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Welcome to online learning with edX! Founded by Harvard University and MIT in 2012, edX is a non-profit online learning destination and MOOC provider, offering high-quality courses from the world’s best universities and institutions to learners everywhere. We are the only leading MOOC provider that is both non-profit and open source. Our mission is to increase access to high-quality education for everyone, everywhere.

At edX, we are glad to welcome new learners to the edx.org or edX Edge websites, or to the edX mobile app, as well as to all of the other websites that use the Open edX platform to deliver courses around the world. We hope that you are as excited about online learning as we are.

We hope that this guide helps you with your transition to online learning. The guide answers common questions about topics like getting started in an online course, earning certificates, participating in course discussions, and completing some of the exercises you may see in your course.

This guide is continually being updated and expanded. If you have any comments or questions about this guide, select Feedback on any page.

Note: If you have comments or questions about a specific course, first check the discussions in your course or information in updates on the Course page to see if your question has been answered there. Join your course discussion and add a question post to get answers from the course team or other learners.

To contact the edX Learner Support team, select Contact Support on any page in this guide.

### 1.1 Learning in a MOOC

A massive, open, online course (MOOC) typically uses videos and text to present course content, although you might also encounter other types of reading assignments, such as textbooks and online articles. A MOOC also includes
assessments, in the form of practice questions, homework assignments, and exams. To help you share information, ask questions, and collaborate with other learners and the course team, course discussions are available.

Videos and other types of course content, assessments, and discussions are used in virtually every MOOC on the edx.org website. These course components are also used to create the courses on websites that use the Open edX online learning platform. Everyone is welcome to review examples of these components, and practice using them, by enrolling in the edX Demo course.

In some courses, enhanced components might also be included, from team problem-solving exercises and lab work to live demonstrations and ask me anything (AMA) sessions. Every course has a unique design, and course teams are continuously looking for new ways to engage learners and teach more effectively. Course teams typically include instructions for how to use any enhanced components right in the course.

MOOCs bring learners from all over the world together. The people who you take a course with have a wide variety of educational backgrounds and educational goals. One part of the MOOC experience that everyone shares is encountering new ways of learning. As a result, most learners occasionally have questions about what is expected, how to complete an assignment, or what a word, phrase, or abbreviation means.

### 1.2 If You Have Questions As You Take a Course

If you have a question about something you encounter in an edX course, try these options for getting an answer.

**Note:** If you find an error or mistake in a course, contact the course staff by using the course discussions.

- Check the Course page in the course. Course teams use this page to post updates about the course, which can include explanations about course content, reminders about when graded assignments are due, or announcements for upcoming events or milestones.

- Look for an “Introduction”, “Overview”, or “Welcome” section in the course content. In the first section in the course, course teams often include general information about how the course works and what you can expect, and also what they expect from you, in the first section in the course.

- Participate in the course discussions. Other learners might be able to answer your question, or might have the same question themselves. If you encounter an unfamiliar word, phrase, or abbreviation, such as “finger exercise” or “board work”, search for it on the Discussion page, or post a question about it yourself. Your comments and questions give the course team useful feedback for improving the course.

- Investigate other resources. Some courses have a wiki, which can be a good source of information. Outside of the course, a course-specific Facebook page or Twitter feed might be available for learners to share information.
CHAPTER 2

Creating Your edX Account

This topic introduces the edx.org and edX Edge web sites, and describes how to create an account on edx.org so that you can begin to take courses.

- Introducing edx.org and edX Edge
- Creating and Activating an Account
- Solving a Sign In Problem
- Learning About Learning Online
- Change the Language of the edX.org Site
- A Note about Time Zones

2.1 Introducing edx.org and edX Edge

EdX hosts courses on the edx.org and edX Edge websites.

- The edx.org website has massive open online courses (MOOCs) that are designed and led by edX partner organizations. This website lists all available courses publicly, and learners from around the world can find and enroll in these courses. When we refer to “edX” accounts and courses we are referring to accounts and courses on edx.org.

- EdX Edge has small private online courses (SPOCs), which are usually created for use on campus or within an organization. These courses often have limited enrollment and are not listed publicly. To enroll in a course on Edge, you must receive an email message with an invitation to enroll and the course URL from the course team. You do not need to create an account on Edge unless you have received an invitation to enroll in an Edge course. Courses on Edge do not offer certificates.

Note: While edX hosts both of these websites, the user accounts for edx.org and edX Edge are separate. If you take
courses on both sites, you must create a separate account for each site.

