



Set Up and Frequently Asked Questions

Technical Setup and Troubleshooting
Creating Student Accounts in Oracle iLearning
Assigning Curriculum to Students
Changing Student Passwords
Running Reports
Frequently Asked Questions

Technical Setup and Troubleshooting

We want to make sure all the teachers can access the site properly.

We require that all schools use Internet Explorer (IE) 6.0, or Netscape 4.7x to access Oracle iLearning on a T1 line. Slower access upstream or downstream may cause performance issues with the curriculum and quizzes/exams.

What is needed to access Oracle iLearning:

- Java enabled browser – Javascript must be enabled (the default setting for Netscape and IE)
- Flash 6 or higher
- RealPlayer
- Caching Option turned off (for Microsoft users only)
- Cookies must be enabled (the default setting for Netscape and IE)
- Pop-ups must be allowed - not blocked

Java

Your browser must be Java enabled – Javascript must be enabled.

Go to the following site:

<http://www-306.ibm.com/software/awdtools/netrexx/samples/scrabble.html> If you can scribble with your mouse after clicking on the grey area that is provided on the site, then your browser can support Java.

If you don't see the grey area, then you will need to download the latest version of Java Runtime Environment (JRE) from Sun at <http://www.java.com/en/download/manual.jsp>. You can also verify if Java is installed on your machine from this link.

Flash 6 or above

The course content requires the free Adobe Flash Player.

To download the most recent version of Adobe Flash Player, go to <http://www.adobe.com/>

Adobe Acrobat Reader

To download the most recent version of the free Adobe Acrobat Reader, go to <http://www.adobe.com/>

RealPlayer

You will also need RealPlayer. You can download this by going to <http://www.realplayer.com>. On the top right, click on "Free RealPlayer" then under the Basic Player tab, click on "Get RealPlayer - Free".

Caching Option

Caching Option – If your school network is running on Microsoft, then ask your network admin to turn off the caching option. Having this caching option on can cause problems with student logins.

Finally:

- TURN OFF ALL POP-UP BLOCKING SOFTWARE - Pop-ups must be allowed.
- DELETE ALL COOKIES FROM YOUR BROWSER
- CLEAR YOUR BROWSER'S CACHE/HISTORY
- RESTART THE COMPUTER

Follow these steps on a regular basis to improve performance.

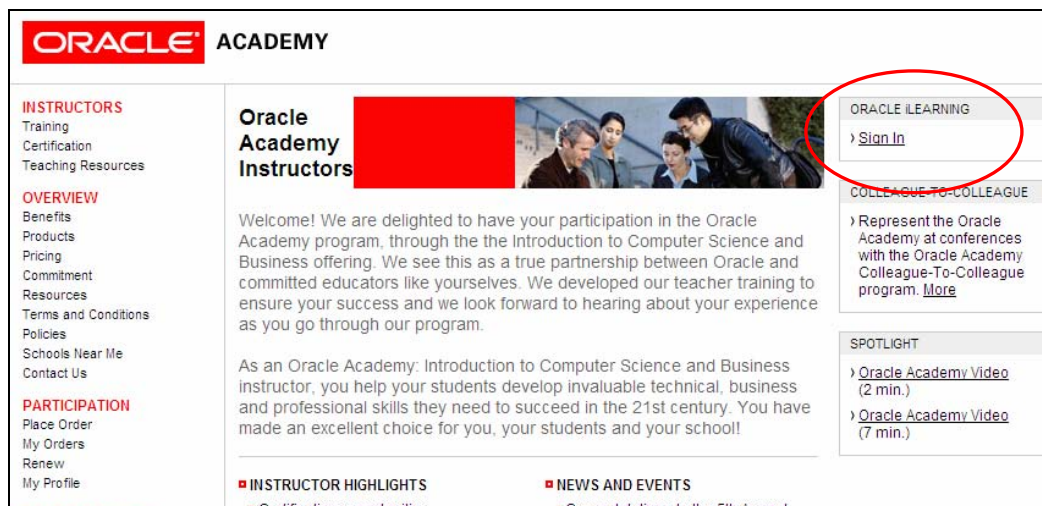
You may also go to http://www.oracle.com/education/oukc/support/newcustomer_faqs.html#content for reference. Go to sub-heading "Content Related Issues" click on "System Requirements."

