V-Camp | Student Guide

INTERACTIVE GUIDE
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How to Log In

**How to Use**

1. To gain access to your virtual campus, go to your Login page and enter your Username and Password.
2. Select the Login button.
3. If you forget your password, select the Retrieve Password link to have it sent to the email address you have on file.

**Definition**

The Login feature is the doorway to your virtual campus. All you need is a Username and Password to enter.
HOW TO USE continued

4. Underneath the login section, you will find three support tabs: Tech Support, Contact Us, and Learn More. The Tech Support tab will direct you to a 24/7 V-Camp Support team. From here, you can start a live chat with a V-Camp Support member or submit a ticket requesting help. Contact Us gives you a number to call V-Camp support over the phone. Learn More will take you to your school's official page, so you can learn more about your school’s history, mascot, traditions, and more.
Home Page Layout

**DEFINITION**

Once you have logged in, you will be at the home page of your virtual campus. The interface is simple and easy to navigate.

**HOW TO USE**

1. You can return to this page at any time by selecting the link at the top-left corner. This will be displayed as your school’s logo.
2. You will find the home page Navigation menu on the left-hand side of your virtual campus. Select Home to return to the announcements section.
3. In the middle of the page, you will see News & Announcements. This section is designated for global news for the site as well as administrative announcements.
4. The Options Bar along the top of the page contains links to Messages, Tech Support, Calendar, and Logout. Click Logout at any time during your session to log out of the system.

Hello and welcome to the new and improved V-Camp! We hope that this new layout provides you with the best possible learning experience we have to offer. We look forward to working with you and helping you receive the best educational experience around while you are working towards earning your degree. We wish you the best in all of your educational pursuits and look forward to working with you.
The Message Center

**DEFINITION**

The Message Center lets you send electronic messages to and from other users. It is an internal communication tool for both students and faculty. You will not be able to use the Message Center to send messages to anyone outside of the school’s system.

**HOW TO USE**

1. To access the Message Center, select Messages from the top-right corner of the virtual campus screen.
2. Select Inbox to view your received messages.
3. Use the buttons at the bottom of the Inbox to navigate between pages.
4. Use these buttons to quickly Delete or Archive messages.
5. You can choose different messages from your Inbox then select Delete Message(s), Mark as Read, or Mark as Unread from the Select Action drop-down menu. Select Go after you have made your choice.
Compose a Message

**DEFINITION**

This feature allows you to create electronic messages to send to other users.

**HOW TO USE**

1. To compose a message, select the New Message tab at the top of the section.
2. Enter the user you wish to message in the To text field. Add a subject for the message in the Subject text field.
3. Use the rich-text editor to format your message.
4. Type your message into the Message text box.
5. Select Send when you are ready to send your message.
6. To find a user, select the magnifying glass icon located to the right of the To text box. This will open the Search/Find a User page.
Search/Find a User

**DEFINITION**

This feature allows you to search for a specific user with a variety of search options: Filter by Active Course or Search for User by full name, user name, or display name.

**HOW TO USE**

1. Select how you want to Search/Find A User. You can Search for User or Filter by Active Courses. Filtering your results by active courses will allow you to search for a student within a particular class.
2. Under Search Type you can choose to Search by Full Name, Display Name, or User Name from the drop-down menu.
HOW TO USE continued

3. Enter the full name, display name, or user name of the user you are looking for into the Search Text field. The search feature will remember your previous search history, so if you begin typing a phrase that you have searched before, it will autocomplete the phrase.

4. Select Search to search for a user. Select Reset to start your search over.

5. Choose the user you are looking for from the generated list by selecting the envelope icon in the Actions column.
Sent Messages

**DEFINITION**

This feature allows you to view the messages you have sent to other students and faculty members.

**HOW TO USE**

1. To view the messages you have sent, select the Sent Messages tab at the top of the page.
2. You can navigate between pages using the buttons at the bottom of your Sent Messages box.
Archived Messages

**DEFINITION**

The Archived Messages tab will direct you to the messages that you chose to archive from your Inbox. This is a great way to save any important messages you receive for future reference.

**HOW TO USE**

1. Select the Archived Messages tab to view your archived messages.
2. Use these buttons to quickly Delete or Unarchive messages.
3. You can choose different messages from your Inbox and select Delete Message(s), Mark as Read, Mark as Unread, or Move to Inbox from the Select Action dropdown menu. Select Go after you have made your choice.
Tech Support Button

DEFINITION
This feature allows you to contact your 24/7 V-Camp Support team with any questions or concerns you may have. You may either live chat or submit a support request.

