

Presidium Learning & University System of Georgia



GeorgiaVIEW Online Support Center (OSC)
24x7x365 USG Functional Support for Vista



- **Overview: Presidium Learning & the USG**
- **OSC Incremental Pilot History**
- **Statewide OSC Implementation: July 1, 2006**
- **Demo of OSC Websites & Features**
- **Questions & Answers**

Presidium Learning

Multi-Channel Contact Center

24x7x365 Technical Support for Enterprise Applications:

- **Course Management Systems**
- **Student Information & Administrative Systems**
 - **E-mail Systems**
- **Routine Technical Troubleshooting**
 - Browser & Local Configuration Issues*
 - 3rd Party Applications & Plug-ins*

Welcome to the WebCT Vista Online Support Center for the University System of Georgia. Our Support Representatives are available 24 hours a day, 7 days a week, 365 days a year. Click [HERE](#) for tips on how to use the Online Support Center.


[Advanced Search](#)

[Home](#)
[Self Service](#)
[Request Support](#)
[My Support](#)


Welcome Guest.

Online Support Center: WebCT Vista

Please view the Knowledge Base using the left-hand side navigation folders or by clicking the icon below. This online support resource is updated frequently, and provides a database of common issues faced by Vista users. Additional support can be found under the "Request Support" tab above.



[Knowledge Base](#)
Browse or search the Knowledge Base for solutions to known issues.



[Complete the Knowledge Base Survey](#)
Please rate your experience using the WebCT Vista Knowledge Base.

GETTING STARTED USING WEBCT VISTA

- How do I get my password?**
Instructions on receiving your initial password and other important information regarding your course were emailed to you at your campus email address. Check your campus email address in order to retrieve this information. If you can't locate or have forgotten your password, [click HERE](#).
- How do I make sure my computer is configured properly for a successful WebCT Vista experience?** Run the Browser Checker on the WebCT Vista login page and follow the instructions downloading and installing any recommended plug-ins. Then, if you experience any problems, follow the steps [HERE](#).
- To find your institution/program website address, [click HERE](#).**

Most Popular Topics

- [What is my password for WebCT Vista? How can I get my password reset for Vista?](#)
- [Where do I go to login to My WebCT?](#)
- [I get an "invalid username and password" message when I try to login to WebCT Vista.](#)
- [When I login to WebCT Vista, I am sent back to the login screen or the Institution Listing page instead of into My WebCT. AOL is NOT my ISP \(Internet Service Provider\). What do I do?](#)
- [Which Windows web browsers are supported for Vista?](#)

Most Recent Topics

- [How can an instructor make one content file available until an assessment is successfully completed, then make another content file available until the next assessment is successfully completed?](#)
- [When promoting a section to a template, copies of student attachments are included in the File Manager. How can this be prevented?](#)
- [Why can't students see quiz questions after the availability period has ended?](#)
- [Is there a way in Vista to drop the lowest quiz grades and recalculate from the range of the remaining grades?](#)
- [What is the best way to add content developed in a Word document to Vista?](#)

Viewed

7474

3061

2427

2176

541

9/20/2006

9/20/2006

9/20/2006

9/18/2006

9/18/2006

University System of Georgia

- 1. System Requirements
- 2. Plug-ins, Players, and Viewers
- 3. Logging In/Out of WebCT Vista
- 4. Instructor/Designer Support
- 5. Student Support
 - Access Codes
 - Assessments/Quizzes
 - Assignments
 - Calendar
 - Chat and Whiteboard
 - Discussions
 - Edit Paging
 - Home Page
 - Local Content
 - My Files
 - Mail
 - Media
 - My WebCT
 - Search
 - Who's Online
 - Vista Tool Bar
- 6. Errors & Other Messages
- 7. Galileo

Searchable, Self-Service Knowledge Base

[Advanced Search](#)

Home | Self Service | Request Support | My Support

Welcome Guest.

University System of Georgia

- 1. System Requirements
- 2. Plug-ins, Players, and Viewers
- 3. Logging In/Out of WebCT Vista
- 4. Instructor/Designer Support
- 5. Student Support
 - Access Codes
 - Assessments/Quizzes
 - Assignments
 - Calendar
 - Chat and Whiteboard
 - Discussions
 - Edit Paging
 - Home Page
 - Local Content
 - My Files
 - Mail
 - Media
 - My WebCT
 - Search
 - Who's Online
 - Vista Tool Bar
- 6. Errors & Other Messages
- 7. Galileo

[Knowledge Base](#) | [Downloads](#) | [Glossary](#) | [Troubleshooter](#)

Knowledge Base

The Knowledge Base has more than 338 support references, created by support professionals who have resolved issues for our customers. It is constantly updated, expanded, and refined to ensure that you have access to the very latest information. Begin by browsing folders on the left side of this site.

