CaliforniaStreaming...it's just a click away!

USER GUIDE

Logging In

Figure 1

If you have a Username and Password:

1. Go to CaliforniaStreaming.org

2. At the top right corner of the screen, enter your username and password and click "Login" (Figure 1).

If you are a new user and have been given a passcode to create an account:

New subscriber
If you have **not** logged in before, enter the general passcode given to you by your teacher, administrator, or County Office of Education CaliforniaStreaming contact.
General passcode

Figure 2

1. Go to CaliforniaStreaming.org
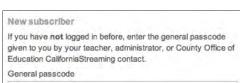
2. Below the Login fields, click the link "New Subscriber" (Figure 1).

3. Under the New subscriber heading enter the General passcode given to you (Figure 2), and click "Log in."

4. Complete the starred fields to create your account, and click Save. (Use your newly created username and password when you wish to access CaliforniaStreaming.)

Searching and Browsing

You can search for media by term or browse through the media collection by asset type. To narrow your search results, you can filter by media type, content standard, subject, and many more. For more information on filtering, see page 4.

Figure 3

SEARCH BY TERM

1. Type a term in the "Search" box (Figure 3).
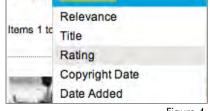2. Click the magnifying glass or press return.

BROWSING

1. To view assets by the type of media in the CaliforniaStreaming media collection, click the "Video," "Audio," or "Image" link located in the menu at the top of the page.

2. You can display your results in Grid or List view. For more information, see section on **Viewing Search Results** (page 2).

3. To narrow your results, use the filters in the left column. For more information, see section on **Filtering Results** (page 4).

Viewing Search Results

By default, search results are sorted by Relevance and displayed in Grid View.

1. To sort your results, click the pull-down menu in the "Sort by:" field at the top of the search results (Figure 4). Choosing from the following options will order your results according to:
   - Relevance - titles with the most relevance to your search term appear first.
   - Title - alphabetizes results by title (A-Z).
   - Rating - sorts results based on user ratings (highest-lowest).
   - Copyright Date - chronological order based on publication date, most recent first.
   - Date Added - chronological order based on date added to the collection; most recent first.

Figure 4

2. To change from Grid View to List View, click on the corresponding icon in "View As:" at the top of the search results (Figure 5).

Figure 5

3. Use page navigation to select a results page or cycle through the results using the triangles (Figure 6).

Figure 6

4. Adjust the number of items displayed on the page using the "Page size" pull-down menu (Figure 7).

Figure 7

GRID VIEW (Figure 8)

Grid view provides a visual listing of your search results. It allows for more items to be seen at a glance. You will see the title and rating along with a thumbnail image. Additional information can be viewed by hovering your mouse pointer over an item. A pop-up will appear on the screen providing the full title, publisher, copyright, grade level, and full description. (Note: To view the pop-up on an iPad, tap on any white space next to/below the title or on the ratings stars.)
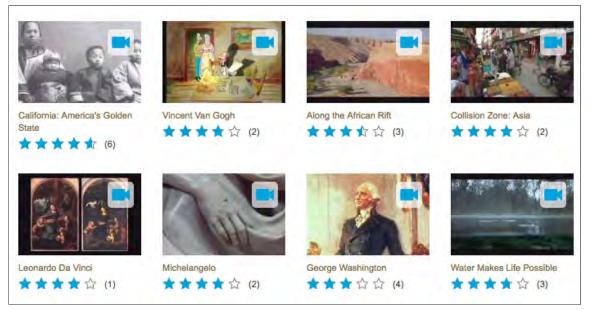
Figure 8

LIST VIEW (Figure 9)

List view provides more information on items returned in your search results at a glance. In addition to the title, thumbnail, and rating, you will also see the publisher, copyright date, grade level, and description. Descriptions that are too long to fit on the screen can be viewed by hovering your mouse pointer over an item. A pop-up will appear on the screen providing the full title and description. (Note: To view the pop-up on an iPad, tap on any white space next to/below the title or on the ratings stars.)
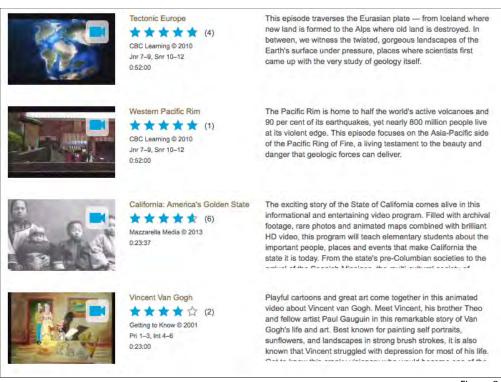

