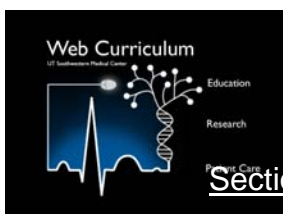


Frequently Asked Questions (FAQs)

Last Updated: April, 2012

<u>SECTIONS</u>	<u>CONTENTS</u>	<u>PAGE/LINK</u>
SECTION 1 – Error Messages.....		1.1
▪ The username or password that you entered is incorrect		1.1
▪ The file is damaged and could not be repaired		1.2
▪ New password does not work		1.2
SECTION 2 – Viewing Content		2.1
▪ Problems viewing the streaming media from the library computers		2.1
▪ Problems accessing features of the site from home		2.1
▪ Browsing Requirements		2.2
▪ Problem Viewing Special Characters on a Mac		2.3
▪ Accessing the Schedules Via Calendaring Applications (iCal)		2.4
SECTION 3 – When is Class Material Posted.....		3.1
▪ When are the PDFs posted?.....		3.1
▪ When are the MP3s posted?.....		3.1
▪ When are the slides posted?.....		3.1
▪ When are the videos posted?		3.1
SECTION 4 – MS4 Electives.....		4.1
▪ What is the maximum seat availability for MS4 electives?		4.1
▪ Who handles information displaying online for MS4 electives?.....		4.1
▪ Why are the elective blocks not listed in chronological order?.....		4.1
SECTION 5 – To Whom do I send my Requests for Assistance?		5.1
▪ When is it Student Support or Help Desk?.....		5.1
▪ When is it Web Curriculum?.....		5.1
SECTION 6 – The Web Curriculum Migration Project		6.1
▪ About the Web Curriculum Migration Project		6.1
▪ Found a problem? We value your feedback.....		6.1
▪ Known Issues.....		6.2
SECTION 7 – Miscellaneous		7.1
▪ Submitting Q&A Questions		7.1
▪ Learn - (Links).....		7.1
▪ How can I find my Student ID Number?.....		7.2

If you have suggestions or questions email – webcurriculum@utsouthwestern.edu



Frequently Asked Questions (FAQs)

Last Updated: April, 2012

Question:

What do I do when I enter my user ID or password I receive one of the following error messages:

"The UT Southwestern ID password that you entered is incorrect for the username you entered."

Or **"You must enter a valid UT Southwestern login ID and password to access this resource."**

You must enter a valid login ID and password to access this resource.

If you entered your login information incorrectly, please click the 'refresh' button in the browser, or type Control-R to refresh the page, and it will reprompt you for your login information or you can try again clicking the link below:

[Try Again](#)

If you feel this is an error, please contact webcurriculum@utsouthwestern.edu.

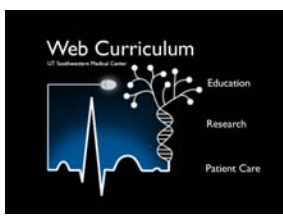
Thank you.

Answer:

Either of these errors can occur when you: (a) enter your username/password incorrectly, or (b) your user ID has not been given access to view the selected resource.

- (a) if you possibly entered your login information incorrectly, please click the 'refresh' button in the browser, or type Control+R to refresh the page; it will re-prompt you for your login information, you can try again.
- (b) If you have entered your information correctly, please email webcurriculum@utsouthwestern.edu with the following information:
 - Your actual name
 - Your UT Southwestern ID login name
 - Your Student ID (SSID)
 - The exact name and the URL of the resource you are trying to access.

Please note: Do NOT send your UT Southwestern ID password. We do NOT need it.



Frequently Asked Questions (FAQs)

Last Updated: April, 2012

Question:

When I tried to access a PDF I receive the following error messages

"The file is damaged and could not be repaired."

I can open other PDFs on the web page.

Answer:

It has not been determined exactly why this error message appears. Following are several suggestions that may rectify the problem:

- a) Restart the Internet Explorer or Firefox browsers, try to access PDF again.
- b) Save the PDF to your local machine and access from there.

If the problem persists, call the Help Desk 214-648-7600 or 87600 from a campus phone.

Additional information to include with error message reports:

1. Are you on campus or off campus
 - a. If on campus, are you wireless or using a network cable
 - b. If off campus, are you using VPN? Which one: Cisco or Juniper
2. Are you using Windows or a Mac
3. What browser are you using? What version

Note: The Web Curriculum site generally supports all browsers, but some features do require Internet Explorer on a Windows platform.

It may not help resolve the immediate problem, but could be used to make sure all configurations are tested in the future.

