



Digital Library Help Desk Manual

July 13, 2017

Table of Contents

I. General	4
II. Technical Troubleshooting Tips.....	5
III. Log In	6
IV. Password	8
V. Personal Profile	9
VI. Resources.....	10
A. Browse Resources.....	10
B. View Resource Materials	11
C. View Resource Tabs.....	12
D. Edit Posted Resource	13
VII. Forums.....	14
VIII. Permissions and Contracts	16
IX. Notifications.....	17
X. Resource Contributions	18
A. Create, Edit, or Resubmit Resources	18
B. Upload or Delete Materials	19
C. Identify Resource Review Status	21
D. Review Personal Report.....	21
XI. Resource Reviews.....	22
A. Find Resource Reviews	22
B. Conduct Resource Reviews	22
C. Review Personal Report.....	23
XII. Resource Arbitration	24
XIII. Reporting.....	25
XIV. Digital Library Goals	26
XV. Tier 3 Escalation Procedures	27
A. Criteria for Escalation	27
B. Escalation Workflow.....	27
C. Information Required for Escalation.....	28
D. Expected Response Time.....	28

Revision History

Name	Date	Revision Notes	Version
Smarter Balanced	9/7/15	Latest version provided to PCG. Previous document name: 41_FAQsDigitalLibraryTraining_20150612	1 (20150612)
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PCG team	5/10/17	Revisions per changes made in Release 3.	3
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I. General

- **What is the Digital Library?**
 - The Smarter Balanced Assessment Consortium is committed to ensuring that all students leave high school prepared for postsecondary success. A balanced assessment system – which includes the formative assessment process as well as interim and summative assessments – provides tools to improve teaching and learning. The formative assessment process is an essential component of a balanced assessment system.
 - The Digital Library is an online collection of instructional and professional learning resources contributed by educators for educators. These resources are aligned with the intent of the Common Core State Standards and help educators implement the formative assessment process to improve teaching and learning. The Digital Library incorporates collaboration features, providing educators opportunities to review resources using a rating system and share their expertise with colleagues across the country in online forums.
 - Educators can use Digital Library resources to:
 - Differentiate instruction for diverse learners
 - Increase understanding of assessment
 - Engage students in their own learning
 - Design professional development opportunities
 - Access materials for Professional Learning Communities
 - The Digital Library is not:
 - A bank of assessment items
 - A learning management system
 - A library for general use – registration and login credentials are required
 - A site to freely post materials
- **Who provides the resources housed in the Digital Library?**
 - Resources in the Digital Library are either commissioned by the Smarter Balanced Assessment Consortium or contributed and reviewed by trained educators from Smarter Balanced member states.
- **How can I suggest an enhancement for the Digital Library software?**
 - You can email your suggested enhancements to DigitalLibraryFeedback@smarterbalanced.org. Find this email address in the Feedback tab in the top right navigation bar of the Digital Library.

II. Technical Troubleshooting Tips

- **Ensure you are connected to the Internet.**
 - Indication of no connection
 - Windows:  Mac: 
 - Indication you need to select a wireless network.
 - Windows:  Mac: 
 - Indication you are connected.
 - Windows:  Mac: 

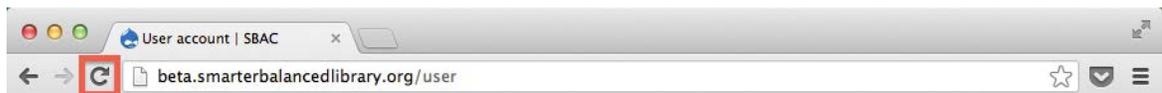
- **Ensure your browser is supported.**

The Digital Library supports the following browsers:

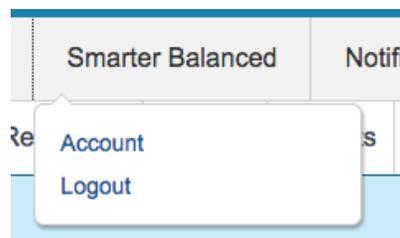
 - Chrome 28
 - Firefox 23
 - Safari 6
 - Internet Explorer 9+

Note: We recommend using a laptop or desktop computer to access the Digital Library. While the site is accessible via tablet devices, a laptop or desktop computer will give the best experience.

- **Refresh your screen.**
 - Click adjacent to the address bar in your browser window. Note this icon and placement are different for each browser.



- **Log out.**
 - Click your name in the header and click **Log Out**.



- Close your browser window.
 - Reopen your browser window.
 - Return to <https://www.smarterbalancedlibrary.org> and log back in.
- **Clear your cache.**
 - Refer to <http://www.wikihow.com/Clear-Your-Browser%27s-Cache> for tips on how to clear your cache.