Tectonic Europe ★★★★★ (4) CBC Learning © 2010 Jnr 7–9, Snr 10–12 0:52:00	This episode traverses the Eurasian plate — from Iceland where new land is formed to the Alps where old land is destroyed. In between, we witness the twisted, gorgeous landscapes of the Earth's surface under pressure, places where scientists first came up with the very study of geology itself.
Western Pacific Rim ★★★★★ (1) CBC Learning © 2010 Jnr 7–9, Snr 10–12 0:52:00	The Pacific Rim is home to half the world's active volcanoes and 90 per cent of its earthquakes, yet nearly 800 million people live at its violent edge. This episode focuses on the Asia-Pacific side of the Pacific Ring of Fire, a living testament to the beauty and danger that geologic forces can deliver.
California: America's Golden State ★★★★½ (6) Mazzarella Media © 2013 0:23:37	The exciting story of the State of California comes alive in this informational and entertaining video program. Filled with archival footage, rare photos and animated maps combined with brilliant HD video, this program will teach elementary students about the important people, places and events that make California the state it is today. From the state's pre-Columbian societies to the arrival of the Spanish Missions, the multi-cultural society of the
Vincent Van Gogh ★★★★☆ (2) Getting to Know © 2001 Pri 1–3, Int 4–6 0:23:00	Playful cartoons and great art come together in this animated video about Vincent van Gogh. Meet Vincent, his brother Theo and fellow artist Paul Gauguin in this remarkable story of Van Gogh's life and art. Best known for painting self portraits, sunflowers, and landscapes in strong brush strokes, it is also known that Vincent struggled with depression for most of his life. Get to know this complex visionary who would become one of the

Figure 9

TYPES OF MEDIA ASSETS / THUMBNAILS

In either view (Grid or List), there are icons on the thumbnails to identify the type of media asset in your

Movie Camera = Video
Videos are available in Quicktime (Mac) and Windows Media (PC) file formats.

Camera = Still Image
Images are .jpg files and include maps, photos, graphics, etc.

Speaker = Audio
Audio files are MP3 files. They can be speeches, audiobooks, sound effects, music, etc.

Filtering Search Results

Search results can be narrowed using the filters that appear to the left of your search results. Below is a list of the filters that can be applied:

- Media Types (Figure 10) - Select whether you want to display video, image, or audio results. The numbers next to the media type indicate number of items found in that category. Note: You can choose multiple items, and the results will display both.
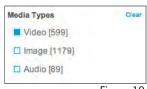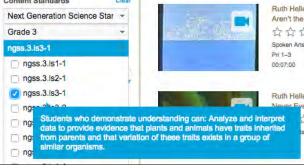
Figure 10

- Content Standards (Figure 11) - Drill down to a specific content standard.
    a. Select the Subject from the pull-down menu.
    b. In the "All Levels" pull-down, select the grade or course.
    c. In the "All Standards" pull-down, select a standard (or multiple standards). Mousing over the abbreviated standard code will display a pop-up containing the full text of the standard objective.
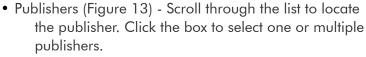
Figure 11

- Subjects (Figure 12) - Select one or multiple subjects by clicking the box to the left of the subject name. To drill down to specific topics within a subject:
    d. Click the triangle to the left of the subject.
    e. Select a sub-subject or click the triangle to reveal further topics.
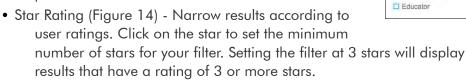   f. Click a specific topic or multiple topics.

Figure 12

- Grade Levels (Figure 13) - Select one or multiple grade level ranges by clicking in the box.
- Publishers (Figure 13) - Scroll through the list to locate the publisher. Click the box to select one or multiple publishers.
- Star Rating (Figure 14) - Narrow results according to user ratings. Click on the star to set the minimum number of stars for your filter. Setting the filter at 3 stars will display results that have a rating of 3 or more stars.

