



**Training and
Assessment for**

Microsoft® Office

2007

User Guide

www.snap2007.emcp.com

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Welcome to SNAP! With SNAP, you will get the chance to both demonstrate and enhance the computer skills you are learning in your course. This User Guide serves as an introduction to the SNAP interface and features.

For Technical Support, first go to our webpage at www.snap2007.emcp.com and click the FAQ button. You may also email us at snap2007@emcp.com or call 800-328-1452 (press 2 for technical support).

What You Need on Your Computer to Run SNAP

The following are the minimum system requirements for using SNAP on your computer:

- **Operating System:** Windows XP, Windows Vista, Windows 7
- **Web Browsers:** Internet Explorer 6, 7, or 8 (not compatible with 64-bit Internet Explorer)
 - Any pop-up blocking software disabled
 - Flash 7 or higher plug-in installed
 - Scripting and cookies enabled
 - Configured to download and run signed ActiveX controls and plug-ins
- **Security:** Firewall(s) must be configured to allow data transfer to and from <http://www.snap2007.emcp.com>
- **Screen Resolution:** 1024×768 (or higher) with 16-bit color
- **Audio:** Any Windows-compatible soundcard for audio during tutorials
- **Document Assessments:** Requires Microsoft Office 2007

Preparing Internet Explorer for SNAP

In order to view SNAP in Internet Explorer 8, take the following steps:

1. Open Internet Explorer.
2. Click Tools.

3. Click *Compatibility View Settings*.
4. Type **http://emcp.com** in the Add the website text box.
5. Click Add.
6. Click Close.

In order to view SNAP in Internet Explorer 6, 7, or 8, you must:

1. Disable pop-up blocking software.
2. Allow any firewalls installed on your computer to transfer data between your computer and <http://snap2007.emcp.com>.
3. Enable scripts and cookies.
4. Enable ActiveX controls and plug-ins.

Note: The following steps are for Internet Explorer 7 and 8. They will vary somewhat for Internet Explorer 6.

To enable scripts and cookies, take the following steps:

1. In Internet Explorer, click Tools and then click *Internet Options*.
2. Click the Privacy tab.
3. Select *Medium* on the Privacy slider.
4. Click OK.

To ensure that SNAP can communicate with your computer:

1. Click Tools and then click *Internet Options*.
2. Click the Security tab.
3. Click *Trusted Sites*.
4. Add <http://www.snap2007.emcp.com/> as a trusted site via the Sites button. You may have to uncheck the *Require server verification (https:) for all sites in this zone* checkbox.

Note: If you have a third-party firewall software program, such as Norton Protection Center, you will need to set it to allow data transfer between <http://www.snap2007.emcp.com> and your computer. Consult your product's Help menu for instructions.

To ensure that ActiveX controls and plug-ins are enabled, take the following steps:

1. Click Tools and then click *Internet Options*.
2. Click the Security tab.
3. Set Security level for this zone to *Medium*, which is the default.
4. Click the Custom level button and verify the following settings in the *ActiveX controls and plug-ins* section:
 - Allow Previously unused ActiveX controls to run w/o prompt: **Enable**
 - Allow Scriptlets: **Disable**
 - Automatic Prompting for ActiveX controls: **Disable**
 - Binary and script behaviors: **Enable**
 - Download signed ActiveX controls: **Prompt**
 - Initialize and script ActiveX controls not marked as safe for scripting: **Disable**
 - Run ActiveX controls and plug-ins: **Enable**
 - Script ActiveX controls marked safe for scripting: **Enable**

Installing the SNAP Player

In order to view and use SNAP tutorials and skill exams, you must install the SNAP player. Take the following steps:

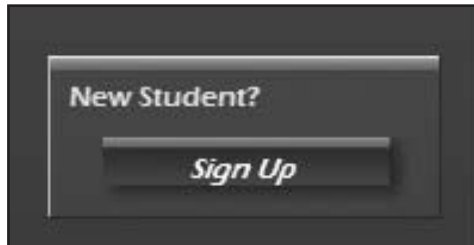
1. Start Internet Explorer, go to <http://snap2007.emcp.com>, and click *Downloads* in the upper right corner of the SNAP home page.
2. Click Download the XStream.exe Snap Simulation Plug-in.
3. Save the Plug-in (xstream.exe file) to your desktop.
4. **IMPORTANT: Close Internet Explorer when done downloading**
5. Go to your desktop, double-click on the *Xstream.exe* icon, and click.
6. Click *Agree* for the license. When the install window

disappears, the installation is complete. (Some users may have to “allow” the install, others may need to close the message box titled “The program has installed successfully.”)