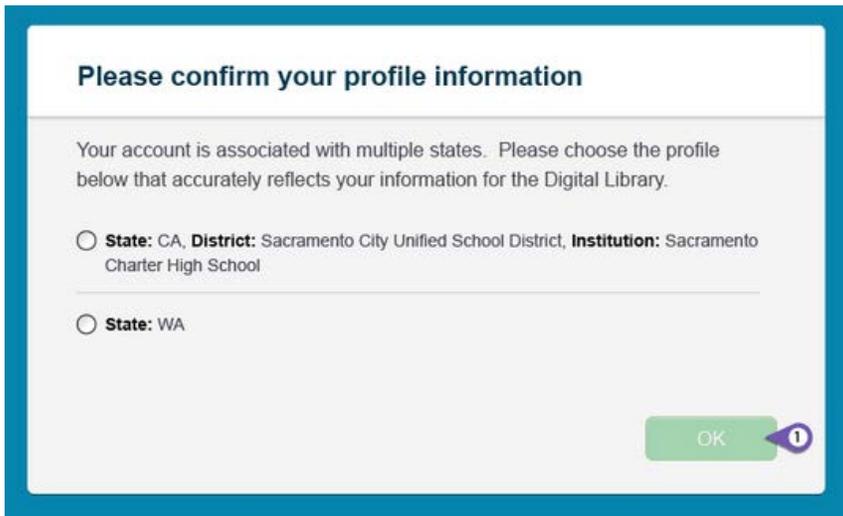
III. Log In

- **How do I get access to the Digital Library?**
 - **Step 1 - Request Digital Library Access:** You must have an account to access the Digital Library. If your email is in an authorized domain, you can self-register for the Digital Library by clicking the button that says Register for the Digital Library on the login screen” and following the email prompts. If you are not able to self-register, contact your district coordinator to request an account.
 - *Note: If you are unsure whether or not you have access, continue to Step 2.*
 - **Step 2 - Check for activation email:** When you are provided an account to the Digital Library, an activation email is sent with your username (your username is your email address) and temporary password. Check your inbox, including your spam folder, for an email with the subject “Welcome to the Smarter Balanced Digital Library” from smarter-donotreply@opentestsystem.org. Click the link in the email and log in using the username and temporary password provided.
 - If you cannot find your activation email, navigate to the Smarter Balanced Single [Sign On](#) page. Click the **Forgot your password?** link on the page and enter your email address. If you have a Digital Library account, an email will be sent with a temporary password. Follow the instructions in the email to log into the Digital Library.
 - *Note: If Sign On page displays a message that there is no record of the email address, you do not have an account with the Digital Library. See Step 1.*
 - **Step 3 - Activate Digital Library account:** The first time you log in, you will be prompted to reset your password, set security questions, complete your Personal Profile, and agree to the Terms of Service. You must complete all of these steps or you may have trouble logging on in the future.

- **I’m getting an “Unable to Create Your Digital Library Profile” message (i.e., error codes 100, 101, 103, 104) when I log into the Digital Library. What do I do?**
 - The Digital Library is unable to create your Digital Library Profile because there is missing or incorrect data in the user provisioning system. Contact your district coordinator to ensure that your account has the correct first name, last name, email address, and a state with role of DL_EndUser.

Error Code	Description
100	The Digital Library did not receive required information to create the Personal Profile, such as first name, last name, or email address.
101	The Digital Library did not receive a state for the user or the user has not been provisioned with the role of DL_EndUser in the provisioning system.
103	The Digital Library encountered an error updating the Personal Profile with first name, last name, email, state, school, or district information, possibly due to invalid or missing fields.
104	The Digital Library encountered an error creating the Personal Profile with first name, last name, email, state, school, or district information, possibly due to invalid or missing fields.

- **What does “Access Denied Message” (i.e., error codes 102, 200) mean when I log in?**
 - **Error Code 102:** Your state, school, or district does not have access to the Digital Library. Contact your K-12 State Lead for more information. To contact your State Lead, please refer to <http://www.smarterbalanced.org/about/governance>.
 - **Error Code 200:** Your access to the Digital Library is currently blocked. Contact your district coordinator for more information.
- **Why do I need to confirm my Personal Profile information when I log in?**



Please confirm your profile information

Your account is associated with multiple states. Please choose the profile below that accurately reflects your information for the Digital Library.

State: CA, **District:** Sacramento City Unified School District, **Institution:** Sacramento Charter High School

State: WA

OK ⓘ

- You are currently provisioned with multiple states, districts, or schools. Select the profile information that is most accurate. This is used to set up your Personal Profile. It has no impact on your Digital Library access.

IV. Password

- **What do I do if I forgot my password?**
 - Navigate to the Smarter Balanced Single [Sign On](#) page and click the **Forgot Your Password?** link.
 - Enter the email address that is associated with your login credentials and click **Next**.
 - You will be prompted to enter the answer for your selected security question.
 - You will receive an email that contains a new, temporary password. Check your junk mail folder if you don't see the email in your Inbox. Spam filters may delay delivery. You will need to log in with the temporary password and update your account with a new, permanent password.
 - Troubleshooting follow-up questions if the Digital Library does not recognize email address:
 - Have you recently changed your email address?
 - Could you have been provisioned with another email address?
 - If you cannot reset your password, contact your district coordinator to help provision you to the Digital Library.

- **How do I change my password?**
 - To change your password in the Digital Library, follow the same steps as you would if you forgot your password (see question above).

V. Personal Profile

- **How can I update my first name, last name, email address, or state in my Personal Profile?**
 - Your district coordinator manages your first name, last name, email address, and state in your Personal Profile. You cannot modify these fields from within the Digital Library. To update your account information, contact your district coordinator.

- **How can I update my profile photo?**
 - You can update your profile photo by accessing your Personal Profile page from anywhere in the Digital Library. Click on your name in the header on the top right of any page and select **Account**.
 - In the Personal Information tab of your account page, click the **Choose File** button next to the current photo or placeholder image.
 - Select an image file (e.g., .jpg or .png) from your computer and click **Open**.
 - Ensure the name of the file you selected is displayed next to the **Choose File** button.
 - Click **Save Changes**. Your photo will not display in your profile until you complete this step.

VI. Resources

A. Browse Resources

- **How can I find resources about a specific topic?**
 - Resource Type: You can search for resources based on the resource type by navigating to one of the three resource search pages: Instructional Resources, Professional Learning Resources, or Playlists.
 - Filters: From any of these pages you can search for resources using the 10 category filters available on the Digital Library Resources page. Open a filter category and select the terms to customize your search.
 - Sort: You can sort resources using the drop-down menu available on the Digital Library Resources page. Click the drop-down menu and select a sort option by clicking it.
 - Keyword Search: You can search for resources from any page in the Digital Library using the search bar in the upper right of the screen. Type your search terms in the field next to the magnifying glass and press **Enter** on your keyboard. Digital Library resources containing these search terms will display.
 - Refer to the “Finding Resources in the Digital Library: How do I find resources in the Digital Library?” Help topic for more information.