Figure 13

Figure 14

CLEARING FILTERS

1. To clear all filters applied to a search, click the "Clear All" link at the top of the left column (Figure 15).
2. To clear a filter from one section, click the "Clear" link that appears to the right of the section header.

Figure 15

The Asset Detail Page

Once you have selected a title, you will be taken to the Asset Detail Page (Figure 16). You will find the following information on this page:
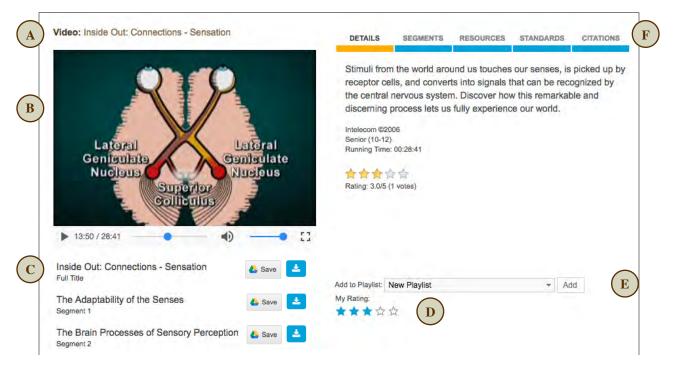

Figure 16

A. Title shows type of asset (Video, Segment, Audio, or Image) along with the name of the asset displayed in the viewer.

B. The Media Viewer displays the asset selected. (Note: For audio files, an image may appear in the viewer, but only the .mp3 audio file will be downloaded.)

C. Download links to select and download the asset displayed in the Media Viewer window.

D. **My Rating** allows you to rate the asset on a scale of 1 to 5 stars. After rating an item, the number of stars that you have given an asset will display as filled-in stars.

E. **Add to Playlist** allows you to add the displayed full video or segment to a new playlist or select an existing playlist.

F. Information Tabs provides access to additional information and resources for the selected title. Information about what is in each of the tabs is noted below.

- **Details** (Figure 16) - Provides an annotation (description) of the selected asset. Publisher, copyright, grade level, running time (if applicable), and overall rating information are also provided.

- **Segments** (Figure 17) - Some full-length videos are broken down into shorter segments. These clips will be listed in this tab. Click on the title to view the clip in the Media Viewer window. The title of the segment will appear above the Media Viewer.

Figure 17

- **Resources** (Figure 18) - This tab will display additional resources for the selected title.
  - ✳ *Related Resources*: Study Guides, Teacher's Guides, Blackline Masters, or any other additional support materials are listed. Clicking a title in this list will download a PDF document.
  - ✳ *Series:* If the title is part of a series, the name of the series will be indicated, and a linked list of other titles in the series will be provided. Clicking on a title will take you to the Asset Detail Page for that title.

Figure 18

- **Standards** (Figure 19) - The Standards tab will display any standards that have been aligned to the selected video. The standard will be listed by its subject/strand/substrand code along with the full text of the standard.

Figure 19

- **Citations** (Figure 20) - All assets in CaliforniaStreaming contain citations to allow you to easily cite your usage of content by copying the format you desire. Citations are provided in 3 formats:
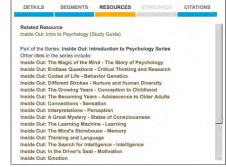 - MLA
  - APA
  - Chicago Manual of Style

Figure 20

PLAYING (STREAMING) A VIDEO / AUDIO FILE

1. To stream a video/audio file, click the play button in the Media Viewer window. This is the triangle that appears on the bottom left of the Media Viewer window. Play buttons may have a different look depending on your web browser. Note: Files will automatically begin to stream once enough data has been transferred over the network to your computer.

2. Once the video starts, the play button changes to the pause button. To stop streaming, click the pause button.

3. Some web browsers can allow the video to be played at full-screen. Most will display arrows in the bottom right corner to enter fullscreen mode. If these arrow are not visible, you may need to do the following:

Figure 21

   a. Right-click (or ctrl+click) on the Media Viewer window.
   b. In the window that appears, select "Full Screen" (Figure 21). (This may be labeled as Zoom on some devices.)
   c. Press the < esc > key to exit fullscreen playback.