Creating Student Accounts in Oracle iLearning

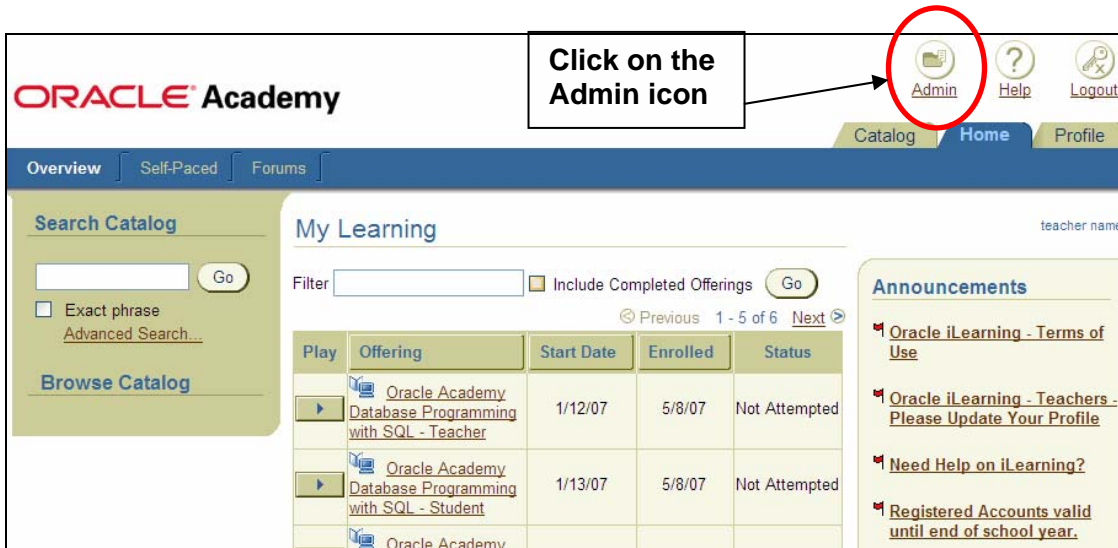
As an Academy Instructor, you will create your own student accounts in Oracle iLearning.

To Create New Student Accounts

Log into Oracle iLearning through your Oracle Academy webpage instructor account.



Click on Admin from the main Oracle iLearning page to access the Admin privileges.

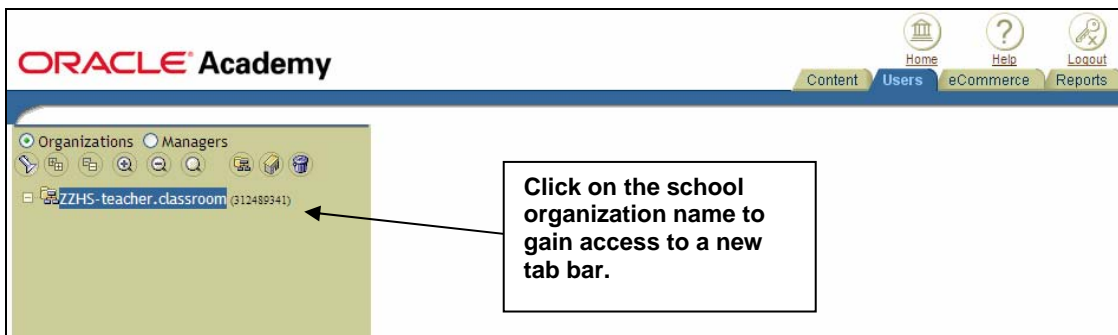


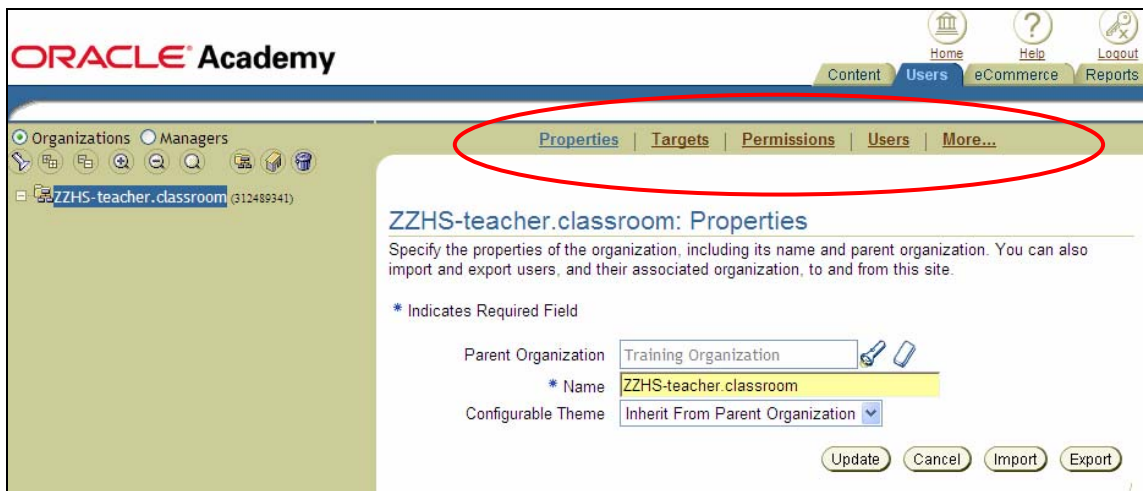
The content tab is the initial page you will see and you will not see anything listed. At the top right, you will see four tabs: Content (default), Users, eCommerce, and Reports.

Click on the Users tab.

