

ANGEL - Student FAQs

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For more information on using ANGEL use the Help Icon  on your Home Page to locate the ANGEL Student Quickstart Guide.

1. What is Angel?

Angel is the new Learning Management System which is replacing Blackboard in Fall 2007.

2. How do I log into ANGEL?

Go to the Distance Learning Page <http://lwtchost.ctc.edu/dept/distancelearning/orientations/>

OR

Go to <http://lwtc.angellearning.com>

3. What is my username and password?

Username – firstname.lastname (lowercase)

Password – SID number

4. How do I change my password?

Your password cannot be changed. It will always be your SID number.

5. Do I need to create a student account in Angel?

Your student account will be created when you register for a class. You will be already enrolled in your Angel course when you login to Angel. Not all Instructors will use Angel for course delivery. Angel will be used for Online classes. For all other courses it is optional. **Ask your Instructor if ANGEL is being used.**

6. What do I do if I can't log onto ANGEL?

Make sure you are registered in an online class or a hybrid class

1. Check you registration information.
2. Lookup Your Schedule
3. Once you've confirmed you are registered in an online class and continue to have trouble logging in check the Distance Learning webpage www.lwtc.ctc.edu/dl or contact the Distance Learning office via email to dl@lwtc.edu or 425.739.8303

7. Which web browser can I use and what computer settings do I need?

To use ANGEL successfully, the Web browser that you use should display frames, run Java 1.4.1 (or later) and JavaScript, and have cookies enabled. A no-frames mode of ANGEL is available and details are provided below.

PCs

Internet Explorer 6.0 or higher, Mozilla 1.7 or higher, or Firefox 1.03 or higher

Macs

Mozilla 1.7 or higher, or Firefox 1.03 or higher for OS 10.2 or higher

Safari 1.3 or higher for OS 10.3.9

Note: Internet Explorer for the Mac will not work with ANGEL.

Computer Configuration

Minimum hardware and software suggested:

Windows:

Pentium class II / III 400 Mhz processor, 128 MB of RAM, 10 GB hard drive, CD-ROM drive, Windows 98, 2000, or XP, antivirus software

Macintosh:

PowerPC G3 or higher, 128 MB of RAM, 10 GB hard drive, CD-ROM drive, OS X (10.3 or higher), antivirus software

Screen resolution of 800x600 pixels or higher

Internet access through a high-speed connection (ISDN, DSL, cable), or by a modem no slower than 56.6 bps.

Download [Internet Explorer 6+](#) - Download [Firefox 2](#)

8. How do I set up Internet Options on my Browser?

Make sure pop-up blockers are either off, or set to off for the ANGEL Web site.

In Internet Explorer –

- Go to Tools > Pop-Up Blocker settings > Allow Pop-Ups from lwtc.angellearning.com site.

In Firefox –

- Go to Tools > Options > Change settings to allow Pop-Up Blockers from lwtc.angellearning.com site.









Make sure your browser is set to accept cookies.

- By default MS Internet Explorer accepts cookies so unless you have modified your privacy settings, this should already be set properly.
- In Firefox > Go to Tools > Options > Privacy > Change settings to allow cookies from lwtc.angellearning.com site.

9. What do all the ANGEL icons mean?

Each ANGEL course site is developed by the instructor teaching the course. While these icons are standard for all ANGEL course sites, not all may be in use for every course.

If you have any questions about your course site or course content, please contact your instructor.

Icon	Description
	A folder generally contains additional content. Click the name of the folder to enter it.
	A file may be a Microsoft Word file (.doc), a portable document file (.pdf), a Microsoft Power Point file, or another type of uploaded file. You must have the software the instructor used to create the file on the computer you are using to open the file. If you have difficulty opening a file, contact your instructor.
	A page is a web page and should open right within ANGEL.
	A link is a hyperlink – just a regular web link that may take you out of ANGEL to another web site.
	Uploading electronic files to a drop box is a convenient way to submit assignments to your instructor. The Drop Box will accept virtually any type of electronic file including word processing documents, images, web pages, and more.
	Threaded discussion forums allow you to post, reply, and search messages from the instructor and other students.
	Your instructor can create surveys such as the course evaluation survey. Surveys may be anonymous.
	Your instructor can create online quizzes or tests which may include images or other multimedia elements and various question types such as multiple choice, essay, fill-in-the-blank, etc.

10. How do I create a profile in ANGEL?

Important information about ANGEL profiles –

Only students enrolled in your course here at LWTC can see your profile. Your e-mail address is not visible, unless you set it to be viewable by other students. You must choose to do this yourself. Instructions are below. Again, only enrolled students in your course can see your profile information.

Setting your profile is optional.

1. Log into ANGEL
2. From My Page, choose Preferences
3. From Preferences, choose Personal Information
4. Default is set to a “normal” setting. Choose the “advanced” settings for more Options.
5. Optional - in the advanced setting, you can fill in the About Me section using the html editor.
6. Optional - to add a photo, choose Add button next to Photo URL. Choose browse and look for the file you want to add on your computer, and then choose to upload image file. You can set the picture so only you can see it by selecting from the Viewable By drop down menu.
7. Optional - next to the field with your college e-mail address, there is a Viewable By drop down menu. Choose everybody if you want your e-mail address to be viewable by other enrolled students in your course. Remember, this is not everybody in the world, only everybody in your class. Your Instructor can always see your e-mail address.
8. Optional - fill out other sections of the online form and remember to set who can view the information by choosing from the Viewable By drop down menu.
9. Choose Save at the bottom of the screen.