The Asset Detail Page (continued)

DOWNLOADING MEDIA FILES

Full video, video segments, audio files, and images can be downloaded to your computer or saved to Google Drive from the Asset Detail Page.

Downloading to Your Computer

1. Click the download icon located below the Media Viewer.

2. Depending on your web browser preferences, you may be prompted to save the file, or it may automatically begin downloading.

   • If prompted to save:

      a. Select the location on your computer where you want to save the file.

      b. Rename the file. For example, when you download a clip, it may be identified as 1_12564A_300k.mp4. Rename this clip as egypt_land.mp4, something that identifies the content. (Important: You must keep the .mp4 extension on the file so that the player recognizes it.)

      c. Click "Save."

   • If file automatically begins downloading:

      a. Allow the file to completely download.

      b. Locate the file. This will be in the folder that has been designated as your preferred location for downloads, usually the Downloads folder.

      c. Rename the file, keeping the .mp4 extension.

         TIP: If you have difficulty locating the file, most web browsers have a menu item that will display any items downloaded. Check the **View**, **Tools**, or **Window** menu in your browser to see if there is a "Downloads" submenu. From the downloads list, you can usually right-click on the item and choose to open the folder where the file is located. This will allow you to rename and/or move the file.

Saving to Google Drive

1. Click the Save icon located below the Media Viewer.

2. A dialog box will appear and give you the option to **change** the folder in your Google Drive. Click the "change" link to select the folder (Figure 22). NOTE: If you are not signed into your Google account, you will be prompted to sign in.

Figure 22

3. Navigate to the folder in your Google Drive where you want to save the file.

4. Click the folder to highlight it, then click the "Select" button (Figure 23).

Figure 23

5. The selected folder now displays in the dialog box. Click the "Save" button to download the file to the selected folder in your Google Drive (Figure 24).
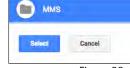

Figure 24

The Asset Detail Page (continued)

DOWNLOADING SEGMENTS

Many of the videos in CaliforniaStreaming have segments that can be streamed and downloaded. The links to download these segments are located below the full title download link. Segments can be downloaded to your device or saved to Google Drive in the same manner as full video titles.

<u>Requesting Segments</u>

On occasion, there may be segments where you will see a light blue "Request Segment" button. These are segments that are accessed from one of our partner's servers.

To request these segments:

1. Click the light blue request button. The Request Segment Download window will open (Figure 25). This window will confirm the title of the segment you are downloading at the top and allow you to optionally confirm/enter your email address to be notified when your requested segment is available.

2. Click the "Request Download" button to begin processing your request. The light blue "Request Segment" button will change to a yellow button to indicate that it is processing the requested segment (Figure 26). This button will remain yellow with the spinning icon until the segment is ready for download.

3. Once the segment is ready, the button will change to the blue, "Download Segment" button. If you do not see a change for a few minutes, you may need to refresh the page.

    If you requested an email notification, the email will contain a link back to this video's player page for downloading. All download emails come from "info@californiastreaming.org" with the subject line of "Your CaliforniaStreaming Segment is Ready!"
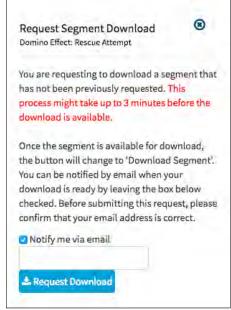

Request Segment Download
Domino Effect: Rescue Attempt

You are requesting to download a segment that has not been previously requested. This process might take up to 3 minutes before the download is available.

Once the segment is available for download, the button will change to 'Download Segment'. You can be notified by email when your download is ready by leaving the box below checked. Before submitting this request, please confirm that your email address is correct.

☑ Notify me via email

⬇ Request Download

Figure 25

Domino Effect: Rescue Attempt
Segment 4

Figure 26

Playlists

Playlists are media collections that contain links to resources (video, audio, images) in CaliforniaStreaming. These lists can be used to provide quick access to resources that you have found useful. Users can create their own playlists or access playlists that have been shared by others.