1. System Requirements

- [Which Windows web browsers are supported for Vista?](#)
- [How can I disable a pop up blocker so that I can allow pop up windows to appear when I'm using Vista?](#)

[more...](#)

2. Plug-ins, Players, and Viewers

- [What version of Java \(Java Runtime Environment: JRE\) do I need for WebCT Vista and how do I get it \(for PC users only\)?](#)
- [I installed Java, but it doesn't seem to be working in my browser. How do I enable Java in my browser on my PC?](#)

[more...](#)

3. Logging In/Out of WebCT Vista

- [What is my password for WebCT Vista? How can I get my password reset for Vista?](#)
- [Where do I go to login to My WebCT?](#)

[more...](#)

4. Instructor/Designer Support

- [Can audio files be uploaded to the Assignments area, then downloaded by the instructor and listened to using software like Media Player, WinAmp, QuickTime, etc?](#)
- [When an assignment is made to a group, is the grading done for each individual student, or is it done for the group \(and the grade cascades to the group members\)?](#)

[more...](#)

5. Student Support

- [Where can I go to get support for my eCore courses?](#)
- [Can audio files be uploaded to the Assignments area, then downloaded by the instructor and listened to using software like Media Player, WinAmp, QuickTime, etc?](#)

[more...](#)

6. Errors & Other Messages

- [When I login to WebCT Vista, I am sent back to the login screen or the Institution Listing page instead of into My WebCT. AOL is NOT my ISP \(Internet Service Provider\). What do I do?](#)
- [What are common errors in WebCT Vista and how do I fix them?](#)

[more...](#)

7. Galileo

- [What is the URL for the Online Library Learning Center?](#)
- [Galileo: How can I receive training in using GALILEO?](#)

[more...](#)

Submit A Ticket

[Home](#)

[Self Service](#)

[Request Support](#)

[My Support](#)

Welcome Guest.

[My History](#) | [My Tickets](#) | [My Chats](#) | [My Subscriptions](#)

My Support

Creating an account will allow you to check on the status of any of your submitted support tickets with the Online Support Center helpdesk. Creating an account is not necessary for chat or phone support requests.

Please log in to your account submit a new ticket

Already have an account?

University Email (ending
in .edu):

Password:

Keep me signed in to this site unless I sign out.



Sign in

[Forgot your password?](#)

New to the Online Support Center: WebCT Vista?

If you are new to the support center and would like to access our support site, you can request a new account below.

Create a New Account

OSC User Satisfaction Survey

http://supportcenteronline.com/ics/s...p?deptID=3094&surveyID=1038&type=web



Leave this window open until you are ready to complete this survey.

Please rate your experience using this WebCT Vista Knowledge Base.

1) Did you find what you needed in the WebCT Vista Online Support Center Knowledge Base?*

- Yes
 No

2) Select the closest description of your most recent experience using this Knowledge Base:*

- I found what I was looking for; it helped me to resolve my issue.
 I found what I was looking for; it did not resolve my issue. I will seek further assistance to resolve my issue.
 I did not find what I was looking for. I will seek further assistance to resolve my issue.

3) If you were unable to find what you needed, or what you found did not work, what was it you were looking for? If you would like us to contact you about this issue, please provide your email address.

The above text contains HTML formatting

4) How could the article(s) that you read be improved?

The above text contains HTML formatting


Submit

Close

* = Required field

Live Chat

Realtime Support



Chat with an operator online.

First Name:

Email:

(Your chat conversation can be emailed to you.)

Connect to Operator

Powered By Parature

Exit

Telephone Support

Welcome Guest.

[Home](#) | [Self Service](#) | [Request Support](#) | [My Support](#)

[Submit a Ticket](#) | [Contact Us](#) | [Live Chat](#)

Contact Us

Answers to the most frequently asked questions regarding Vista can be found right now in the Online Support Center Knowledge Base. Enter key words in the search box on the top left and click Search.