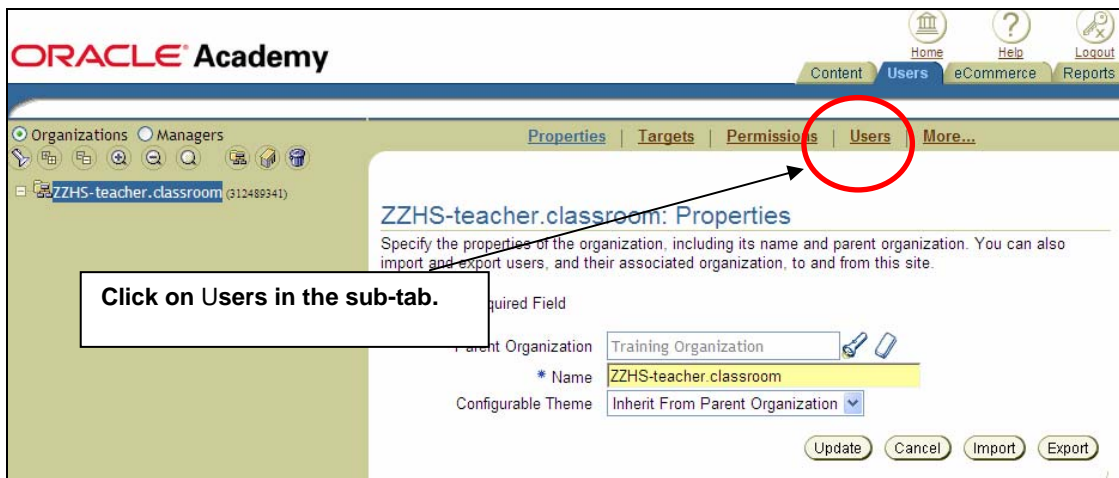


After clicking on the Users tab, your school organization name will appear on the left of the screen. Click on the school organization name to access a new tab bar.





Click on the Users sub-tab on the new tab bar that appears.



Once you click on the Users sub-tab, you will be able to add new users. For most new instructors, there will NOT be any student accounts in the users profile.

Deleting Old Student Accounts First

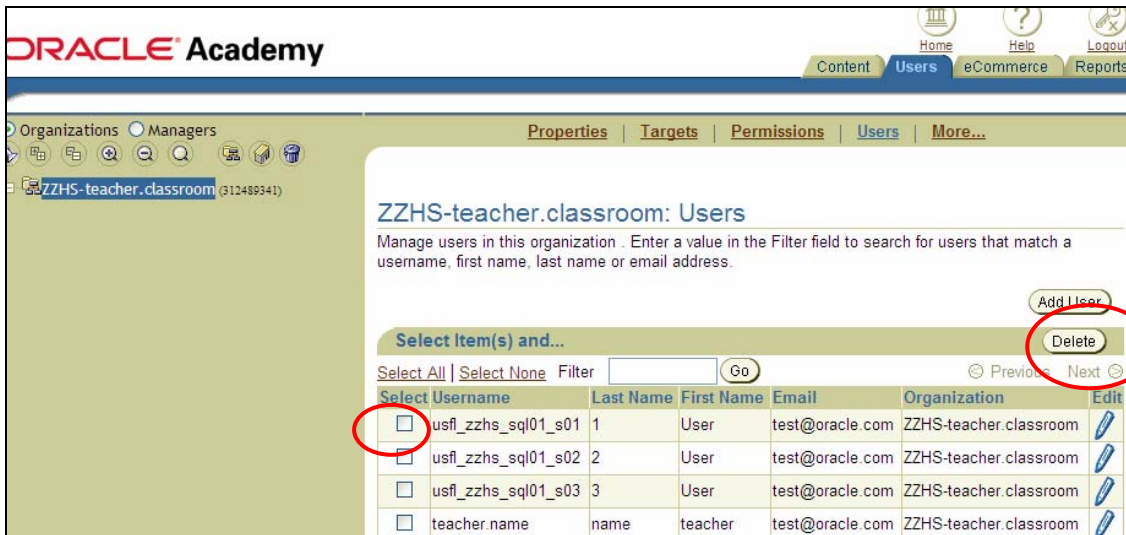
Renewal instructors should delete ALL old student accounts for your school organization before you add any new accounts. Accounts cannot be reset. They must be deleted to erase their history in the system.

To delete accounts,

1. Select the check box in front of the student account in the list.
2. Then click on the Delete button at the top right of the list.
3. If this is correct, click OK in the pop-up screen.

We recommend that you select 2-3 student accounts at a time as this process can take a few minutes.

Refresh your browser in between each set of deletions. Progress is not indicated in iLearning for this action, however, the accounts are being deleted.



Adding New Student Accounts

Click on the "Add User" button to start creating your student accounts.



There are some mandatory fields that you MUST fill in to create student accounts. These fields are: First Name, Last Name, Username, Password, Confirm Password and Email Address. You will see a blue asterisks (star) next to each required field.

VERY IMPORTANT - Student User Names

Do not use real student names for the user names in the Oracle Academy student accounts. Do not type a real student's first or last name in ANY student account.

Use the following username formats instead of real student names:

First Name

User (first name "User" will be the same for all users)

Last Name

1 (or a number indicating the student number in the accounts, 2,3,4, ...25, 26, etc.)

