



Welcome to Summer Session!

GETTING CONNECTED

1) Join the audio conference:

When you first enter a room, a pop-up window to join the audio conference should appear. Click on “Dial Out” and enter in your phone number.

If the pop-up window does not appear, click on the drop-down menu located next to the  icon and select “Connect my audio”

You can also retrieve the audio conference information by selecting the drop-down menu next to the  icon and clicking on “dial-in details”

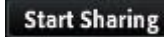


2) Start your webcam

1. 

2.



3. 

Welcome to Summer Session!



Berkeley School of
Information

datascience@berkeley

Your Student Support Team



Ben Blanchfield
Student Support Advisor



Arlene Tonoff
Student Support Advisor



Hannah Dansie
Student Support Manager

Need help? Support is available 24/7 for any technical questions or issues.


Phone: 1-855-679-6437

Email: studentsupport@datascience.berkeley.edu

Important Accounts

CalNet

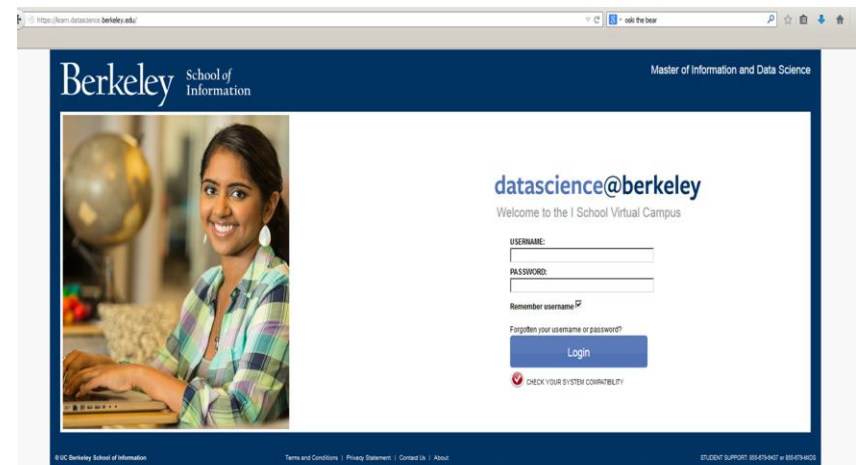
- Student account
- Bill pay
- Library resources



The screenshot shows the Berkeley CalNet Authentication Service login page. At the top left is the University of California seal. To its right is the Berkeley University of California logo. Below the logo is the text "CalNet Authentication Service". The main content area has a light blue background and contains two input fields: "CalNet ID:" and "Passphrase (Case Sensitive):". Below the passphrase field are two buttons: "Sign In" and "HELP". At the bottom of the page, it says "Copyright © 2015 UC Regents. All rights reserved."

ISVC

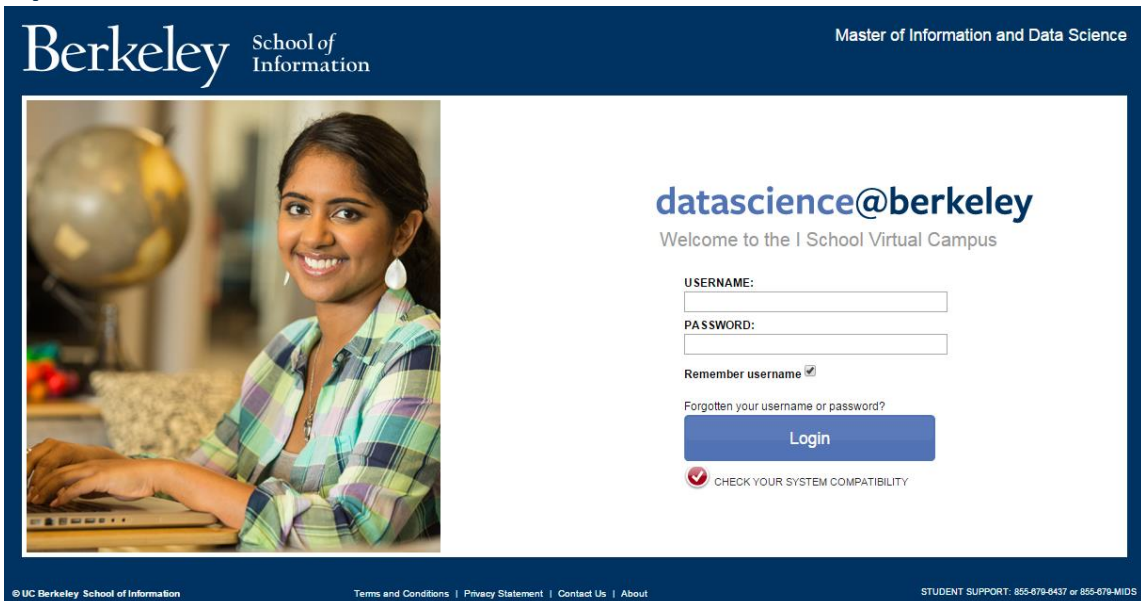
- Orientation
- Coursework
- Live Sessions
- Working Groups
- Social Groups



