

Path Camp Login Issues

1) Projector Screen Shows Answers

Indication: The projector screen is showing student answers and/or the instructor screen side-by-side with the student screen

Solution: On the projected computer:

- 1) Re-login to the website
- 2) Press the "Instructor" button, THEN
- 3) Press the "Screen" button
- 4) Select the appropriate Module and Instructor from the dropdown lists
- 5) Login as usual

Note: The instructor does NOT drive the lab from the projected computer, s/he must use a separate computer (e.g., a lab computer, or personal laptop) or iPad

2) Instructor Not Listed

Indication: After selecting the appropriate module, students' do not see their instructor listed on the dropdown list.

Solution:

- 1) Instructor needs to login using their password
- 2) Students should then re-login the site (or refresh their browser)
- 3) Instructors name will now appear on the list

3) No Active Lab

Indication: After selecting the appropriate module, students see "Preview Mode", "Review Mode", or "Session begins in..." and no list of instructors while trying to log into the lab.

Solution: Students should:

- 1) press the "Options" button on the lower left-hand of the screen
- 2) select "Login as Active Session"
- 3) select the appropriate instructor from the drop-down list
- 4) press the login button

Instructors login normally

4) Instructor Computer / iPad is Not Driving the Lab

Indication: Instructor is presses the "Next Page" button, but the students' screens don't advance.

Solution:

- 1) Make sure instructor and/or students are logged into the correct lab
- 2) Make sure the students have selected the correct instructor
On occasion the instructor will mistype their password resulting in multiple similar spellings of their last name (e.g. Camp, Caamp). Make sure students AND instructor are logged in using the correctly spelled name.
- 3) Rarely the Google server goes down, in such an event:
Wait for a few minutes and try again, OR
Have the students re-login to the website by adding "/review" to the end of the URL. (e.g., www.yalemedlab.org/review). In this mode, students will need to drive the lab themselves with the instructor overseeing things.

5) Server Not Found

Indication: Upon typing the URL, the login page does not display

Solution: Try the backup server at www.pathmodule.org. There will be an extra dropdown list in the module selection for the appropriate school (e.g., YMS, YPA, CMS).