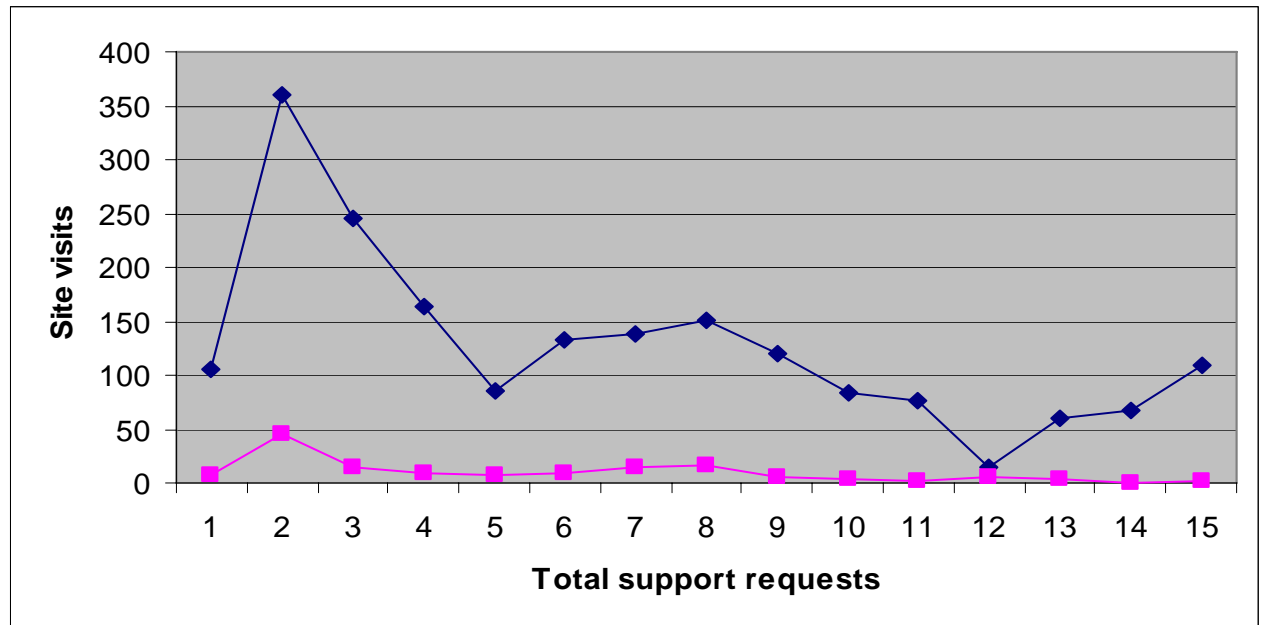
If you cannot find the information you need in the available Knowledge Base articles, or if you wish to discuss your support needs with Online Support Center Helpdesk personnel, you may contact us toll-free by calling **877-708-2910**. For hearing impaired users, please dial **866-334-9180** (also toll-free).

Visits / Requests

Pilot 1: May–August 2005 8%

Pilot 1: Summer Semester 2005

- Augusta State University
- Columbus State University
- Dalton State College
- eCore®
- Savannah State College
- WebBAS
- WebBSIT