2.2 Creating and Activating an Account

You can create an account for edX or edX Edge in several different ways.

- Use an existing social media account, such as Facebook, Google, or Microsoft. You can also link or unlink a social media account with an edX account any time after you have created the account.

- Create a new edX or edX Edge account.
  - For edX Edge only, if your organization provides linked accounts, you can use your account with that organization to create an edX Edge account.

After you create an account on the edX.org or edX Edge website, or from the edX mobile app (for edX.org accounts only), you must activate your account by following a link in an email message that you receive after your account is created.

2.2.1 Create an Account

To create an edX or edX Edge account, follow these steps.

Note: The username that you choose when you create an account cannot be changed. EdX recommends that you select your username carefully, because it represents you on edX or on edX Edge and identifies you to course team members and other learners.

Your full name appears on any certificates that you earn. You can change your full name at any time.

1. Go to the edX or edX Edge registration page.
   - For edX, go to https://courses.edx.org/register, or open the edX mobile app.
   - For edX Edge, go to https://edge.edx.org/register.
   - If you received an email invitation for a course, follow the instructions in the email message to go to the correct registration page.

2. (Optional) To link your external social media or organization account to the edX account that you are creating, select the external account that you want, and follow the steps on the page that opens. After you follow the steps on that page, you return to the edx.org or edX Edge registration page.

3. On the registration page, enter the required information for your new account. Fields that are marked with an asterisk (*) are required. On Edge, if you linked your account to an organization account, some of this information might be provided for you.

   **Note:** Choose your username carefully, as you cannot change your username after your account has been created.

   Your full name appears on any certificates that you earn. You can change your full name at any time.

4. Verify that your email address is correct. EdX sends the email message that you use to activate your account to this address.
5. (Optional) Enter additional information, such as your date of birth. This information can help course teams better understand their learners and improve their courses.

6. Accept the edX terms of service and honor code.

7. Select **Create your account**.

When you create your account, edX sends an account activation email message to the email address that you provided. This message contains instructions for activating your account. You must use this email message to activate your account before you start taking any courses.

If you linked your edX Edge account to an organization account, your account might be activated and you might be enrolled in your course automatically. If that is true, you will go directly to your dashboard, where your course will be visible.

### 2.2.2 Activate Your Account

**Note:** If you sign out of your edX or edX Edge account after you first create an account, you must activate your account before you can sign in again.

To activate your account, you use the email message that you receive from edX when you create your account.

1. In your email client, locate the account activation message from edX. If you do not see this message, your email client may have categorized the message as spam.

2. Follow the instructions in the activation email message to activate your account.

After you activate your account, your browser automatically opens to an “Activation Complete” page that contains a link to your dashboard.

After you create and activate your account, if you want to modify your account information, reset your password, or link or unlink accounts, go to the **Account Settings** page.

### 2.2.3 Deactivate Your Account

To deactivate your account, you **unenroll** from all of your courses. You can reactivate your account at any time by enrolling in a new course.

### 2.3 Solving a Sign In Problem

To sign in to edx.org, go to [https://courses.edx.org/login](https://courses.edx.org/login). If you receive an error message or encounter another problem when you try to sign in, try these troubleshooting techniques for solving sign in problems.

- What if I get an “email or password incorrect” message?
- What if I get another error message?
- What if I forgot my password?
- What if I did not receive an email message from edX?
2.3.1 What if I get an “email or password incorrect” message?

If you get this message when you try to sign in, try these solutions.

• Verify that the email address you entered on the sign-in page is the same as the one that you registered for an edX account.

• Verify that you completed the account registration process for edx.org: use the same email address to create an account a second time.
  – If the account exists, a message indicates that you entered a duplicate email address.
  – If an account with that email address does not exist, you can use the account that you create to enroll and access courses.

• Change your password: under the Password field select Forgot Password. You receive an email message with a link to follow to reset your password.

2.3.2 What if I get another error message?

If you get another error message, check your browser for these obstacles to successful sign in.

• Verify that you are using a supported browser, such as the latest version of Firefox or Chrome. For more information about the browsers that you can use to access edx.org, see edX Browser Support.

• Verify that you have cookies and JavaScript enabled for your browser.

• Clear your browser's cache, and then reload the sign in page and try again.

2.3.3 What if I forgot my password?

On the sign-in page, under the Password field you can select Forgot Password. You receive an email message with a link to follow to reset your password.

If you are already signed in, you can reset your password on the Account Settings page.