- **How do I find the interactive modules?**
 - You can find interactive modules by using the Module Type category filter on the Digital Library Resources page.
 - Choose one or more of the four module types.
 - Select all the module types to see all the modules in the Digital Library.
 - Click **Apply Filters** to begin the search.
 - To view the module, click the image or title of the module in the Resource Card that displays as a result of the search.
 - Refer to the “Finding Resources in the Digital Library: How do I find the interactive modules?” Help topic for more information.

- **What are interactive modules?**
 - There are four types of interactive modules: Assessment Literacy, Instruction for English Language Arts, Instruction for Mathematics, and Score Reports. They provide opportunities for Digital Library users to learn more about a balanced assessment system and how to implement the intent of the Common Core State Standards using the Formative Assessment Process. All of them include interactive learning events and most include an animated or live-action vignette.

- **How can I save a resource and view it later?**
 - You can save a resource and view it later by making it a favorite.
 - To do this, open the resource that you would like to favorite by clicking the image or title in the card.
 - After clicking the resource, you are taken to that resource page.
 - On the top right of the resource is a heart followed by “Add to Favorites.”
 - Hover over “Add to Favorites” to add the resource to your favorites, or to create a new collection to put the resource in.
 - To access your favorites list, click the **Favorites** tab in the top navigation bar.

- Refer to the “Finding Resources in the Digital Library: How do I mark a resource as a favorite?” Help topic.
-
- **Can I organize my favorites list?**
 - The Digital Library allows you to organize your favorites by creating Collections, or folders for resources, with a topic of your choosing.
 - To create a new collection, click the blue “Create a Collection” button on the Favorites page. Give your collection a title, and select any optional information for the collection.
 - Also within your favorites folder or manually-created collections, you can change the order of your resources. To do this, click and hold the arrow icon on the far left of the row, then drag and drop the resource to a new location in the list.
 - Click **Save Order** to save a new favorites list order.
 - Refer to the “Finding Resources in the Digital Library: How do I mark a resource as a favorite?” Help topic for more information.

B. View Resource Materials

- **Why doesn't the hyperlink work in the resource I'm viewing?**
 - Since the Digital Library software accepts a wide variety of document formats, some documents or document features (including hyperlinks) may not be compatible with the Preview option. It is not necessary for the link to be an active hyperlink directly from the Digital Library. You can copy and paste the address into the browser window to access the material.
 - If the link does not work after copying and pasting, you can flag the resource using the Flag tab.
- **Why am I receiving a “Cannot Preview Message” on the resource?**
 - File types and size can impact the preview feature.
 - There are a few file types that do not preview and so will display the "Cannot Preview" message:
 - .ODS
 - .MOV
 - .AVI
 - .MPG
 - The following file types **do** have a preview option within the Digital Library:
 - Microsoft Office files (.DOC, .DOCX, .XLS, .XLSX, .PPT, .PPTX)
 - Open document formats (.ODT, .ODP)
 - Video files (.MP4)
 - Audio files (.MP3, .AAC)
 - Image files (.JPG, .JPEG, .PNG)
 - .PDF files
 - .TXT files
 - Resource materials larger than 25MB may not preview.
- **Why is the Digital Library asking me to view unsecure content when I access a resource?**
 - The material is a TeacherTube video, which is running from a third-party site. Since the Digital Library is a secure site, the internet browser is blocking the video from playing. Check your internet browser settings to unblock the content in order to play the video.
- **Why can't I see the materials associated with a resource?**

- You may not see materials associated with a resource because Internet speed and the number of users in the Digital Library may impact how the Digital Library loads the materials. Try refreshing the page or clicking the **View All Materials** button and loading a different material. If the problem persists, flag the resource using the Flag tab.

C. View Resource Tabs

- **Where can I find information about a resource (e.g., summary, attributes of the formative assessment process, grade bands, etc.)?**
 - On the Digital Library Resources page, resources are displayed as cards that include the following information: resource title, image of primary material, the first 140 characters of the resource summary, selected tags, number of views, number of downloads, and average rating. A checkmark in the upper right of a Resource Card indicates that a resource has been posted with distinction. This means that it received the highest recommendation from all three reviewers.
 - To view more detailed information about a resource, click the resource title or image to get to the resource page. Then click on the **About This Resource** tab below the preview window.
 - On the left side of this tab are the tags. These tags include: Subjects and Domains, Common Core State Standards, Grades, Intended Users, Intended Student Populations, Media Types, Educational Use, Technologies Required for Use in the Classroom, and Smarter Balanced Keywords.
 - On the right side of this tab are more details about the resource, including: Summary, Attributes of the Formative Assessment Process, Specific Connection to the Formative Assessment Process, Student Engagement to the Formative Assessment Process, Specific Connection to the Common Core State Standards, Learning Goals, Success Criteria, Context(s) in Which the Resource Could be Used, Supporting Evidence, and Principles, Literature, or Research.
- **How can I provide feedback on a resource?**
 - You can provide feedback by using the Rate and Discuss tab in the resource to rate it and write comments. Your rating will be included in an overall rating of the resource that is displayed on the Resource Card when you are searching for materials. The overall rating is also used to display resources using the Highest Rated sort feature.
 - Click the **Rate and Discuss** tab below the preview pane for the resource.
 - Click the **Write your Review** button to begin writing your review.
 - Enter a title for your review and complete the Add Some Details field.
 - Rate the resource in the three categories provided.
 - Identify audiences for whom this resource is appropriate by clicking in the boxes.
 - Refer to the “Navigating Resources in the Digital Library: How do I write a review for a resource and rate it?” Help topic for more information.
- **How can I share a resource with another educator?**
 - You can share a resource with another educator by using the Share tab found below the preview pane for the resource. Click **Copy Link to Clipboard** to copy the link. Then paste it into an external email or document attachment to send to a colleague.
 - You can also share a collection of resources that you’ve favorited by attaching it to a post you are writing in a forum discussion.
- **How can I find resources similar to the one I’m currently viewing?**

