

Springboard! Help for Students

August 2009

Springboard! Tools:

Listed below is a brief description of the Springboard! tools that you may encounter in your online classroom.

- [Calendar-Schedule](#)
You have access to an on-line calendar through the Schedule tool. Available on the My Home and My Course pages, the Schedule tool allows you to set reminders of important dates and activities.
- [Chat](#)
The Chat tools allow you to communicate via text while on-line at the same time. Using the Springboard! Chat tool, you can hold private chats with other students in the course or communicate on group projects.
- [Classlist](#)
The Classlist provides a list of students currently enrolled in a course
- [Content](#)
The Content Tool is where course materials can be found.
- [Email \(use the Classlist Tool\)](#)
Springboard! uses The University of Akron email system. We strongly recommend checking your UANetID@uakron.edu account at least once daily for course related communications.
- [Discussions](#)
The Discussions tool can be used for online discussions between you and other students and/or your instructor.
- [Dropbox](#)
The Dropbox tool is an electronic storage space for documents you will be submitting to your instructor. Submissions are date and time stamped.
- [ePortfolio](#)
The ePortfolio tool is a user-focused online portfolio tool. You can upload, organize, reflect on, revise, and present digital learning artifacts that demonstrate your learning and achievements.
- [Grades](#)
The Grades tool allows you to view your grade for the course.
- [Locker](#)
The Locker is an electronic storage area for you to "store your stuff." You can "upload" and "download" files from your home or dorm computer and use them in Springboard! or transfer them from one computer to another. Only the owner of the locker can view its contents.
- [My Home](#)
My Home is the main entry page for Springboard! It is the first page you see after signing in to Springboard! Like the Course Home page, this page contains a News section. However, this News section is controlled by the Springboard! Administrators and is used for system announcements.

- [Pager](#)
The Pager allows Springboard! users to “page” each other by sending a short text message. The next time that the person being paged enters the course, the pager will flash and beep that a message is waiting.
- [Preferences](#)
The Preferences tool allows you to change your font settings, paging preferences, discussion room layout, email preferences, and password. Customizing your personal settings is a great way to ensure that you are comfortable in your learning environment.
- [Quizzes](#)
The quiz tool is where your instructor will post quizzes and homework assignments.

Mac Users' Tip Sheet for Students

Compatible Browsers:

The best browser to use on a Mac for Springboard! are the newest versions of Mozilla-Firefox. Generally Safari is fine for students to use, but some tools --like the HTML Editor--do not work correctly.

When using any browser, you will still need to allow Pop-Ups when inside Springboard! for certain tools to work properly, such as Compose and Reply in the Springboard! Email Tool or Discussion Tool.

My Preferences

After logging into Springboard!, you can go to the My Preferences link located along the left side of the screen. The first page that comes up is the General Tab. At the bottom of this page you should choose the appropriate connection speed and the correct Operating System. If you are using Leopard than choose Mac OS X.

Springboard! Student Tip Sheet

What is Springboard!?

Springboard! (provided by Desire2Learn-D2L) is a web-based course management system designed to create a rich online learning environment for students. Springboard! includes features such as an electronic dropbox, automated gradebook, discussion boards, and quizzes. Please check with your instructor to see if then plan on using Springboard! in their teaching as it is their choice.

How do I log in to Springboard?

Steps for logging into Springboard!

1. Open up an Internet browser (i.e., Internet Explorer, Firefox, Safari).
2. Go to <http://springboard.uakron.edu>
3. Click on the Login button on the left side of the screen.
4. Log in using your UANetID (the same information you use for UA Email).
 - o If you do not have a UANetID, please contact the ZipSupport at 330.972.6888.

How do I see my courses in Springboard!?

Once you have successfully accessed the Springboard! My Home page by logging in with your UANetID, look for the blue box labeled My Courses in the middle of the screen. Make sure to scroll down toward the bottom of the screen, past any announcements that may appear at the top of your screen. The names of the courses you are enrolled in and have an instructor who has chosen to use Springboard! will automatically appear. The names will be underlined and in blue type. Click the name of the course that you wish to view.

What if one of my courses is not listed?