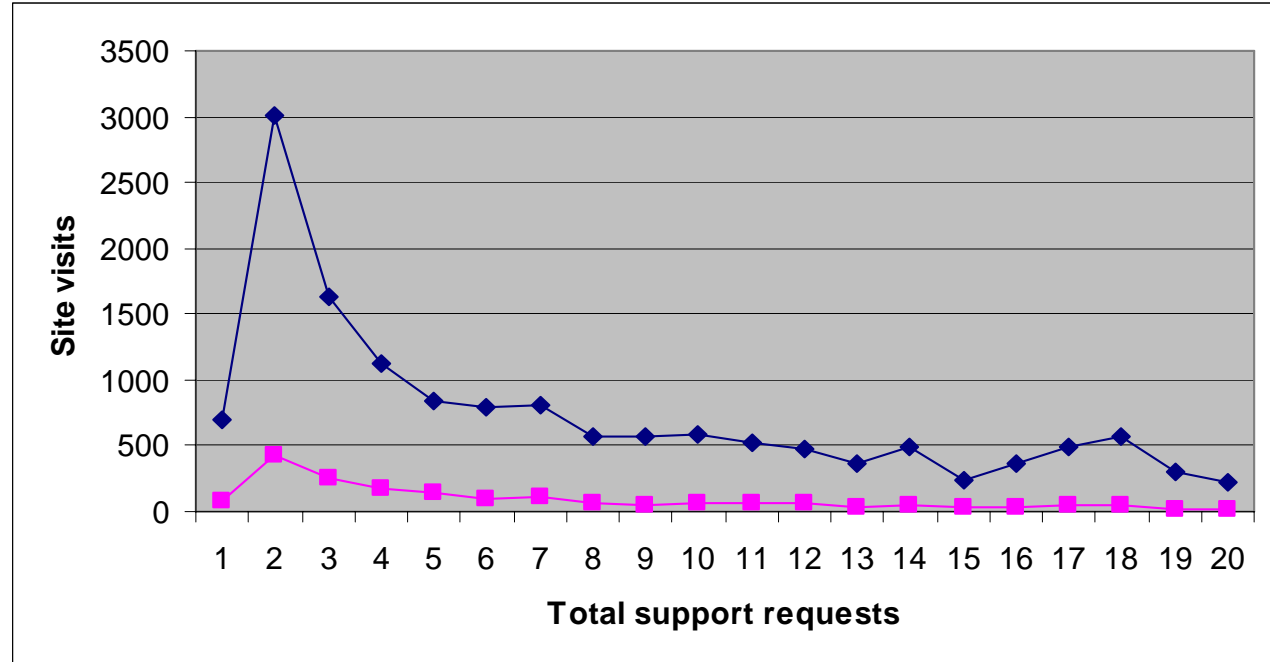


Visits / Requests

Pilot 2: August–December 2005 13%

Pilot 2: Fall Semester 2005
(Additional to Pilot 1 institutes.)

- Georgia Perimeter College
- Georgia State University
- BOR Human Resources



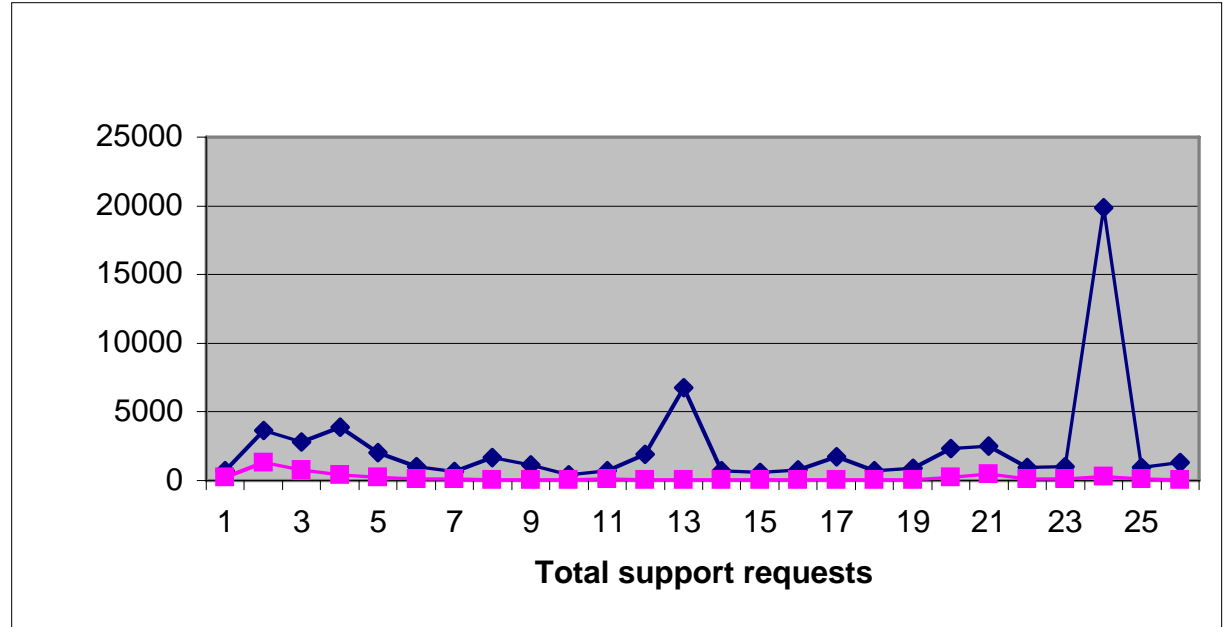
Visits / Requests

Pilot 3: January–June 2006 9%

Pilot 3 : Spring Semester 2006

(Additional to Pilot 1 & 2 institutes.)

- Atlanta Metro
- Georgia Highlands
- Georgia Southwestern
- Georgia Southern
- Georgia State College
- Gainesville State College
- Macon State
- North Georgia
- Waycross
- Bainbridge
- Collaboratives: European Union, WebMBA, WebBSIT, Foreign Language, AMAC
- Learning Objects Repository