2.3.4 What if I did not receive an email message from edX?

To activate an account that you register, or to reset your password, you follow a link that edX sends to you in an email message. A number of issues can prevent the message from reaching you successfully.

• An automated filter could have identified the message as junk or spam.

• Your email provider could have blocked the message.

• There could have been an error in the email address that you provided.

• You account registration could have failed due to a connection error or other unexpected problem.

EdX only sends email messages to the email addresses for registered accounts. If you do not receive an email message that you expect, check for these common problems.

• Check your spam or junk folder for a message from no-reply@registration.edx.org.

• Add no-reply@registration.edx.org to your email contacts or approved senders list.

• If you have more than one email address, you might have registered your account with a different email address than you remember. Check your other email accounts for a message from no-reply@registration.edx.org.
• Reset your password: on the sign-in page, under the Password field select Forgot Password. When you follow the link in the reset message, your account is activated automatically.

• Try registering again with the same email address as described for What if I get an “email or password incorrect” message? above.

2.4 Learning About Learning Online

If you are new to online learning or massive, open, online courses (MOOCs), you might want to take the edX Demo course. EdX provides this demonstration course to give you a way to explore and learn how to take an edX course. Read about learning in a MOOC.

2.5 Change the Language of the edX.org Site

You can choose the language that you want the edx.org site to use during your visits. The language setting changes the appearance of menu options, button labels, and other elements of the site’s user interface, but it does not apply to course content.

You can change the language of the site either in your Account settings or from the language dropdown menu in the footer of each page.

Note: The language choices that are available on a particular page reflect the languages that are supported on that page.

For example, on the www.edx.org catalog pages where you search for courses and programs, fewer languages are available in the language selector dropdown list than on your dashboard and course pages. If you choose a language that is not supported on the course and program search pages, those pages are displayed in English.

For more information, see Change the Language for the Site.

2.6 A Note about Time Zones

The dates and times that new materials are released, and when homework assignments and exams are due, are shown throughout your course.

In your account settings, you can select your local time zone so that any course dates and times are displayed in your local time.

Important: If you do not select a time zone in your account settings, edX lists dates and times on your dashboard, in the body of the course, and on your Progress page in the time zone that your browser settings specify. Other times and
dates appear in Coordinated Universal Time (UTC). Dates and times that use your browser time zone are in military
time and are followed by a time zone indicator: for example, 17:00 Sept 16, 2018 IOT. Dates and times in UTC do not
have a time zone indicator.

To convert UTC time to your local time, you can use any time zone converter that you want, including one of the
following time zone converters.

• Time and Date Time Zone Converter
• Time Zone Converter
After you create an account, you can find and update information about your account on the account settings page.

- **Account Settings**
- **Change Your Password**
- **Update Your Email Address**
- **Change Your Full Name**
- **Change the Language for the Site**
- **Select Your Time Zone or Location**
- **Specify Additional Information**
- **Link or Unlink a Social Media Account**

### 3.1 Account Settings

You access your account settings page by selecting the dropdown menu icon next to your username at the top of any site page.
The account settings page presents information in these categories.

- **Account Settings** provides access to information about your account.
- **Linked Accounts** lists social media and other accounts that you can connect to your account.
- **Order History** lists information about payments you have made, such as fees for verified certificates. For more information, see *Verify a Payment*.

### 3.2 Change Your Password

To change your password, follow these steps.

1. At the top of any page, select the dropdown menu icon next to your username.
2. Select **Account**.
3. Select **Reset Password**.
   
   The system sends a confirmation message to the email address in the **Email Address** field.
4. Select the confirmation link in the email message.

Passwords must contain:

- At least 8 characters
- At least 1 numeric character
- At least 1 alphabetical character

### 3.3 Update Your Email Address

You use your email address to sign in to your account. In addition, communications from your course teams are sent to this address.

To update your email address, follow these steps.

1. At the top of any page, select the dropdown menu icon next to your username.
2. Select **Account**.
3. In the **Email Address** field, select your current email address and replace it with the new address.
4. To save your changes, click anywhere on the page outside of the **Email Address** field, or navigate to a different page.
3.4 Change Your Full Name

Your full name appears on the certificates that you earn, and on your learner profile page if you select Full Profile for profile visibility.

Note: You can change your full name, but you cannot change your username.

When you verify your identity, the photo ID that you use for verification must show a name that exactly matches the full name used in your edX account.