7. Start Internet Explorer, go to <http://snap2007.emcp.com>, and log in.
8. You may be prompted by the Information Bar located at the top of the webpage stating “*The previous webpage might require the following add-on: ‘Xstream Media Player’ from ‘Knowledge Quest’.* Click here to allow it to run...”). Click this toolbar and select *Allow to run on this website* to complete the installation.

Using Your SNAP Account

To set up your SNAP account, take the following steps:



1. Go to www.snap2007.emcp.com.
2. Click Sign Up in the *New Student?* section
3. At the New Account page that appears, create a user name and password for yourself.
4. In the *More Details* section, enter the required information.
5. In the *Course Enrollment* section, enter the following information:
 - Enrollment Key: You will receive this from your course instructor.
 - Activation Code: You will find this printed on the inside front cover of this User Guide.

Note: You will only need to enter the Enrollment Key and Activation Code this one time.

6. Click the Create My New Account button.
7. A Confirm Course Information page appears, listing your course and section name. If the information is correct, click Confirm Account. If it is not correct, click Go Back to return to the New Account page, or click Cancel to return to the SNAP home page.
8. After clicking Confirm Account, you will be returned to the SNAP home page.
9. Enter the user name and password you created in Step 3. This will bring up your Course Assignment page.

It is from the Course Assignment page that you will use your SNAP account.



Launching a Skill Exam

With SNAP, your instructor can assign you **skill exams** with which to test your comprehension and skills. Skill exams are made up of

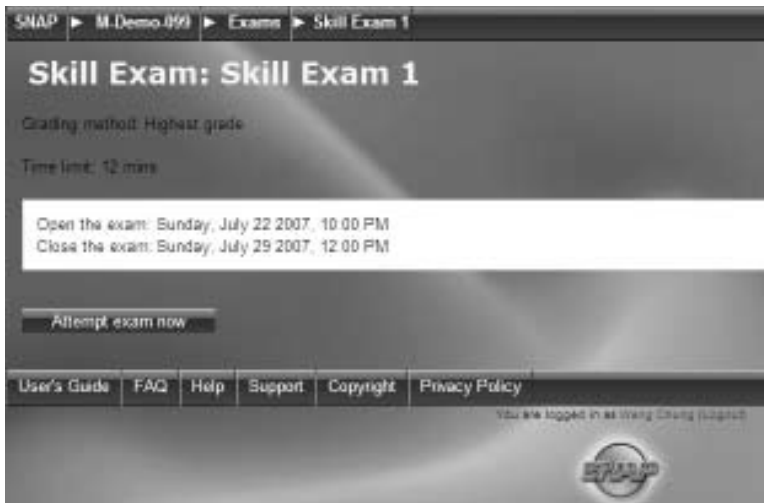
interactive questions in which you perform a task using a simulation of one of the applications in Microsoft Office 2007.

To see a list of all scheduled exams, click [Exams](#) in the *Activities* section of the sidebar. The page that appears shows the type, name, scheduled time, best grade (if attempted), and teacher feedback for each exam.

To go to a specific skill exam, click the name of the skill exam in the exam list or click the name of the skill exam on the Course Assignment page.

The skill exam introduction page that appears shows the exam type, exam name, instructor comments (if any), attempts allowed (if set), grading method, and time limit (if set). If the exam can still be taken, you can go to the Launch Exam page from here.

If you have previously attempted the exam, you will see a list of attempts and when they were completed. You will also see grading information (if allowed) and re-attempt information (if allowed).



To launch a skill exam—

1. Install the SNAP Player. (see page 6).

2. If you have not yet attempted the exam, click the *Attempt exam now* button.
3. If you have already attempted the exam and would like to re-attempt it, click the *Re-attempt exam* button.

If the exam has a limited number of attempts or a time limit, a warning dialog box will appear. If you are ready to take the exam, click OK to continue on to the Launch Exam page.

Some exams can be launched at any time; these exams are marked *Always Available* on the Course Assignment page and Exam List page. Other exams are only available for a certain period of time.

Skill exams that are available for a certain time period appear during each course week on the Course Assignment page that the time period covers.

Before you launch an exam, you can view some details for the exam on the Launch Exam page.