11. How do I read email in ANGEL?

Here are the steps to read e-mail in ANGEL:

1. Logon your ANGEL course and click the Communicate Tab.
2. Click the Read Course Mail link. Your course mail Inbox will appear on the screen.
3. Click the link in the From column or Subject column to view a message.
4. E-mail features:
 - New/Unread messages will appear in bold. Once the message has been opened, it will appear non-bold.
 - Messages with attachments will display an icon located to the left of the message subject.
 - To delete a message, select the checkbox located next to the message and click the Delete button. Deleted messages are moved to the Trash folder. To completely delete a message, you must delete the message from the Trash folder view.
 - To select all of the messages listed, click the Select All button. To deselect all of the messages listed, click the Unselect All button.
 - To move a message to another folder, select the checkbox located next to the message, select a folder from the Move To drop-down menu and click the Move To button. You can optionally create a new folder before moving the message by clicking the New Folder button.
 - To view a different folder, select a folder from the Select a Folder drop-down menu and click the Folder button. Click the Compose button to send a new course mail message. Click the Exit Mail button to exit Course Mail and return to the In Touch page.

12. How do I send email in ANGEL?

1. Log into your ANGEL course and click the Communicate tab.
2. Click the Read and compose course mail messages hyperlink.
3. Select the recipient(s) in the To list. (Hold down the Control key on your keyboard, or the Apple key on a Macintosh, when selecting multiple recipients.)
4. Enter a subject in the Subject field.
5. Type the message in the Message field.
6. Before sending your message, you may select other options:
 - Click the Attachments button if you want to attach a file to your message.
 - Select the Do not disclose recipients checkbox if you want to hide the identities of the recipients.
7. Click the Send Message button. You should receive confirmation that the message was successfully sent.
8. Click the OK button.

13. How do I post a message in a chat room?

Not all Instructors may use chat rooms. Here are some guidelines on using Chat rooms if enabled by the Instructor.

How to Post to a Chat Room

Chat rooms support real-time communication between students and instructor. If enabled, users can view a log of previous chat conversations by clicking the View Logs hyperlink located below the hyperlinked chat room title. (Remember, you will only see Live Chat if your Instructor chooses to enable chat.)

To post to a chat room:

1. Log into your **ANGEL** course and click Communicate tab.
2. Navigate to the chat room you want to participate in and click the hyperlinked title of the chat room.
3. The chat room interface will appear on the screen.
4. Type a message in the empty text box (located toward the top of the screen) and click Send.

Tip: To send a private message, if enabled, select the intended recipient from the drop-down menu or click on their name in the Occupants frame, type your message, and click Send.

5. Click the Room hyperlink to select from a list of available chat rooms or to create a private room (private chatrooms are only available if the professor creates them).
Note: Private rooms can be created “on-the-fly” and will not show up on the list of public rooms. To create and use a private room, each participant should type the exact same private chat room name in the Private Chat Room text box and click the Enter button. Private chat room messages are not logged, however the date, time, and name of the private chat room are automatically logged in each participant’s learner profile (viewable to the instructor).

6. Click the Settings hyperlink to adjust how often the message page refreshes and how long each message remains on the message page.

Settings:

Refresh - this controls how often the screen refreshes.

Message life - this controls how long the messages stay on your screen.

Optional - disable the default frames-based chat room interface by selecting No from the Use Frames drop-down menu or select specific users from the Ignore List so their messages will not appear on your screen.

Note: To select multiple users from the Ignore List, hold the Control key on your keyboard (or the Apple key on a Macintosh) while selecting multiple users.

7. Optionally check the No Refresh checkbox to temporarily turn off the chat auto-refresh feature or click the Refresh hyperlink to manually refresh the screen.

14. How do I submit an assignment in the drop box?

Here are the steps to submit an assignment to a drop box in ANGEL:

1. Click the title of the drop box.
2. Click the Browse button, locate the file you want to upload, and click Open.
3. Type a title for the file in the Title textbox.
4. Click Upload File. Wait while the file is uploaded to the drop box.
5. When the file has been added to the dropbox, a File Upload Successful page will appear. Click OK.

Note: When uploading electronic files from a Macintosh computer, it is important to add the proper file extension to the file name (e.g. .doc, .jpg, .htm, etc.) before uploading the file.

15. How do I post to a discussion forum in ANGEL?

Here are the steps to post a message to a discussion forum in ANGEL:

1. Click the title of the discussion forum you want to post to. The discussion forum will appear on the screen.
2. If the discussion forum has existing postings, you can click the title of each posting to read the message.
3. Click the New Post hyperlink (in the toolbar located in the top frame) to post a new message or click the Reply hyperlink (in the toolbar located in the bottom frame) to reply to a particular posting.
4. Type a subject for your message in the Subject field.
5. Type your message in the Message field and click the Post button.

Note: To print the messages from a forum, enter the forum, and choose utilities in the upper left side. Then choose print/archive forum.

Optionally click the Check Spelling hyperlink to check the spelling of your message before submitting. The HTML Editor allows you to format your message with an easy-to-use editor. Click the Attachments button to upload an attachment with your message

16. How do I take a quiz in ANGEL?

Here are the steps to take a quiz in ANGEL:

1. Click the linked name of a quiz.
2. Click the Begin Quiz link to start taking the quiz. If the quiz has a time limit, a pop-up message should tell you the amount of time you have to finish the quiz.
3. Answer the questions by typing your responses in text boxes or clicking buttons for multiple choice questions.
4. When you are ready to submit your answers, click the Submit button at the bottom of the page.
5. A pop-up message will ask you to confirm you have answered all of the questions. Review your answers and click the OK button to submit the quiz.

Your instructor determines the amount of information that will appear on the confirmation screen. This may include any combination of questions, responses, answers, score, instructor comments, and more.