The screenshot shows the Berkeley School of Information datascience@berkeley login page. At the top left is the Berkeley School of Information logo. To its right is the text "Master of Information and Data Science". Below the logo is a photo of a smiling woman. To the right of the photo is the text "datascience@berkeley" and "Welcome to the I School Virtual Campus". Below this text are two input fields: "USERNAME:" and "PASSWORD:". Below the password field are two buttons: "Remember username" and "Login". At the bottom of the page, it says "© UC Berkeley School of Information" and "STUDENT SUPPORT: 855-475-9407 or 855-475-9405".

ISVC Introduction

- Login page: learn.datascience.berkeley.edu
- The I School Virtual Campus (ISVC) is where you will find your:
 - Classes
 - Assignments
 - Groups



The screenshot shows the login page for the Berkeley School of Information's I School Virtual Campus. The header features the Berkeley School of Information logo on the left and the text "Master of Information and Data Science" on the right. Below the header, on the left, is a photograph of a smiling woman with dark hair, wearing a plaid shirt, sitting at a desk with a laptop and a globe in the background. To the right of the photo, the text "datascience@berkeley" is displayed in a large, bold, blue font, followed by "Welcome to the I School Virtual Campus" in a smaller, grey font. Below this, there are two input fields for "USERNAME:" and "PASSWORD:". A "Remember username" checkbox is checked. Below the password field is a link that says "Forgotten your username or password?". A blue "Login" button is positioned below the link. At the bottom of the login section, there is a red checkmark icon followed by the text "CHECK YOUR SYSTEM COMPATIBILITY". The footer of the page contains copyright information for UC Berkeley School of Information, links for "Terms and Conditions", "Privacy Statement", "Contact Us", and "About", and "STUDENT SUPPORT" contact information: "855-679-6437 or 855-679-MIDS".

Berkeley School of Information Master of Information and Data Science

datascience@berkeley
Welcome to the I School Virtual Campus


USERNAME:

PASSWORD:

Remember username ☒

[Forgotten your username or password?](#)

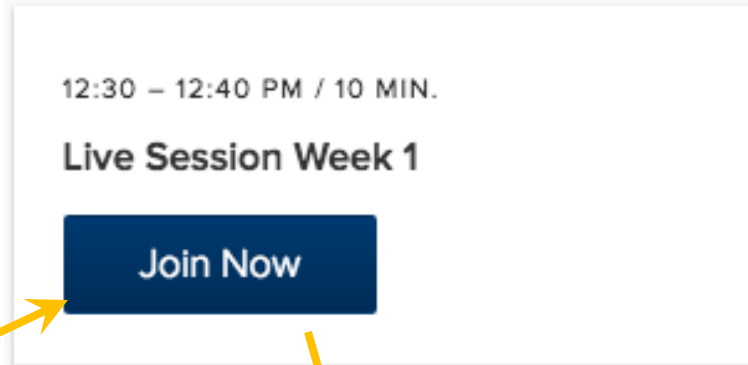
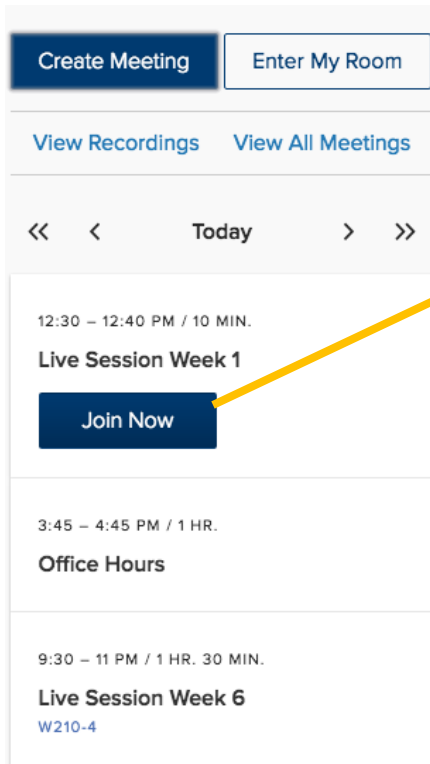
Login