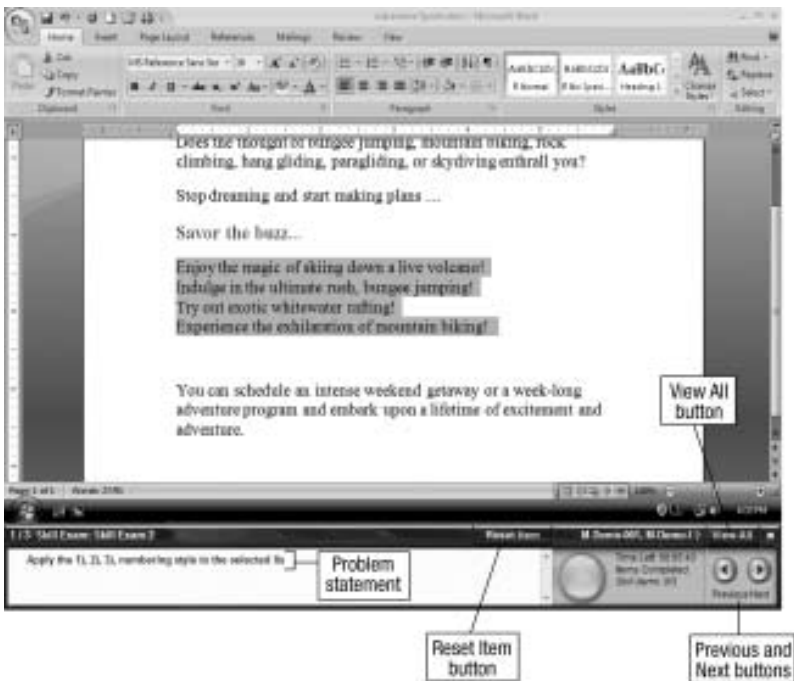
- **Book Name(s):** The book(s) to which the exam pertains.
- **Exam Type and Exam Name:** There are two types of exams—Concept and Skill.
- **Instructor's Comments (optional):** Instructions from your instructor that you need to read before taking the exam appear here.
- **Time Limit:** Exams that are created with a time limit have to be completed within the time limit. Some exams do not have a time limit.
- **Points:** The number of points in the exam.
- **Number of attempts allowed per skill item:** This shows the maximum number of attempts you are allowed for each skill item.

Click the Launch button to launch the exam.

A loading page is displayed while the necessary resource files are downloaded.

Taking a Skill Exam

The items in a skill exam are activities that you need to perform in a simulated Microsoft Office application environment. The problem statement for the task appears at the bottom of the screen.



When a skill item is completed correctly, the player automatically moves to the next item. Each skill item has a maximum number of allowed attempts. The red light blinks when a wrong action is performed, and the number of attempts made increases by one. An error message is displayed when all allowed attempts are exhausted, and the player moves to the next item. These items cannot be reviewed later.

Use the Reset Item button to start the current skill item over. For example, if you have performed three steps in a skill item and decide to use another method to perform the task, you can reset the item to start again. The number of attempts made does not increase or decrease when an item is reset.

Navigating within an Exam

You are automatically taken to the next item in an exam when—

- You correctly complete a skill item
- You exhaust all attempts for a skill item

You can use one of the following two ways to navigate within an exam:

- The Next and Previous buttons
- The View All window

Using the Next and Previous Buttons

To move to another item without completing the current one, use the Previous and Next buttons. You can even skip an item without performing any actions.

- Use the Next button to move to the next exam item that still has attempts left.
- Use the Previous button to move to the previous item that still has attempts left.

Using the View All Window

The View All window allows you to jump between exam items in any order. The View All window shows items that are incomplete, not seen, or skipped, and the one that is currently on.

Skill items where all attempts are exhausted, or those that have been completed correctly, are not shown in the View All window.

Sr. No.	Status	Question
1	Currently On	Apply the 1), 2), 3), numbering style to the selected list.
2	Not Seen	Apply the outline numbered style, 1., 1.1., 1.1.1., ... to the selected list of items.
3	Not Seen	Highlight the selected paragraph of the example text in Gray 25% color.

To use the View All window—

1. Click the View All button.
2. Click the hyperlink in the *Sr. No.*, *Status*, or *Question* column of any item to launch that item.

You can sort skill items within an application by “Sr. No” or “Status” by clicking the column heading.

- “Sr. No” sorts items by sequence number.
- “Status” sorts items in the following order—
 - Attempted
 - Currently On
 - Skipped
 - Not Seen

The screen below shows items sorted by “Status.” Note that items are only sorted *within* each application.