- You can find similar resources by using the Related Resources tab below the preview pane for the resource. Related resources are displayed based on their similarity to the resource you are currently viewing. Factors used to identify related resources include similar subjects and grade levels. Resources that have better reviews or more views are displayed first.
- **How can I report an issue with a resource?**
 - You can report an issue with a resource by flagging it. Moderators will read and address these flags.
 - From within the resource, click the **Flag** tab at the far right below the preview pane for the resource. You will be able to choose from the following issues:
 - Outdated
 - Duplicate
 - Inaccurate/misleading
 - Unintelligible/not viewable/technology does not function properly
 - Accessibility and accommodation issues
 - Biased and objectionable or culturally insensitive material (e.g., related to race, culture, religion, political viewpoint, gender, or socioeconomic status)
 - Contains personally identifiable information (PII)
 - Summary information does not match the resource
 - May be in violation of intellectual property rights (i.e., copyright infringement)
 - Does not support implementation of the Common Core State Standards
 - Does not support the formative assessment process
 - Resource is not available free of charge
 - Select the flag category most applicable to the issue.
 - Explain the issue in the Details box.
 - Click the **Flag Resource** button to submit your comments.
 - Refer to the “Navigating Resources in the Digital Library: How do I flag a resource?” Help topic for more information.
- **What happens when I flag a resource?**
 - Smarter Balanced Assessment Consortium moderators investigate all flagged resources. Resources will be revised or removed as appropriate.

D. Edit Posted Resource

- **Can I edit a resource after it has been posted?**
 - No, you cannot edit posted resources. However, you can flag resources using the Flag tab. A moderator will investigate and address the issues. See the question “How can I report an issue with a resource?” for more information.

VII. Forums

- **What are forums?**
 - Forums are collaboration features in the Digital Library that provide educators opportunities to share their expertise with and pose questions to colleagues across the country.
 - Forums can be on a variety of topics, such as “Finding, Adapting, and Discussing Resources for Diverse Learners” or “Suggest Future Enhancements.” View the Topic Forums Help topic for more information.
 - In some cases, regional forums will be created only for users in a specific state or states.
 - To access Forums, click the **Forums** tab in the upper left of the menu at the top of any Digital Library page. Forums that are only available to users in specific states will have an image next to it in the list view.

- **How can I start a forum?**
 - To start a forum, click the **Forums** tab on the top navigation bar of the Digital Library.
 - Click **Start a Forum**. You will see a notice about moderating flagged content in your forum.
 - Click **Continue**.
 - Fill in the fields on the form, selecting a Title, Description, Subjects and Domains, Grades, Attributes of the Formative Assessment Process, Intended Participants, and Student Populations as applicable.
 - Click **Start Forum**.
 - Members of the State Leadership Teams can create regional forums for users in specific states.
 - You also have the ability to start a new discussion within an existing forum. To do so, click the **Forums** tab on the top navigation bar of the Digital Library.
 - Click the **Forum** in which you would like to add your discussion.
 - Click the **Start a Discussion** button.
 - Enter the title and description of your discussion, and click **Start Discussion**. Now forum participants can view your discussion. You will receive notifications when users post comments about the topic.

- **How do I start a discussion with specific educators?**
 - Digital Library forums allow you to start discussions that are available to all users of the Digital Library to support collaboration with colleagues across the country.
 - Forums can be restricted to specific states or Digital Library member roles, but they cannot be created for specific users. Only facilitators, administrators, and State Leadership Teams can restrict forums.

- **How can I tell if someone has responded to my discussion post?**
 - Digital Library notifications are sent when someone has responded to your discussion post in a forum. The Notifications tab will display an alert when there are new notifications.
 - To access your notifications, click the **Notifications** tab next to your name at the top of the page. The Notifications tab displays all the notifications you have received from the Digital Library. You can view the responses to your forum post from within the Notifications tab. The notification also includes a link to the forum post to view the responses directly.

- You can also subscribe to forums to receive email alerts when someone has responded to your discussion post in a Resource Forum or a Topic Forum. Refer to the appropriate Help Topic tutorials for specific instructions on how to subscribe to each type of forum or discussion.
- By default, email notifications are turned off. If email notifications are turned off, subscribed forum or discussion users receive notifications via the Notifications tab only. Be sure to edit your personal profile settings under the **Email Settings** tab and select an option from the dropdown menu to receive email notifications weekly, daily, or in real time.
- **How can I report an issue with a forum post?**
 - You can report an issue with a forum post by flagging it. Moderators—including the forum creator, State Leadership Teams, and other Digital Library moderators—will read and address these flags.
 - From within a forum, click the **Flag** button on the post you wish to report. You will be able to choose from the following issues:
 - Outdated or inactive
 - Inaccurate/misleading
 - Unintelligible
 - Biased and objectionable or culturally insensitive material (e.g., related to race, culture, religion, political viewpoint, gender, or socioeconomic status)
 - Contains personally identifiable information (PII)
 - Appears to be spam
 - Select the Flag category most applicable to the issue.
 - Explain the issue in the Details box.
 - Click the **Flag** button to submit your comments.