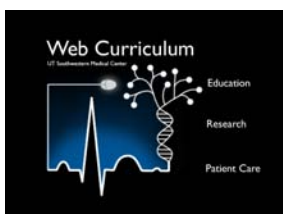
Question:

I changed my password via the Helpdesk, why is the system not accepting my new password

Answer:

Unfortunately the system we use for authentication checking is NOT updated when the HelpDesk does a password change.

Go to the iAim site and enter your new password again there, your new password should then work.



Frequently Asked Questions (FAQs)

Last Updated: April, 2012

Question:

I am having problems viewing the streaming media from the library computers

Answer:

When trying to access the Web Curriculum website from a library computer, please make sure you are on a computer that is designated by **'SWCURA' and a four digit number**. These are the only library computers that have access to the streaming media.

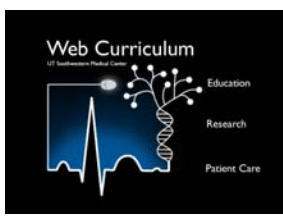
Question:

I am having problems accessing the site from home

Answer:

You can access most of the Web Curriculum website without VPN, but the following features **REQUIRE** VPN to access them:

- Some PDFs
- Anatomy course materials
- Pathology slides
- Streaming video



Frequently Asked Questions (FAQs)

Last Updated: April, 2012

Question:

What are the Web Curriculum site browsing requirements?

Answer:

Most of the Web Curriculum website is accessible via any browser. Javascript must be turned on.

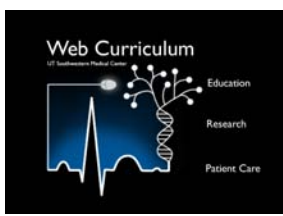
To access streaming media, you should use one of the following:

Windows:

- Internet Explorer 6 or higher on a Microsoft Windows platform

Mac:

1. Any browser that has a Flash plugin can use the AV-new link to view streaming media.
2. The AV-old link is not supported on Macs.



Frequently Asked Questions (FAQs)

Last Updated: April, 2012

Question:

Why doesn't my Mac show special characters on the PDFs?

Answer:

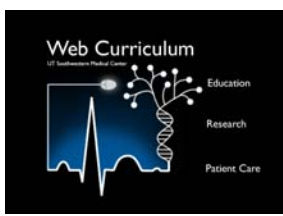
This is a known issue when PDFs with Greek or special characters are viewed on a Mac.

Most of these problems can be corrected during the creation process. If you experience the problem on your Mac, you should send an email to the course administrator so they can create a new PDF and submit it to Web Curriculum. The course administrator contact information can be found via the Web Curriculum page <http://medschool.swmed.edu/> in the “**Information**” section of the Course.

The following information may be useful for those creating PDFs from word documents so they can be viewed on a Mac. The problem occurs because fonts have to be supported by the operating system.

The problem can be corrected by performing the following steps.

1. Make sure all objects are embedded in the PDF. Embedded objects become part of the file after they are inserted.
2. In the PowerPoint application use the Symbol font when entering Greek or other special characters.



Frequently Asked Questions (FAQs)

Last Updated: April, 2012

Question:

What is iCal and what do I need to use it?

Answer:

iCal is a system that allows people to sync their personal calendar software to match up with an online or local calendar source. The most popular versions of calendar software are currently Microsoft Outlook and Apple's iCal. There are several other calendar programs that are available as both proprietary and open-source, but the only software that Web Curriculum supports are Apple's iCal and Microsoft's Outlook.

Question:

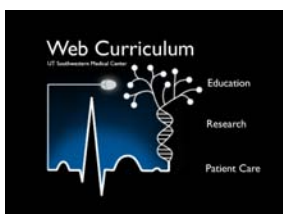
Are the schedules available in a format for use with calendaring applications such as Apple iCal, Microsoft Outlook, or Google Calendar?

Answer:

The MS1, MS2 and MS* calendars are available in iCal feed format.

You can find setup instructions and links to the feeds in the following document:

[Web Curriculum iCalendar \(iCal\) Functionality](#)



Frequently Asked Questions (FAQs)

Last Updated: April, 2012

Question:

When is Class Material Posted?

Answer:

(a) PDFs

The syllabus PDFs are posted based on instructions from the courses.

MS1

Generally, they are posted three business days after the class begins.

MS2

PDF links for the next block are posted the last week of the previous block. The previous year's links will be taken down the Monday before the next block begins.

