Signing Naturally Interactive Online Student Materials
<u>Student Frequently Asked Questions</u>

| STUDENT FAQ:

How To Enter Your Access Code

To see a video of the steps, *click here.*

How do I know which materials to buy?

Please confirm with your teacher if you are not sure which type of materials you need.

What if I buy the wrong product? Can I get a refund?

Signing Naturally Interactive Online Student Materials codes can be refunded within five business days of the initial order date; please email **contactus@dawnsign.com** with your request or call us at 858-625-0600.

How long does access to the materials last?

The student access code is good for 12 months after the redemption of the code.

However, if your school's LMS is not set up to allow you to access their courses past the completion date of your class, you will no longer be able to use the *Signing Naturally Interactive Online Student Materials*. Please check with your teacher to see if access is possible past the completion of class.

Do I need a code for the online video library too?

No. All necessary materials will be available within your course that your teacher have set up. You will not need to use our website and the online video library.

How do I know which access code I have?

Access codes for *Signing Naturally Interactive Online Student Materials* are ten digits long.

If you purchase directly from us, you will receive an email receipt after checkout that will include the code.

If you purchased from your school bookstore, please check in with them how they provide it. This code will only be used in your ASL course.

Online video library access codes are twelve digits long. These access codes are only found in the back of physical books inside the DVD sleeve. Any new copy, either from us or from a third party, will have a scratch-off card that contains the code. The online video library code is only redeemable on our website.

If a used book was purchased, then the online video library access code has most likely been used. If the DVDs are present, they can be used, or you may purchase a subscription to the online video. Go to **https://www.dawnsign.com/register**.

My code is not working. What do I do?

Signing Naturally Interactive Online Student Materials codes are only to be used within your school LMS, if you are having problems there, please share any screenshots to help us determine the issue and how best to resolve it. Email **contactus@dawnsign.com.**

Online video library codes are only used on our website. Please send proof of purchase and a picture of your card with the code showing to **contactus@dawnsign.com,** and we would be happy to provide a new online video library code.

My password is not working. What do I do?

If you are having password issues with your school's LMS, please contact your school IT/support team for help.

If you are having password issues with our website, please let us know which email you used to log in to our website and we will help troubleshoot the password issue. Please email **contactus@dawnsign.com** or call (858) 625-0600.

I am getting an error on my school's LMS that has "MISSING_VALDATION_COOKIE" as you can see in the screenshot?

Here are the troubleshooting steps we would like you to take. Please see below for instructions:
-SAFARI: Click Safari in upper left then select Preferences. Then pick privacy and uncheck "Prevent cross-site tracking"

-FIREFOX: Click Firefox in upper left the select Preferences. Pick Privacy & Security and make sure "Standard" is picked for Browser Privacy.

-CHROME: Click Chrome in upper left then select Preferences. Pick Privacy and Security and then pick Cookies and other site data. Select "Allow all cookies" This works for all desktop/laptops browsers.

I previously took an ASL course that used the Interactive Online Student Materials, and I am now retaking the class for the same set of units. The grades from previously completed Signing Naturally homework will not sync to the gradebook; what can I do to fix this issue?

If you are re-taking an ASL course, their grades will not sync and show in the gradebook accurately. They will need to email support@dawnsign.com with the following:

My name is 'First' 'Last' and I give DawnSignPress permission to delete my profile from the Signing Naturally platform. The email for my account is name@xxx.com

As a reminder, access is good for one year from date of redemption.

KEYWORDS

***Signing Naturally Interactive Online Student Materials* (Internal use only):** For the public, it is Title, *Signing Naturally Interactive Online Student Materials*, i.e.: Signing Naturally Units 1–6 *Signing Naturally Interactive Online Student Materials*.

LTI (Learning Tools Interoperability): An education technology specification developed by the IMS Global Learning Consortium. It specifies a method for a learning system to invoke and to communicate with external systems.

LMS (Learning Management System): A software application for the administration, documentation, tracking, reporting, automation, and delivery of educational courses, training programs, or learning and development programs. (Canvas, Blackboard, Moodle, Schoology, D2L (Desire to Learn)/Brightspace).

IT—Information Technology): A department that handles anything related to computing technology.

System Administrator: A person who manages the operation of the LMS program.

E-book: An electronic version of a printed book that can be read on a computer or handheld device designed specifically for this purpose. Our *Signing Naturally Interactive Online Student Materials* are NOT eBooks!