To access playlists, click the "Playlists" link in the menu at the top of the page. You will be taken to the Browse Playlist page (Figure 27).
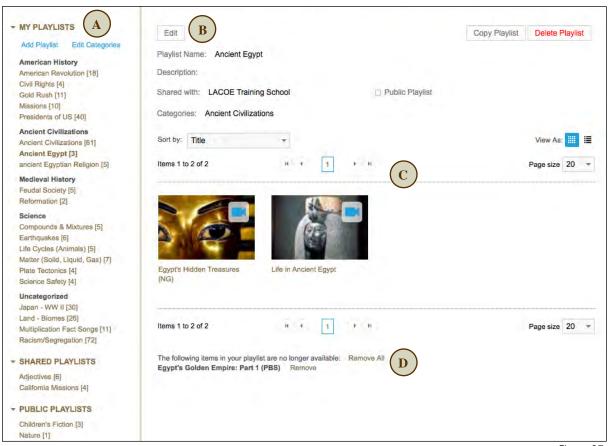

Figure 27

A. The left navigation bar contains a list of playlists. These are organized in three (3) groups:
  - My Playlists - User's own collection of playlists; can be organized in categories and shared with others. By default, "My Playlists" are open and visible.
  - Shared Playlists - List of other users' playlists that have been shared within your school, district or county.
  - Public Playlists - List of other users' playlists that have been marked as "public" and are shared with all users in the system.

B. Playlist information/description will display in the upper portion after a playlist has been selected in the left navigation bar.

C. The media contained in the playlists display in grid view by default.

D. Inactive items (if any) display below the thumbnails of media in your playlist.

CREATING PLAYLISTS

Playlists can be created from the Playlist page or from the Asset Detail Page.

Creating a Playlist From the Playlist Page:

1. From the menu at the top of the page, click "Playlists."

2. In the left navigation bar, below My Playlists, click the "Add Playlist" link.

3. Enter the name of your playlist in the Create Playlist pop-up window (Figure 28) and click "OK".

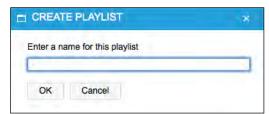4. To edit your new playlist, click the "Edit" button to add any of the following information (Figure 29):

Figure 28

Figure 29

- Description - Enter information about the contents of your playlist.

- Shared with: - Select from the pull-down menu with whom you'd like to share your playlist. By default, it is "Not shared." Any shared playlists will appear in the "Shared Playlist" section.

- Public - Check the box if you want to share your playlist with all users in CaliforniaStreaming. These playlists will appear in the listing of "Public Playlists".

- Categories - Select a category. If you want to create a category, type the name of the category in the "New Category" field, and click the "Add" button. (Note: You can select multiple categories for a playlist. If you don't select a category, it will appear in the "Uncategorized" section at the bottom of "My Playlists".)

5. To save your changes, click the "Update" button at the top of the playlist display.

6. To make additional changes to your playlist, or add more items, click the "Edit" button.

Playlists (continued)

Creating a Playlist From the Asset Detail Page:

If you have found a video, image or audio file that you like and decide to add it to a playlist, you can do so directly from the detail page.

Figure 30

1. From the asset detail page, make sure that "New Playlist" is selected in the Add to Playlist pull-down menu. Then click the "Add" button to the right of the pull-down menu (Figure 30).

2. Enter the name of your playlist in the "Create Playlist" pop-up window and click "OK" (Figure 28).

3. To edit your new playlist, click the "Edit" button.

4. To save your changes, click the "Update" button at the top of the playlist display.

5. To make additional changes to your playlist, or add more items, click the "Edit" button.

TO VIEW PLAYLISTS

1. From the menu at the top of the page, click "Playlists."

2. A list of playlists will appear in the left navigation bar of CaliforniaStreaming (Figure 31). By default, "My Playlists" is open.

3. Click the triangle to the left of "Shared Playlists" or Public Playlists" to expand or collapse these lists. Note: If you have shared any or your playlists or made them public, you will not see them in the Shared or Public Playlists. Since you already have access to them in "My Playlists" they will not display in your view of Shared or Public lists. They will only be visible to others.

4. Click on the title of the playlist that you want to view.

5. Items in the playlist will display on the right side of the page (Figure 27).

6. Select to view your playlist in grid or list view. Grid view is selected by default (Figure 32).

7. Mouse over the thumbnail or title of the item in your playlist to see a full description (Figure 33). Note: to view the pop-up descriptions on an iPad, tap on any white space next to/below the title.