HOW TO USE
1. Select the Tech Support button. A pop-up window will appear, asking “How can we help you?”
2. Select Find someone to chat with to start an online chat with a V-Camp Support representative.
3. Select Submit a support request to submit a support ticket. This is useful if you have an issue that may take longer to resolve.
Live Chat

DEFINITION
This feature allows you to chat in real time with one of our V-Camp Support representatives. If you selected the “Find someone to chat with” option from the “How can we help you?” window, a chat window will open.

HOW TO USE
1. Type your question into the text box.
2. Hit Send when you are ready to ask your question.
3. A V-Camp Support team member will respond shortly.
HOW TO USE

1. Fields marked with an asterisk (*) are mandatory.
2. Put the subject of your request in the Question* text field.
3. Give a detailed description in the Details* text box.
4. Add your Name* here.
5. Add Your email address* here.
6. Include your Phone Number here.

DEFINITION

This feature allows you to submit a request for technical support that may be difficult to answer through a live chat.
7. Select your School and Program* from the drop-down menu.
8. Add your Course/Section in the space provided.
9. Select Submit when you are ready to submit your request for assistance.
DEFINITION

This feature allows you to enter reminders for upcoming events.

HOW TO USE

1. Select Calendar from the top-right corner of your virtual campus home screen.
2. You can switch between calendars using the arrow keys or the drop-down menu at the top-left corner of the calendar.
3. You can choose to view your calendar by either Day, Week, or Month.
4. Select Add Event below the calendar to add a new event.
5. To go to an event, select it from your calendar view.
Calendar Events

**DEFINITION**

This feature allows you to add, view, and edit new events on the calendar.

**HOW TO USE**

1. Type a title for your event in the Event Title box.
2. Give a description of your event in the Event Body text field.
3. You can set a Start Date and End Date for your event using the calendars provided.
4. Choose Save to save your event. Choose Cancel to cancel anything on the current screen.
HOW TO USE continued

5. Click on a specific event listed on the calendar to see the View/Edit Calendar Event Page. Use Update Event to save changes, Delete Event to remove from calendar, or Cancel to do nothing.
Navigation Menu

**DEFINITION**

This column contains links to various resources within the virtual campus.

**HOW TO USE**

1. Click Logout at any time during your session to log out of the system.
2. On the left side of your virtual campus, you will find the Navigation menu. Click the appropriate tab for the section you wish to visit. These tabs are Home, IT Help Desk, My Records, and Resources.
3. Click Home to return to the News & Announcements page.
IT Help Desk

**DEFINITION**

This feature allows you to contact the IT Help Desk with any questions or concerns you may have.

**HOW TO USE**

1. Select the IT Help Desk tab from the Navigation menu to access the IT Help Desk.
2. Use the Request IT Support link to submit an IT support ticket.
3. Use the Request Status link to see the status of any previously made requests.
DEFINITION

The Resources tab houses Publications & Documents, Helpful Links, and Electronic Forms.

HOW TO USE

1. The first section is Publications & Documents. Here you will have access to documents, such as student handbooks, current course offerings, and catalogs. Click on the Title of the document to open it.
2. Select the Download link to save the document on your hard drive (not available on all devices).
HOW TO USE continued

3. The second section is Helpful Links. Here staff members will add links to web pages that you may find useful. Select the title to visit the site.

4. The third section is Electronic Forms. Here you can find electronic versions of various forms you will need throughout your college career. Select the Title to open the document.
**V-Camp Support Account**

**DEFINITION**

Before you can utilize V-Camp Support, you will need to create your own personal account. You can either select the Tech Support button or the IT Help Desk tab to access your V-Camp Support account.

**HOW TO USE**

1. To start a new account, select sign up (if you already have an account, select login to log into your existing account). After selecting sign up, you will be directed to the Sign-up to V-Camp Support page.
2. Here you will need to add your full name, email address, and Twitter account.
3. Next, Please verify that you are human* (type the 2 words displayed in the box into the text field below). If you are having trouble reading the words, you can select Two other words please or I want audio instead.
4. Select Sign me up! An email will be sent to the email address you provided.
### HOW TO USE continued

5. If you completed the form correctly, you will receive a “Sign-up complete” confirmation message.

6. Now check your email. A message similar to the one shown will be sent to the email address you provided. Select the link to choose a password.
HOW TO USE continued

7. Type the password you want to use for your V-Camp Support account into the Please select a password field. Password must be at least 5 characters in length.
8. Select Create my account.
9. Once your account has been verified, you will receive a “Welcome to V-Camp Support Customer Service!” confirmation message.