VIII. Permissions and Contracts

- **How do I become a contributor/reviewer in the Digital Library?**
 - If you are interested in contributing resources to or reviewing resources in the Digital Library contact your K-12 State Lead. Please refer to <http://www.smarterbalanced.org/about/governance/> for contact information.
- **What do I do if I would like a contributor/reviewer contract or I have a question about my contract?**
 - The terms of the contract for reviewing and contributing resources have expired. No additional contracts will be issued at this time. Questions about payment on contracts issued previously may be directed to your K-12 State Lead.

IX. Notifications

- **How can I change my notifications settings so I don't receive a notification every time someone adds a comment to a discussion I commented on?**
 - The Digital Library sends you notifications on forums that you have joined, or forum discussions you have subscribed to. When you post in a discussion, you are automatically subscribed to that discussion. You can turn off the notifications by unsubscribing from a discussion thread. Do this by entering the discussion and selecting the **Unsubscribe from Discussion** link in the upper right of the resource or forum.

- **How can I receive email notifications so that I don't have to log in to the Digital Library?**
 - To set up email notifications, go to your **Email Settings** tab in your Account page.
 - Select an option from the dropdown menu to receive email notifications weekly, daily, or in real time.
 - Click Save Changes.

- **What do I do when my Notifications tab says that a resource I reviewed was resubmitted?**
 - Resources that you previously reviewed are returned to the original reviewers when resubmitted by the contributor. If you receive a notification about a resubmission, this means that the resource is ready for your review.
 - Click the resource name in the notification to access the resource. From the Resource page, you can navigate to the Gatekeeping Review or Quality Criteria Review tabs to start the review.
 - You can also access resubmitted resources by clicking the **Resource Review** tab and selecting **Resubmissions**. This will show all the resubmitted resources that you have previously reviewed.

- **What do I do if I receive a notification that a resource I reviewed was resubmitted but when I click on the resource in the Notification, there are no Review tabs to start the review?**
 - If the resubmitted resource in your Notification does not have the Review tabs, it is because that resource is no longer available for your review. It is likely that other reviewers have completed the required reviews.

X. Resource Contributions

- **Can I contribute a resource to the Digital Library?**
 - At this time, only State Network of Educator (SNE) members can contribute resources.

A. Create, Edit, or Resubmit Resources

- **How do I create and submit a resource for review?**
 - Navigate to the My Resources tab to create a new resource. The tab also contains resources you have already saved as drafts or submitted.
 - Select the **Create New Resource** button to start the process of submitting a new resource.
 - Complete the submission process by moving through the online workflow sequentially.
 - Click **Save** at the bottom of the page to save the resource as a draft and return to it later. **It's important to complete this step periodically as drafts are not automatically saved.**
 - Refer to the Cover Profile Guide for more information. This guide is available at the top of the page within the Cover Profile workflow.
 - To create and save a resource offline before submitting it, click the link for the **Template** at the top of the creation form.
- **How do I know if I should submit a resource? Should I submit it anyway if I am unsure?**
 - It is a good idea to check your resource against the Quality Criteria before submitting it to determine whether it will meet the expectations for high-quality materials. If you have questions about whether your resource will meet the Quality Criteria, please consult your State Leadership Team Lead for guidance.
- **How can I edit a resource that I submitted?**
 - If resource reviewers have not started reviewing your resource, you can un-submit and edit.
 - To do this, access your My Resources tab and locate the resource you wish to edit. If the resource has not started the review process, you will see an Un-submit button.
 - Click **Un-submit** to retrieve the resource. This will pull the resource from the review queue and allow you to open it as a draft to make changes. When you are ready, resubmit the resource by clicking the **Submit** button.
- **How can I edit a resource that was returned to me?**
 - You can edit and resubmit a returned resource by clicking the **Edit & Resubmit** button on the resource Cover Profile (if accessed via the Notifications tab) or on the Resource Card (if accessed via the My Resources tab).
 - Click **Edit & Resubmit** to open the resource as a draft. You will have the opportunity to modify the resource and provide your feedback to the reviewers on the Revisions tab.
 - When you have finished editing, click **Submit** to resubmit the resource.
- **Why was my resource returned to me?**
 - Resources that you submit go through a quality review process before they are posted to the Digital Library. If your resource was returned, reviewers decided that it did not meet Gatekeeping Criteria or Quality Criteria. Read the reviewer feedback by clicking on the title or image in your returned resource. Select the Gatekeeping Comments tab to read

the feedback from the Gatekeeping Review and the Quality Criteria Comments tab to read the feedback from the Quality Criteria Review.

- **What if I don't agree with reviewer feedback on my returned resource?**
 - You can respond to reviewer feedback when you edit and resubmit the resource. To do this, click the **Edit & Resubmit** button on the resource Cover Profile or Resource Card and navigate to the Revisions tab.
 - The Revisions tab displays the reviewer feedback for each quality criterion and provides a textbox for you to enter your comments. Your comments will be available to reviewers on resubmission.

- **What are the posting criteria for resources in the Digital Library?**
 - Resources submitted by educators go through a rigorous review process. Resources must first pass a Gatekeeping Review before moving on to a Quality Criteria Review consisting of three independent reviews by State Network of Educator members. Refer to Digital Library Help topics for information about the Gatekeeping Criteria and Quality Criteria.