Sr. No.	Status	Question
1	Attempted	Apply the 1), 2), 3), numbering style to the selected list.
2	Attempted	Apply the outline numbered style, 1., 1.1., 1.1.1., ... to the selected list of items.
3	Currently On	Highlight the selected paragraph of the example text in Gray 25% color.

Taking an Exam without Feedback

Your instructor may set some exams in a no-feedback mode. When attempting skill items in an exam without feedback, the number of attempts is not displayed, and the red light at the bottom of the screen does not blink when you perform an incorrect action.

Taking a Skill Exam When You Lose Your Internet Connection

If you are taking a skill exam and your Internet connection is broken, you can still continue to attempt items in the exam. The program will not interrupt you and it will still record your actions (though they will not be uploaded to the database). When you complete the exam or decide to exit it, if the Internet connection is not present you will get a warning message.

At this time you can reconnect to the Internet and then click OK to up-load your results to the exam. *Note: You must reconnect to the Internet BEFORE clicking OK, or your exam results will not load.*

If on clicking OK the Internet connection is found, the results will be uploaded. If the Internet connection is not found, you will get a message alerting you to this. If you are unable to connect to the Internet after being told that the Internet connection has been broken, the score data for the skill exam will be lost.

Exiting a Skill Exam

You can exit an exam at any time by clicking the Exit button. Click Yes at the SNAP message box to exit.



The player will alert you automatically when you have completed all the exam items or when the allotted time for the exam is over.

Launching a Concept Exam

Concept exams are made up of true/false, multiple-choice, or other kinds of objective questions testing your knowledge of computer concepts and the specific program you are learning.

To see a list of all scheduled concept exams you can click [Exams](#) in the *Activities* section of the sidebar. This list shows the type, name, scheduled time, best grade (if attempted), and teacher feedback for each exam.

To go to a specific concept exam, either click the name of the concept exam in the exam list or click the name of the concept exam from the Course Assignment page.

The page that appears when you click a concept exam shows the exam type, exam name, instructor comments (if any), attempts allowed (if set), grading method, and time limit (if set). If the exam can still be taken, you can launch the exam from here.

If you have previously attempted the exam, you will see a list of attempts and when they were completed. You will also see grading information (if allowed) and re-attempt information (if allowed).

To launch a concept exam—

1. If you have not yet attempted the exam, click the *Attempt exam now* button.
2. If you have already attempted the exam and would like to re-attempt it, click the *Re-attempt exam* button.
3. If you would like to continue an attempt that you had previously started, click the *Continue the last attempt* button.

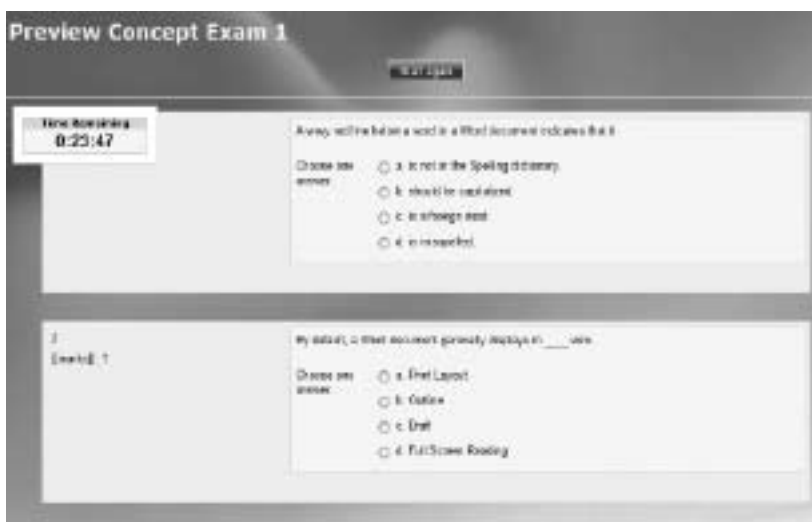
If the exam has a limited number of attempts or a time limit, a warning dialog box will appear. If you are ready to take the exam, click the OK button to launch.

Some exams can be launched at any time; these exams are marked *Always Available* on the Course Assignment page and Exam List page. Other exams are only available for a certain period of time.

Concept exams that are available for a certain time period appear during each course week on the Course Assignment page that the time period covers.

Taking a Concept Exam

When you launch a concept exam, the exam items appear on the screen, sometimes covering several pages. Read each item and select the answer you believe is correct. You can change your answer at any point before you submit an item for scoring.