To change the full name used in your account, follow these steps.
1. At the top of any page, select the dropdown menu icon next to your username.
2. Select Account.
3. In the Full Name field, make the revisions that you require.
4. To save your changes, click anywhere on the page outside of the Full Name field, or navigate to a different page.

3.5 Change the Language for the Site

You can choose the language that you want the edx.org site to use during your visits. The language setting changes the appearance of menu options, button labels, and other elements of the site’s user interface, but it does not apply to course content.

Note: Your dashboard and course pages are available in more languages than the catalog pages where you search for courses and programs. If you choose a language that is not supported on the course and program catalog pages, those pages are displayed in English.

The list of languages in the language selection dropdown menu in the footer of the page reflects the languages that the page is available in.

There are two ways of changing the edx.org site’s language.

- Change the Language in Account Settings
- Choose a Language From the Menu in the Page Footer

3.5.1 Change the Language in Account Settings

To change the site language in your Account settings, follow these steps.
1. At the top of any page, select the dropdown menu icon next to your username.
2. Select Account.
3. Select a Language.

Your language selection is immediately saved. When you refresh the page or navigate to another page, site pages now display in your selected language.
Note: Your dashboard and course pages are available in more languages than the www.edx.org pages where you search for courses and programs. If you choose a language that is not supported on the course and program search pages, those pages are displayed in English.

### 3.5.2 Choose a Language From the Menu in the Page Footer

To choose a language from the menu in the footer of any page, follow these steps.

Note: The language choices that are available on a particular page reflect the languages that are supported on that page.

For example, on the www.edx.org catalog pages where you search for courses and programs, fewer languages are available in the language selector dropdown list than on your dashboard and course pages.

1. At the bottom of any page, select the dropdown menu icon next to the globe icon.

2. Select the language that you want the site to use.

Your language selection is immediately saved. When you refresh the page or navigate to another page, site pages now display in your selected language.

The language choice in your Account settings is also updated.

Note: If you choose a language that is not supported on the course and program catalog pages, those pages are displayed in English.

### 3.6 Select Your Time Zone or Location

You can select the time zone that you want course dates and times to appear in, and update the country or region where you live.

Note: If you do not select a time zone, course dates and times in the body of the course, on your Progress page, and on your dashboard display in the time zone that your browser settings specify. Other dates and times display in Coordinated Universal Time (UTC). Dates and times that use your browser time zone are in military time and are followed by a time zone indicator: for example, 17:00 Sept 16, 2018 IOT. Dates and times in UTC do not have a time zone indicator.

To select your time zone or location, follow these steps.
1. At the top of any page, select the dropdown menu icon next to your username.
2. Select Account.
3. Select a Time Zone. The site saves your selection immediately.
4. Select a Country or Region. The site saves your selection immediately.

3.7 Specify Additional Information

Additional account information is optional and includes the following information.

- **Education Completed**: The highest level of education that you have completed.
- **Gender**: The gender you identify as.
- **Year of Birth**: The year that you were born.
- **Preferred Language**: The language that you prefer to communicate in.

To view or change this information, follow these steps.

1. At the top of any page, select the dropdown menu icon next to your username.
2. On the Account Settings page, select Account Information.
3. On the Account Information page, locate the Additional Information section, and then make your changes.

The site saves your changes automatically.

3.8 Link or Unlink a Social Media Account

You can link your edX or edX Edge account to social media and other accounts, including Facebook, Google, and school or company accounts.

**Note**: If you link your accounts, whenever you sign in to the social media or other account, you also sign in to your edX or edX Edge account automatically.

To link your account with another account, follow these steps.

1. At the top of any page, select the dropdown menu icon next to your username.
2. Select Account.
3. On the Account Settings page, select Linked Accounts.
4. On the Linked Accounts page, select Link Your Account under the name of the account that you want to link to your account.

To unlink your account from a social media account, select Unlink This Account under that account name.
After you create an account, you can see the courses you have enrolled in on your dashboard, create a profile, and change account or course settings.

- **Accessing Your Courses from the Dashboard**
- **Adding Profile Information**
- **Updating Course-Specific Settings**

You can access course, account, or profile information from any page on the website, whether you are in a course or browsing the course catalog. Select the dropdown menu icon next to your username, and then choose one of the following menu options.

- **Dashboard** gives you access to the courses and programs that you have enrolled in, and to information such as course start and end dates, certificates, and email settings.

- **Profile** gives you the option to provide personal information about yourself that other course participants can see, such as an image and biographical information.