You account should now be set up and ready to go. Welcome to V-Camp Support Customer Service!
Log into V-Camp Support

DEFINITION
This feature allows you to log into your V-Camp Support account. Once logged in, you can access the user forums, submit a request, or check your existing requests.

HOW TO USE
1. Type your Email address here.
2. Type your Password here.
3. If you have forgotten your password, select (Help! I don't know what to enter here!) to get set up with a new password.
4. Check Remember me on this computer if you are on a secure computer and would like for the V-Camp Support system to remember your information.
5. Select Log in to log into your account.
6. Are you New to V-Camp Support? Select Sign up to submit and track your requests online, and follow the instructions given on the previous page of this guide.
7. If you do not have a password, select Get a password.
Get New Password

**DEFINITION**

This feature allows you to reset your V-Camp Support account password.

**HOW TO USE**

1. Enter the email address you have in the system in the Your email address text field.
2. Select Submit or cancel. You will receive an email that will help you to get set up with a new password.

Note: Your V-Camp Support page is hosted by Zendesk and not your college. If you forget the password or email you use, you will have to contact Zendesk, not your V-Camp Support team.
V-Camp Support Profile

DEFINITION

This feature allows you to edit the personal information shown in your profile and to view all of your V-Camp Support activity.

HOW TO USE

1. Select your name (located near the top-right corner) to go to your profile page.
2. Here you will be able to view your personal information as well as all of your V-Camp Support activity, which is divided into tabs: Requests by [Your Name], CCs, Topics, Topic comments, Votes, and Subscriptions.
3. Select edit to change any of the personal information on your profile.
4. To change your password, select actions followed by Change password.
Change Password

DEFINITION

This feature allows you to change your V-Camp Support password. To open the Change password page, select Change password from the actions drop-down menu located at the top-right corner of your V-Camp Support Profile page.

HOW TO USE

1. Enter your Current password in the space provided (this will be the password that was emailed to you if you forgot your password).
2. Type your New password. Passwords must be at least 5 characters.
3. Select Change password when you are ready to submit your new password.
Basic Info

**DEFINITION**

This feature allows you to customize the information shown on your profile page within V-Camp Support.

**HOW TO USE**

1. Enter your Name.
2. Upload a Photo. Select Browse and choose a photo from your computer.
3. Enter your Phone number.
4. Change Time zone if you need to adjust the time zone you are in.
5. Choose Update when you are finished.
6. Select the Identities tab to add more email addresses to your account.
Identities

DEFINITION

This feature allows you to log into the help desk to receive updates on your support requests.

HOW TO USE

1. Select add to add a new email address. A pop-up window will appear.
2. Type in the Email you want to add.
3. Select Send me the verification email.
Navigating V-Camp Support

**DEFINITION**

The top navigation bar allows you to get where you need to go within V-Camp Support quickly and easily.

1. At the top-left corner of the V-Camp Support page, you will see three options: [your name], privacy and cookies policy, and logout.
2. The Home link will get you back to the V-Camp Support Home page.
3. The Forums section is a place where you can make postings in a public forum that can be responded to by all V-Camp Support users.

**HOW TO USE**

1. At the top-left corner of the V-Camp Support page, you will see three options: [your name], privacy and cookies policy, and logout.
2. The Home link will get you back to the V-Camp Support Home page.
3. The Forums section is a place where you can make postings in a public forum that can be responded to by all V-Camp Support users.
HOW TO USE continued

4. Go to the Submit a Request section if you have an IT question to submit to your V-Camp Support team.

5. Check Your Existing Requests is where you need to go if you want to see the status of any IT tickets you have already issued. Some problems will take more time than others, so you can check here to make sure that someone is dealing with your inquiry.
Hello and welcome to the new and improved V-Camp! We hope that this new layout provides you with the best possible learning experience we have to offer. We look forward to working with you and helping you receive the best educational experience around while you are working towards earning your degree. We wish you the best in all of your educational pursuits and look forward to working with you.

1. Select the title of a class to visit that classroom.
2. Select Course Archive to view classes that you have already completed.