Figure 31

Figure 32

Figure 33

8. Click on the thumbnail or title of any item in your playlist to take you to the asset detail page.

    Note: If the item in your playlist is a segment, both the full video title and the segment title are displayed as a clickable links. Clicking on the segment title will go directly to the selected segment; clicking on the full video title will take you to the full video detail page and begin streaming the full video (Figure 34).
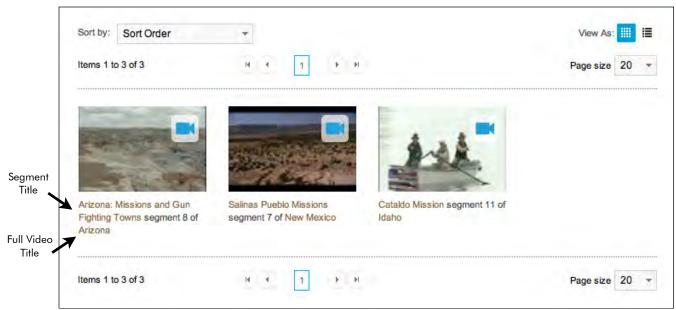

Figure 34

9. You can stream or download the item from the asset detail page by clicking the play button or the download link. (For more details on the Asset Detail Page, see pp 5-7.)

10. To return to your playlist, click the "Back to Playlist" link that appears above the media title.

EDITING YOUR PLAYLISTS

Once you've created your playlist, you can edit any of the information, change sharing permissions, or add/copy/remove media items in the list. To edit your playlist:

1. From the menu at the top of the page, click "Playlists."

2. In the left navigation bar, click the name of the playlist that you want to edit.

3. Click the "Edit" button at the top of the playlist.

4. Make any desired changes. See the following sections for specific information on:

    • Editing Playlist Information

    • Adding More Media to Your Playlist

    • Removing Items from Your Playlist

    • Copying Items to Another Playlist

5. Click the "Update" button to save your changes.

Playlists (continued)

Editing Playlist Information

1. Change any information about your playlist.
   • Playlist Name / Description - Make corrections or changes as needed.
   • Shared with - Select from the pop-up menu. To unshare, select "Not shared."
   • Public - Click the box to select/deselect.
   • Categories - From the pull-down menu, check or uncheck a category. To create a new category, type the name in the "New Category" field, and click the "Add" button.

2. Click the "Update" button to save your changes. Note if you add/remove media from your playlist before clicking to update, any changes will be lost.

Adding More Media to Your Playlist

1. Click the "Add Media" button.

2. Conduct a search for content. (For more details on searching, see pp 1-4.)

3. Select an item in your search results to view. You will be taken to the Asset Detail Page to preview the item (Figure 35). If there are video segments, you can select the "Segments" tab to preview these.
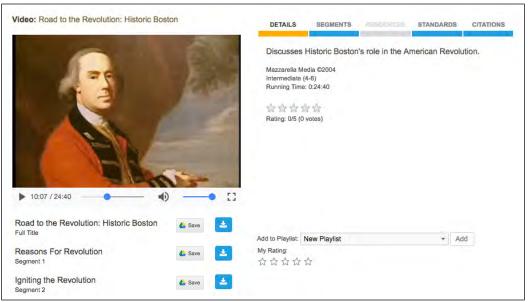

Figure 35

4. Check that the correct playlist is selected in the "Add to Playlist:" pull-down menu. Please note:
   • The playlist that you were viewing on the playlist page should already be selected in the pull-down menu. You can change to another playlist, if desired.
   • The item that is displayed in the preview window is what will be added to your playlist. If you want to add a specific segment, make sure that this is what has been selected and is displayed.

5. Click the "Add" button. You will be returned to your playlist.

Removing Items From Your Playlist

1. Click on the thumbnail(s) in your playlist. The item will be highlighted in blue when it is selected (Figure 36). Note: If you cannot select an item, make sure that you are in the playlist edit mode. You should see the "Update" and "Cancel" buttons above the playlist name.

