Support for Students

Educational Videos

- **Student How To Videos**
  Welcome to the Echo360 educational library. We are here to help you get started setting up your course in Echo360. These videos are meant to compliment the existing documentation and provide short learning modules on various concepts with the Echo360 platform. Don't worry we are mobile too, so if you want to use our app download them from your appropriate provider app store! Click here and we will get you to videos to get you started.

- **Hear From Your Peers Webinar Series**
  Every month you can make your job a little easier by learning instructional or administrative best practices directly from an Echo360 power user. These experts will share insights based on their experience, and easy tips to help you use the platform in the most efficient way. The presentations will include various use cases, deployments, disciplines, institution and/or class sizes, to ensure that you will receive information relevant to you. Find the webinar links below and in our Video Library, titled *Hear From Your Peers Webinar Series.*

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Getting Started - The Basics

- **Welcome To Your Echo360 Home**
  The **Echo360 Home** page makes it simple to find what you need. The Home page provides access to courses and sections as well as to the media you have access to.

- **From Old to New - Navigating the New Home Interface**
  If you're like many users, you may find the change to the new Echo360 Home page confusing at first. Where is my toolbar? How do I get to my stuff? How do I get BACK to the Home page? HELP!!

- **Overview: Finding Courses and Content**
  The **Echo360 Home** page makes it simple to find what you need. The Home page provides access to courses and sections as well as to the media you have access to outside of a classroom.

- **Accessing Courses**
  Clicking on a Course Tile from the home page, takes you to the class list of a course. Or you may click a link into Echo from your LMS course that puts you onto the Class list for a course. Once in the course, there

are many things you can do outside of viewing classes.

- Accessing Classes / Entering a Classroom
  Courses/Sections are accessed from the Echo home page. Clicking into a course shows the course class list. Or you may click a link into Echo from your LMS which puts you onto the Class list for a course.

- Overview: The Content On Your Home Page
  All of the content you have access to *outside of a course classroom* can be found on your Echo360 Home page, in the All Content tab. This article provides an overview of working with media outside of a course or classroom along with links to further information. If you are an instructor, you may also want to read Managing Media in Classrooms for information on publishing media directly to a class, and for working with media already published there.

- Overview: Student Class List
  When you click a Course tile from the Echo Home page, you end up on the Class List. Or your instructor may have configured a link from your LMS course into Echo that puts you on the Echo360 class list for the course

- Overview: Taking Notes and Asking Questions
  Echo360 lets you take notes while you're viewing a class and maintain your own personal Study Guide for the course. You can also post questions to the Q&A forum that the instructor or other students can view and respond to.

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  In The Classroom

- Viewing Classroom Content
  Being "in the classroom" means viewing the content or media in the class, and interacting with the media in some way. You can watch the class as it was recorded, as well as view any other presentation materials that may have been shared to the classroom.

- Viewing Live Classes
  Some institutions may configure classes to be viewed in real-time, while they are being taught. These are called LIVE classes. For Instructors, teaching a class being broadcast live should be the same as teaching one that is being recorded, except that there may be fewer students IN the classroom because they can watch remotely.

- Using Classroom Tools

The tools available inside a classroom are designed to help you interact with the material in the classroom as well as with other participants in the class (students and the instructor). The toolset provided is nearly identical for students as they are for instructors, with a few differences. This article provides information on all of the classroom tools you may see, depending on your role and which features have been enabled for your course or institution.

- Taking Notes
  Once in a classroom, you can take notes while viewing the presentation. The **Notes panel** appears to the right of the presentation pane and should appear by default when you open the classroom.

- Flagging and Bookmarking Content
  Bookmarks allow you to identify classroom material you want to return to later, to re-review or take notes on. Bookmarks appear in your Study Guide, to include a viewing panel for the slide or video location you have bookmarked.

- Viewing and Posting Questions
  If you have a question while viewing a classroom presentation or want to respond to a question someone else asked about the class, select the **Discussions** icon from the toolbar. This is a toggle button which also closes the Questions panel when not needed.

- Responding to Questions or Posts
  If you want to view or respond to a question while viewing a classroom presentation, select the **Discussions** icon from the left toolbar. Each question can have multiple responses, functioning as discussion points for class material.

- Viewing Video Transcriptions
  Some classes with video media in them will also have a transcription of the spoken text available for viewing in the classroom. The Transcription panel is exposed by clicking the transcription button from the classroom toolbar, as shown in the below figure. Clicking the icon again closes the transcription panel.

- Responding to Activity Slides
  Instructors may post questions during class for you to answer. The sections below provide instructions for responding to each type of activity slide.

- Using Your Mobile Phone to Respond to Activity Slides
  During lecture your instructor may post interactive activity slides, which you can respond to using the SMS (text messaging) feature of any cell phone. SMS instructions appear for all types of in-class activities except for Image quizzes.