B. Upload or Delete Materials

- **How do I upload materials to my resource?**
 - You can upload materials to your resource while creating a new resource or editing a draft resource. Navigate to your My Resources tab. Then click **Create a New Resource** or click **Edit** on a draft resource. Click on the **Materials** tab.
 - Note: You must complete all required fields in the General tab before continuing to the Materials tab.
 - You can add any combination of allowable file types, including videos, images, and documents to resources. Your resource must contain at least one (1) of these items.
 - To add a video file, image, or document to your resource, click **Choose File**, select the file from your computer, and click **Upload (100MB Max)**. The software allows you to upload materials in the following file types:
 - Microsoft Office files (.DOC, .DOCX, .XLS, .XLSX, .PPT, .PPTX)
 - Open document formats (.ODT, .ODP, .ODS)
 - Video files (.MOV, .AVI, .MPG, .MP4)
 - Audio files (.MP3, .AAC)
 - Image files (.JPG, .JPEG, .PNG)
 - .PDF files
 - .TXT files
 - To add an embedded video to your resource, type the URL for the video in the text box under Embed Video URL and click **Add Embedded Video**. The software also allows you to embed materials hosted on the following sites:
 - YouTube
 - Vimeo
 - SchoolTube
 - TeacherTube
 - SlideShare

- **How can I delete materials from my resource?**
 - Navigate to your My Resources tab. Then click **Edit** on a draft resource. Click on the **Materials** tab. The resource materials are listed under **Material Name**.

- To delete a material, click the trash icon to the right of the material name, under **Operations**.
- **How do I change the order of my materials?**
 - You can change the order of materials in a resource while creating a new resource or editing a draft resource. Navigate to your My Resources tab. Then click **Create a New Resource** or click **Edit** on a draft resource. Click the **Materials** tab.
 - After you've uploaded your materials, change the order by clicking and dragging the materials to the desired locations.
 - Note: The primary material is the file that the software will use as a visual thumbnail in the Digital Library, so it's the first thing educators will see.
- **May I use copyrighted material?**
 - You may use copyrighted materials if you obtain permission. Refer to the Cover Profile Guide or the Copyright presentation (available in the submission workflow of the Digital Library or contact your State Help Desk for a copy) for a detailed description of the following licensing options:
 - Digital Library [Terms of Service](#) (Section 6)
 - Creative Commons Attribution
 - Creative Commons Attribution No Derivatives
 - Public Domain
 - [Copyright Clearance Form](#): Permission a third-party owner of the resource gives to Smarter Balanced.
- **Can I include a video or images of students in my resource materials?**
 - Please confirm that the materials in your resource comply with all applicable federal and state laws and school district policies related to personally identifiable information. If you own any materials in the resource that include images of students, determine whether the images are absolutely necessary for educators to benefit from the resource. For example, static pictures used to enliven a presentation may not be absolutely necessary, while videos demonstrating classroom practice may be. Remove all images of students that are not absolutely necessary from the materials you created and reload the materials. Confirm that you have permission to include the images in the Smarter Balanced Digital Library.
 - Note: Materials from approved content sites are assumed to be in compliance with the Personally Identifiable Information policy.
- **How can I update the materials in my returned resource?**
 - You can update the materials in your returned resource by clicking the **Edit & Resubmit** button on the Cover Profile (if accessed via the Notifications tab) or on the Resource Card (if accessed via the My Resources tab).
 - Clicking **Edit & Resubmit** will open the resource as a draft. You can update the materials in your resource by clicking the **Materials** tab on the resource. Delete materials by clicking the **Trash** icon next to the material name. Upload new materials by clicking the **Choose File** button. Refer to the Cover Profile Guide linked in the information section of the **Materials** tab for information on completing the Cover Profile.
- **How can I change the primary material associated with my resource?**
 - The Materials tab displays the materials added to the resource in a table at the top of the page.

- The table is divided between the primary material and the secondary material(s). You can make a secondary material the primary material by clicking the material name in the table and dragging it to the Primary Material row, which is the first row of the table. The previous primary material will become secondary material.
 - You can reorder the materials by clicking the material name and dragging it to a new place in the list.
- **How can I change the preview picture associated with my resource?**
 - The Digital Library automatically generates a preview picture for the resource based on the primary material you selected. You can change the preview image by changing the primary material of the resource, either by moving a secondary material to the primary material or uploading a new image or file and making that the primary material.
 - **Why can't reviewers see my resource materials?**
 - Refer to the [View Resource Materials](#) section for ways to troubleshoot this issue.

C. Identify Resource Review Status

- **Where is my resource in the review process?**
 - There are two ways you can locate the status of your resource in the review process.
 - My Resources tab: You can view the progress of your submitted resources by accessing the My Resources tab. The status of your resource is displayed on the Resource Card. Statuses include: Draft, Submitted, Gatekeeping Review, Quality Criteria Review, Arbitration Review, Returned, Posted, or Removed.
 - Individual Contributor and Reviewer Report: You can view the status of your submitted resources by running a personal report. To do this, select the Reports tab and locate the Individual Contributor and Reviewer Report. This report displays the status of all your resources. Locate the Resource Submission Status table to view the status of all your submitted resources.
- **Why can't I view my resource in the Digital Library? Did I upload it correctly?**
 - Your resource is not visible in the Digital Library Resources tab until it is posted. If you can't see the resource in the Digital Library Resources tab, it has not been posted. You can check the status of your submitted resource by accessing your My Resources tab or your personal report. Refer to the question above to determine your resource status.

D. Review Personal Report

- **How can I see how many resources I have submitted or posted?**
 - You can track the progress of your contributions by running your personal report. To do this, select the **Reports** tab and click the **Individual Contributor and Reviewer** tab. This report displays your total contributions and the status of your submitted resources.
 - To view the number of resources submitted or posted, refer to the Contributed Resources table in the report. This table displays Resources Contributed, Contributed Resources Posted, and Contributed Resources Posted with Distinction.
 - You can also see information about your created resources by exporting a Goal "certificate". Refer to the question "How do I see information about the goals I have completed?" for more information.

XI. Resource Reviews

- **Can I review a resource?**
 - At this time, only State Network of Educators (SNE) members can review resources.