The Active Courses menu provides you with a list of your current classes. This is the doorway to your virtual classroom.
Announcements

DEFINITION

This feature allows you to view written announcements posted by your facilitator. The Course Announcements section is the first page you will see in the virtual classroom. Each class will have a similar layout and design.

HOW TO USE

1. Notice the Return to Campus link at the top-left corner; this will take you back to your V-Camp home page at any time.
2. Use the V-Camp Support button to access tech support from your classroom.
3. You can select the Announcements tab to return to this section.
4. Announcements are ordered from newest to oldest unless you select a different view order from the drop-down menu: Current, Expired, Future, or All.
Virtual Classroom Layout

**DEFINITION**

The Virtual Classroom layout contains many useful features and is easy to navigate.

**HOW TO USE**

1. Each class is separated into units that contain all the elements a course requires. Each unit is labeled like a file folder and can be accessed by selecting the appropriate unit tab at the top of the page.
2. To the left, you will see the 4 steps needed to complete each unit. The Read, Attend, Complete, and Discuss sections are intuitive steps that mirror the face-to-face classroom experience.
**DEFINITION**

This section contains the reading assignments for your current class. Most classes will have the reading assignments available as PDF documents; other classes may have a list of what you need to read for each unit.

**HOW TO USE**

1. Select the READ tab on the left sidebar to open a page with your current class reading assignments.
2. Select the Unit you wish to view from the tabs at the top of the page. The number of units displayed will depend on the course.
Attend

**DEFINITION**

This section houses the lectures that accompany Read sections.

**HOW TO USE**

1. Click the ATTEND tab on the left sidebar to open a page with your current class lecture.
HOW TO USE continued

2. You can change the way you are viewing the Attend section by selecting the small view box icon on the bottom, right-hand corner.

3. You can see the progress of the current slide in the navigation bar at the bottom of the screen. Here you can play or pause the lecture, skip back and forth between slides, and control the volume. If you close the browser in the middle of a presentation, you will have the option to resume from that same point the next time you enter the class.
Attend Viewing Options

**DEFINITION**

This feature allows you to customize the way you view the Attend lecture material. You can view by Outline, Thumbnails, or Notes. You can also search for key words.

**HOW TO USE**

1. Details about the presentation can be viewed in three different ways using the sidebar on the left: Outline, Thumbnails, or Notes.
2. The default tab is the Outline section. This will allow you to click on a title to go to a specific slide.
3. The second tab allows you to view Thumbnails of each slide. Click on a thumbnail to view that specific slide.
HOW TO USE continued

4. The Notes tab allows you to view the script for each tab. This is helpful in situations where you may need to mute your computer.

5. You can use the Search tab to look for key words within the Outline and Notes sections of the Attend presentation.
Complete

DEFINITION

The Complete section contains part of the course work that you will need to complete for your classes. The Complete section may have a slightly different layout on a computer versus other devices.

HOW TO USE

1. Select the Complete tab on the left sidebar to open a page of your current class questions.
2. Select your current Unit from the unit tabs.
3. Your questions will be listed down the right side of the page.
4. Type your answers in the text boxes to the left of the questions. It is highly recommended that you type your responses in a word processor (Pages, Word, etc.) and save all documents, so you never have to worry about losing your work. We are not responsible for lost work.
Saving/Submitting Assignments

DEFINITION
This section explains how to save and submit your Complete assignments. When you submit complete assignments to be graded, a confirmation message will appear on the screen.

HOW TO USE
1. When you are ready for your Complete assignment to be graded, navigate to the bottom of the page, select the box next to “When all work is completed, check this box to alert your professor ...” then select Save Assignment.
2. To save an assignment but not turn it in, select the Save Assignment button at the bottom of the page but DO NOT check the box. Be sure to save your work often if you are working directly into the Complete section. If you do not save often, your work will be lost.
Define

The Discuss section allows you to interact with your classmates while debating discussion questions posted by your facilitator. You can read through an assortment of ideas and opinions held by your classmates.

\section*{How to Use}

1. Select the DISCUSS tab from the left sidebar and choose your current Unit.
2. To view a post, select the topic title. If you are using an iPad, hold your finger on the title until a menu window pops up. From that menu, choose Open.
3. Select the Reply link at the bottom of the post to reply. Select Back to return to the previous screen.
Repring to Discuss Posts

DEFINITION
This section explains how to reply to posts classmates have made. It should be noted that once you have submitted a post, you will not be able to delete or make changes. Think of it as speaking up in class. You cannot take back what has already been said.