 CHECK YOUR SYSTEM COMPATIBILITY

© UC Berkeley School of Information Terms and Conditions | Privacy Statement | Contact Us | About STUDENT SUPPORT: 855-679-6437 or 855-679-MIDS

Accessing Live Sessions

1. Right side of ISVC Homepage



2. "Join Now" button will appear 15 minutes before class starts.

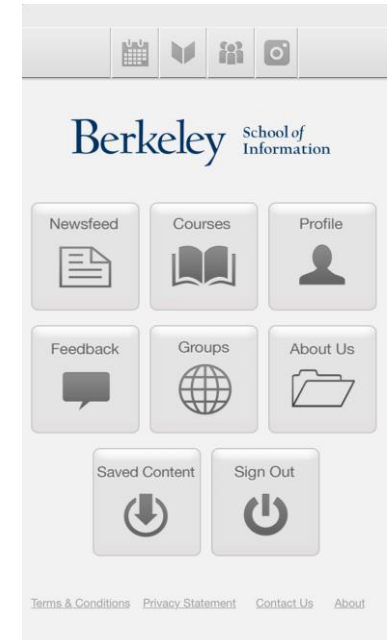
UCB-MIDS-Ben 's Room- (UCB-MIDS00000564)
The meeting has not yet started. You will be able to access the meeting once the host arrives. Please wait.



3. When you see this screen, you must wait for the instructor to add you to the room.

ISVC Mobile App

What can you do in the app?	What can't you do in the app?
<ul style="list-style-type: none"> Access & view coursework modules for all active and past courses 	<ul style="list-style-type: none"> Attend a Live Session, Create a Live Session
<ul style="list-style-type: none"> Post on all walls – courses, contacts, personal, and groups 	<ul style="list-style-type: none"> Upload or submit assignments
<ul style="list-style-type: none"> Edit your personal information 	<ul style="list-style-type: none"> Join Social Groups
<ul style="list-style-type: none"> Search for contacts/ Accept contact requests 	<ul style="list-style-type: none"> Add Contacts feature
<ul style="list-style-type: none"> View grades & ISVC notifications 	<ul style="list-style-type: none"> Calendar feature
<ul style="list-style-type: none"> Provide feedback 	<ul style="list-style-type: none"> Post files on all walls (i.e., Word, PowerPoint, Adobe, Excel)
<ul style="list-style-type: none"> Mobile Offline Mode - download coursework to use while offline 	<ul style="list-style-type: none"> Watch class recording



- Search “ISVC” in the app store
- Supported by iPads, iPhones, and Android phones

Important Dates

Classes start:


Monday, June 6th, 2016


Connecting to Live Session - Audio

GETTING CONNECTED

1) Join the audio conference:

When you first enter a room, a pop-up window to join the audio conference should appear. Click on “Dial Out” and enter in your phone number.

If the pop-up window does not appear, click on the drop-down menu located next to the  icon and select “Connect my audio”

You can also retrieve the audio conference information by selecting the drop-down menu next to the  icon and clicking on “dial-in details”



AUDIO REQUIREMENTS

To ensure the best audio experience you will need:

- Headset with a noise canceling boom microphone (recommendation: search Amazon for options)
- Landline or cell phone connection (ensure enough minutes for 90 minute courses)
- Mute your audio line when not speaking

Connecting to Live Session - Audio

HOW TO MERGE YOUR NAME AND NUMBER

Dialing In

At the bottom of the list there will be a unique identifying number.


Enter this code into the dial pad of your phone.