A. Find Resource Reviews

- **How can I find resources to review in my subject or grade?**
 - The Digital Library displays resources in the Resource Review tab based on your subject and grade expertise as entered in your Personal Profile. You can further search for resources to review on a specific subject or grade by using the category filters on the Resource Review tab.
 - Select the Subjects or Grades category filter and choose the subject(s) and grade(s) you wish to filter. Select **Apply Filters** when you are done. The Resource Review tab will display resources that match your filter criteria.
- **How can I find a review that I started?**
 - To search for a resource review you saved but did not submit, open the Resource Review tab. Resources for which you have a review started will appear first in the list of resources on this page. You can also choose the **Resource Status** category filter and select the **Being Reviewed** status. Apply the filter to see the resources that you are in the process of reviewing. Click the **Continue Review** button on the Resource Card to continue your review.
- **How do I find more resources to review?**
 - The Digital Library displays resources in the Resource Review tab based on your subject and grade expertise as entered in your Personal Profile. Expand the areas of expertise in your profile to see more resources that are available for review. Selecting **Not Grade Specific** or **Not Subject Specific** will show all the resources available for review.
- **How do I know when a resource was resubmitted and I need to look at it?**
 - When a resource is resubmitted, the Digital Library sends you a notification in your Notifications tab. You can access the resource to review from the link in the notification.
 - You can also view resubmitted resources from the Resource Review tab by clicking the **Resubmissions** button. The page will display all the resources you have previously reviewed that have been resubmitted.

B. Conduct Resource Reviews

- **How do I know if the resource meets the criteria for posting?**
 - Resources submitted by educators go through a rigorous review process. Resources must first pass a Gatekeeping Review before moving on to a Quality Criteria Review consisting of three independent reviews by State Network of Educator members. Refer to Digital Library Help topics for information about the Gatekeeping Criteria and Quality Criteria associated with each review.
 - When completing a Gatekeeping or Quality Criteria Review, the relevant guide is available electronically at the top of the Review tab. The guides can also be downloaded.

- **Is there a way I can contact the author to fix a few small errors, such as spelling mistakes, so I don't have to return the resource to him or her?**
 - It's not possible to modify a resource during the resource review process. Enter your specific comments to the contributor in your feedback.

- **How much time do I have to complete my review?**
 - You have 72 hours to complete your review.
 - If you do not complete your review within 72 hours, your work will be lost and the resource will return to the review queue.

- **How do I save my review and return to it at a later time or cancel a review I can't complete?**
 - You can save a review at any time by clicking **Save and Close** at the bottom of the page. Refer to the question "[How can I find a review that I started?](#)" for information on finding your review.
 - You can cancel a review by clicking **Cancel Review** at the bottom of the page.

C. Review Personal Report

- **How do I know how many Gatekeeping and Quality Criteria Reviews I have completed?**
 - You can track the progress of your reviews by running your personal report. To do this, select the **Reports** tab and locate the **Individual Contributor and Reviewer Report**. The Resource Reviews section of the report provides information on your review progress.
 - The Gatekeeping Reviews table displays the count of accepted, returned, and total reviews completed for Gate-Keeping.
 - The Quality Criteria Reviews table displays the number of Quality Criteria Reviews you have started but not completed and the total number of Quality Criteria Reviews completed.
 - You can also see information about your complete reviews by exporting a Goal "certificate". Refer to the question "How do I see information about the goals I have completed?" for more information.

XII. Resource Arbitration

- **Can I arbitrate a resource?**
 - At this time, only State Leadership Team (SLT) members can arbitrate resources.

- **I'm an SLT member. How can I review a specific resource submitted by one of my State Network of Educator (SNE) members?**
 - You can review a resource submitted by one of your SNE members by locating the resource in the **Individual Contributor and Reviewer Report** for that SNE member. To do this, access the **Reports** tab and type in the SNE member's name in the Select a Contributor or Reviewer box.
 - Locate the Resource Submission Status table and search for the resource to review.
 - Click on the resource image or title to open the resource. Make note of the subject(s) and grade(s) of the resource on the About this Resource tab.
 - Navigate to the Resource Review tab and use the Subject(s) and Grade(s) category filters to match the resource. After you have applied the filters, search for the resource and start your review.

XIII. Reporting

- **I'm a State Leadership Team (SLT) member. How can I see how many resources State Network of Educators (SNE) members in my state have contributed?**
 - You can view the total number of resources SNE members in your state have contributed by accessing the User Activity Report in the **Reports** tab.
 - Select **Resource Reviewers** in the Choose User Groups field, and then click the **Export** button to generate and download the report.
 - The User Activity Report is a CSV file that provides usage statistics for SNE members in your state. Locate the columns named “# of Resources Contributed by User,” “# of Resources Contributed by User that are Posted,” and “# of Resources Contributed by User that are Posted with Distinction” to view the number of contributions in your state.

- **How can I see how many resource reviews SNE members in my state have completed?**
 - You can view the total number of reviews SNE members in your state have completed by accessing the User Activity Report in the **Reports** tab.
 - Select **Resource Reviewers** in the Choose User Groups field, and then click the **Export** button to generate and download the report.
 - The User Activity Report is a CSV file that provides usage statistics for users in your state. Locate the columns named “# of GK Reviews Completed by User,” “# of QC Reviews Completed by User,” and “# of Arbitration Reviews Completed by User” to view the number of reviews in your state.

XIV. Digital Library Goals

- **What are Digital Library Goals?**
 - Users can set and track goals for their yearly engagement in the Digital Library. Default goals are set up for each user, however, they can be tailored by any individual in their account settings.
 - Educators' goals center around number of resources they try-out and rate. Individuals who also participate by contributing and reviewing resources have additional goals centering around those activities.
 - To set and view progress in your goals, navigate to the **Goals** tab in your account settings.