To stop taking a concept exam and complete it later, click the *Save without submitting* button. This saves your answers so you won't have to re-answer any completed questions when you continue the exam at a later time. **Note:** *For multiple page exams, your answers are all saved every time you navigate to a different page.*

At the end of the exam, you can submit all your answers by clicking the *Submit all and finish* button. A warning dialog box will appear. If you are ready to submit your answers, click the OK button.

***Note:** For exams with time limits or a limited number of attempts, you should not stop taking the exam without clicking on the Submit all and finish button. If the exam is timed, the timer will not stop if you exit and then re-launch later.*

To save answers in case you lose your Internet connection, click the *Save without submitting* button. This saves your answers so you won't have to re-answer any completed questions when you continue the exam at a later time. A warning dialog box will appear. If you are ready to submit your answers, click the OK button.

Downloading and Completing a Document Assessment

The Paradigm textbook you use for your Microsoft Office 2007 course includes many exercises with which you can practice or demonstrate the skills you are learning by working with documents in Office 2007. Some of these **document assessments** can be done through SNAP.

To see a list of all document assessments scheduled by your instructor in SNAP, click Doc Assessments in the *Activities* section of the sidebar. This list shows the application, name and number, scheduled time, and number of attempts allowed for each document assessment.

To go to a specific document assessment, click the name of the document assessment in the document assessment list, or click the name of the document assessment on the Course Assignment page.

When you click the document assessment name, the page for that assessment appears.



Each document assessment starts with a student file. **Note:** When you download a document for a document assessment, you **MUST** use that particular document to complete the assignment. You cannot use a document downloaded by someone else in SNAP or a document from the student CD that came with your book.

To complete the document assessment, take the following steps:

1. Click the name of the student file in the *Download* column.
2. Save the file to your computer.
3. Click Instructions in the *View* column.
4. Either open the Instructions file or save it to your computer and then open it.
5. Open the student document in the appropriate Microsoft Office 2007 application.
6. Re-name the document and edit it following the steps in the Instructions file, then save and close the document.

Uploading a Document Assessment and Viewing Scores and Results

When you have finished your document assessment, you can submit it to SNAP for scoring and correcting. To submit a document assessment for scoring and results, take the following steps:

1. Click the name of the document assessment in the document assessment list or click the name of the document assessment on the Course Assignment page.
2. Use the Browse button to locate your edited, re-named student document.
3. Click the Upload Assessment button to upload your assessment.

The Document Assessment results page appears.

Assessment	Status	Submitted On	Score	Download
Word Assessment 2.1	Success	Thursday, 2 August 2007, 09:07 AM	89%	Result Answer Key Submitted File

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A value of “Success” in the *Status* column indicates that the file was uploaded and scored successfully by SNAP. Your score, shown as a percentage, is shown in the *Score* column. If allowed by your instructor, the *Download* column lists several documents that help you interpret your results.

- **Result:** This file is an annotated version of your document assessment, showing what you did correctly and what you did wrong. How this is shown depends on the application used.
 - For *Word document assessments*, text shown without any color background is prepared correctly. Text shown with a light red background is incorrect in some way. In that instance, the document also shows what the correct text would look like, shown with a light green background.
 - For *Excel document assessments*, cells that contain incorrect content are shaded in light red. The correct contents for the cell are shown as a comment, which you can view by clicking the color triangle in the upper-right corner of the cell.

- For *PowerPoint document assessments*, slides that contain incorrect text or formatting will show the incorrect material highlighted in red, with the correct text or formatting information appearing in a comment.

To view the Result document, click *Result* and then click either *Open* or *Save*.

- **Answer Key:** If your instructor wishes, he or she can give you access to an annotated model answer, called an Answer Key, for the document assessment, which shows exactly what changes were called for in creating the finished document. To view the Answer Key document, click *Answer Key* and then either click *Open* or *Save*. **Note:** *You will need Adobe Acrobat Reader installed on your computer to open this document.*
- **Submitted File:** Clicking *Submitted File* allows you to open the file that you submitted to SNAP.

Launching a Tutorial

Tutorials are interactive on-screen lessons linked to corresponding chapters of your Paradigm Office 2007 textbook. They are meant to supplement what you read in your book through audio-enhanced, hands-on demonstrations, and through review exercises that give you a chance to apply the skills demonstrated in the tutorial.

Tutorials can be launched at any time, even before or after their scheduled date(s). To see a list of all tutorials scheduled by your instructor in SNAP, click Tutorials in the *Activities* section of the sidebar. This list shows the specific tutorials assigned by your instructor at the top, with the application, name and number, and scheduled time. You can also access unscheduled tutorials for your course, which are listed below the scheduled ones.

