MYELT STUDENT GUIDE
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ABOUT THIS MYELT STUDENT GUIDE

This guide is intended to provide guidelines for use of the MYELT Learning Management System. In this guide, we will cover computer set up information, MYELT navigation, and technical support information. This guide defines the procedures that must be followed to ensure a positive user experience.

If you have any questions about the guidelines, please contact MYELT Technical Support at myelt.support@cengage.com.
### MYELT TERMINOLOGY AND RELATIONSHIPS

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
</tr>
</thead>
<tbody>
<tr>
<td>Courses</td>
<td>A Course is used to group Students and is managed by the Instructor. Each course has a Course Key, which is necessary for you to join the course.</td>
</tr>
<tr>
<td>Student</td>
<td>A Student is registered in MYELT. They can access assignments from their course or work on their own assignments in the online workbook.</td>
</tr>
<tr>
<td>Instructor</td>
<td>An Instructor is responsible for creating and managing courses, creating assignments and monitoring the students enrolled in their course.</td>
</tr>
<tr>
<td>Activities or Assignments</td>
<td>Activities/Assignments refer to your coursework. Activities/Assignments are only visible to you with the appropriate Content Access Code.</td>
</tr>
<tr>
<td>Gradebook</td>
<td>The Gradebook is where your grades are tracked and recorded. Your instruction may leave comments on your assignments in here as well.</td>
</tr>
</tbody>
</table>
MYELT SOFTWARE AND HARDWARE REQUIREMENTS

In order to use MYELT, it is important that your computer meets the following system requirements. Each of these elements directly affects your experience and having the right system configuration ensures that the functions in MYELT will perform as designed.

MYELT HARDWARE

The hardware required is a PC, Mac, or Android mobile device with the approved software requirements identified below. The recommended keyboards are any keyboards that allow you to enter English alphabet characters and numbers. The recommended headphones and microphones are those that plug into your computer or mobile device and allow you to record your voice. Using wireless headphones and microphones may result in poor scores for speaking exercises. A minimum internet connection of 56k is required.

MYELT COMPATIBLE OPERATING SYSTEMS AND BROWSERS

<table>
<thead>
<tr>
<th>Windows XP /Service Pack 3</th>
<th>Windows 7</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Internet Explorer 7, 8, 9</td>
<td>• Internet Explorer 8.0, 9</td>
</tr>
<tr>
<td>• Chrome</td>
<td>• Chrome</td>
</tr>
<tr>
<td>• Firefox 3.5 &amp; 3.6</td>
<td>• Firefox 3.5 &amp; 3.6</td>
</tr>
<tr>
<td>• Adobe Flash Player 9 or 10</td>
<td>• Adobe Flash Player 10</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Windows Vista /Service Pack 1</th>
<th>MAC</th>
</tr>
</thead>
<tbody>
<tr>
<td>• Internet Explorer 7, 8, 9</td>
<td>• OS X 10.5</td>
</tr>
<tr>
<td>• Chrome</td>
<td>• Firefox 3.6</td>
</tr>
<tr>
<td>• Firefox 3.5 &amp; 3.6</td>
<td>• Safari 4.0</td>
</tr>
<tr>
<td>• Adobe Flash Player 9 &amp;10</td>
<td>• Adobe Flash Player 10</td>
</tr>
</tbody>
</table>

SYSTEM CHECK ERRORS

Each time you sign into MYELT, your computer will run a System Check to ensure your computer meets our minimum requirements. If you are unable to resolve your errors using the resources below, please contact MYELT Technical Support at myelt.support@cengage.com.

How do I turn off my pop-up blocker?
  OR

How do I clear my Cache?

How do I update Java?

How do I update FLASH?
MYELT NAVIGATION
In this section you will learn how to navigate the MYELT Learning Management System, register for MYELT, access your course, take your assignments and review all components of your course.

HOW DO I REGISTER FOR MYELT WITH A COURSE KEY?
In order to register, you will need your Content Access Code and Course Key. Your Course Key will be given to you by your instructor. The Course Key creates a relationship between your account and the course, while the Content Access Code gives you access to your coursework.