HOW TO USE
1. After selecting Reply from the previous window, you will be able to compose your response. Type a title for your reply in the Title text box.
2. Type your reply in the Body text box. Use the rich-text editor to properly format and spell check your message.
3. Select Post to submit your reply. Select Cancel if you decide not to post.
DEFINITION

The Progress tab allows you to see the status of your current unit, your assignments, and your participation points. You can also view feedback from your facilitator pertaining to your assignments.

HOW TO USE

1. Select the Progress tab on the left sidebar to open a page with your current class progress.
2. Select Click here to complete Section Evaluation to evaluate your facilitator’s performance for this course.
Profiles

DEFINITION

This feature allows you to customize your personal information for others to view within the virtual campus, such as your name, email, and phone number.

HOW TO USE

1. Select the Profiles tab on the left sidebar to open the profile section.
2. You can add information about yourself for others to view, such as your name, e-mail, and phone number.
3. You can add information about your Organizational Interests and Charitable Involvements or a professional biography.
HOW TO USE continued

4. You can also add a picture. See the following pages for instructions on resizing (if necessary) and uploading a picture to your profile.
5. Click the Save button to save your changes.
6. Use the Change Password section to update your password. Select Update when you are ready.
Resizing Pictures (PC)

**DEFINITION**

If you are having difficulties uploading a photo to your profile, it could be that the image is not the correct size. The following steps should help you to remedy that problem if you are using a PC.

**HOW TO USE**

1. Save the desired profile picture to file folder of your choice (remember the file location).
2. Click your Start button in Windows, and go to the file folder where the picture was saved.
3. Right click on the image.
4. Scroll down to Open With and select Microsoft Office Picture Manager from the list of options.
5. Click on Edit Pictures located on the tool bar at the top of the screen.
6. Click on Resize in the newly opened edit pictures toolbox.
7. Select the button for Predefined Width x Height.
8. In the drop-down menu for predefined width x height, select E-mail-Small (160x160px).
9. Click on OK.
10. Click on File (upper left-hand side of screen).
11. Click on Save As. Choose a name for your picture that is different from the original name. This will ensure that your original photo is not changed on your computer.
12. Click Save.

Note: If you are having trouble resizing or uploading a picture, contact technical support, and they will be happy to assist you.
Adding a Picture

DEFINITION

This feature allows you to add a picture to your V-Camp profile.

HOW TO USE

1. To upload the picture to your profile, click the Browse button and select the file folder where your image was saved.
2. Click your photo of choice and select Open or double-click the image. The file path will appear in the photo text box.
3. On the Profiles page, select the Save button to save your photo to your profile.
Meet Your Classmates

DEFINITION

This feature allows you to view the profiles of your facilitator and other classmates.

HOW TO USE

1. Once you have added your own personal profile, you can scroll down and view other profiles.
2. You can message people using the link provided in their profiles.
Help/Tutorials

DEFINITION
This section features the interactive PDF version of your V-Camp guide. This is a quick and easy way to answer any questions you may have concerning V-Camp features.

HOW TO USE
1. Select the Help/Tutorials tab to open the interactive guide.
2. Use the interactive buttons to navigate through the PDF document.
Course Materials

DEFINITION

In the Course Materials section, you can view materials (such as the course syllabus) that have been added by your facilitator.

HOW TO USE

1. Select the Course Materials tab on the left sidebar to open the page.
2. Select the Title to view the PDF file.
3. Select the Download link to save the file to your hard drive for later viewing. Some tablets will not allow for you to save documents.
Drop Box

DEFINITION

The Drop Box is provided for you to upload any documents requested by your facilitator. This feature may only be available on a Mac or PC.

HOW TO USE

1. From the tabbed file folders, select the Unit you wish to upload an assignment to.
2. Name your assignment by typing the title of the uploaded file into the text box.
3. To upload your assignment, select Choose File and locate the file on your hard drive. When you are finished, select Submit.
HOW TO USE continued

4. You can search for previously loaded files in the Search box. It remembers your search history, so if you begin typing a phrase you have searched previously, it will autocomplete the phrase for you.

5. The uploaded material is stamped with the date and time it was uploaded. Documents can be sorted by date by selecting Date Uploaded.