- **Account** gives you access to your account settings and preferences. For example, you can update your password or email address and set your time zone.

  On the **Account Settings** page, you can also view your edX order history and link your edX account to a social media or organization account.

### 4.1 Accessing Your Courses from the Dashboard

Your dashboard lists all of the courses that you are enrolled in. When you create an account or enroll in a course, you automatically go to your dashboard. You can also access your dashboard by selecting the dropdown menu icon next to your username at the top of any page.
You can find information about your courses and change course-specific email subscription settings on your dashboard. For more information, see *Updating Course-Specific Settings*.

Your dashboard has two pages.

- **Courses page** lists all the courses you have enrolled in, whether the course is current or has ended. The **Courses** page provides information about your courses and allows you to change course settings. By default, the dashboard opens to the **Courses** page.

- **Programs page** lists any programs, such as XSeries or MicroMasters programs, that edX offers for courses that you are enrolled in. Programs appear on this page if you are enrolled in any course that is part of that program. For more information, see *Explore edX Programs*.

### 4.1.1 Sharing Your Courses on Social Media

On your dashboard, you can share the courses you are enrolled in on social media sites such as Facebook and Twitter.

1. Sign in to the social media site on which you want to share your course enrollment.
2. From your dashboard, find the course that you want to share.
3. Select the icon for the social media site where you want to share. A dialog box for the social media site you selected opens, with the course URL entered and a default social media message.
4. Optionally, modify the text of the social media message.
5. Select the appropriate button to publish your message on the social media site.

### 4.1.2 Explore edX Programs

The **Programs** page lists the programs that you have enrolled in. You see a program on this page if you are enrolled in any courses that are part of that program.

On the **Programs** page, you can perform the following actions.

- Access information about a program and enroll in more of the program’s courses.

  To access information about a program, select that program. A page opens that provides details about the program, as well as links to enroll in or upgrade to the verified track in all courses in that program.

- View your progress for each program.
Under the name of each program are indications of your progress through the program. You see the number of courses in the program that you have completed, the number of courses in the program that you are enrolled in, and the number of courses in the program that you are not yet enrolled in.

• Access any program certificates you have earned.

In the right pane, a **Program Certificates** list shows the names of programs for which you have earned certificates. For more information about the program, or to view the certificate, select the name of the program.

### 4.2 Adding Profile Information

Your personal profile allows you to optionally share information about yourself with other participants in the courses that you take. If you choose to add profile information, course teams and other learners in your courses can view the information that you share.

You can share either a limited profile or a full profile.

**Note:** If you are under 13 years of age, your limited profile only includes your username. You cannot add a profile picture.

• A limited profile shares only your username. You can also add a profile picture, if you are over 13 years of age.

• A full profile includes the following details.

  – Your full name
  – Your username
  – Your profile image (optional)
  – The date that you joined edX
  – Your language (optional)
  – Your location (optional)
  – Information about you (optional)
  – Links to any course certificates that you have earned
  – Links to your social media accounts (optional)
4.2.1 Add or Update a Limited Profile

A limited profile includes only your username and, optionally, an image.

Note: If you are under 13 years of age, your limited profile only includes your username. You cannot add a profile picture.

To add or update a limited profile, follow these steps.

1. At the top of any page, select Dashboard from the dropdown menu icon next to your username, then select the Profile tab.

2. In the header area of your profile page, for Profile Visibility, select Limited Profile.

3. (optional) Add an image that you want to associate with your username. Your image must be a .gif, .jpg, or .png file. The image must be between 100 bytes and 1 MB in size. If you do not add an image, the placeholder image appears as your profile image.

   (a) Move your cursor over the placeholder image, and click Upload an image.

   (b) In the file navigation window, select the image file that you want to use as your profile image, and then click Open.
To change or remove your profile image, move your cursor over your image, and then select either Change image or Remove. When you remove your profile image, the placeholder image appears as your profile image. The site saves your changes automatically.

### 4.2.2 Add or Update a Full Profile

**Note:** You must specify your year of birth on the Account Settings page before you can share a full profile. If you are under 13 years of age, you can share only a limited profile.

If you create a full profile, you share the following information in addition to your username and profile image.

- Your full name.
- Your location.
- Your language.
- A paragraph about yourself. You might include your interests, goals, or other information that you want to share. This paragraph can contain up to 300 characters.
- Links to your personal social media accounts.

To add or update your profile, follow these steps.