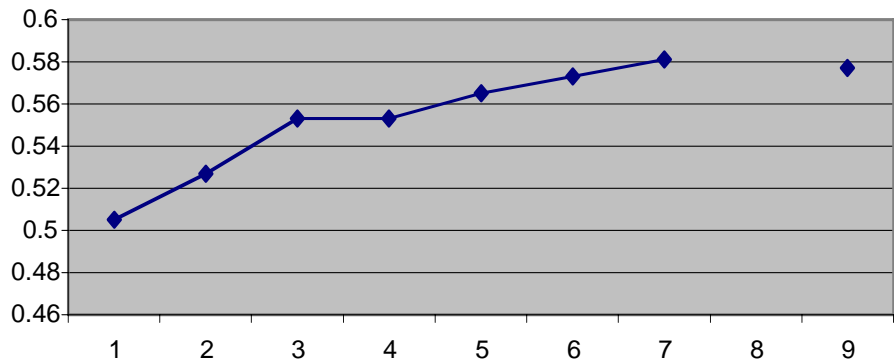


Statewide OSC Implementation: July–October 2006

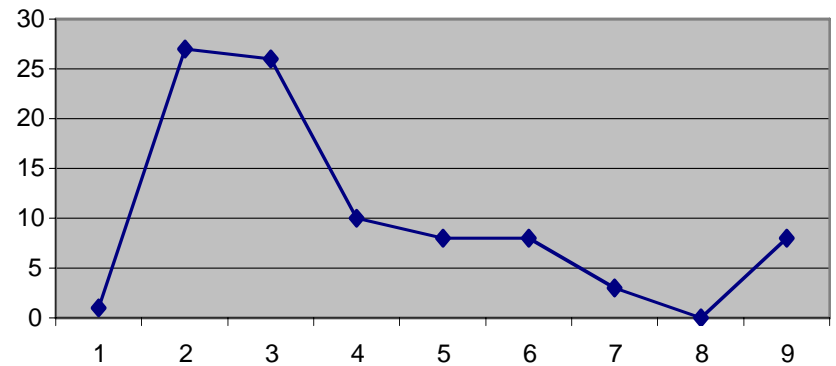
- Abraham Baldwin Agricultural College
- Albany State University
- Armstrong Atlantic State University
- Atlanta Metropolitan College
- Augusta State University
- Bainbridge College
- Clayton State University
- Coastal Georgia Community College
- Columbus State University
- Dalton State College
- East Georgia College
- eCore®
- European Union
- Foreign Language Collaboratives
- Fort Valley State University
- Gainesville State College
- Georgia College & State University
- Georgia Gwinnett College
- Georgia Highlands College
- Georgia Institute of Technology
- Georgia Perimeter College
- Georgia Southwestern State University
- Georgia State University
- Gordon College
- Kennesaw State University
- Macon State College
- Medical College of Georgia
- Middle Georgia College
- North Georgia College & State University
- Regional Education Service Agencies (RESA)
- Savannah State University
- South Georgia College
- Southern Polytechnic State University
- Southern Regional Education Board (SREB)
- University of West Georgia
- USG Alternative Media Access Center (AMAC)
- USG Collaboratives
- USG Learning Objects Repository
- USG Training Initiatives
- Waycross College
- WebBSIT
- WebMBA

User Satisfaction Surveys (Knowledge Base) OSC Statewide Implementation: July–October 2006

