson, the publish feature is unavailable.

- You can only replace and delete zipped content using SoftChalk Publish. A Score Center lesson and its Grade Center column have to be removed in eCampus. Once the old version has been removed, use the Publish feature to upload the current version to eCampus.

## eCampus SoftChalk Issues

**Q:** I published my lesson to my template. When I order a course copy, the SoftChalk content isn't correctly linked. How can I fix it?

- There are some known issues with course copies. The first thing to try is to use the **SoftChalk – Synchronize Copied Content** tool available in the Course Tools area of the Control Panel. Click the tool and follow the directions.
- If this does not work, contact the Faculty Helpdesk.

**Q:** The SoftChalk Synchronize or Publish tools are not under Course Tools. What do I do?

- Contact Helpdesk.