ZZHS-teacher.classroom (312489341)

General

* First Name

* Last Name

Nickname

* Username

* Password

* Confirm Password

* Email

Username

U.S. schools The format for student accounts is: Country Acronym + State Acronym underscore School Acronym underscore sql01 (SQL Zero 1 or 2 depending on the number of sections you are teaching) underscore s01 (S Zero One – this will indicate the student number for accounts)

** Do not use real student names in the First Name, Last Name, or Username fields.

U.S. Student accounts (username examples)

usva_jhs_sql01_s01 This is student one account in section one for JeromeHigh School located in Virginia, United States.
 usva_jhs_sql01_s03
 usva_jhs_sql02_s01 Section 2 of the same course.
 usva_jhs_java01_s16 Java course.
 usva_jhs_plsql01_s01 PL/SQL course.

All Other Schools

The format for non-U.S. student accounts is: Country Abbreviation underscore School Abbreviation underscore sql01 (SQL Zero 1 or 2 depending on the number of sections you are teaching) underscore s01 (S Zero One – this will indicate the student number for the account)

Username Examples

UK – uk_nescot_sql01_s01, uk_btc_sql01_s01 or uk_btc_java01_s01
 Romania – ro_cntv_sql01_s01
 China – ch_ndvtc_sql01_s01
 Netherlands – nl_rtp_sql01_s01
 Singapore – sg_bgc_sql01_s01
 India – in_dps_sql01_s01
 Egypt – eg_zps_sql01_s02
 Hong Kong – hk_ccsc_sql01_s01
 Australia – au_sshs_sql01_s01

Password

You **MUST** type in a password for all accounts and then confirm the password by typing it again.

This password must be **unique** for each student.

The password you assign and type in must have a minimum of 8 characters, with a minimum of 1 number, and 1 letter. Students will be asked to reset the password upon first login.

Email

Not used, but required. Type in any email address (ex: user1@oa.edu). You can fill in the same email address for all student accounts or use your own e-mail address, if you prefer.

IMPORTANT - Do not use any real student e-mail addresses in the field.

Manager

You MUST assign yourself as the manger of each student account. It is not a required field, but if you want to obtain access to how your students performed for quizzes/tests, you will need to do this.

You CANNOT type in the manager name, you must search for it.

Click on the Flashlight icon to search for the manager. Once you click on the flashlight icon, you will see another window open.

If you don't see a new window pop open, make sure all pop-up blocking software on your PC is disabled.

Click on the flashlight (torch) to assign yourself as the manager.

The screenshot shows the Oracle Academy user management interface. The 'General' tab is active, displaying user details for 'user' with last name '6' and email 'test@oracle.com'. A red circle highlights a flashlight icon in the 'Manager' field, with an arrow pointing to it from a callout box on the left.

After clicking on the flashlight, a window will open prompting you to enter your name.

1. Enter your username.
2. Click the Go button.
3. Select the user by clicking the radio button at the left.
4. Click the Ok button at the right.

OracleAcad: Users

Enter a value in the Name field to search for users that match a username, first name, last name or email address, then select a user, and click OK. For faster searches using username only, select Match Username Exactly.

1. Name: Match Username Exactly

Show Only Users not in an Organization

2.

Select User and... 4.

Select	Username	Last Name	First Name	Email	Organization
<input type="radio"/>	teacher.name	name	teacher	test@oracle.com	ZZHS-teacher.classroom

3. 1 row(s) found.

Address

Leave blank

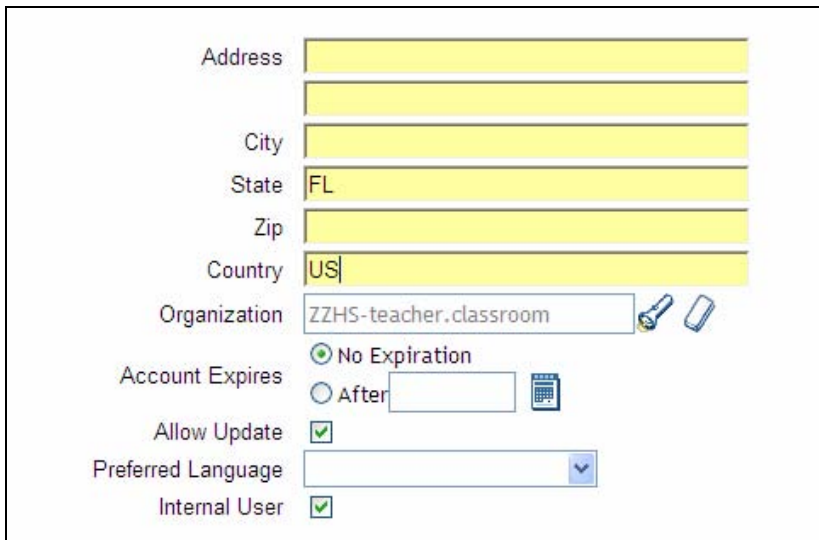
City

Leave blank

State

For U.S. schools, type in the two-letter abbreviation for your state. **** THIS IS MANDATORY IN THE U.S. ****

For schools outside the U.S., leave blank.



