



## FAQs for CP

**Q1: I can see my project but all the question pages are shown with a red 'padlock' in the solutions explorer and I have no access to them?**

A1: This means you only have 'guest' access to the project. Contact the Learning Technologist.

**Q2: I try to open CP and get the sign in page, but nothing happens when I enter my username and password?**

A2: Check that you are accessing the correct and current version of CP, the icon should look like this;



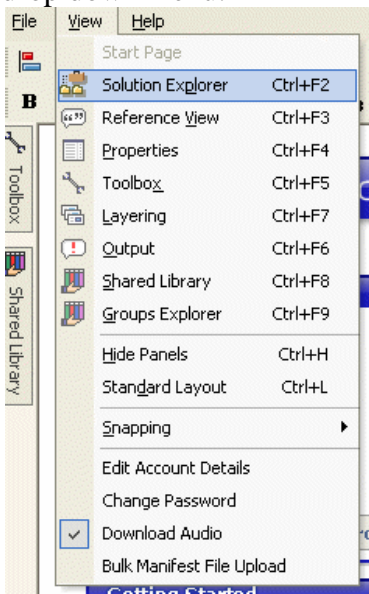
Note the 'SQA'.

**Q3: I've opened a page to create a new question (or edit an existing question), but I only get the default 'Zoom' menu?**

A4: You have double clicked on the page and have only opened a 'view'. To edit a page you need to right click on the page icon, in the solutions explorer, and choose 'Check Out'. To save the page you must 'Check In', but remember to update your 'Reference Data' first.

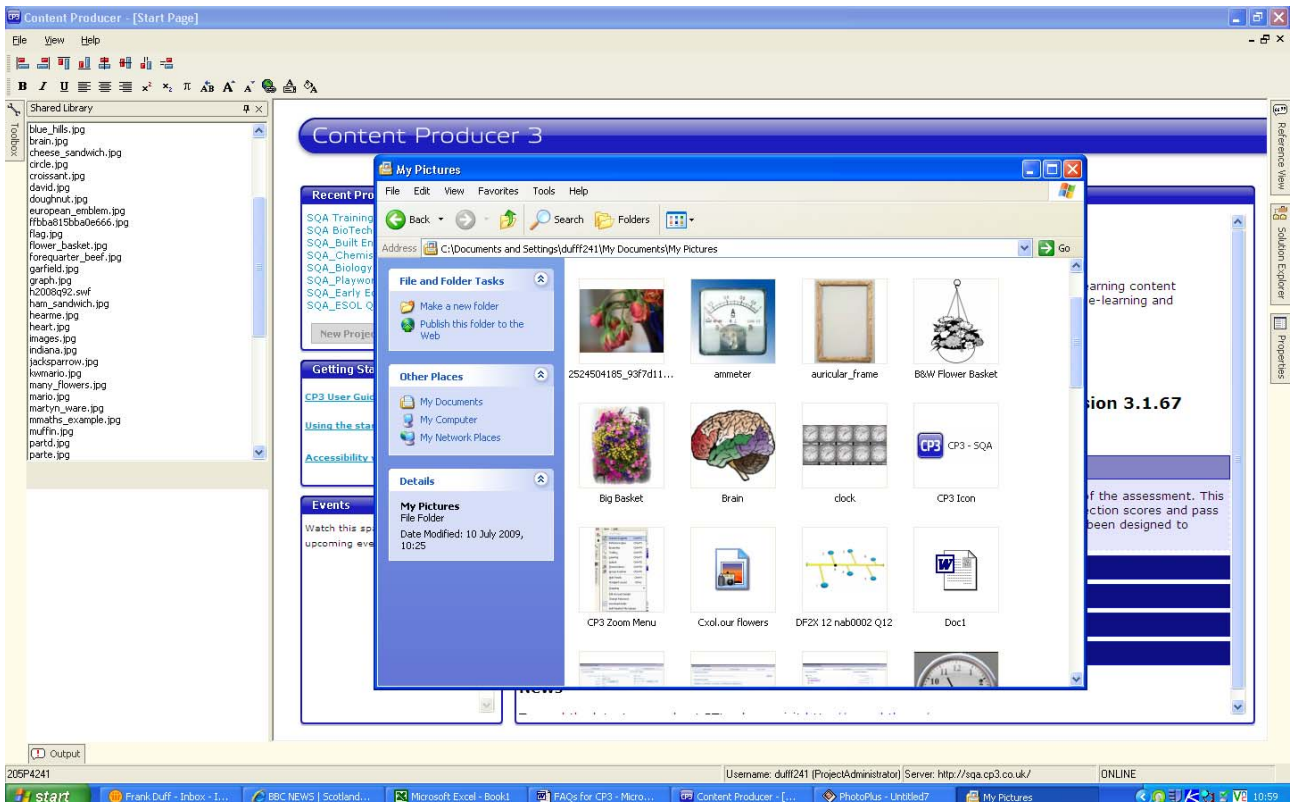
#### Q4: I can't see the 'Solutions Explorer' in CP?

