Help.aau.dk - Non-students

Authentication

All non-student use of help.aau.dk requires authentication. This is done by using the CAS login system of AAU. This means that anyone with AAU credentials can create a user, which is done by clicking the log in button at the bottom of the side menu at https://help.aau.dk/. If this is the first time logging in, a new user is created with the role *student* which means that there are no additional functionalities available to them.

In order to use the system as a *teaching assistant*, *lecturer*, or *admin* someone with a higher role needs to promote the user. Please contact someone in charge to be promoted.

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Teaching Assistants

Teaching Assistants can use help.aau.dk to quickly get an overview of which rooms students require help in and write posts on a bulletin board for the course.

Both is done on the course page, which can be found by clicking the relevant department at https://help.aau.dk/departments



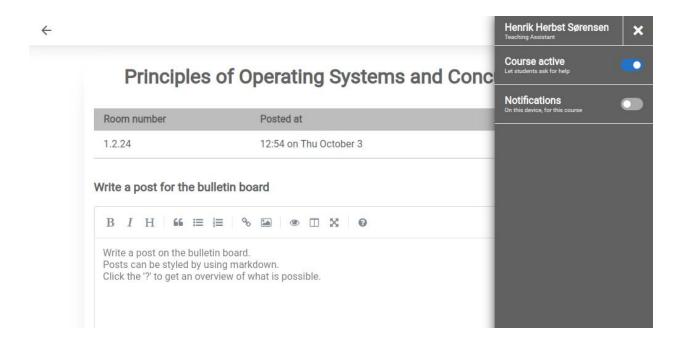
And then clicking the course:



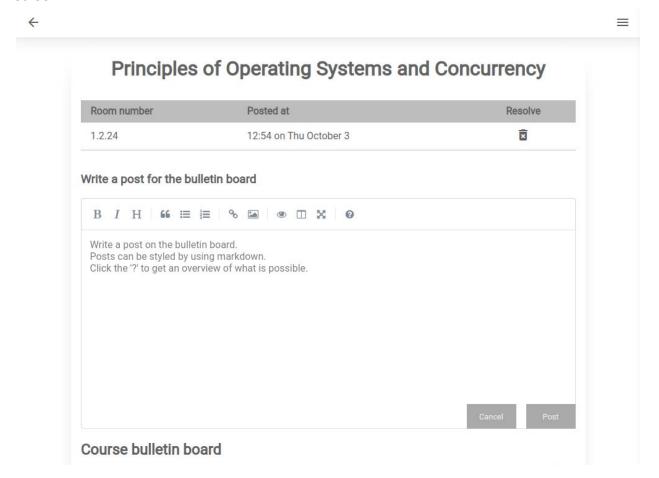
The URL for a course page stays the same and can thus be used to quickly get to the course. For example: the URL for the course Principles of Operating Systems and Concurrency at the Department of Computer Science is https://help.aau.dk/departments/cs/courses/pss.

If the course is not currently active, it must be activated on the course page for students to be able to ask for help.

This is accomplished in the side menu, where the first menu item toggles the course:



If there are any students who have requested help, they are shown in a list at the top of the screen:



Clicking the little trash can removes the request for help.

It is possible to receive a notification on the current device whenever a student requests help, by enabling the option in the side menu.

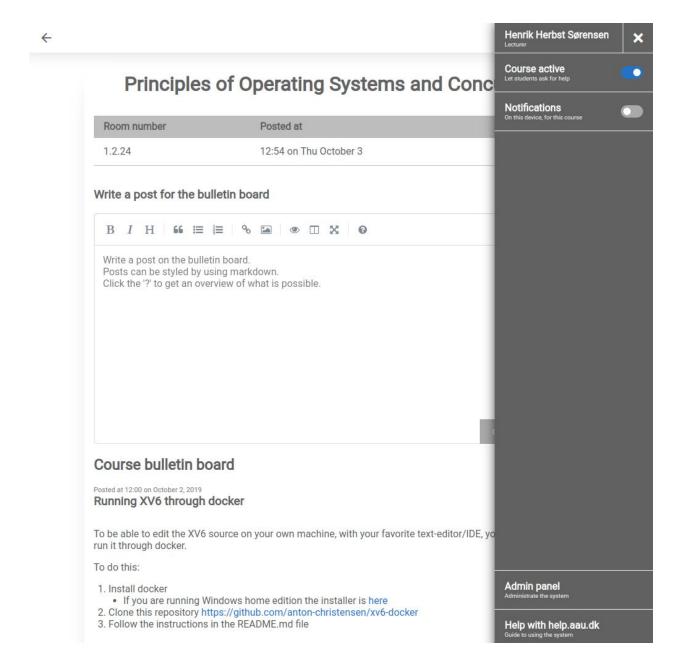
A post can be written on the bulletin board using the textarea below the help requests. The posts can be styled using Markdown.