To go to a specific tutorial, click the name of the tutorial in the tutorial list or click the name of the tutorial on the Course Assignment page.

Click a tutorial or skill title hyperlink to launch it. When you click a tutorial hyperlink, the tutorial is launched beginning with the

tutorial introduction. When you click a skill hyperlink, you go directly to that skill.

When you click a tutorial or skill link, the Launch Tutorial dialog box appears.



In this dialog box you can decide to launch a tutorial with or without audio. Audio files constitute approximately 95% of a tutorial's download size. It is recommended that you launch tutorials without audio if you have a slow Internet connection. You also can choose either an English or Spanish introduction to the tutorial.

To launch a tutorial—

1. If you have not yet done so, install the SNAP player. (see page 6).
2. To launch a tutorial with audio, click the *Launch this Tutorial with Audio* check box. **Note:** If you choose to launch a tutorial with audio, a control on the player lets you turn on and off the volume at any time.
3. Click the English or Spanish button after *Play tutorial introduction in*.
4. Click the Launch button.

Once you click the Launch button, a progress bar is displayed, similar to the one you see when launching an exam, while the necessary resource files are downloaded.

Viewing a Tutorial

The main sections of a tutorial are called modules. Every tutorial has the following modules:

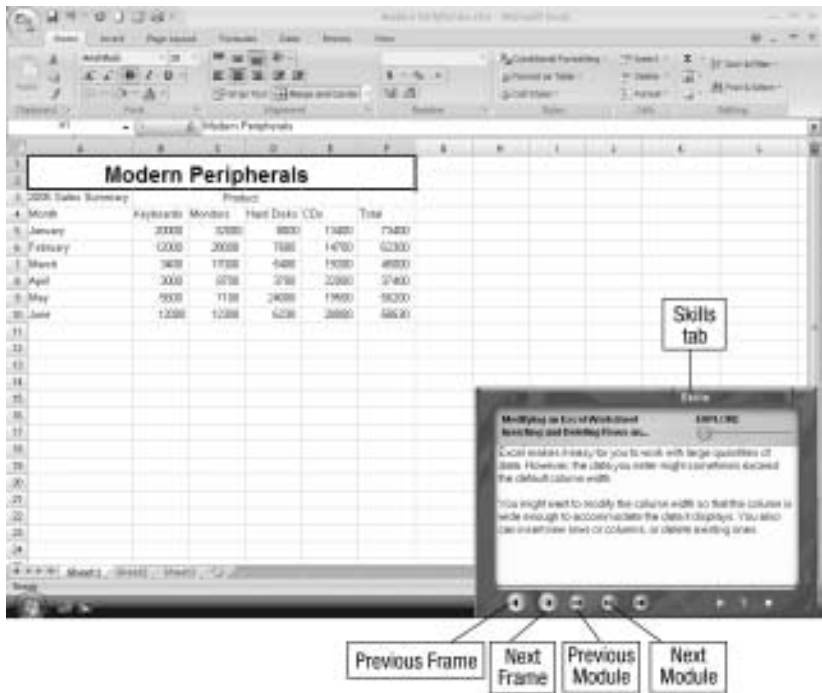
- **Introduction.** A Flash animation that visually demonstrates the skills you will learn in the tutorial
- **Skills—**
 - *Explore.* Learn a skill
 - *Practice.* Practice the skill
 - *Alternative Methods.* Learn other ways to perform the same skill
- **Tutorial Summary.** Restates what you learned
- **Concepts Review.** A five-question quiz that tests your conceptual understanding
- **Skills Review.** Simulation that tests some of the important skills you learned in the tutorial

Navigating within a Tutorial

After a few seconds, a simulation of the application taught by the tutorial appears, with the tutorial player on the lower right corner of your screen. You will use the player to read the tutorial text and to navigate within the tutorial.

There are three controls on the tutorial player that help you navigate within a tutorial:

- The Next Frame and Previous Frame buttons
- The Next Module and Previous Module buttons
- The Skills tab



Using the Next Frame and Previous Frame Buttons

Use the Next Frame and Previous Frame buttons to move frame-by-frame through a module. Clicking the Next Frame button on the last frame of the Explore section takes you to the Practice section. Clicking the Next Frame button after completing the Practice section takes you to the Alternative Methods section.

Clicking the Next Frame button at the end of a module automatically takes you to the next module in the tutorial. For example, clicking the Next Frame button at the end of the Tutorial Summary takes you to the Concepts Review module.