1. At the top of any page, select Dashboard from the dropdown menu icon next to your username, then select the Profile tab.
2. In the header area of your profile page, for Profile Visibility, select Full Profile.
3. (optional) Add a profile image.
   - Your image must be a .gif, .jpg, or .png file that is less than 1 MB in size. If you do not add an image, the placeholder image appears as your profile image.
   - (a) Move your cursor over the placeholder image, and click Upload an image.
   - (b) In the file navigation window, select the image file that you want to use as your profile image, and then click Open.

   To change or remove your profile image, move your cursor over your image, and then select either Change image or Remove. When you remove your profile image, the placeholder image appears as your profile image.
4. On your profile page, move your cursor over the information that you want to change.
5. Click inside the field to choose an option from the list, or enter text.

The site saves your changes automatically.

**Note:** If you change your profile type from Full Profile to Limited Profile, your full name, location, language, and descriptive paragraph are no longer visible on your profile page. However, this information is saved, and becomes visible again to other learners and course teams if you change your profile back to Full Profile.

### 4.2.3 Add Links to Your Personal Social Media Accounts

If you select the Full Profile option, you can add social media icons on your profile that link to your personal Twitter, Facebook, or LinkedIn account pages.
To add links to your social media accounts to your profile, follow these steps.

1. At the top of any page, select **Account** from the dropdown menu icon next to your username.

2. On the **Account Settings** page, under **Social Media Links**, enter either your username or the URL to the profile page for each social media account that you want to add to your profile.

   For example, if your Facebook username is *edx*, you can enter either *edx* or *https://www.facebook.com/edx*.

   For LinkedIn, note that your username might include numbers. For example, if the URL of your LinkedIn profile page is *https://www.linkedin.com/in/firstname-lastname-123456/*, your LinkedIn username is *firstname-lastname-123456*.

The site saves your changes when you click outside the text field.

When you view your profile, icons for the social media icons that you added links for appear below your username. Other learners or course team members can click those icons to visit your social media account page.

4.2.4 **View Another Learner's Profile**

You can view other learners’ profiles through their posts, responses, or comments in course discussions.

1. On the **Discussion** page, select the username of any learner in a post, a response, or a comment.

   A page that displays the discussion activity only for the selected learner opens.

2. On the learner’s **Discussion** page, select their linked username.

   The learner’s account profile page opens.

4.3 **Updating Course-Specific Settings**

From the dashboard, access the courses that you are enrolled in and change course-specific settings. You can also *unenroll from a course* from the dashboard.
4.3.1 Change a Course Email Preference

To subscribe or unsubscribe to emails from a course, follow these steps.

1. On your dashboard, locate the course.
2. Select the course settings icon. The course settings icon resembles a gear and appears next to View Course or View Archived Course.
3. Select Email Settings.
4. Select or clear the Receive course emails check box, and then select Save Settings.

Note: If you clear this check box, you will not receive any of the email messages that course teams send to communicate with enrolled learners in the course.
EdX offers both individual courses and groups of related courses, called programs.

To learn about a course or program, click the course or program in the edX course catalog, to view its About page. About pages provide information about the course or program, including the course or program duration, the hours of work that you should expect to spend each week, the institution that offers the course or program, and the cost, if applicable, for certificates or academic credit.

• About edX Courses
• About edX Programs
• Enrolling in a Course or Program

For information about the types of certificates that are available and accessing the certificates you earned, see Receiving and Sharing edX Certificates.

For information about how to enroll in a certificate track for a course and how to verify your identity for certificates, see Pursuing Certificates.

5.1 About edX Courses

When you consider enrolling in an edX course, you should understand these concepts.

• When is a Course Available?
• Course Sessions
• What Enrollment Tracks Does a Course Offer?
5.1.1 When is a Course Available?

Every course on edx.org has a status that tells you when it is available. When you search for courses on edx.org, you can refine your search by availability.

Note: You can enroll in courses which have start dates in the future, but you cannot access course content or assignments before the start date.

- **Current** - the course is in session now.
- **Starting Soon** - the course will start within 60 days.
- **Upcoming** - the course will start in more than 60 days.
- **Archived** - the course has ended. You can only enroll in the audit track of an archived course. Once enrolled, you can access course materials, but you cannot receive a grade. Some features, such as course discussions and assignments, might not be available.

Some courses are offered at multiple times during the year. Most edX courses are repeated, but scheduling is up to the individual course team.

If a course that you want to take is offered at other times in the future, a More Dates option is available above the current course’s start date information and Enroll Now button. Select More Dates to see other times that the course is offered, and enroll in any of the available times.