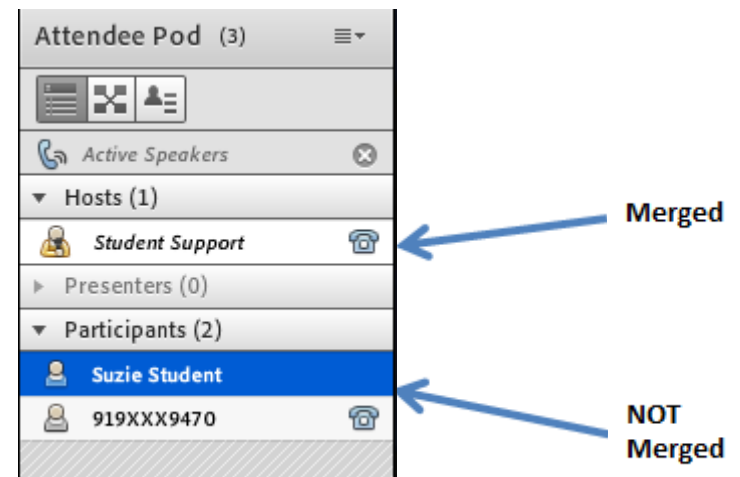
Be sure to enter the * and # symbols.



The screenshot shows a 'Join Audio Conference' window. It asks 'How would you like to join the meeting's audio conference?' with two options: 'Dial-out [Receive a call from the meeting]' and 'Dial-in to the Audio Conference via Phone'. The 'Dial-in' option is selected. Below the options, a text box displays 'Participant Code: 5179060610' and 'Moderator Code: 4909683726'. Below this, it says 'Once joined to the audio, identify yourself: Press *295150* on your phone.' and includes a link 'More dial-in information...'. At the bottom are 'Done' and 'Cancel' buttons.

For International Toll-Free numbers, click "More dial-in information..."

If you ever need conference line information after entering the room, click on the  in the upper right corner of the room.



The screenshot shows the 'Attendee Pod (3)' interface. It has a header with a menu icon. Below the header are sections: 'Active Speakers', 'Hosts (1)' containing 'Student Support' with a phone icon, 'Presenters (0)', and 'Participants (2)' containing 'Suzie Student' (highlighted in blue) and '919XXX9470' with a phone icon. Two blue arrows point to the right from the 'Student Support' and '919XXX9470' entries, with labels 'Merged' and 'NOT Merged' respectively.

Starting Your Webcam

SEE YOUR CLASSMATES

- Click **Start My Webcam** in the video pod. If you are using the platform in a new location, you may be asked to allow the ISVC to use your camera. Always click **Allow**.
- You're now in **preview mode**. You may be able to see your classmates, but they can't see you until you click **Start Sharing**. Use the time in preview mode to make sure your classroom environment is ready to go.
- If your webcam does not turn on or shows a black screen, go to the drop-down menu in the upper right corner of the video pod, and click **Select Camera**. Make sure that the camera selected is the one you are using.
 - Other programs on your computer may be using your webcam at the same time the ISVC is trying to access it. Make sure Skype, iChat, FaceTime, etc. are not open on your computer if you still have camera trouble.



Best Practices for Live Sessions

**Run a system compatibility
check on a weekly basis.**

Located on login page of ISVC

**Always use a
headset.**


This cuts down on
background noise, feedback
& static. No speaker phone!

**Always be
hardwired.**

Even the best wireless is
not as stable as being
hardwired.

**Use a cell phone or
landline to call into
class.**

No skype, Google talk
etc.



USERNAME:

PASSWORD:

Remember me ☐

[Forgotten your username or password?](#)

Login

 [CHECK YOUR SYSTEM COMPATIBILITY](#)

**Test your computer from every
location you plan on participating in
your live sessions.**

Most companies have firewalls that you may
need to request special permission. Be
prepared ahead of time!

**Use one of the
preferred
Browsers.**

Mozilla Firefox and
Google Chrome.

Questions?

Student Support is here for you! We are your first point of contact for anything related to datascience@berkeley.

Phone: 1-855-679-6437

Email: studentsupport@datascience.berkeley.edu

Your Student Support Team: Ben Blanchfield, Arlene Tonoff & Hannah Dansie