

SAM Online Information (<http://sam2010.course.com>)

Getting Started with SAM:

http://www.wadsworthmedia.com/tlc/SAM/SAM2010/ssamgettingstarted/S_GetStart.html

Completing a SAM Training:

<http://www.wadsworthmedia.com/tlc/SAM/SAM2010/studentsamtraining/samstudenttraining.html>

Taking a SAM Exam:

http://www.wadsworthmedia.com/tlc/SAM/SAM2010/studentsamexam/S_Exam.html

Completing a SAM Project:

http://www.wadsworthmedia.com/tlc/SAM/SAM2010/ssamproject/S_Proj.html

Using SAM tech support:

<https://www.brainshark.com/cengage/vu?pi=zHrzNZNUyz3Cmwz0>

FAQs

<http://poweron.cengage.com/magellan/TechSupport/ProductHelp.aspx?prodrowid=1-SS8V4A>

SAM - How can I tell if my results went through?

Once you have completed your assignment and submitted your work, you will be taken back to the Assignments screen. From there, depending on what your Instructor has allowed the students to see, you may be able to generate a grade report and/or a study guide. You will then click on the tab on the left that says "Reports" and select the type of assignment from the drop down menu, then generate the report.

SAM - I got an error when submitting a SAM Project.

Here are five things to check:

- The imbedded key in the uploaded file matches the key assigned to your start file. You can check the key by downloading the original start file again.
- The uploaded file name matches the name expected by SAM. This includes capitalization.
- The file type matches that of the Project's start file. In other words, if a Word 2010 document (i.e. .docx extension) is expected than a Word 2010 document needs to be uploaded.
- The file contains no viruses.
- The file does not exceed SAM's maximum file size of 750KB.

SAM - How do I generate a report in SAM?

Click on the tab that says Reports. Select from the drop down the type of assignment you are needing to generate a report. If it is an exam or training you will then select the radio button for the specific assignment then click Generate Report. If it is a project you will click Download Submitted Project.

SAM - User is not getting a task marked complete in training.

Training tasks may not be marked complete if a user completes a task and then clicks the next button before task complete feedback displays on screen.

Please allow for the 'Task Complete' feedback to display before advancing to the next task to ensure your result has been processed.

If you are using Internet Explorer 9, you will also want to put IE 9 into compatibility mode and add SAM 2010 to your trusted sites. To do so, follow the below steps:

1. Launch the SAM website URL in the IE9 browser.
2. Press the Alt and T keys.
3. Select "Compatibility View Settings" and click in the box next to "Display all websites in Compatibility View."
4. Click Close
5. Press the Alt and T keys.
6. Click on Internet Options.
7. Click on the Security tab.
8. Click on the green checkmark that says Trusted Sites and then the Site button.
9. Type <http://sam2010.course.com> depending on which version of SAM you are using, then hit "Add."

These settings will be saved when you close your browser. Close your IE9 browser and then reopen it and perform this test to confirm that SAM is running in Compatibility View:

1. Press the Alt and T Keys and select Compatibility View Setting from the menu
2. Course.com displays in the box labeled "Websites you've added to Compatibility View"