The screenshot shows a form with the following fields and values:

- Address: (empty)
- City: (empty)
- State: FL
- Zip: (empty)
- Country: US
- Organization: ZZHS-teacher.classroom
- Account Expires: No Expiration, After [calendar icon]
- Allow Update:
- Preferred Language: [dropdown arrow]
- Internal User:

Zip Code

Leave blank.

Country

Type in your two letter country abbreviation.

For example, IN = India, RO = Romania, US = United States, etc.

**** THIS IS MANDATORY FOR ALL STUDENT ACCOUNTS. ****

Organization

Your school organization name should automatically appear.

Account Expires

You can select a date if you want by clicking on the calendar button as to when the accounts will expire and students will no longer have access to Oracle iLearning, or you can select no expiration. (All accounts will be deleted at the end of August.)

Allow Update

Default is checked, allowing your students to change their password in the user profile.

Preferred Language

Leave blank.

**** CHINESE SCHOOLS SHOULD SELECT SIMPLIFIED CHINESE LANGUAGE. ****

Internal User

Default is checked.

Assigning Curriculum to Students

Configurable Attributes

Configurable Attributes will determine what course curriculum students will be able to access.

The screenshot shows a web form titled "Configurable Attributes". On the left side, there is a vertical olive-green bar. The form contains the following fields and labels:

- Academy_Manager
- Cadre
- Job_Role
- School_Name
- Year
- Year B
- Year C

At the bottom right of the form, there are three buttons: "Save", "Save and Add Another", and "Cancel".

Academy_Manager

Leave blank for students

Cadre

Leave blank for students

Job_Role

student

(all lowercase)

School Name

Full Name of your school

Year

Type in one of the following curriculum codes:

- S007 (S Zero Zero Seven for **Database Design and Programming with SQL**) or
- S002 (S Zero Zero Two for **JAVA**) or
- PLS001 (PLS Zero Zero One for **Database Programming with PL/SQL**) or
- CNS007 (CNS Zero Zero Seven for **Chinese Language Database Design and Programming with SQL**)

One of these codes **MUST** be in the **Year** field; otherwise students will **NOT** have access to any course. These codes determine what curriculum the student will be able to access.

Note that the first letter of the curriculum code is UPPERCASE. If you use a lowercase letter, the curriculum will not appear for your students.

Configurable Attributes

Academy_Manager

Cadre

Job_Role

School_Name

Year

Year B

Year C

Save Save and Add Another Cancel

You must type in the correct code in order for the student to access the correct Oracle Academy curriculum.

S007 = DD/SQL course

S002 = JAVA course

PLS001 = PL/SQL course

Year B and Year C

Ignore this. Year B or Year C may be filled in for your own teacher account if you teach Java or PL/SQL. These are not to be filled in with a student curriculum code. For student accounts, these must be blank.

Save or "Save and Add Another"

If you are creating several student accounts, when you have finished typing in all the information for the first account, click on "Save and Add Another" button at the bottom. This way, you will not have to retype all the information again for the second user. You will only have to modify the last name, username and e-mail. This will speed up account creation.

When you **Save** at the bottom of the page, if iLearning tells you that the student account name is already in use, please add your initials to the school abbreviation for all of your student accounts.

For example, school abbreviation "sshs" becomes "sshsmj" (for teacher initials Mary Jones).
 For student accounts, au_sshs_sql01_s01 becomes au_sshsmj_sql01_s01

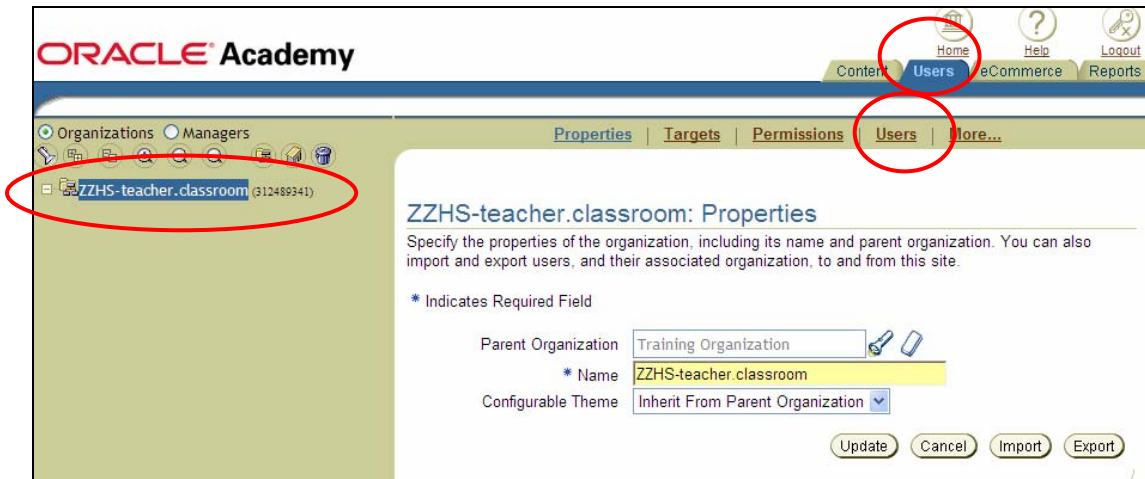
Changing Student Passwords

How to access and edit student passwords in Oracle iLearning

Over time, students change their passwords and forget them.