- Leaving the Classroom or Opening a Different Classroom
  Once in the classroom viewer, you can select a different class to view or exit the classroom, returning to

the class list page. **To exit the classroom** and return to the class list page, click the **Section name** in the top right corner of the classroom.

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  In Your Course Outside of Class

- More to Courses than Just Classes
  While viewing and participating in classes might be the primary interaction you have with Echo360, there's a lot more available to you in a course OUTSIDE of the classroom.

- Viewing and Participating in Course Discussion/Q&A
  The Q&A tab for a course is your one-stop-location for reviewing any discussion posts and responses made in any classes in the course as well as those posts entered directly into the Q&A tab. You can add new questions, or respond to existing posts in the Q&A tab, and view the class media being referenced by a post if applicable. The Q&A tab shows which class the posts were made for and provides a "General" option where students and instructors can post discussion points or questions that do not apply to a specific class.

- Reviewing Your Study Guide Notes
  Each course contains a Study Guide tab where your notes are kept. This allows you to quickly page through all of your classroom notes for each class. Only you can see your notes.

- Editing Your Study Guide Notes
  The Study Guide tab is where all of your classroom and general course notes are kept. Besides viewing your notes, you can edit your notes, edit or remove the timestamp/location tag for each note, and delete a note or bookmark if needed. Only you can see your notes.

- Downloading Notes
  You can download your class notes, either from the classroom itself or from the Study Guide tab. Note that class questions/responses as well as classroom bookmarks *are not included* in the downloaded notes. Timestamp and slide number ARE included with each note that is synced to a location.

- Searching Across a Section
  Whether you are a student or an instructor, you may find your sections filled with useful but difficult-to-find items, especially if you are looking for something specific. The Section Search feature is designed to help you target the information you may need, especially when it comes time to study for a test, or for an instructor to create a quiz around a class discussion.

- The Magic Class List

The Magic Class List? What does that mean? Typically students and instructors use the class list as a means to enter a classROOM to view or present the media posted there, either a video or a presentation. Play the video, post Q&A or discussion points, take notes, maybe answer some activity slides, etc.

BUT...

For some users, there are secrets hidden in the class list, that allows them to do other things with the media, not available anywhere else.

- Creating Copies of Class List Media
  Some institutions allow the instructors and even students to make copies of media that has been published to a section. This means that users can generate their own copies of content to edit and share with other users as appropriate.

- Downloading Content From the Class List
  You can download content from Echo360 from the Class List page if you need or want a local copy of the media for offline viewing or file manipulation outside of Echo360.

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Working with Home Page Content

- Home Page Content/Media
  All of the content you have access to *outside of a course classroom* can be found on your Echo360 Home page, in the **All Content** tab. The All Content tab combines My Content (media you own) and Shared With Me content (media someone shared with you) into one place.

- Finding Your Stuff
  The **Echo360 Home** page makes it simple to find what you need. The Home page provides access to courses and sections as well as to the media you have access to outside of a classroom.

- The Content Details Page
  If you have media in the **All Content** tab of your Echo Home page, that simply means you have access to media outside of a classroom.

- Video Analytics on the Content Details Page
  When you first open the media details page for a video, the Info panel is shown by default, containing sharing information about the media; individuals it is shared to, the classes/sections where it is published, and any URL links that may have been created for it.

- Viewing Shared Content
  If someone has shared a piece of media with you, it appears in both the All Content and Shared With Me tabs of your Echo Home page. It allows you to view the media OUTSIDE of a classroom and without the owner needing to send you a file. Like any media item in your Content Home page, view the Shared media by clicking on the tile. This opens the media in the Content Details page where you can view it.

- Editing Media Name and Description
  When media is generated (like a capture) or uploaded to the system, it gets a file name or other title identifier that may or may not be descriptive of the media. Especially in the case of classroom captures, the capture video may have the same title as the section to which it is published, with no differentiation from one captured lecture to another. For uploaded videos or presentations, the original file name may appear as the title of the content.

- Sharing and Unsharing Media with Other Echo360 Users
  The media you own in the Echo Content Home page is yours to do as you please, including sharing it with other Echo360 users. Sharing an item with another Echo360 user makes that item appear in *their* Echo Content Home page, though it does so with YOUR name on the tile, because you are still the owner. Specifically the shared media appears in the All Content tab as well as the Shared With Me tab.

- Creating Copies of Media
  If all you want is a copy of an existing capture/video or presentation, use the Create Copy feature. It is available for all content you own; it may be available for Shared content; it may also be available from the Class List page (click a media icon and see if Create Copy appears in the menu).

- Uploading Content Into Echo
  The Content pages of the Echo Home page contain all the media you have access to outside of a classroom or course. You may want to upload a video or upload a presentation to your library to edit it or to hold it until you are ready to publish it to a class or share it with another user.