There are several possible reasons for this:

1. Enrollment changes take one business night to update, so it is possible that your information has not yet been updated in Springboard! Please be patient if your course is not immediately available after you have enrolled.
2. The instructor may not have chosen to not use Springboard! for the specific course. Please double check with your instructor or the syllabus to make sure they will be using Springboard!
3. Springboard! Course Sites must be activated by the instructor for students to obtain access. An instructor withholds access until they are ready for students to see the site. Please check with your instructor to confirm access date.

4. If you do not pay your tuition on time, you will also lose access to the course site. Once you have that resolved, access will be automatically granted the next business day and all of your work and scores will come back with you.

What if I can't log into Springboard!?

Click on the [Report a Problem](#) link under **Need Help?** located on <http://springboard.uakron.edu> and complete the form with as much detail as possible, explaining the problem you are having.

Once inside my Springboard! course, how do I access the course materials?

Use the navigational tool bar along the top of your course homepage. The links located on this tool bar allow you to access materials within your course. Some tools that your instructor may be using include:

Content: This may include your course syllabus, reading material, or homework instructions.

Grades: Where you can see your grades on assignments throughout the semester.

Dropbox: Where you can submit electronic copies of your homework to your instructor.

Quizzes: Where you can complete course quizzes.

Some helpful Tips for using Springboard!

- The browser 'Back' button does not work well in the Springboard! environment. Get in the habit of using the links located on the navigational tool bar to move around inside your course.
- When exiting your Springboard! course, be sure to click on the Logout link AND close the browser window. This is especially important if you are using a computer in a public lab.
- **Mac users:** Make sure you are using the most current version of either Safari or Firefox.

Browser Check

Description

Test your system settings to see if it is compatible with Springboard! requirements. A browser check is required for Springboard! to work properly, but it will not catch everything. Failure to perform a browser check may result in errors with Springboard!

Browser Check Link

[Click this link to access the browser check.](#)

A new page will display the results of the browser check. An example is shown below that passes all the checks. If your browser fails to meet any requirement, the display will show "failed" in red to indicate a failed check.

Required System Checks

JavaScript

✓ **Passed**
Your browser supports JavaScript.

Browser

✓ **Passed**
A current browser such as the latest version of Microsoft Internet Explorer or Google Chrome is required. Your browser is sufficient.

Cookies

✓ **Passed**
The use of cookies is to allow for an increased level of security and are required. Your cookies are enabled.

Display

✓ **Passed**
To view our pages properly, this test ensures your computer is running a current operating system and a sufficient screen resolution. You are also running a sufficient screen resolution.

If you fail any of the Required System Checks, please make sure your system meets the minimum below requirements.

Do I need to perform a Browser Check each time I log on to Springboard!?

No, you do not need to perform a Browser Check each time you log on to Springboard! if you have not changed any system settings from the time of your first Browser Check.

I am not using one of the recommended browsers; will I be able to use Springboard!?

Yes, you will be able to log on to Springboard! however, we cannot guarantee that Springboard! will function properly. We recommend that you download either Internet Explorer or FireFox if you use a PC and FireFox or Safari if you use a Mac.

Windows requirements:

Operating System (OS): Win98 - Win2000 - WinXP - Windows Vista
Browser(s): Internet Explorer 6.0 or 7.0, Firefox 2.0.0.6
Other Requirements: Java - JRE Java - JRE v 6.0.xx
Java and Cookies Enabled

Mac requirements:

Operating System (OS): Mac OS X
Browser(s): Firefox 2.0.0.6 or Safari 1.2
Other Requirements: Java - JRE Java - JRE v 6.0.xx
Java and Cookies Enabled

Linux requirements:

Browser(s): Mozilla 1.3 - 1.7.x
Other Requirements: Java - Java - JRE v 6.0.xx
Java and Cookies Enabled

JavaScript Check

If your browser fails the JavaScript check, you may need to download and install Java on your computer. Visit <http://www.java.com/en/download/manual.jsp> and look for the download button. Save the file to your computer and after it downloads, run the program to install Java. This should then allow you to run Java on your computer.