Follow the Admin steps in the previous section to be presented with a list of all your students.

1. Under the Users Tab:
2. Click on your school organization at the left.
3. Then Click on Users on the subtab.



When you click on the Edit icon, the selected student profile will open.



Change the password by typing in the new password and confirming the password by typing it again. Remember that passwords must be at least 8 characters in length, and contain at least one number and one letter.

Then click the Update button to confirm the changes.

teacher.classroom (312489341)

usfl_zzhs_sql01_s01: Properties

Create or edit personal details for a user account. Enter values in Configurable Attribute fields to store site specific information for each user. Create additional Configurable Attributes at the site level.

Update **Cancel** **Export**

* Indicates Required Field

General

* First Name	User
* Last Name	1
Nickname	
* Username	usfl_zzhs_sql01_s01
* Password	
* Confirm Password	

Running Reports

There are two types of reports that instructors can access in Oracle iLearning to see student quiz and exam scores.

- Admin Reports
- Manager Reports

Admin Reports

Return to the Admin page by clicking on the **Admin** link or icon that can be found at the bottom or top of any non-admin page.

The four tabs: Content, Users, eCommerce, and Reports will be at the top.

Click on the Reports tab.

ORACLE Academy

Home Help Logout

Content Users eCommerce **Reports**

Reports Templates Groups

Click on the Reports tab to view reports.

Use reports to extract required information from this site. If the report site or specific reports will have access. If the report is distributed to another group, select specific reports, then click Assign Group.

Users with Run Report privilege on either the user hierarchy is defined. To move reports to

Scroll down and Click on Run to execute the report of your choice.

Click on the Run icon to execute reports.

select	id	Name	Description	Group Name	Distribute To	Pushed To	Template Name	Allow WebService	Run	Save	Edit
<input type="checkbox"/>	305048522	2007-2008 Oracle Academy Database Design Part 1 - Quizzes and Midterm - Teacher	This report gives teachers quizzes and the midterm exam scores for Database Design Part 1. Enter the school organization name exactly as it appears in iLearning.	Academy Instructor Reports	Admin	Current Site	(Choose)	No			
<input type="checkbox"/>	305048524	2007-2008 Oracle Academy Database Design Part 2 - Quizzes and Final Exam - Teacher	This report gives teachers quizzes and the final exam scores for Database Design Part 2. Enter the school organization name exactly as it appears in iLearning.	Academy Instructor Reports	Admin	Current Site	(Choose)	No			
<input type="checkbox"/>	305048565	2007-2008 Oracle Academy Database Programming - SQL Part	This report gives teachers quizzes and the midterm exam scores for Database Programming with SQL	Academy Instructor Reports	Admin	Current Site	(Choose)	No			

Each report requires certain parameters. In most reports, it will ask for your school organization name. iLearning is case sensitive. The school organization name MUST be exactly the same as we have it in iLearning. If you are off by one character, it will not give you data. Do not include underscores when typing the school organization name.

You can see your **school organization name** in your student accounts or at the left side of the screen under the Admin, Users tab if you are unsure of the name.

You can save any reports data by selecting the save button instead of the run button. Select the template "Comma Separated List - For Save" and open the saved file into MS Excel. When the file is saved from Oracle iLearning, it is in txt format.

A report may take several minutes to run as it is reporting on multiple students on multiple quizzes and exams.

The ADMIN reports show quizzes and exams for your entire class.

Manager Reports (Available only in English)

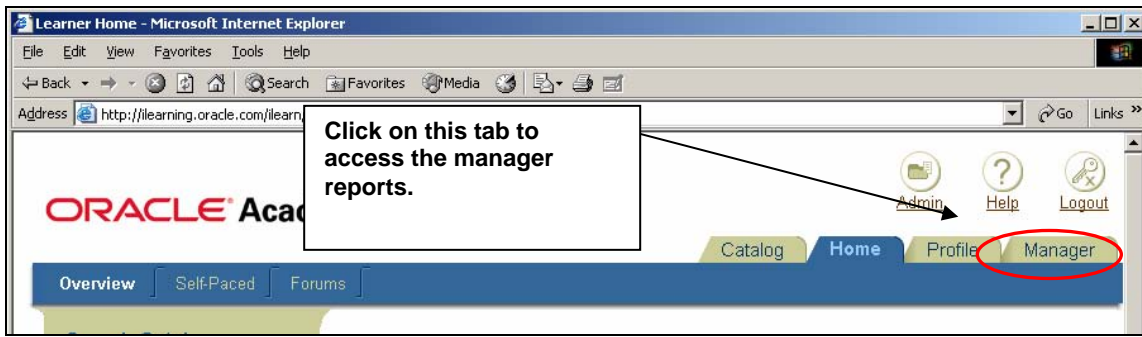
You will only see these reports if you classified yourself as the manager in your student accounts.