For more information, see course start dates and course pacing.

5.1.2 Course Sessions

A course session is the period during which a course is held. A course might offer multiple sessions over a year. For example, a course might have two available sessions:

- Session 1: starts September 1, 2018 and ends March 30, 2019
- Session 2: starts June 1, 2019 and ends December 30, 2020.

Not all courses offer multiple sessions. Some courses only show the currently running session.
Courses that show multiple sessions and the ability to change between sessions are usually part of MicroMasters or Professional Certificate programs. For these courses, on the Courses and Programs pages of your dashboard, after you enroll in the course, you have options to select a session, change to a different session, or leave a session. You must select a session before you can access the course.

When you enroll in the verified track for courses that offer multiple sessions, be aware of the following policies and timeframes.

- **Upgrading From the Audit Track**
  
  If you were already enrolled in the audit track of a course and you purchase the verified track as part of a program purchase, we automatically enroll you in the verified track for the course, in the current session. You can change to a different session if the one we enrolled you in does not work for you.

- **Join a Session Within 24 Months**
  
  After you purchase the verified track for a course, you have 24 months from the date of purchase to join a course session. After 24 months, if you have not joined a session, your purchase expires, and you can no longer access the course.

- **Changing or Leaving Sessions**
  
  After you join a course session in the verified track (including if we automatically add you to a session as a result of your program purchase), you can change to another session or leave the session within 14 days, as long as you have not completed the course. For Professional Education courses only, you must change sessions or leave the session within 2 days.

  **Note:** When you change sessions, your course progress is not carried from your current session to the new session.

  Leaving a session is not the same as unenrolling from the course. If the current session does not work for you, you can leave a session and wait to decide on joining a later session of the course.

- **Unenrolling and Getting a Refund**
  
  Within 60 days from the date of purchase, you can unenroll from the course entirely and get a refund of your course purchase, as long as you have not been in a course session for more than 14 days.

  **Note:** For Professional Education courses only, you must not have been in a course session for more than 2 days, to be able to unenroll.
If the refund eligibility period has passed (meaning that you will not receive a refund when you unenroll), the unenroll option is not available.

5.1.3 What Enrollment Tracks Does a Course Offer?

Most edX courses offer a choice of enrollment tracks. You can choose to take a course for free, without the option of earning a certificate, or you can take a course for a fee, with the option of earning a verified certificate.

For more information about enrolling in a course, see Enrolling in a Course or Program.

- About the Audit Track
- About the Verified Track

About the Audit Track

Most courses offer an audit track. The audit track does not offer a certificate when you pass the course. You can still access course content and discussions in this track, but some content might be different from verified track content. For example, there might be a final exam only for verified track learners.

When you first enroll in a course, you are automatically enrolled in the audit track. For information about enrolling in the audit track for a course, see Enroll in the Audit Track for a Course.

If the course you enrolled in offers a verified track and the deadline for enrolling in the verified track has not passed, you can choose to upgrade to the verified track to earn a certificate. For more information, see Enrolling in or Upgrading to the Verified Track.

About the Verified Track

Most courses offer a verified track in addition to the free audit track. The verified track has a fee, and offers a certificate when you pass the course.

If a course has a verified track, you see a “Verified” indication on the course image in the course catalog on edx.org. For a list of all courses that currently offer verified certificates, see the edX course catalog.

When you enroll in or upgrade to the verified track in the course, you submit payment, and, some time before the verification deadline, you must verify your identity using a webcam and a photo ID.
Note: The fee for the verified track varies by course. The amount of the fee is listed on the About page for that course. The fee helps support edX’s mission. If you are unable to pay the verified track fee, you can apply for financial assistance using the financial assistance application.

For more information about enrolling in the verified track for a course, see Enroll in the Verified Track for a Course or Enrolling in or Upgrading to the Verified Track. For information about certificates, see Receiving and Sharing edX Certificates or Verified Certificates.

### 5.2 About edX Programs

In addition to taking individual edX courses, you can enroll in an entire series of courses, called a program. Several types of program are available on edx.org.

- About XSeries Programs
- About MicroMasters Programs
- About Professional Certificate Programs

For a list of programs available on edx.org, see edx Programs.

For information about enrolling in a program, see Enroll in a Program.

#### 5.2.1 About XSeries Programs

An XSeries program is a group of courses that together explore a specific subject in depth. An XSeries program offers an XSeries certificate after you earn a verified certificate for all of the courses in the program. All courses in an XSeries program offer verified certificates. To complete an XSeries program, you must earn a verified certificate in each of the courses in the program.