Figure 36

2. Select additional items to delete, as needed.

3. Click the "Delete selected" button located above the thumbnail/grid view options (in red text).

4. In the confirmation pop-up, click "OK" to confirm removal from your playlist or "Cancel" to continue without making changes.

Copying Items to Another Playlist

Copying allows you to easily add already selected media into another playlist.

1. Click on the thumbnail(s) in your playlist. The item will be highlighted in blue when it is selected (Figure 36).

2. Select additional items, as needed.

3. Choose the name of the playlist in the "Copy Selected Media to…" pull-down menu. You can also choose "New Playlist" to create one. (See page 10 for information on Creating Playlists.)

4. The highlighted media will automatically be copied into the selected playlist and you will be taken to the selected playlist.

DELETING A PLAYLIST

1. From the menu at the top of the page, click "Playlists."

2. In the left navigation bar, click on the title of the playlist that you want to delete. The playlist will display on the right side of the screen.

3. Click the <Delete Playlist> button in the top right corner of the playlist display (Figure 37).

4. The "Delete Playlist" popup will appear for you to confirm your selection (Figure 38). Click "OK" to delete the entire playlist from your account or "Cancel" to continue without deleting.
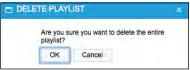

Figure 37

Figure 38

WORKING WITH SHARED/PUBLIC PLAYLISTS

Shared/public playlists can be viewed by other users, but they cannot be edited. If you find a shared or public playlist that you like, you can copy the entire playlist or selected items to your own playlist.

Viewing a Shared or Public Playlist

1. From the menu at the top of the page, click "Playlists."

2. In the left navigation bar, click the triangle to the left of Shared Playlists or Public Playlists to expand the list.

3. Click the name of the playlist to display its contents. The display looks similar to your own playlist display with a couple differences (Figure 39):

Figure 39

   A. "Shared by:" indicates the owner of the playlist. The playlist owner's site (school/district) is provided in parentheses after their name.

   B. The option to edit the playlist is not available. Instead, you have buttons that allow you to "Select Items" or "Copy Playlist" located at the top of the display.

4. Click on the media thumbnail or title to go to the item's detail page.

5. You can stream or download the item from the asset detail page by clicking the play button or the download link. (For more details on the Asset Detail Page, see pp 5-7.)

6. To return to the playlist, click the "Back to Playlist" link that appears above the media title.

Copying Media Items From a Shared/Public Playlist to Your Own Playlist

1. Click the "Select Items" button at the top of the shared or public playlist.

2. Choose the items in the playlist that you want by clicking on the thumbnail(s). The item will be highlighted in blue (Figure 40).

3. In the "Copy Selected Media to..." pull-down menu,
   - choose one of your playlists from the list, or
   - choose "New Playlist" and enter a name for your new playlist when prompted.

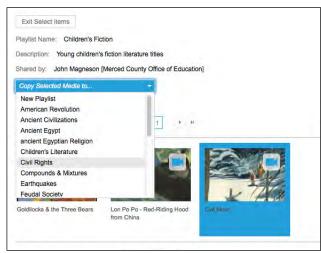4. The selected items will be copied, and you will be taken to the selected (or new) playlist.

Figure 40

Playlists (continued)

Copying a Shared/Public Playlist

1. At the top of the shared/public playlist, click the "Copy Playlist" button.

2. In the pop-up box, enter a name for your playlist.

3. Click the "OK" button.

4. A new playlist will be created with all of the items from the shared/public playlist. This new playlist will appear in "My Playlists" where you can edit it as needed.

EDITING CATEGORIES

Categories can be setup to keep your playlists organized. Only those categories that contain playlists will display in "My Playlists." You can add, edit, or delete these categories from the Playlist page.

1. From the menu at the top of the page, click "Playlists."

2. In the left navigation bar, below My Playlists, click the "Edit Categories" link (Figure 41).

Figure 41

To Add a New Category

1. Click "Add New Category" (Figure 42).

2. Type the name for the category.

3. Click the "Insert" link. The new category will be added and display in alphabetical order.

Figure 42

To Edit a Category

1. Click the "Edit" link to the left of the category you want to change (Figure 43).

2. Edit the name of the category as needed (Figure 44).
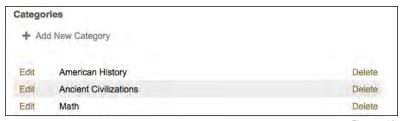
3. Click "Update" to save your changes.