- Supported Content Formats
  You can upload content for slides and presentations to Echo360 both from your computer and popular cloud options such as Dropbox, Google Drive, Box, and OneDrive.

- Generating a Web Link and Embed Code for a Video
  There may be times when a capture or video needs to be shared with a larger audience than a few classes or even just Echo360 users. In this case, you can generate a URL directly to the video, then post that link anywhere you like. You can also generate "embed code" to surround the link, for embedding directly into a portal, embedding in an LMS content page (using the HTML view of the editor), or onto a social media site.

- Editing Videos
  Echo360 provides a basic video editing function, allowing you to make cuts and trims to video content as needed. In addition, you can make changes and save them to the original video, or you can make changes and Save As.

- Editing a Presentation

  You can select to edit a presentation from the Content Home page or from the Class List where it is published. Typically you can only edit presentations you have uploaded or copied, and which you own. However if you are a co-instructor in a section where co-instructor edits of media is permitted, you may be able to edit another user's presentation.

- Downloading Content to Your Computer

  You can download content from the Content area of your Echo Home page, if you need or want a local copy of the media for offline viewing or file manipulation outside of Echo360. You may also be able to download content that has been shared with you (see Viewing Shared Content for why you may or may not be able to). See also Downloading Content from a Class to download media you only have access to through a course.

- Deleting Your Echo Content

  You are the owner of any content that appears in the My Content tab of the Echo Home page. You can delete this content if it is no longer needed. You can also remove content from the Shared With Me page, but this simply removes it from your Shared page.

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  Mobile App

- Echo360 Mobile Apps

  Echo360 has developed mobile applications that allow **Instructors** and **Students** to view classes, including both videos and presentations, and to upload videos to your library using your smartphone or tablet. See Quick Guide to the Mobile Apps for an overview of the features available.

- Mobile Apps and LMS Users

  If you normally access Echo360 through your LMS (Blackboard, Canvas, Moodle, D2L, or Sakai), you can still use the Echo360 Mobile Apps to view and interact with your section materials. However, using the Mobile Apps effectively bypasses the LMS, so there are a few things you need to be sure to do.

- Quick Guide to the Mobile Apps

  The Echo360 Mobile App is fairly intuitive, but this article is provided as a quick reference for how to find certain features in the App. It includes links to other articles with more details about the linked feature.

- Limitations of the Mobile Apps

  While the Echo360 Mobile app now provides both video and presentation viewing capabilities, and allows students and instructors to interact with the in-class activity slides, there are still some limitations to using

the application. The mobile apps are not designed to replace the full capabilities of Echo360 as provided through a browser (but we're getting closer!).

- Viewing Classes in the Mobile App
  By default, the current Term's sections are shown when you log into the Mobile App. If you have other terms' sections visible to you, you can select a different term's sections to view.

- Using Offline Mode of the Mobile App
  Because Mobile Apps are designed to be used "on the go", internet connectivity isn't always guaranteed. Or, some mobile users do not want to use "cellular" data allotments to view class materials. The Echo360 mobile apps have an Offline Mode that allows you to download the videos for classes while you have an internet connection then view them later when you do not.

- Using Notes and Bookmarks in the Mobile App
  The Mobile Apps support both taking Notes in a class as well as marking slides or video locations with Bookmarks. The Notes and Bookmarks you add through the mobile app appear in your Study Guide, just like they do in the browser version of Echo360.

- Posting and Responding to Class Q&A or Discussion Posts
  The mobile app allows you to post or respond to a question or discussion point while viewing the classroom. ...

- Adding or Removing Confusion Flags in the Mobile App
  The Mobile Apps allow you to mark video scenes or slides in a classroom as confusing. Setting a Confusion marker simply gives the instructor an indicator that states one or more students found some segment of a video or a slide in a deck confusing and that some clarification or explanation might be needed.

- Viewing and Interacting with Presentations through the Mobile App
  Each class in the class list contains an icon for the type of media published to the class. Tapping on the class opens the classroom viewer, showing the video by default. If there is a presentation in the class, there is a slide-deck icon in the top right corner.

- Uploading Videos through the Mobile App
  The main menu contains an **Upload Video** option, that allows you to upload videos from your mobile device to your Echo360 content library.

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System Requirements

- Recommended Browsers
  Echo360 is a web-based application, and as such does not have specific OS requirements. It does however, have certain browser requirements. While we can't test every version of every browser out there, we do test the most popular browsers and most recent versions. There also may be specific configurations needed, depending on what browser you use, whether you access Echo360 through an LMS (Canvas, Moodle, Blackboard, etc), and whether Echo360 opens in its own tab or within the LMS frame.