- **How do I see information about the goals I have completed?**
 - Users have the option to download a “certificate” that displays their progress towards, and achievement of, goals for a given school year. Users set their own goals and elect to be featured on the Active Members Board of the Digital Library homepage.
 - To download a certificate, navigate to the **Goals** tab in your account settings.
 - In the Goal PDF Export section of the page, select the school year for which you'd like to generate a certificate.
 - Click Export. You will see a certificate that is “complete” or “in progress” depending on how far into the school year you are.

XV. Tier 3 Escalation Procedures

Tier 3 Support is available for escalation when Tier 1 and Tier 2 Help Desks receive questions about the Digital Library software and they are unable to resolve the issues.

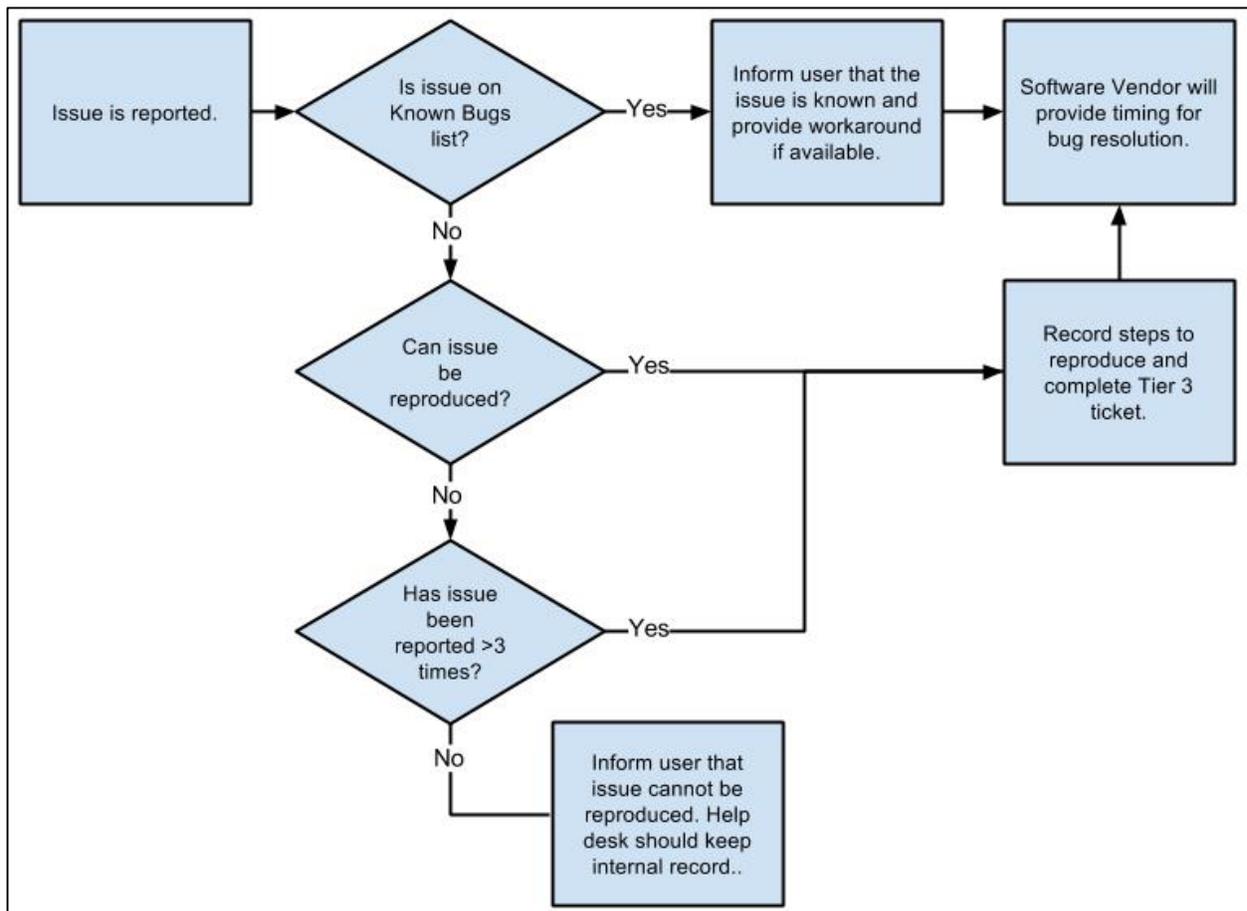
Help Desks can log Tier 3 Support tickets using the URL <http://tinyurl.com/digitallibraryt3>.

A. Criteria for Escalation

To qualify for escalation to Tier 3 Support, the issue must match the following criteria:

- Represent behavior that is not expected based on current documentation of the system
- Not be on the Known Bugs list
 - Tier 3 will publish a list of known bugs to the Help topics of the Digital Library. This list will be available only to Help Desk employees or those with Report Administration access. Tier 3 will add new bugs to the list within one (1) week of identification. The estimated resolution time and work-around will be included with each bug listing when available.
- Be reproducible or have been reported by at least three users

B. Escalation Workflow



C. Information Required for Escalation

Tier 3 Support requires the following information when Help Desks log their support tickets:

- Category of issue
- Description of issue
- Screen shot (if applicable)
- Level of severity and rationale (as defined on escalation form)
- Expected behavior
- Actual behavior
- Browser/Device/OS
- Date of occurrence
- Steps to resolution
- Number of incidents

D. Expected Response Time

Tier 3 will respond to tickets within three (3) business days either:

- Confirming the issue is a bug and:
 - Supplying work-around, if available
 - Providing estimated date of resolution, if available
- Asking for additional information
- Explaining why feature is as-designed