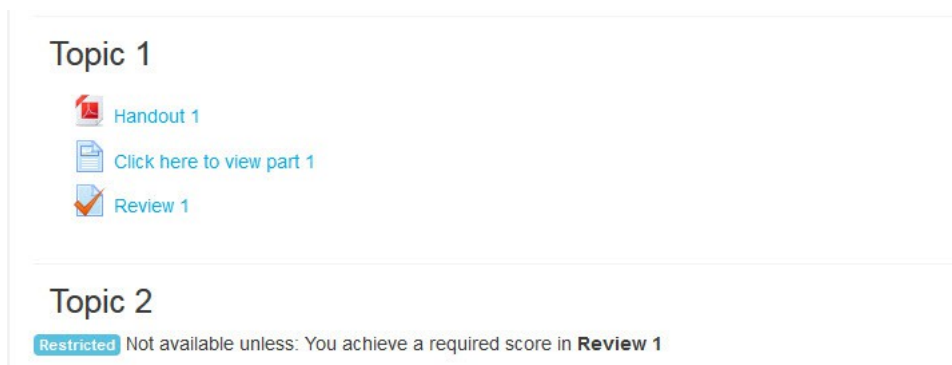


ONLINE Professional Learning Center Troubleshooting Handbook

Working Through a Course

After self-enrolling in one of the courses available in the ONLINE Professional Learning Center, read the introductory comments (if included) at the top of the course home page.

The course is divided into topics or modules. Each module contains a recorded webinar. Some modules include support materials that can be downloaded and printed.



If you are taking the course for professional development credit, there will be a brief review quiz to test your knowledge of the topic.

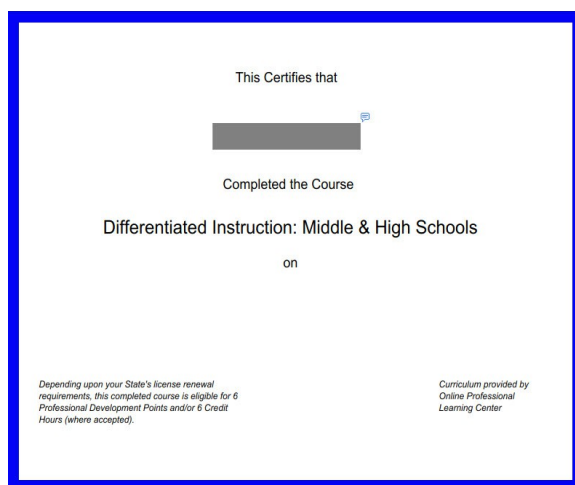
NOTE: Courses for personal interest (not for credit) do not include quizzes.

The modules must be completed in sequence...that is, Module 1 must be completed before Module 2 becomes available; Module 2 must be completed before Module 3 becomes available, etc.

You may return to the course at any time to view the recordings or retake the quizzes.

Getting a Course Completion Certificate

Courses that are being taken for credit also include a completion certificate. You must successfully complete the module quizzes in order to activate the link to the certificate.



NOTE: Courses for personal interest (not for credit) do not include completion certificates.

Some courses also include a “certification statement” asking if you have viewed all of the video content in addition to successfully completing the quizzes. You must respond “yes” to the certification statement in order to activate the completion certificate.

Certification Statement

All content must be viewed before the module is complete and your Certificate of Completion is available.

If you have not viewed all content, please [click here](#) to return to the course home page.

Click here to respond to the Certification Statement

Grading method: Last attempt

Attempt quiz now

I have viewed all of the content in this course.

Select one:

☒ True

Response = True if you have viewed all available content in the course.

☐ False

Click here to submit your response

Finish attempt

Flash Recordings Not Working

The video recordings in some courses require the installation of Adobe Flash Player. Follow the [link](#) provided in these courses to test whether Flash is installed and activated in your browser (Internet Explorer, Edge, Firefox, Chrome, Safari, Opera, etc.). Be sure Flash is enabled before clicking the links to view the recordings.

Flash Player Help

1. Check if Flash Player is installed on your computer

[Check Now](#)

2. Download the latest version of Flash Player


If you don't have the latest version, download it here: [Adobe Flash Player download](#)

3. Install Flash Player

After you download Flash Player, follow the installation instructions that appear on the download page.

4. Enable Flash Player in your browser

 For Internet Explorer, see [Enable Flash Player for Internet Explorer](#).

 For Internet Explorer on Windows 10, see [Enable Flash Player for IE on Windows 10](#).

 For Edge on Windows 10, see [Enable Flash Player for Edge on Windows 10](#).

 For Firefox on any OS, see [Enable Flash Player for Firefox](#).