2. Select Create an Account from the ‘New User’ area.
3. Select Student from the Registering area.
4. On the left hand side, input your Content Access Code and Course Key.
5. Enter your Account Information and click Continue.
6. You are now registered for MYELT. Click Continue to MYELT to begin working on your course.
HOW DO I REGISTER FOR MYELT WITHOUT A COURSE KEY?

2. Select Create an Account from the ‘New User’ area.

3. Select Student from the Registering area.

4. On the right hand side, input your Content Access Code.

5. Enter your Account Information and click Continue.

6. You are now registered for MYELT. Click Continue to MYELT to begin working on your course.
OOPS! I REGISTERED WITHOUT MY COURSE KEY – WHAT SHOULD I DO?

If you accidentally registered for MYELT without a Course Key and need to be enrolled in a course, follow the steps below.

1. Sign into your MYELT Account.
2. Click the tab.
3. Click
4. Enter your Course Key and click **Use This Course Key**.
5. A warning message will pop up asking you to sign out of MYELT. Click **OK**.
6. After being signed out, log-in as a Returning User.
7. You are now enrolled in your course!
SIGNING INTO MYELT

Once you have activated your account, you can sign in to MYELT as a returning user at any time.

To sign in:

2. Enter your Username and Password under the “Returning User” section.
3. Click Log In
4. Your computer will now go through a System Check. If you receive any error messages, please refer to the System Check Errors section on page 5.
5. You are now signed into MYELT and can begin using your coursework.
OVERVIEW OF TABS

- **My Courses**  All of the courses you are enrolled in will appear under this tab. To access your assignments, click on the course name.

- **My Assignments**  The assignments from your course will be listed here. Along with the link to start your assignment, you will also see the date the assignment is due, your score and how many takes you have left.

- **My Activities**  All online workbooks that you have access to will be listed under here. Do not complete your assignments under this tab. *Please note: If you do complete your assignments under this tab, you may not receive credit for your work.*

- **My Gradebook**  Here you will see all assignments that you have completed, your scores, the last time you took the activity, and how much time you spent on the assignment. You can also see if your instructor left you any comments on your assignments.

- **My Account**  Here you can modify your account information and update your password. The answer to your password reset security question is located here as well.

- **Add Content**  If you need to add a new Content Access Code, you can do so under this tab.

- **Sign Out**  Click here to log out of your session.

- **Help**  Click here to access our help page. Here you will have access to guided tutorials, user guides, system requirements, as well as our technical support contact form.
MY COURSES

Under ‘My Courses’ you are shown each of the courses you are enrolled in, along with a few additional options. If you wish to enroll in a new course, you can do so using the “Enroll in a New Course” button. Here you can also email your instructor if you have any questions about your course.

HOW DO I ENTER A NEW COURSE KEY?
If you are starting a new course, you will need to input a new Course Key. Follow these steps to enroll in a new course without creating a new account. Please note: If you have an existing account, you do not need to register for a new account.

1. Sign into your MYELT account.
2. Click the My Courses tab.
3. On the right hand side, click Enroll in a New Course.
4. Enter your new Course Key and click Use this Course Key.
5. You will receive confirmation that your account was enrolled in your new course.

HOW DO I EMAIL MY INSTRUCTOR?
1. Under the My Courses tab, click the Mail icon next to your Instructor’s name.
2. Write your e-mail message in the window that appears and click Send e-mail.
MY ASSIGNMENTS

Under ‘My Assignments’ you will see the activities that have been assigned to you by your instructor. You will be shown the option to take or retake an assignment, the number of takes you have left, as well as the due date and your score.

If you are not shown a Take/Retake button, but instead see ‘Enter Content Access Code’, that indicates that you do not have access to the correct book for your course. Check with your instructor to see which book was assigned and then check under your My Activities tab to see if you have access to that book.

If you are not shown a Take/Retake button, and instead see nothing, this indicates that the assignment is not available to you yet or is past the due date.

HOW DO I TAKE AN ASSIGNMENT?

1. Navigate to the My Assignments tab.
2. Click the Take or Retake button next to your assignment.
3. Read all directions before beginning your assignment.
4. Complete all questions and click Submit before moving on to your next assignment.
5. Once you have completed your assignment, you can either move on to your next one by clicking the arrow in the middle of your screen, or you can go back to the My Assignments tab by clicking Return to All Assignments.
6. If you wish to retake the assignment right away, click the Retake button in the upper right hand corner.
HOW DO I ENTER A NEW CONTENT ACCESS CODE?
You may have an instance where you need to enter a new Content Access Code to gain access to new materials. Use the following steps to enter a new access code without creating a new account.