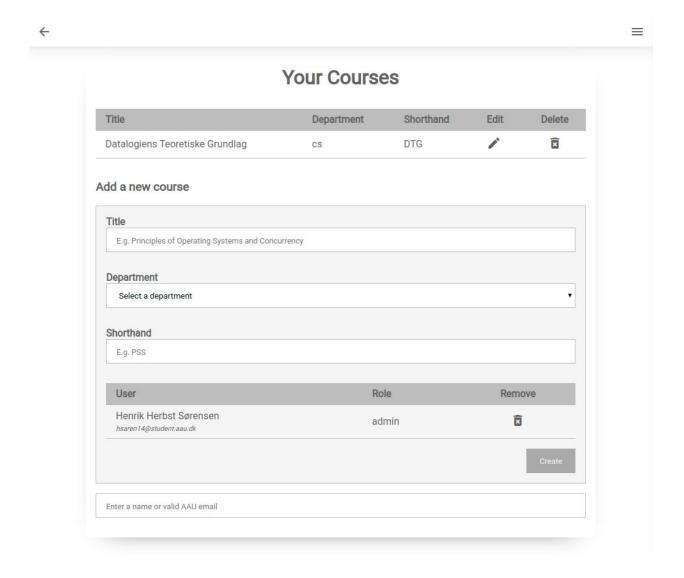
Clicking the '?' brings up a guide to styling with Markdown.

Lecturer

Lecturers can use help.aau.dk for the same things as TAs, but also has the ability to create and manage courses

The side menu has an additional button available for lecturers, which takes them to the admin panel. The admin panel can also be found at https://help.aau.dk/admin.





The admin panel list all courses in which one is a lecturer.

A new course can be created using the form below the list.

A course must have a title, a department, a shorthand that is unique within the department and at least one user who is a lecturer or admin.

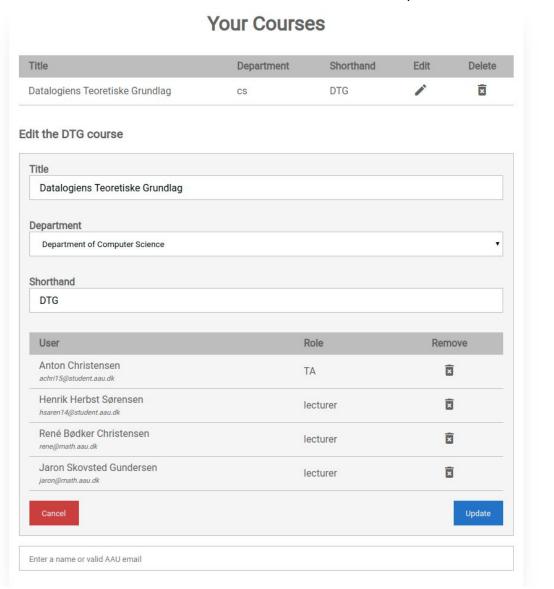
Additional users can be added to a course by searching for their AAU email or name in the bottom input field.

If the full AAU email of a user who has not logged in to the system yet is written in the input field, they can be created as a user in the system and will have access to the course when they log in.

Any user with the role *student* is automatically promoted to *TA* if associated with a course. The course and its associated users is saved when the 'Create' button is pressed.

Clicking the pencil button next to a course in the list of courses, allows it to be edited. Please note that changing the department or shorthand means that the URL leading to the course is changed.

Changes to the course and its associated users are saved once the 'Update' is clicked.



A course can be deleted by clicking the trashcan icon next to it in the list.

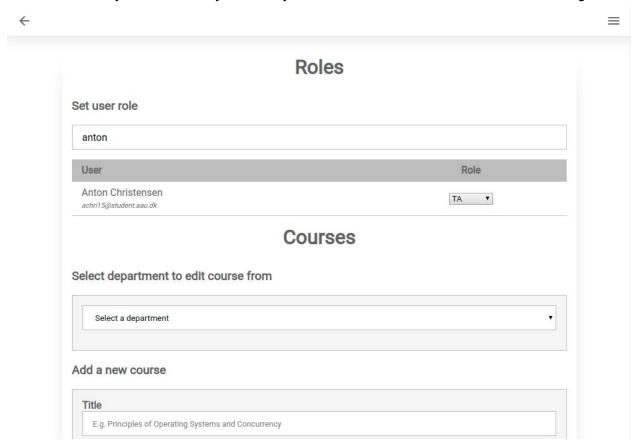
Admin

Admins can do the same things as lecturers, but their main purpose is promoting users to lecturer, as this allows them to create and manage their own course and any TAs in it.

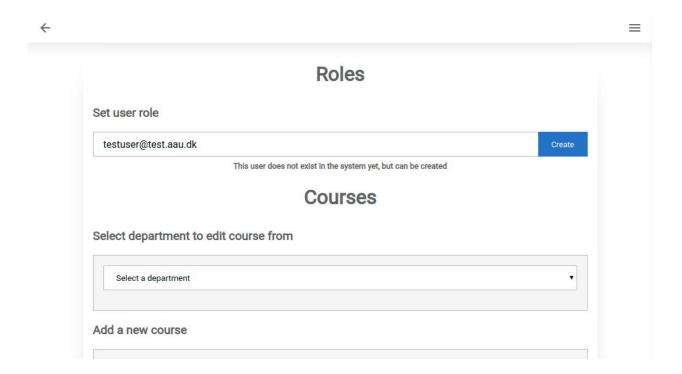
The side menu has a link that leads to the admin panel, which can also be found at https://help.aau.dk/admin.

The admin panel contains an additional feature for admins, which allows them to change the role of any user except their own.

This can be done by searching for a given user using the input field at the top of the page. If the user already exists in the system, they are shown below and their role can be changed.



If a valid AAU email (ending in 'aau.dk') is entered, and it does not already belong to a user, a button appears to create the user in the system.



Below the role editing field, admins can manage courses in the same way as lecturers, except they can edit any course in the system by first selecting a department.