- Enabling Flash and other Browser settings
  Echo360 is a web-based application that uses a browser to view content and as such has certain browser requirements. Beyond ensuring you're using a supported browser, there are also some configuration settings you may need to check or change to successfully use Echo360.

- Chrome Recommended Browser Configuration
  This page provide instructions for configuring browser settings in Google Chrome, in order to allow Flash to run (for Live streamed classes), and to enable Cookies so that Echo360 can be rendered properly, in particular inside of an LMS frame, if that his how Echo360 is configured for your LMS.

- Edge Recommended Browser Configuration
  Echo360 is a web-based application that uses a browser to view content and as such has certain browser requirements. Beyond ensuring you're using a supported browser, there are also some configuration settings you may need to check or change to successfully use Echo360.

- Safari Recommended Browser Configuration
  Echo360 is a web-based application that uses a browser to view content and as such has certain browser requirements. Beyond ensuring you're using a supported browser, there are also some configuration settings you may need to check or change to successfully use Echo360.

- Firefox Recommended Browser Configuration
  Echo360 is a web-based application that uses a browser to view content and as such has certain browser requirements. Beyond ensuring you're using a supported browser, there are also some configuration settings you may need to check or change to successfully use Echo360.

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Universal Capture

- Universal Capture Specifications
  Universal Capture is a cross-platform capture application that allows you to create captures from either your personal or classroom computer (when using the desktop application), the Device interface, or the Online

interface (if enabled), then publish them to one or more courses.

- Access Universal Capture
  Universal Capture (UC) is a cross-platform, simple capture interface that is accessible across both hardware and software, creating a consistent user experience across all capture mediums. Because it has an easy to use interface, instructors can easily access UC, login, and use it to create or control captures as needed.

- Log in and out of Universal Capture
  Universal Capture will prompt you to log in if not previously authenticated. If your institution uses Single Sign-On to authorize you (meaning you log into a university portal or other access point, and not directly into Echo360), you will see an institution login page, similar to the one you typically log into. Otherwise, you will see the Echo360 login page.

- Create a Capture
  Universal Capture has been designed with an easy-to-use interface, allowing you to create an ad hoc recording or impromptu lecture to supplement your in-class materials.

- Control a Capture
  You can pause, resume, or finish (stop and complete) any Universal Capture recordings, either ad hoc or scheduled. When using either Universal Capture: Classroom, the Universal Capture: Device interface or the Universal Capture: Online interface you can also start a scheduled recording early, or add time to a recording that is in progress.

- Allow Access to Inputs in macOS 10.14 (Mojave)
  With the release of macOS 10.14 (Mojave), all applications now require individual user permission to be able to access the Camera and Microphone (a Security and Privacy feature which has long been in effect for iOS). This means that if you enable access to the Camera & Microphone on a Classroom computer, permission has only been granted for the specific user account you are logged into the computer with. If someone else logs into that same classroom computer using another user account, they will also have to enable access because each user on a computer controls their own permissions.

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Account Settings

- Register Your Account and Log In
  You should receive notification that an Echo360 user account has been created for you. This may come as a notification from the system administrator, or be an invitation to a course from an instructor. The notification contains a Complete Registration link to Echo360.

- **Supported Languages**
  Many parts of the Echo360 UI support viewing in languages other than English.

  You can set your language preference in the Account Settings page. The selection here overrides your browser settings and uses the Echo360 translation for the selected language. Not all textual components of the UI have been translated but many have been, and the translations are updated/added to regularly.

- **Account Settings**
  Account settings are accessed by selecting Account Settings from the Settings icon (it looks like a gear) located on the top right of the Echo360 UI. This is shown in the below figure.

- **Creating an Echo360 Password for Direct Login or Mobile Apps**
  Users who log into a Learning Management System (LMS) such as Canvas or Moodle generally access Echo360 through the LMS and therefore do not log directly into Echo360. These users do not have a password in Echo360 (LMSs do not share passwords for obvious reasons). This means that despite being Echo360 users, they cannot log into Echo360 or its associated applications. SSO users (who log in through an institution portal) also do not have Echo360 passwords, but can typically use external Echo360 applications via their SSO login process.

- **Changing Your Echo360 Password**
  If you have a direct login to Echo360 and ever need to change your Echo360 password, there are two methods for doing so:

- Use the Account Settings page and click **CHANGE** for the password field. These instructions are below.
- Use the **Forgot your password?** link, located on the main Echo360 login page (echo360.org).

- **Providing Feedback**
  ...your input and suggestions are very important to us...please remain on the line...

  WHAT??! No Way! Echo360 isn't going to make you wait! We're not even going to make you create a new email. How's that for convenient?

- **Logging in Under Different Institution Role**
  If you have multiple roles in the system (a student in some courses, an instructor in others), or you are a user in more than one institution that uses Echo360, you can switch to another role or institution to view that content without having to log in again.

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