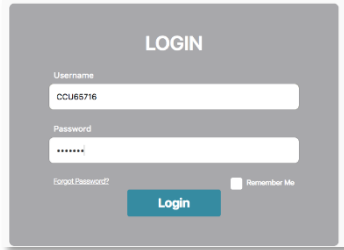
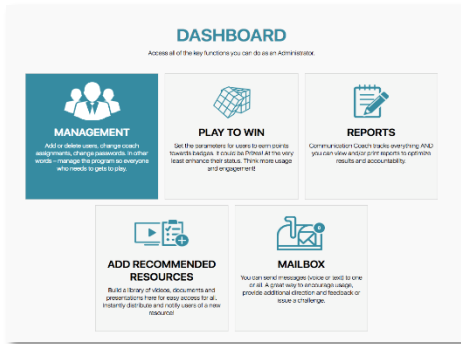
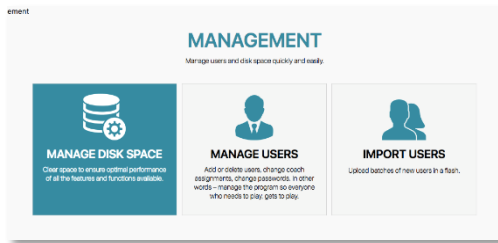
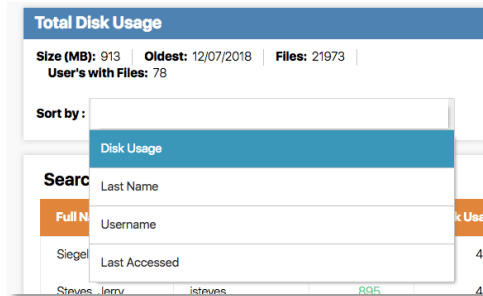


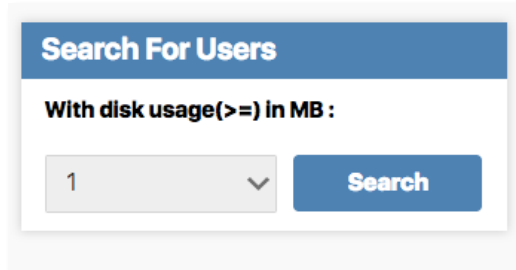
» **How to download audio recorded by users:**

	<p>1. Access your specific Google Drive link provided by Success Sciences.</p>
	<p>2. In another browser window or tab, access Communication Coach (only use Chrome, Firefox, or Opera)</p>
<p>3. Log in as an admin account: a. Username: CCU65716 b. Password: CC65716</p>	
<p>4. Access the management page</p>	
<p>5. Access the manage disk space page</p>	

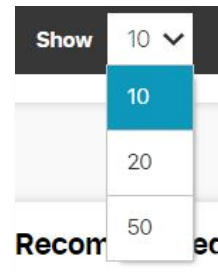
6. You can sort by disk usage, last name, username or last access date



7. To search for a specific user, you can use the CTRL+F (Command + F for Macs) **key combo** to search for a name or username. It will highlight the name for you to easily scroll and find the name.



8. Be sure to change the show option to more than 10 (20 or 50) in order to search a wider amount of names. This is at the bottom left side of the page.



9. Your browser should also be at 100% resolution (not zoomed in or out) to enable endless scrolling. You can use the Ctrl (Command for Macs) and the plus (+) or minus (-) buttons to zoom in and out. Your browser should also be full screen.

10. When you find the user you need, click on the green number beside the username.

Search Results (Page 1 of 8)

Full Name	User Name	File Count	Disk Usage (MB)	Last Accessed	Action
Siegel, Tula	tsiegel	867	49	11/28/2018	
Steves, Jerry	jsteves	895	40	11/15/2018	
Esquivel, Layla	lesquivel	792	39	11/14/2018	
Douglas, Theresa	tdouglas	677	33	11/15/2018	
O'Keefe, Maureen	mokeefe	667	32	11/14/2018	
Alfaro, Vanessa	valfaro	487	28	11/15/2018	

11. This will bring up the file names.

File Name	Size	Delete
7418dbed-9601-40ca-b3dd-ca0030baa329.mp3	1665 KB	<input type="checkbox"/>
8c5f19ed-65a0-4a51-b9d4-ce498915660a.mp3	1441 KB	<input type="checkbox"/>
60d9e0e5-7176-4b04-9a13-073fbc05d59.mp3	720 KB	<input type="checkbox"/>
ce263341-d683-4fc5-9c57-34bdc275ca93.mp3	465 KB	<input type="checkbox"/>
d11a32f-dc51-4fd1-b1f6-d05dac96628f.mp3	464 KB	<input type="checkbox"/>
d9d5f4a5-e100-4244-af32-dd840d3a62c8.mp3	408 KB	<input type="checkbox"/>
91b2311a-f65d-4f8c-964b-150cfcde70ad.mp3	368 KB	<input type="checkbox"/>

DELETE

12. They are organized by the most recent at the top. When you find the file you need/want, highlight and copy the name of the file by highlighting the file name and then pressing Ctrl+C (Command + C for Macs).
Note: The backup of audio files may be delayed by a few hours from when a user records.