1. Sign into your MYELT account.
2. Click in the upper right hand corner.
3. Input your new Content Access Code and click Use this Access Code.
4. You will receive a message confirming that your access code was accepted by MYELT.

Congratulations!
You may now use Grammar Café Level 4.
MY ACTIVITIES

Under ‘My Activities’ you will find all of the online workbooks to which your account has access. This is also a place for you to review your materials for extra practice. Unless your instructor directs you to complete your homework under the ‘My Activities’ tab, any activities taken here may not count towards your total course score. In order to ensure you receive credit for each of your assignments, please make sure you are taking your assignments under the ‘My Assignments’ tab.

HOW DO I TAKE AN ACTIVITY?

1. Click the button.
2. Click the level you wish to take.
3. Complete the Activity and click Submit.
4. When you have completed your activity, close the window and click on your next activity to progress through the level.
MY GRADEBOOK

Under ‘My Gradebook’ you will be able to review your scores and answers to both your assignments as well as the activities you completed under ‘My Activities’. Your default view for the gradebook is your ‘Assignments’ grades.

If you wish to view the grades from ‘My Activities,’ click on All Activity Content, in the upper right hand corner.

You can view your scores in detail by clicking on your score in the Score (Correct/Possible) column. In the detailed view of your gradebook, you can view your answers and compare them against the correct answer, see how long it took you to complete the assignment, and see each of your scores for all of the takes you completed.
MYELT COMMUNICATION BASICS
This section will cover how to contact MYELT Technical Support as well as some commonly asked technical support questions.

HOW DO I CONTACT TECHNICAL SUPPORT?
Should you have questions that cannot be answered with the guide, please contact MYELT Technical Support at myelt.support@cengage.com. You should receive a response within 24-72 business hours.

When contacting Technical Support, please provide the following information in your support request:

- First and last name
- School Name
- Operating system
- Type of browser
- Content Access Code
- Course Key (if applicable)
- Brief description of problem
- Screenshot of issue

GENERAL TECHNICAL SUPPORT QUESTIONS
Q: WHY DID MYELT SIGN ME OUT?
A: MYELT has an automatic time-out feature after 60 minutes. If MYELT sits idle for 60 minutes, you will be prompted with a screen that you are about to be logged out.

Q: I CANNOT LOG IN
A: Go to myelt.heinle.com and click Forgot Password? Input your MYELT username and click Submit. Then check your email for a link to reset your password. If you are unable to complete this, contact MYELT Technical Support.

SYSTEM CHECK ERRORS
How do I turn off my pop-up blocker?
- http://www.wikihow.com/Disable-Popup-Blockers

How do I clear my Cache?

How do I update Java?

How do I update FLASH?
CAUSES OF AUDIO ISSUES

Static: This can have several causes, including placing the microphone too close to the mouth, setting the input volume too high, loose wires, or transmission problems. Avoid touching the microphone with your hands.

Breathing and bursts of air captured by the microphone: This is caused by improper microphone placement. The microphone should be close to the mouth, but not directly in front of it.

Clipping: This is when the audio input is louder than the level supported by the hardware. This can be caused because the microphone is too close to the speaker’s mouth or because the input volume is set too high.

Background noise: This is caused when loud sounds are audible in the room. It is important to make sure that there are no other sounds in the room besides the voice of the end-user.

Speak at a constant volume: Try to maintain the same speech level throughout your recording so as to avoid fluctuation in your voice.

Dry mouth: In order to ensure clear and proper pronunciation, it’s important that one be hydrated. A dry mouth can cause minor distortions in one’s speech. Make sure you drink water before you start a recording activity.

Do not use the microphone built into a laptop or use a standalone microphone. The test must be completed with an integrated headset (microphone plus earphone).

Adobe Flash Player Settings: Before you start the audio recording exercises, you will be presented with the Adobe Flash Player settings that you must check to Allow and Remember so that the system can record your voice. After checking the two boxes, simply click the Close button to start your audio exercises.