Using the Next Module and Previous Module Buttons

You can move from one module to another using the Next Module and Previous Module buttons. You can also use the Next Module and Previous Module buttons to move between the Explore, Practice, and Alternative Methods sections of a skill.

Using the Skills Tab

The Skills tab allows you to jump between any of the modules of the tutorial. Click on the word *SKILLS* to open and close the tab. Click on any module shown in the tab to jump to it. The tab automatically closes when you use it to navigate.

Viewing the Tutorial Introduction

The Tutorial Introduction is a Flash animation (in either English or Spanish) that summarizes the skills you will learn in the tutorial. If you choose to launch the tutorial without audio, the animation plays in silent mode. **Note:** *You must have the Flash 7 browser plug-in for Internet Explorer to view this animated introduction.*

A text screen appears after the animation, displaying a text introduction (in either English or Spanish) to the tutorial. When you are finished with this screen, click the arrow in the lower right corner.

When you launch the tutorial player from a skill hyperlink, the Tutorial Introduction is skipped.

Viewing a Skill Explore

The Skill Explore section contains information and instructions and takes you through doing the skill step-by-step. Information text appears in black. Instructions appear in blue. Text to be typed appears in red.

When you carry out an instruction listed, you automatically advance to the next frame. You also can let SNAP complete the step for you by clicking the Next Frame button. You can use the Previous Frame button to go back and review information or redo a step.

Doing a Skill Practice Exercise

In the Skill Practice section you apply the skills you learned in the Skill Explore section. You are to perform the task stated in

the problem statement. *Note: The method you use must be the one demonstrated in the Skill Explore section.*

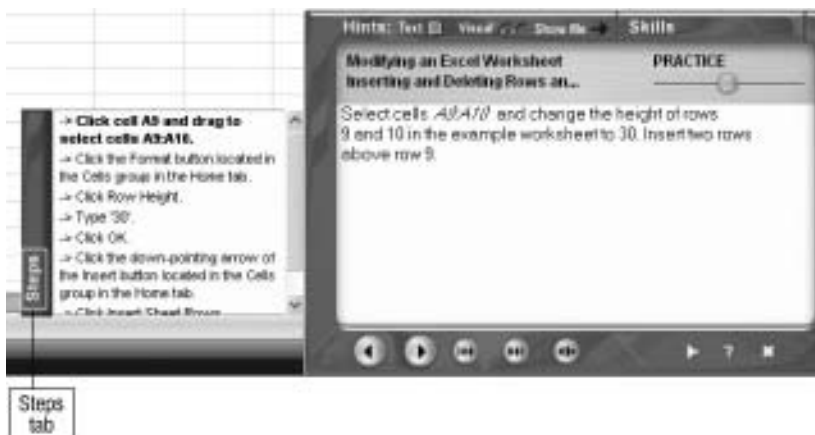
A correct action takes you to the next step in the sequence. When you perform an incorrect action, a Text hint icon flashes in the Hints section. Clicking the icon gives you a text hint.

A second incorrect action causes a Visual hint icon to flash in the Hints section. Clicking this icon gives you a visual hint about what to do.

A third incorrect action causes the Show Me icon to flash. Clicking that icon causes SNAP to show you how to do the step.

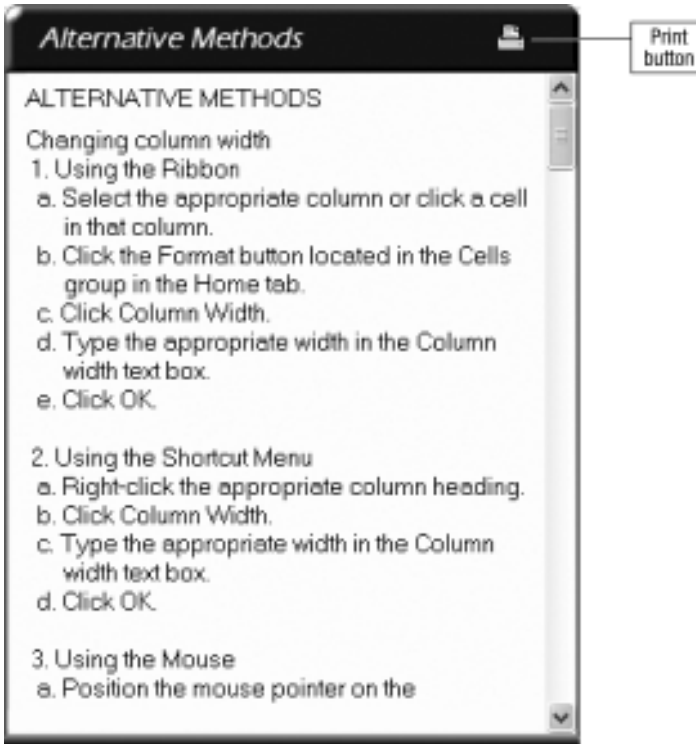


You also can click the Steps tab to view the step sequence to perform the task at any point of the Practice. The step that appears bold indicates the current, correct step.