A4: On the top left hand side of the screen click on 'View' and select 'Solutions Explorer' from the drop down menu.

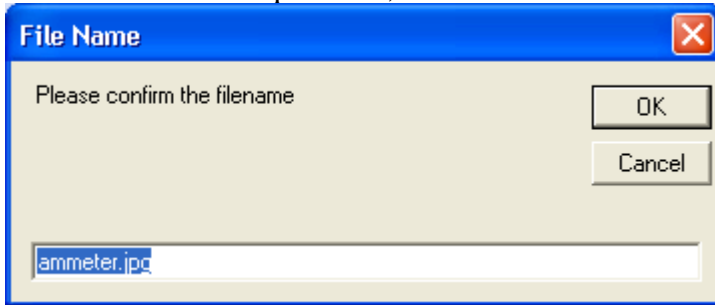


#### Q5: I want to use images/video in my question but the images are not there when someone else reviews the question?

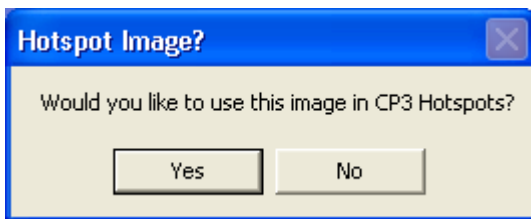
A5: all images and video need to be saved in to the "Shared Library" to be accessed by any other computer or user account. To do this you need to find the source file for your image or video, this will usually be on your computer's 'C' drive. Open CP and pin the 'Shared Library' menu open. Now open a minimized tile of the 'C' drive/My Documents/My Pictures;



Now click and drag the image you want to use from My Pictures over to the Shared Library. You will then be asked 2 questions;

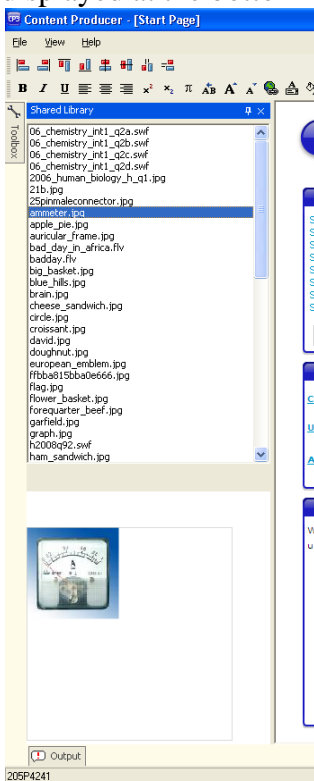


You can change the file name at this point (file tag should be jpg. or swf. If 'swf' is used a matching 'fla'. Must also be located in the same directory).