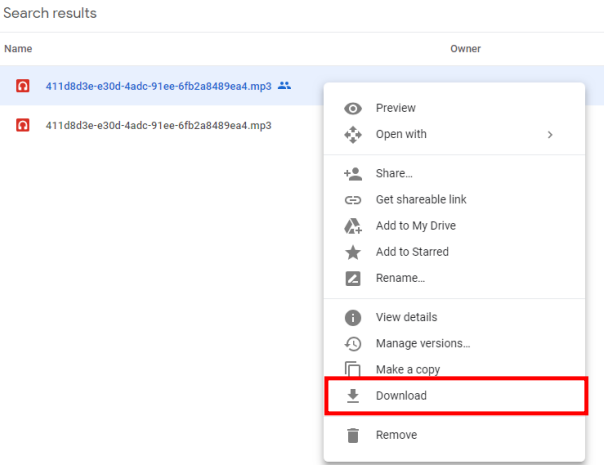
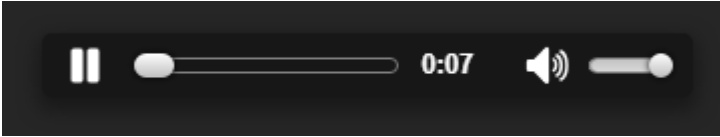
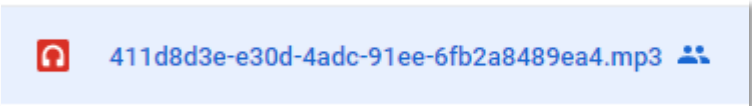
File Name	Size	Delete
7418dbed-9601-40ca-b3dd-ca0030baa329.mp3	1665 KB	<input type="checkbox"/>
8c5f19ed-65a0-4a51-b9d4-ce498915660a.mp3	1441 KB	<input type="checkbox"/>
60d9e0e5-7176-4b04-9a13-073fbc05d59.mp3	720 KB	<input type="checkbox"/>

13. Take the copied file name and paste it into the Google Drive search area from the link above to search for the file. You can paste by right-clicking the search area and pressing paste or using the keyboard shortcut Ctrl+V (Command + V for Macs).
Note: You must be logged into a Google Drive account to search the folder.

Q 411d8d3e-e30d-4adc-91ee-6fb2a8489ea4.mp3

Search results

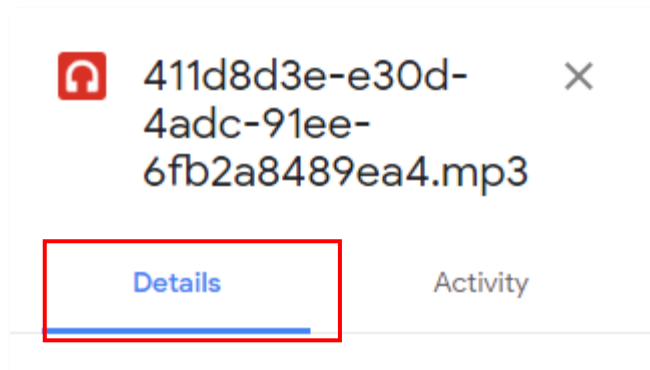
Name	Owner
411d8d3e-e30d-4adc-91ee-6fb2a8489ea4.mp3	me

<p>14. Then right click the file and press download to save it.</p>	
<p>15. You can also double-click the files to listen before downloading</p>	
<p>16. If you want to view other recordings by that user or in that simulation, highlight the audio file by clicking on it one time. It will highlight a light blue color.</p>	

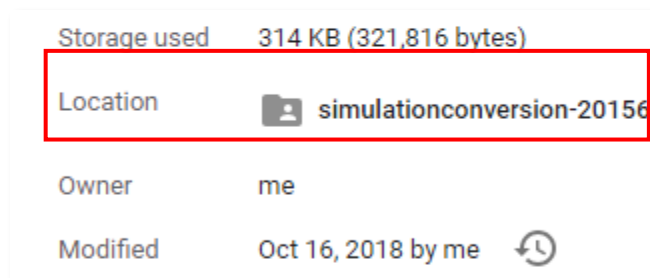
17. Once the file is highlighted, click on the info symbol in the upper right corner of the browser.