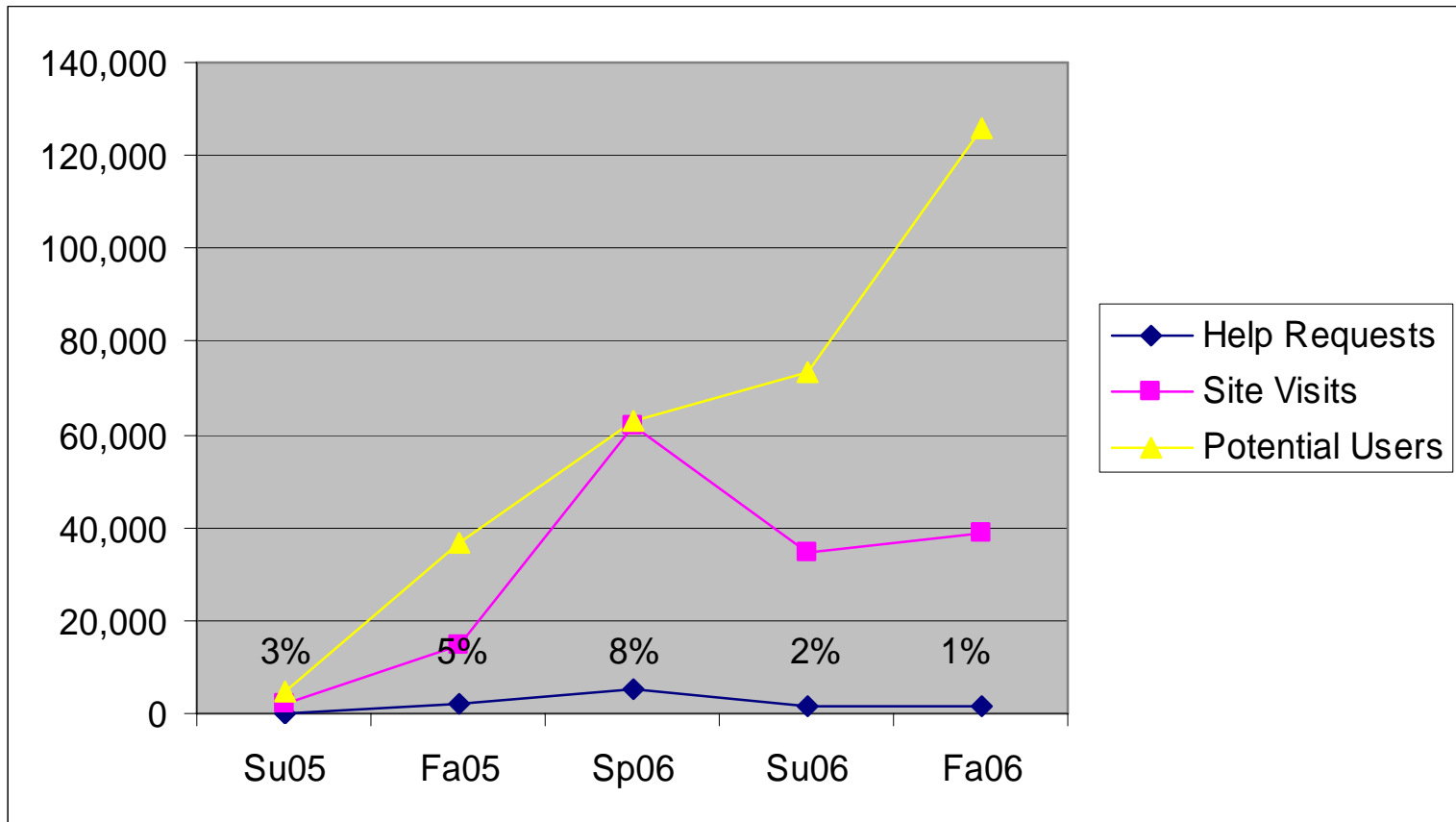
OSC Satisfaction Surveys Fall



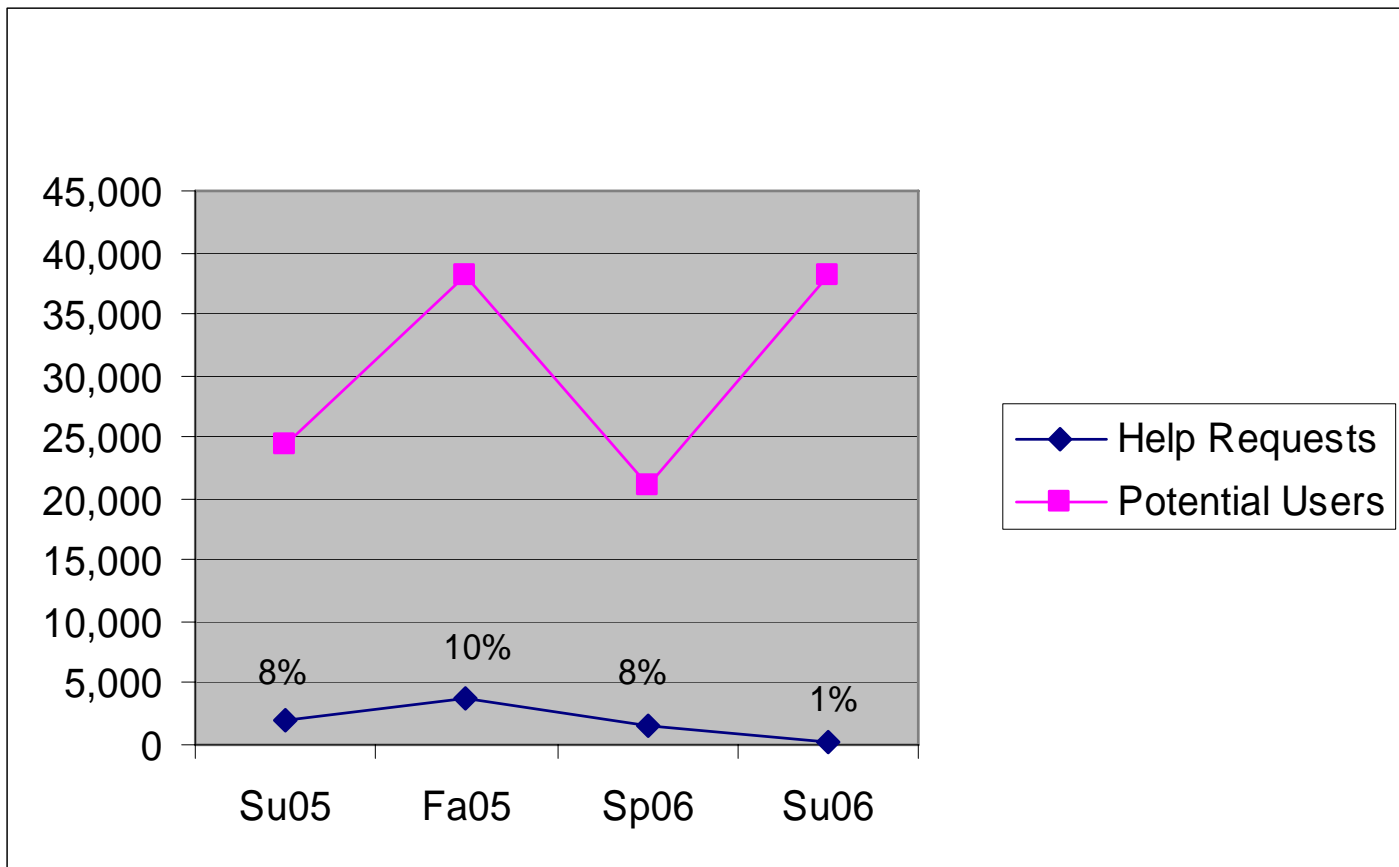
Number of Surveys Submitted by Week for F