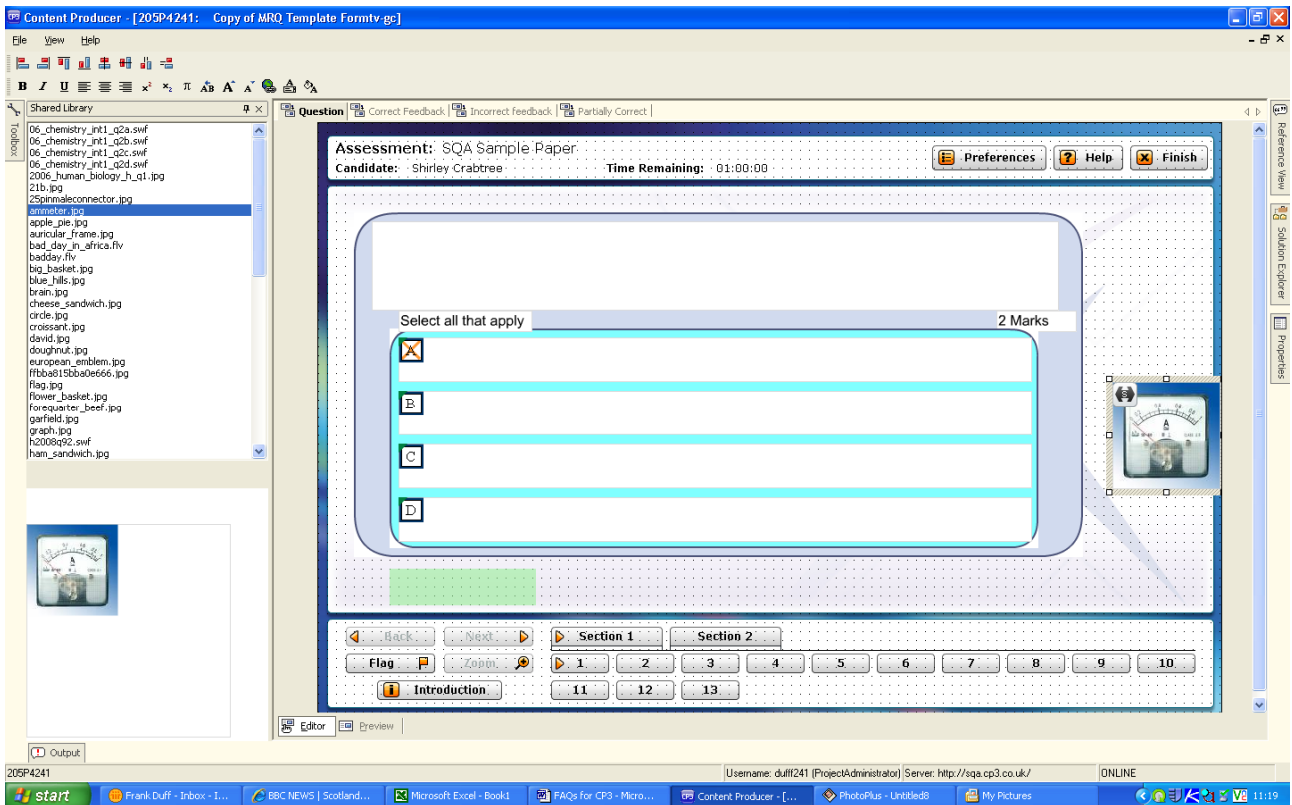
Where possible the answer to the 'Hotspot' question will be 'No'. This will save memory on the server.

To use the image from the Shared library simply scroll through the image titles and select the one you wish to use. You will notice when you click on the title that a 'thumbnail' of the image will be displayed at the bottom of the 'Shared Library' pane;



This is to help you select the correct image.

Once you are happy with your selection click on the image **title** and drag it over to a 'clean' part of your question page;



Now the image can be dragged to anywhere on the page and re sized appropriately (caution: expect some pixel degradation for jpg.s. It is best to edit your image to size prior to it's deposit in the 'Shared Library').