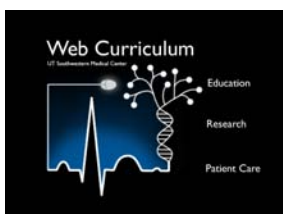
Example:

1. Current year Block 2 begins last Monday in August 30, 2010
2. Previous year Block 2 links will be taken down the prior Monday
3. Current year Block 2 links will be posted on the same Monday the previous year links are taken down
 - Or as soon as they are received from the MS2 team and processed

(b) MP3s, Slides, Videos

Slides and A/V material are generally posted within 24 hours of receipt. Most of the time it will be much earlier than that.

Slide and presentation materials are posted when they are received from the course or presenter. In your email inquiry to Web Curriculum about slides or presentation posting, remember to cc the course administrator or activity presenter.



Frequently Asked Questions (FAQs)

Last Updated: April, 2012

Question:

What is the maximum seat availability for MS4 electives?

Answer:

This is the domain of the Registrar's Office. The email address is deptinfo@utsouthwestern.edu

Question:

Who handles information displayed online for MS4 electives?

Answer:

Depends on source.

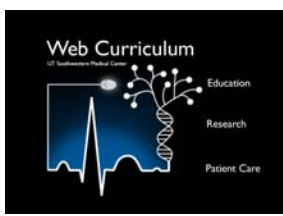
1. HTML is domain of Web Curriculum for the electives web pages. This is dynamic content from a database that is updated by Web Curriculum.
2. PDF information is the domain of the department. The department owns the Word document and generates the PDF that is then sent to the Web Curriculum and to the Registrar's Office to replace the previous PDF.

Question:

Why are the MS4 elective blocks not listed in chronological order?

Answer:

This refers to the check availability information and is the domain of the Registrar's Office.



Frequently Asked Questions (FAQs)

Last Updated: April, 2012

Question:

To Whom do I send my Requests for Assistance?

If you are having problems not covered in this FAQ, please use the following to determine whom to contact with your issue.

When is it Student Support/Help Desk?

1. If you are having issues viewing the streaming media on your computer,
2. or problems accessing parts of the Web Curriculum site on your computer.

Answer:

Generally these are browser or VPN issues, and Student Support/Help Desk is better able to handle individual problems.

- The Student Support/Help Desk is available 24 hours a day, 7 days a week.
 - Email: IRCallCenter@UTSouthwestern.edu during regular business hours.
 - Phone: 214-648-7600 from off campus or extension 87600 from any campus phone. This telephone number is answered 24/7.

When is it Web Curriculum?

1. Your name changed, you need access to the video streaming, your SID is not working trying to access quizzes. These errors occur when changes are made in Student Affairs or Registrar's Office information after August 1.
2. More than one student is having the same problem.

Answer:

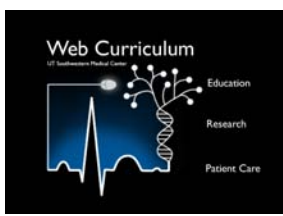
Generally these issues can be handled by the Web Curriculum Group

- The Web Curriculum office is open from 8am - 5pm Monday - Friday.
 - Email: webcurriculum@utsouthwestern.edu
 - Phone: 214-648-3393 from off campus or extension 83393 from any campus phone.

When you are not sure who to contact or request assistance from:

Contact the Student Support/Help Desk - they can check to see if others have reported the same issue and notify Web Curriculum; otherwise, it may be an individual issue they can help you with.

For answers to common Student Support questions, see the Student and Postdoc web site: <http://www.utsouthwestern.edu/utsw/cda/dept28610/files/435255.html>



Frequently Asked Questions (FAQs)

Last Updated: April, 2012

About the Web Curriculum Migration Project

The Web Curriculum website was initially created in 1999 and has grown larger and more complex ever since. While we have had various hardware upgrades throughout the life of the site, the base software that generates the site was not updated until 2010. The update reduced our overall server footprint, and greatly improved the stability of the site.

The Web Curriculum site remains largely unchanged as far as the users are concerned. Old bookmarks, links and so on still function as they did before. All existing features of the site also remain as they did. No new features, other than increased performance and stability, are included.

Why upgrade if nothing changed? In addition to the performance and stability increases, we also obtained an architecture that allows for easier updates to the site. Some features have been requested, but because of the previous framework, were not able to be implemented. The new framework will allow creation of many new features that we are sure will be of use to the students and faculty alike.

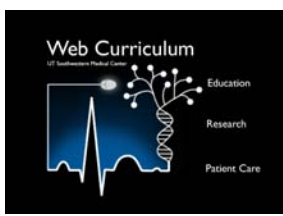
Found a problem? We value your feedback!

As is often the case, error can occur. If you discover issues related to the site, or you experience a malfunction, please contact Web Curriculum to report the issue.