In the student user profile, make sure your username (firstname.lastname) is in the "Manager Field." (See detail in earlier part of this document.)

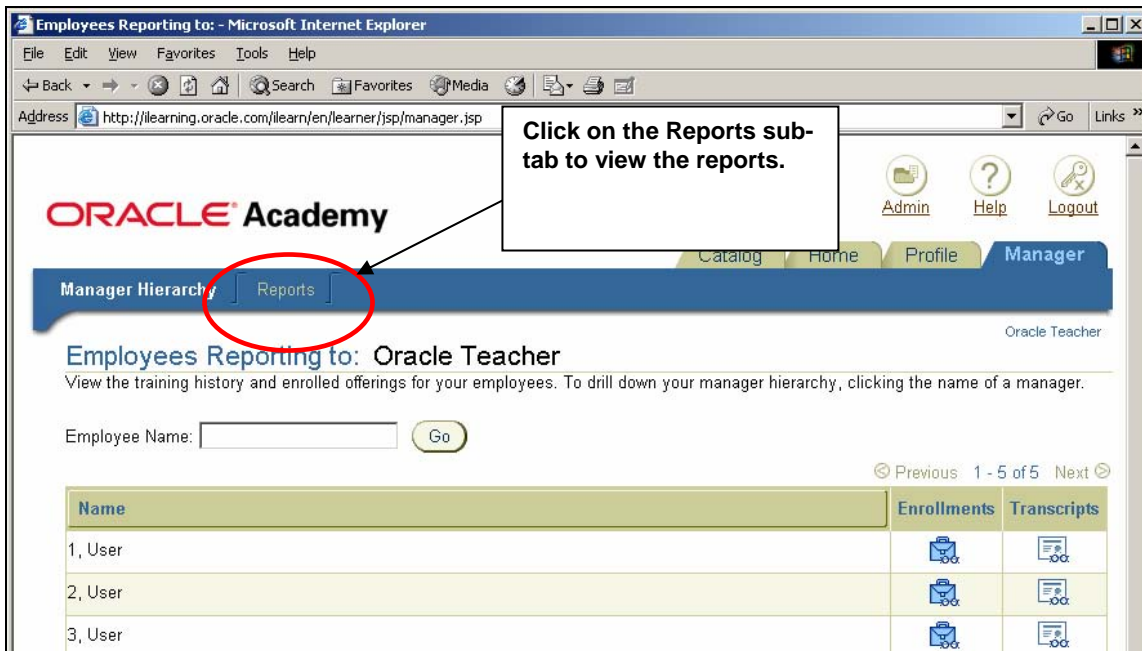
To access the Manager Reports:

Click on the Manager tab when you log into Oracle iLearning. You will NOT see this tab if you do not declare yourself the Manager in your student accounts.

Note: If you just created your first user, you may not see the Manager tab until you log out of iLearning and log in again.



After clicking on the Manager tab, click on the Reports sub-tab to view the reports.



Click on Run to execute reports on individual users.

ORACLE Academy Admin Help Logout

Catalog Home Profile **Manager**

Manager Hierarchy **Reports** Oracle Teacher

Manager Reports For: Oracle Teacher

Manager reports can be created to provide information on specific employees reporting to you, or information relating to the entire site. You may be required to enter parameters when running some reports. Enter a report name to locate reports with a specific name or description. Enter a group name to show only reports that belong to a specific group.

Report Name:
 Group Name:

Previous 1 - 4 of 4 Next

Name	Description	Group Name	Run	Save
Manager Assessment Summary (All Reports) - Shared	(directly or indirectly) by the person running the report. Sorted by Employee Last Name, Employee First Name, Assessment Name	Root Site Report Group	60	

Click on the Run icon to execute reports.

These reports will provide you with information on all the assessments and curriculum your students have completed and their performance on each assessment.

Click on the icon in the "Execute For" column with the corresponding user to view his/her data.

ORACLE Academy Admin Help Logout

Catalog Home Profile **Manager**

Manager Hierarchy **Reports** Oracle Teacher

Reports > Oracle Teacher

Execute Report: Manager Assessment Summary (All Reports) - Shared

This report requires a user parameter. To run the report, click Execute For, and select a user. You can view indirect reports by selecting a manager name with a link.

Employee Name: Show Direct and Indirect Reports:

Previous 1 - 6 of 6 Next

Name	Execute For
Oracle Teacher	
User 1	
User 2	
User 3	
User 4	

Click on the icon under the Execute For icon with the corresponding user to view his/her data.

Frequently Asked Questions (FAQs)

How do I access Oracle iLearning?

Instructors:

To log in to your Oracle Academy account:

1. Go to: <http://academy.oracle.com>
2. At the left, click on "Introduction to Computer Science & Business."
3. Click on "Member login" at the upper right.

If you have forgotten your password, use the area called "Forgotten Sign In and/or Password" on the same page and you will receive your password via e-mail.