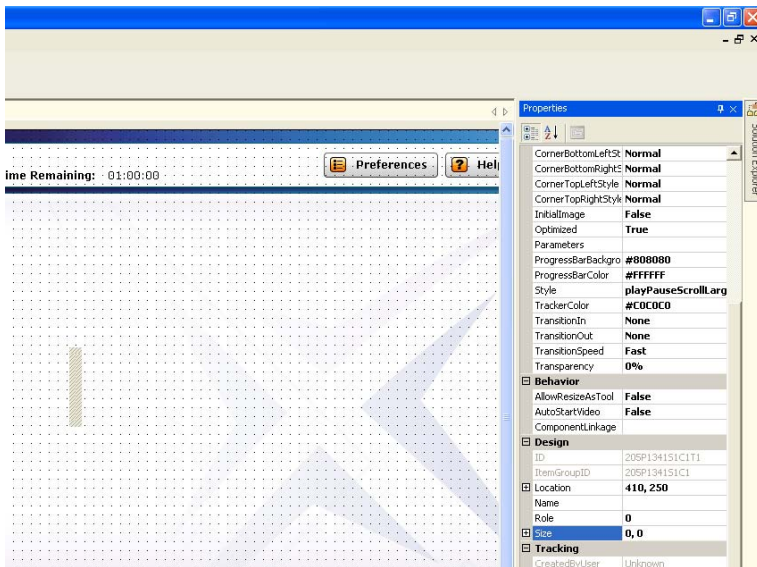
**Q6. I'm not able to attach audio to my questions, or, hotspots.**

A6. Content Producer needs all audio to be of a low quality, mono, wav format. This ensures that the audio is able to run on any equipment. The audio settings are as follows;

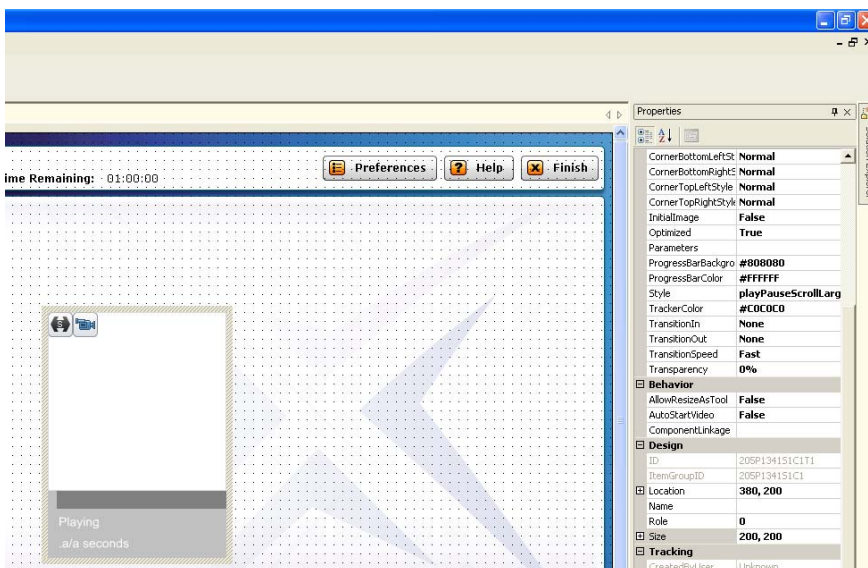
File Type	wav
Bit Rate	705 kbps
Audio Sample Size	16 bit
Channels	1 (mono)
Audio Sample Rate	44 kHz
Audio Format	PCM

**Q7. I've saved a video in the shared library, but when I drag it on to a page it doesn't appear?**

A7. CP can only run flv. Video files, however, the system can't tell which size the video is supposed to be displayed and so places it as a 0, 0 size.



To rectify this click and drag an area where you have dropped your flv on to the page. You will then be able to see a 'shaded' area, this is the video file. In properties, under 'Design' change the size from 0, 0 to the size you require your video to be...



Please note that Video files do not have any 'drag' handles to allow you to see size by dragging, so, this has to be done within the properties tile.