 For Safari on Mac OS, see [Enable Flash Player for Safari](#).

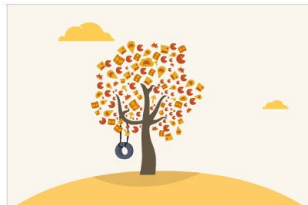
 For Google Chrome, see [Enable Flash Player for Chrome](#).

 For Opera, see [Enable Flash Player for Opera](#).

5. Verify whether Flash Player is installed


If you see clouds moving in the animation below, you have successfully installed Flash Player. Congratulations!

If you don't see the animation after completing all the steps, refresh this page using the icon below.



Still having problems?

Browse one of the following links for help:

 [Installation problems for Windows 7 and older](#)

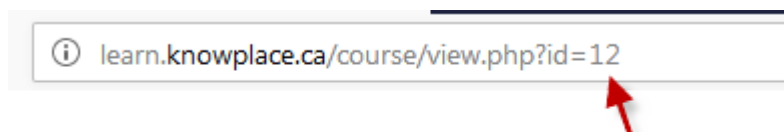
 [Flash Player issues for Windows 8](#)

 [Installation problems for Mac OS](#)

 [Contact Adobe Customer Care](#)

Verifying Course Enrollment

If you think you are in the wrong course (for example, you want to take the course for credit but there is no completion certificate), check the course home page address in your browser. Find the course in the following list of courses. Contact onlineproflearning@gmail.com to request enrollment be changed to a different course (please indicate the course number for your current enrollment and the course number for the desired course).



Course Identification Number

| Course Title | Course Number For Credit | Course Number Not for Credit |
|--|--------------------------|------------------------------|
| A Leader's Guide to Building and Sustaining Powerful Professional Learning Communities | | 114 |
| An Introduction to Assessment for Learning | | 17 |
| At Risk Learners | 22 | 147 |
| Blueprint for RTI Instruction | 109 | 143 |
| Brain Based Classrooms | 20 | 150 |
| Building Academic Language in Your Classroom | 14 | 151 |
| Classroom Management | 126 | 156 |
| Creating a Digital-Rich Classroom | 57 | 138 |
| Developing Number Sense in Graded K-2 | 128 | 160 |
| Differentiated Instruction in Mixed Ability Classrooms for Elementary Schools | 11 | 137 |
| Differentiated Instruction: Intermediate | 25 | 140 |
| Differentiated Instruction in Mixed Ability Classrooms for Middle and High Schools | 12 | 139 |
| Explicit Instruction for Writing in Grades 1-8 | 107 | 145 |
| Explicit Instruction: Effective and Efficient Teaching | 106 | 152 |
| Extending Number Sense to Fractions in | 130 | 161 |

| | | |
|---|-----|-----|
| Grades 3-5 | | |
| Formative Assessment | 125 | 155 |
| Leadership in Technology | | 113 |
| Leaders Utilizing Data for Organizational Improvement | | 112 |
| Leading Quality Literacy Instruction - Elementary | | 163 |
| Leading Quality Literacy Instruction for Secondary Teachers | | 162 |
| Making It Stick: Effective Practice of Strategies, Skills, Vocabulary, Facts, and Information | 118 | 159 |
| Maximizing the Achievement of English Language Learners | 18 | 154 |
| Powering Up: 21 st Century Tools | 16 | 141 |
| Reading the Content Areas | 27 | 148 |
| RTI and the New Standards | 108 | 144 |
| Scaffolding Reading Comprehension of Narrative, Argumentative, and Informative Text | 110 | 146 |
| Teaching the Digital Age Learner | | 19 |
| Teaching With the Brain In Mind | 26 | 149 |
| Technology Tools: Effective Implementations | 15 | 142 |
| The Magic is in the Instruction | 129 | 158 |
| Time Management by Trapper Woods | | 9 |
| Using Data to Make Instructional Decisions | 127 | 157 |
| Violence Threat/Risk Assessment Overview | | 28 |
| Working with Our Most Difficult and Challenging Students | 2 | 153 |
| | | |
| | | |
| | | |

Getting Help

If you are having technical difficulties, email the contact in your jurisdiction with the following information:

- Your name
- Course name and number (from the browser address bar)
- Platform (PC or Mac) and Browser you are using (IE, Firefox, Chrome, Safari, etc.)
- Detailed explanation of the problem (with screenshots if possible)
- Error messages received
- Steps you followed that resulted in the problem (for example, opened course home page, clicked on link to view recording for Module 1, clicked “play” arrow, recording does not launch)

Jurisdiction Contact List [Tom please provide names, jurisdiction, and email]

Jurisdiction contacts will get assistance from learn@jk-thomas.com and get back to you.