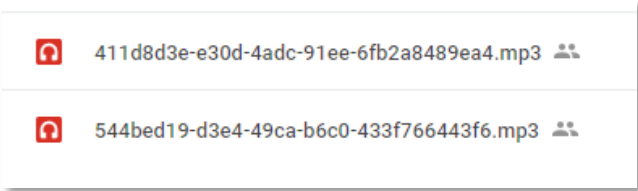
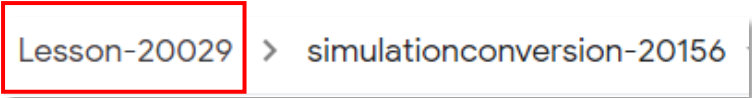
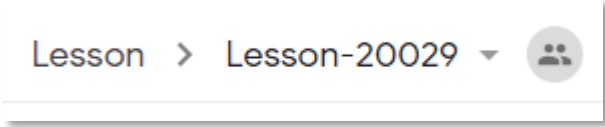


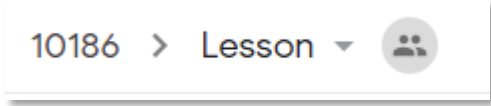

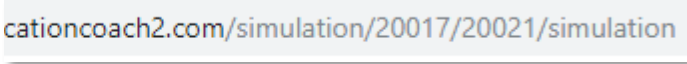
18. Once you click on this, a new area of information will pop up on the side. Click on the Details tab.

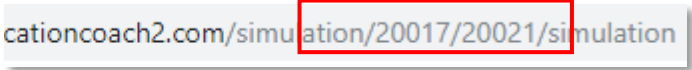
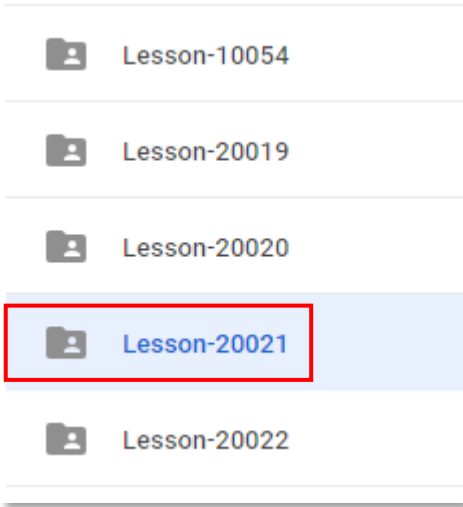


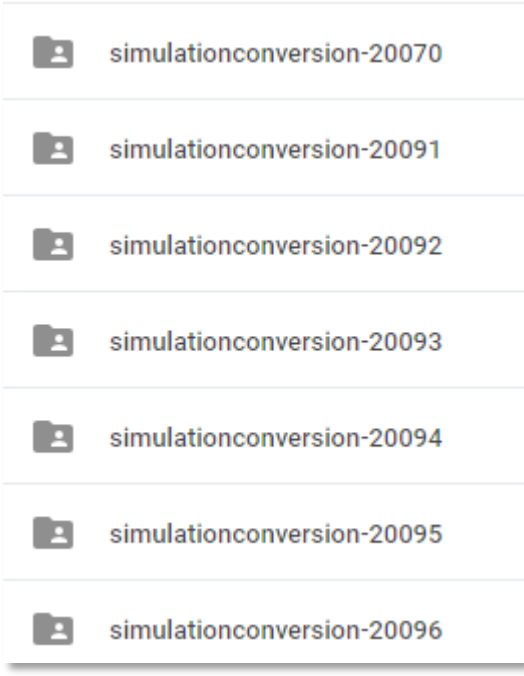
19. Click on the folder name located in the Location field.



<p>20. This will bring you to the location of the file. The folder you are directed to contains all files that the user recorded in that audio pair.</p>	
<p>21. If you click on the folder labeled Lesson-XXXXX and located before the simulationconversion-XXXXX folder, you will find all of the recordings from that simulation.</p>	
<p>22. Going one more step backward and clicking on Lesson, you will find all the recordings from that user.</p>	

<p>23. The number before Lesson refers to the user's unique identification number. All the users' files will always be uploaded to this folder.</p>	
<p>24. If you want to find a specific lesson in a user's folder, you can find the Lesson identifier by opening up Communication Coach and navigating to the Lessons page.</p>	
<p>25. Once you find the lesson you want, click on it and it will be orange. The URL in your browser changes with every lesson.</p>	

<p>26. When looking at this address bar, the first number is the Category identifier. The second number is the Lesson identifier. In this case, 20017 is the category identifier. And 20021 is the lesson identifier. These numbers directly correspond to the file tree in Google Drive</p>	
<p>27. The corresponding lesson folder for this user is shown to the right. 20021 corresponds to the lesson "Client interested in specific Tour"</p>	

<p>28. Each folder inside corresponds to the conversation pairs for the user's recordings</p>	
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