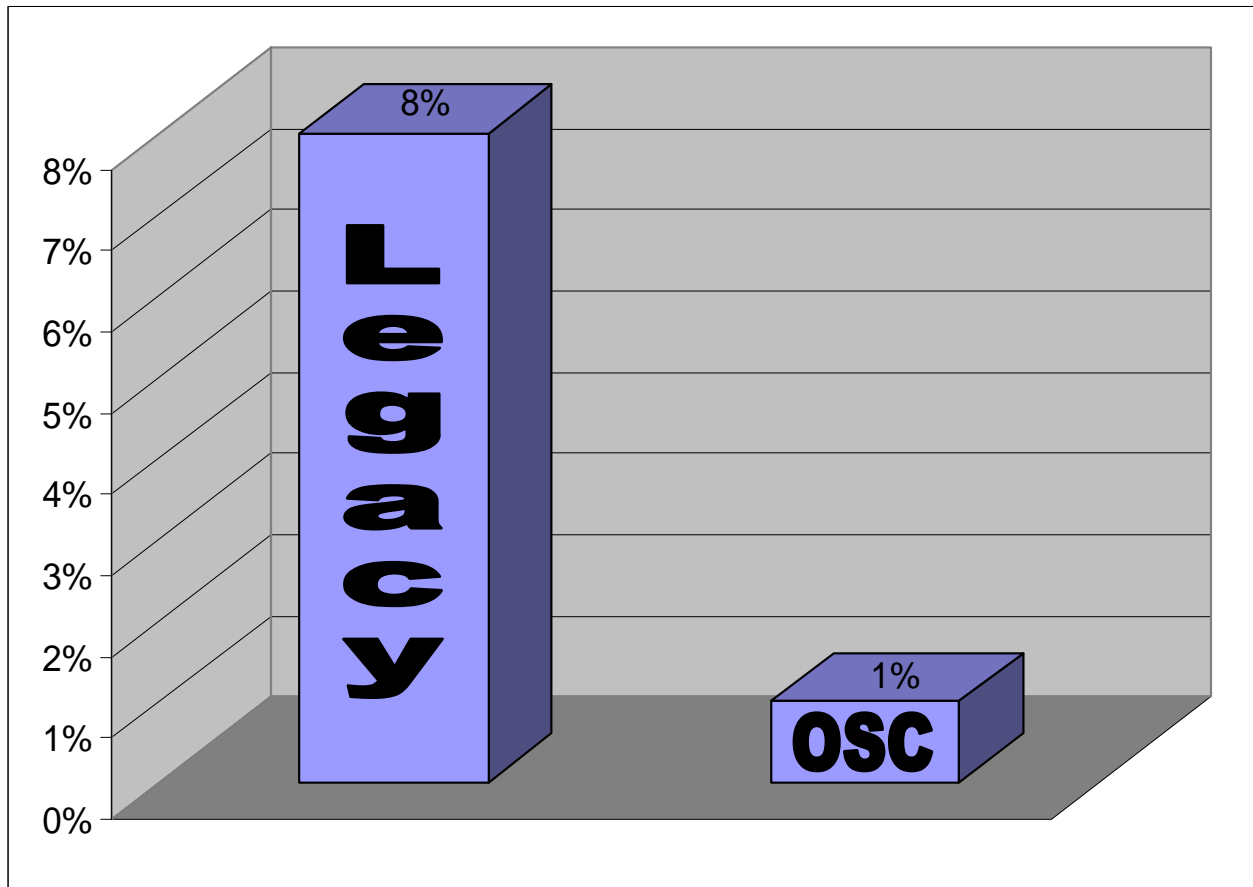
Online Support Center



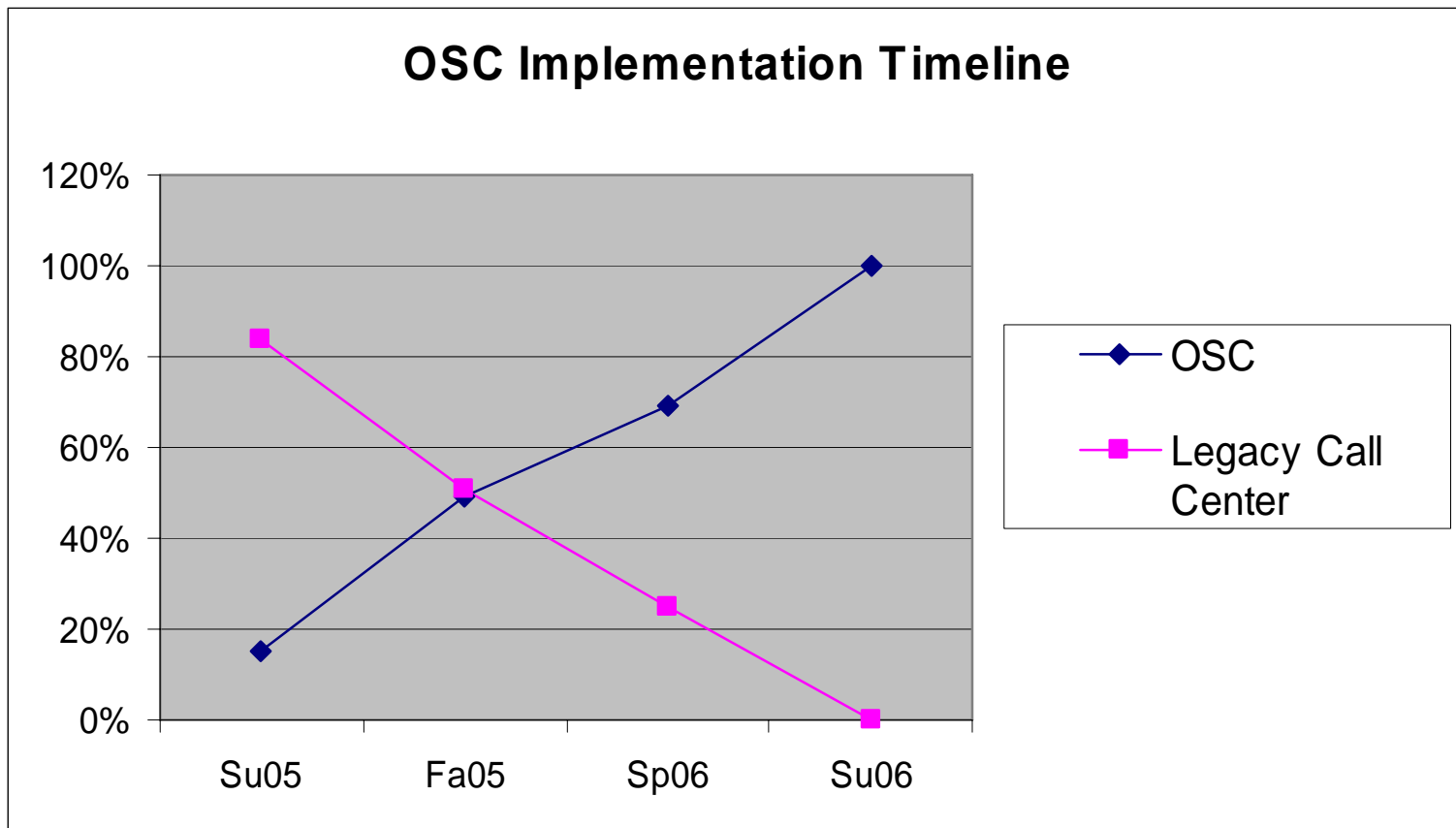
Legacy Call Center



Requests per Potential User



Transition of Potential Users



*Demo of GeorgiaVIEW Online Support Center
(OSC) Portal Features*

<http://help.view.usg.edu>

Questions & Answers

Elias Ferdoussi

Director of Sales

Presidium Learning

Voice: 678-624-2247

Cell: 678-793-0690

elias@presidiumlearning.com

www.presidiumlearning.com

Liz Johnson

Project Manager

Advanced Learning Technologies

Voice: 706-548-8869

liz.johnson@usg.edu

alt.usg.edu

Rann Rudisill

Project Manager,

USG Vista Functional Support

Advanced Learning Technologies

Voice: 706-354-1194

rann@usg.edu

alt.usg.edu