Viewing Alternative Methods

The Explore section teaches only one method of performing a particular activity. The Alternative Methods section lists other possible ways of performing the activities taught in a skill. Unless otherwise noted, you can use these alternative methods when performing the Skill Review at the end of the tutorial.

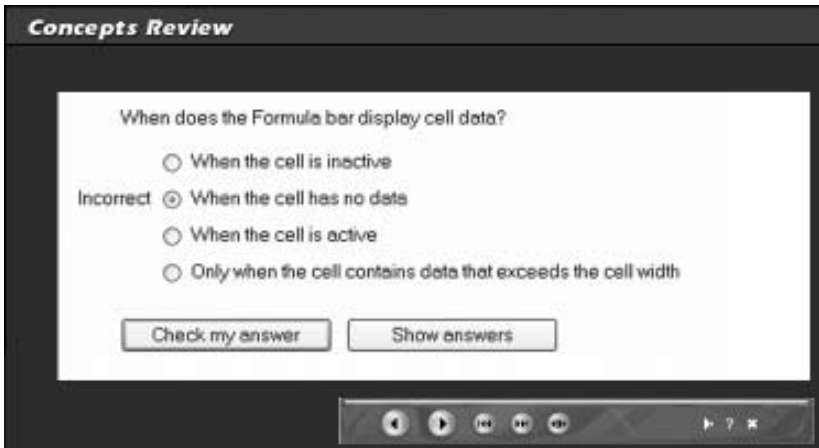


Click the Print button at the top of the Alternative Methods window to print out the step-by-step listing.

Taking the Concepts Review Quiz

The Concepts Review module tests your understanding of the skills covered in the tutorial. You will see five multiple-choice questions. For each question, select an option and click the Check

My Answer button. If your choice is incorrect, you can try another selection, or click Show Answers to see the correct choice. You also can use the Next Frame and Previous Frame buttons to move between concept items without attempting them.



Taking the Skills Review

The Skills Review module tests your ability to apply the skills you have learned. Unlike in the Practice sections, in a Skill Review there are no hints available. Also unlike the Practice sections, you can use more than one method to accomplish a task.

A maximum of five incorrect actions is allowed while performing the task. After each incorrect action, an error message is displayed.

When you complete the Skill Review or run out of attempts, click the Restart button to review the tutorial, or click the Finish button to leave the tutorial.

Viewing Other Tutorials

You can view tutorials you haven't completed by clicking [Tutorials](#) in the *Activities* section of the sidebar. You can launch and complete a tutorial that has not been completed by clicking the hyperlink in

the list. The Show Skills button allows you to see the skills covered in each tutorial. If you already started a tutorial earlier, you can begin at a particular skill by clicking that skill hyperlink.

Tutorial Results

SNAP notes your work on a tutorial in a report that shows a percentage score. This percentage is determined by two things: 1) the amount of time you have spent during your first viewing of the tutorial compared to the average amount of time it has taken SNAP users to complete the tutorial; and 2) the number of slides/activities that you have viewed and completed. It is an estimate of how much of the tutorial you completed.

Your instructor may include this percentage toward your grade. You have the option of re-doing a tutorial, after your initial attempt, to improve your percentage score.

Viewing and Editing Your SNAP Profile

You can change your SNAP profile information by clicking [View Profile](#) in the *Administration* section of the sidebar.

At the Profile page that appears, click the Edit profile tab to change your personal information. Click the *Change password* button at the bottom of the page to change your SNAP password.

Getting and Using Help

SNAP provides you with a variety of sources to get help and in-formation.

- You can view the Help menu for SNAP by clicking [Help](#) in the upper right corner of the page.
- In many cases, you can view Help information about a particular section or function on the page by clicking the question mark icon.
- You can view Help videos showing basic operations of SNAP by clicking the Help Video button at the bottom of the page.
- You can view a comprehensive *Student User Guide* by clicking the Student User's Guide button at the bottom of the page.
- You can view a list of FAQs for the product by clicking the FAQ button at the bottom of the page.



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