Figure 43

To Delete a Category

1. Click the "Delete" link to the right of the category to be removed (Figure 43).

2. In the pop-up confirmation box, click "OK" to delete.

Figure 44

Frequently Asked Questions

What are the recommended system requirements for CaliforniaStreaming?

Operating Systems
- PC: Windows 7 or later
- Mac: OS 10.4.11 (Snow Leopard) or later
- Chromebook: Chrome OS Version 37 or later

Supported Browsers
- Google Chrome version 37 or later
- Internet Explorer 11 or later
- Microsoft Edge (Windows 10)
- Mozilla Firefox version 47 or later
- Safari (MacOS X 10.10 or later)
- Opera version 33 or later

Recommended Media Players (for playback of downloaded videos)
- Windows Media Player 12 or later
- QuickTime 10 or later

What are the streaming limits for my Internet connection?

Connection Type	Maximum Speed	Maximum Speed	Likely 100k Streams
Satellite	1 mbps	10 users	7 users
DSL	1.5 mbps	15 users	11 users
T1 Line	1.5 mbps	15 users	11 users
Cable	3 mbps	30 users	22 users
T3 Line	44.7 mbps	447 users	379 users
OC-1 Line	51.84 mbps	518 users	440 users
OC-3 Line	155.52 mbps	1555 users	1321 users

I can't see the videos on the media player page.

1. Make sure your cookies are enabled.
2. Check your operating system and browser version to ensure it is listed in the recommended system requirements.
3. Try streaming from a different computer. If the videos play on a different computer, then you mostly likely need to update the software on your computer.
4. Try streaming from another location. If you can stream at home but not from school, the problem could be that your network's filter is blocking the video stream from CaliforniaStreaming. Check with your network administrator to see if your school or district has a filter in place. If your firewall only allows streaming based on a list of approved websites or IP addresses, please contact us so that we can provide specific information that will allow your network administrator to add CaliforniaStreaming to its approved list.

Frequently Asked Questions (continued)

When viewing a video, there is no link to download the video.

This is a function assigned by your administrator. Student and trial accounts do not allow for downloading. If you are a teacher and your site is a subscribing member, use the Contact Us form to submit an Account Inquiry.

When I try to open a PDF resource, the new window doesn't open.

1. Make sure that Adobe Acrobat Reader is downloaded to your computer; you need Adobe Reader to access our QuickStart guides, worksheets, and other documents.

2. Your computer may be using AdWare or some other security program that blocks pop-ups. Hold down the Control key while clicking on the link. If this doesn't work, consult the information for your security program or disable it altogether.

I've opened a PDF resource, but when I print, all I get is a blank page.

If the PDF opens in the web browser instead of launching Adobe Reader, the print command from the File menu may not work. The PDF browser plug-in has its own Save and Print features. These may appear at the top of the PDF, or sometimes they are mouse-over icons that appear and disappear within your browser window. If you do not see them, move the mouse toward the bottom of the page to make the icons appear. You will then be able to either print or download the PDF by choosing the printer or disk icon.

I've downloaded a file, but I can't find it on my computer.

Some web browsers automatically download files to a designated folder. Check this folder for your downloaded files. By default, Safari & Firefox automatically save to the Downloads folder.
- On a Mac, the Downloads folder is located in Macintosh HD --> Users --> your user folder (usually your name). You may also find a link to it in your Dock.
- On a PC, the Downloads folder is usually located in your user folder.
- On a Chromebook, click the launcher, select Files.

Open the browsers download history. This will display a list of items downloaded. Right-clicking (ctrl-click on the Mac) will usually allow you to display the files location on your computer.
Locating the download history varies depending on the web browser. To find this history, check for the following:
- Look for a Downloads related submenu in the following menus: View, Tools, Window
- Check for a Downloads shortcut in the browser window. Many times this is an icon with a downward arrow on it. It may be located in the top right or lower right corner of your browser window.

  Firefox Tip: You can change the download settings in the Firefox Options (Windows: Tools--> Options--> General Tab) or Preferences (Mac: Firefox --> Preferences --> General Tab). It is recommended that you select "Always ask me where to save files." This will also give you the option to rename the file when you download it.