4. Go to "Are you an existing Academy member? Click here" and type your user name (login name) and password.
5. Once logged in, you will be on the Oracle Academy website teacher pages.

To log in to your Oracle iLearning Account to access your curriculum materials:

6. At the upper right, click on the iLearning Sign In.
7. Enter your user name and current iLearning password.

If you have forgotten your iLearning password, type in your user name (login name) and type a few letters in the password field. Click the "Login" button. Follow the directions and a password will be mailed to the e-mail address contained in your iLearning Profile.

8. Once logged in, you will be on the Curriculum Pages for Oracle iLearning and can access your curriculum materials.

* Please note that your user name is the same for the Oracle Academy and Oracle iLearning, but your passwords may be different.

Direct Login for Oracle iLearning

If you have any problems, you can always access the Oracle iLearning site directly.

Go to the Oracle Academy website (<http://academy.oracle.com>).

1. At the left, click on Introduction to Computer Science & Business.
2. Click on the "Student Sign In" link on the right.
3. Type your user name and password.
4. Click login.
5. You will now have access to the teacher version of your course, even though you logged in through the link labeled "Student Sign In."

Students:

Go to the Oracle Academy website (<http://academy.oracle.com>).

1. At the left, click on Introduction to Computer Science & Business.
2. Click on the "Student Sign In" link on the right.
3. Type your user name and password.
4. Click login.

I cannot view the Flash content.

You need to install the free Flash Player 6 or higher for your computer. Flash player can be downloaded free from the following site: <http://www.adobe.com>

The quizzes do not appear when my students try to take them.

Make sure your browser is Java enabled.

See the Browser Test and the Java Virtual Machine: section at the beginning of this document.

Also be sure that pop-up blocking software is disabled. The quizzes and exams require pop-ups to display.

I cannot view any of the video streaming files that are part of the curriculum.

Instructors need to install RealPlayer on all their computers. RealPlayer can be downloaded for free from <http://www.realplayer.com>. Make sure you choose the free version of the software. You will only need the free version to view the streaming video files.

My students do not see the curriculum when they log into Oracle iLearning.

Instructors need to input the correct curriculum code in the **Year** field of each student account.

For Database Design and Programming with SQL students, the code is: **S007** (S Zero Zero Seven). The "S" must be uppercase.

For Java students, the code is: **S002** (S Zero Zero Two). The "S" must be uppercase.

For Database Programming with PL/SQL, the code is: **PLS001** (PLS Zero Zero One). "PLS" must be uppercase.

Instructors can only assign one code per student and it must be placed in the Year Configurable Attribute field of the student account.

The curriculum was there but now it has disappeared.

When a teacher or student completes an iLearning module, iLearning moves the module under the Self-Paced tab at the upper left for your future reference. You may still access the course or module under the Self-Paced tab. Oracle iLearning considers a module "complete" when you have clicked through the content one time. Click on the Self-Paced tab and access the course from there.

How do I reset the account history of a student account in Oracle iLearning?

You cannot reset a student account.

The only way to reset an account is to delete the account and re-create it. If you delete the account, the entire history of that student (such as quiz or exam scores) will also be deleted. Once the account is deleted, the history is also deleted and cannot be recovered.

Can I access Oracle iLearning through a Mac PC?

No, Oracle iLearning is not certified on the Mac environment. Some of the curriculum features will not function properly.

How do I log into the practice database environment, Application Express?

Your user accounts and directions for accessing Application Express are sent via e-mail at the start of the school year.

For SQL, go to:

<http://iacademy.oracle.com>

For PL/SQL, go to:

<http://iacademy1.oracle.com>

Note the letter "1" in front of academy in the URLs above.

How do I change my password or e-mail address in the systems?

Please be sure to keep your e-mail address up-to-date for the Oracle Academy and Oracle iLearning.

To change your Oracle Academy password or to update your profile for the Oracle Academy website teacher pages:

1. Go to <http://academy.oracle.com>.
2. Click at the left on "Introduction to Computer Science & Business."
3. Click on the "My Profile" link at the left and log in.
4. Change the information in your Oracle Academy profile.

To change your Oracle iLearning password or to update your profile:

1. Go to the Oracle Academy website (<http://academy.oracle.com>).
2. At the left, click on "**Introduction to Computer Science & Business.**"
3. Click on the "Student Sign In" link on the right.
4. Log in to Oracle iLearning.
5. Click on the "Profile" tab.
6. Change the information in your Oracle iLearning profile. * TEACHERS – VERY IMPORTANT - DO NOT CHANGE YOUR USER NAME.

To change your Oracle Application Express (formerly HTML DB) password:

1. Go to the Oracle Academy Application Express website (<http://iacademy.oracle.com>) for SQL course or (<http://iacademy1.oracle.com>) for PL/SQL course.
2. Log in to Application Express.
3. Click on the "Home" tab.
4. Under "Administration" at the right, click on "Change Password."
5. Change your Application Express password to a password with at least 8 characters, 1 letter, and 1 number.

Questions

Teachers - If you have any questions or comments, please check with your Adjunct Instructor. If he/she is unable to assist, send email academy_us@oracle.com