Note: If you pass the JavaScript check and are having Java related problems, change your Internet security settings to allow Java to be run on your computer.

Recommended Browsers

For Springboard! to function properly, we recommend that you use certain browsers. Links are provided to download the latest version of each browser.

- Windows Users: Internet Explorer, FireFox
- Mac Users: FireFox, Safari



Cookies Check

Enable Cookies Internet Explorer

- Open Internet Explorer, click **Tools**, select **Internet Options**
- Click the **Privacy** tab
- Slide the privacy bar to **Medium** setting

Enable Cookies Safari

- Open Safari and click on the **Safari** tab on the menu bar
- Click on **Preferences**
- Click on the **Security** tab
- Make sure that **Enable Javascript** is enabled
- Select **Only from sites you navigate to** or **Always** in the cookies bar

Enable Cookies Mozilla

- Click on **Tools** on the menu bar and select **Options**
- In the Options window, select **Privacy**
- Under **Cookies** select **Accept cookies from sites to Set Cookies**

Display Options

For Springboard! to display properly, your display settings should be at least 1024 x 768 and running at least 16 bit color.

Change display Windows 98, 2000, and XP

- Right click your desktop and select **Properties**
- Select **Settings** tab
- Slide Screen Resolution to 1024 by 768
- Change Color Quality to **Medium** (High if Possible)
- Select **OK** to save your changes

Note: It is normal for your screen to flicker or shut off for a second while the display settings are updated.

Change Display Mac

- From the Apple menu, click **System Preferences**. Double-click **Displays**
- From the **Colors** drop-down menu, verify the current setting. To change the setting, click **Thousands** (Millions if possible).
- From the **Resolutions** menu, verify the current setting. To change the setting, click 1024 x 768 option.

Note: It is normal for your screen to flicker or shut off for a second while the display settings are updated.

Final Note: If you are running antivirus software such as McAfee or Norton, these programs have built in firewalls. If you are still having problems logging on to Springboard!, disable these programs temporarily and see if this fixes the problem.

Pop-Up Blockers

The primary issues with Pop-Up Blockers are the inability to open Word documents in Content and the inability to use the Compose button in Springboard! Email and Discussions. Pop-Up Blockers are found in many types of software including: Internet Explorer, Firefox, Safari, Google Toolbar, Yahoo Toolbar, MSN Toolbar, Windows Firewall, Safari Preferences, Leopard Preferences, McAfee, Norton Anti-Virus.

If any of this software is installed on your computer you may need to turn off Pop-Up Blockers in each of them. Furthermore, you may need to add The University of Akron to your "Trusted Sites" (sometimes referred to as Authorized or Exempted Sites).

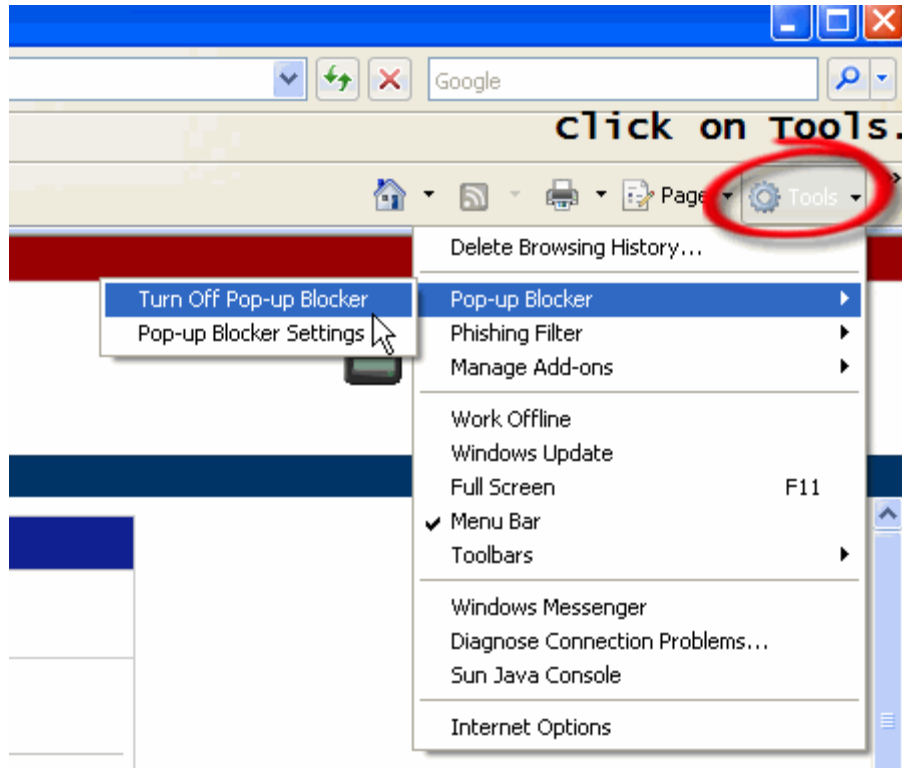
These are the trusted University of Akron sites:

**springboard.uakron.edu*
**.uakron.edu*
**.uanet.edu*

Depending on what is being blocked, you may need to add both of these.

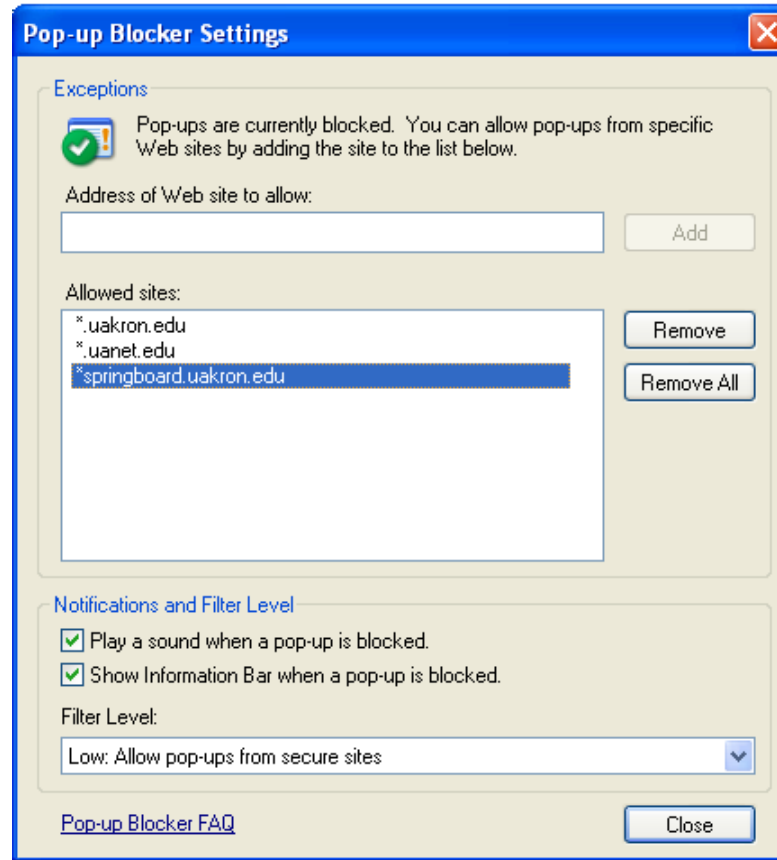
Turn off Pop-up Blockers in Internet Explorer

1. Open up Internet Explorer
2. Click on **Tools** in the upper right area of the window
3. Select **Pop-up Blocker** in the dropdown menu
4. Click **Turn off Pop-up Blocker**



Add Springboard! to Trusted Sites in Internet Explorer

1. Open up Internet Explorer
2. Click on **Tools** in the upper right area of the window
3. Select **Pop-up Blocker** in the dropdown menu
4. Click **Pop-up Blocker Settings**; a window should popup (see illustration below)
5. Enter D2L trusted site URL (see above), clicking **Add** after each
6. Click **Close** to save your work



Turn off Pop-up Blockers in Firefox

1. Open up Firefox
2. Click on Tools in the top menu area of the browser
3. Click on the Content tab in the Options window
4. Uncheck **Block pop-up windows**
5. Click OK