Email 'webcurriculum@utsouthwestern.edu', and include '[BUG REPORT]' at the beginning of the subject line, along with a description of the issue you encountered. Be as detailed as you can be, include:

- what you were trying to do,
- how you navigated to the page,
- what computer platform you were using (PC/Mac),
- which browser, including version,
- if you were on or off campus and
- if you were accessing via VPN, Cisco or Juniper.

We will address the issue, try to resolve it as soon as possible, and reply with the results of our findings.



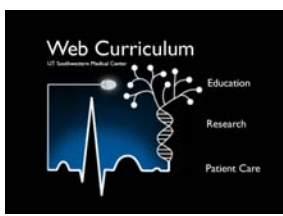
Frequently Asked Questions (FAQs)

Last Updated: April, 2012

Known Issues

Some items are 'known issues' with the system and are documented in the section below, so they do not need to be reported. They are items that we are addressing now that the migration is completed.

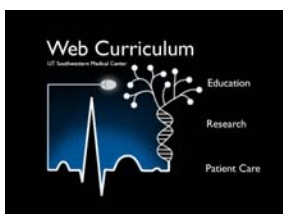
- **Issue:**
 - Colleges and MS2 banner graphics on the Schedule pages may be incorrect for the selected course/discipline.
 - This has to do with the way the banner is selected, based on the database results that contain the schedule information. While this is not a show-stopper, it can be confusing to be in Clinical Medicine, viewing the schedule only to see as you move from page to page on the schedule that, the banner changes to different courses.
- **Resolution:**
 - We will be looking into ways to resolve this issue after the migration.
- **Issue:**
 - Sometimes, navigation 'breaks' or becomes lost.
 - Due to the way navigation of the site was created, there are times when certain parameters are not passed from page to page as they should be, and the site 'breaks', showing missing graphics, incorrect menus or headings, and more. Generally, this happens when you are within a course and some pattern of clicking ends up at a broken page. It could be viewing a schedule, selecting to view 'Entire', then clicking on 'Updates' and then clicking on the 'Current' schedule link. This issue does not happen all the time or on all courses or disciplines.
 - If you run into this issue, it is best to just go back to the Web Curriculum homepage and navigate directly to the page you were trying to view.
- **Resolution:**
 - We will be looking into ways to resolve this issue after the migration.



Frequently Asked Questions (FAQs)

Last Updated: April, 2012

- **Issue:**
 - Error message (dialog box) pops up trying to select a Q&A link.
 - Due to the exiting site architecture, this can happen when no public questions have been asked for a lecture.
 - We try to be pro-active to prevent this error from happening, but sometimes things slip through. If you would notify us, via the 'Feedback Instructions' provided, we will resolve the issue as soon as possible and notify you when the link is functional.
Please be sure to include if the lecture was MS1 or MS2, the course name and the lecture name, date and time, so we can resolve the issue quickly.
- **Resolution:**
 - As stated, we try to be pro-active to prevent this from occurring. We are putting procedures in place that should resolve this issue, and in the future we will resolve this programmatically.



Frequently Asked Questions (FAQs)

Last Updated: April, 2012

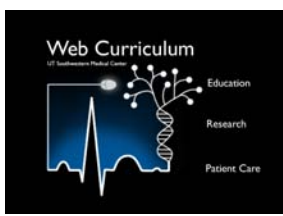
Submitting Q&A Questions:

Please use your UT Southwestern email account when submitting questions. We cannot guarantee that you will be notified that your question has been answered if you do not use your '@utsouthwestern.edu' email address.

Learn - (Links):

The Web Curriculum site is constantly evolving to meet the ever-increasing need for useful information tools and resources. The Learn page provides a "go-to" place for administrative process management, images, copyright procedures, and a variety of useful links to Web Curriculum pages.

<http://medschool.swmed.edu/learn.htm>



Frequently Asked Questions (FAQs)

Last Updated: April, 2012

Question:

How can I find my Student ID number?

Contact the Registrar's office stuinfo@utsouthwestern.edu, 214-648-3606 or access the following link and answer a series of secure questions <https://sws002.swmed.edu/support/Emailsupport.asp>

I have a suggestion!

If you have a suggestion for a feature or enhancement that you feel would be a benefit to the Web Curriculum website, please feel free to suggest it by emailing it to: webcurriculum@utsouthwestern.edu.

My question is not answered in this FAQ

Please feel free to email Web Curriculum at webcurriculum@utsouthwestern.edu with any questions not answered here. Please be sure that the question is targeted towards the Web Curriculum website, and is not related to a specific course or lecture. In that case, please contact the appropriate parties with the question.