XSeries programs have an “XSeries program” indication in the course catalog on edx.org.

For more information about XSeries programs, see XSeries Programs on edx.org.
5.2.2 About MicroMasters Programs

MicroMasters programs are a series of graduate level courses that you take for credit in a specific career field. After you earn a MicroMasters certificate, you can apply to a university that offers credit for those MicroMasters courses. If you are accepted, you can then apply your MicroMasters credit toward a master’s degree at that university.

MicroMasters programs have a “MicroMasters program” indication in the course catalog on edx.org.

For more information about MicroMasters programs, see MicroMasters Programs on edx.org.

5.2.3 About Professional Certificate Programs

Professional Certificate programs are a series of career-oriented courses that teach critical skills in specific professional fields. Courses in a Professional Certificate program offer verified certificates. To earn a certificate for a Professional Certificate program, you must earn a verified certificate in each of the courses in the program.

Professional certificate programs have a “Professional Certificate program” indication in the course catalog on edx.org.

For more information about Professional Certificate programs, see Professional Certificate Programs on edx.org.

5.3 Enrolling in a Course or Program

To take a course, you enroll in the course. To join a program, you enroll in any course that is part of the program.
Courses or programs that you have enrolled in are added to the Courses and Programs pages of your dashboard.

Note: Course instructors occasionally enroll learners directly in a course. If this is the case, you receive an email message that contains a link to the course. Click the link provided in the email message to enroll in the course.

- Enroll in the Audit Track for a Course
- Enroll in the Verified Track for a Course
- Enroll in a Program
- Unenroll from a Course

5.3.1 Enroll in the Audit Track for a Course

Audit track enrollment allows you to take a course free of charge. You do not receive a certificate when you complete the course.

To enroll in the audit track for a course, follow these steps.

1. In the edX course catalog, select the course that you want to take.
2. When the About page for the course opens, select Enroll Now.
   • If the course also offers a verified track, select Audit this Course.
   • In courses that offer only an audit track and in archived courses, you are enrolled immediately. In archived courses, you can access course content, but you cannot earn a grade.
3. If you are using a web browser, your course dashboard opens with a list of all of the courses you are enrolled in. To open the course, select View Course.
   If you are using the edX mobile app, the new course opens immediately.

You have the option to upgrade to a verified certificate if the verification deadline for the course has not passed.

5.3.2 Enroll in the Verified Track for a Course

Verified track enrollment requires that you pay for the verified certificate and also verify your identity using a webcam and a photo ID.

To pursue a verified certificate in a course, follow these steps.

1. In the edX course catalog, courses that offer a verified track are shown with a “Verified” banner. Select the course that you want to take.
2. On the course About page, review information about the course including the price to enroll in the verified track of the course.
3. Select Enroll Now.
4. Select Pursue a Verified Certificate
5. To pay with a credit card, select Checkout. To pay with PayPal, select Checkout with Paypal.
   • Payment is in US dollars.
   • You must pay the verified track fee before you can begin the course.
EdX Learner’s Guide, Release

- You do not have to verify your identity immediately, but you must verify your identity before the course ID verification deadline has passed. For more information, see Verifying Your Identity.

6. If you are using a web browser, your course dashboard opens with a list of all of the courses you are enrolled in. To open the course, select View Course.

If you are using the edX mobile app, the new course opens immediately.

5.3.3 Enroll in a Program

To enroll in a program, enroll in any course that is part of that program. You do not need to complete any additional steps.

After you enroll in any course that is part of a program, that program is listed on the Programs page on your learner dashboard. Select the card for the program to go to a page that has more information about the program. On this page, you can view your progress through the program, enroll in more of the program’s courses, and view any certificates that you have earned.

Note: In some programs, courses offer multiple sessions and the ability to change between sessions. For these courses, on the Courses and Programs pages of your dashboard, after you enroll in the course, you have options to select a session, change to a different session, or leave a session. You must select a session before you can access the course.

For more information about course sessions, see Course Sessions.

5.3.4 Unenroll from a Course

You can drop or unenroll from a course, but it is not necessary to do so. You can simply stop viewing and working in the course, which will remain in the list of courses on your dashboard.

If you unenroll from the verified track of a course within 14 days of your payment or 14 days after the course start date, whichever is later, you can receive a refund for the verified track fee. For more information about getting a refund, see Get a Refund.

Note: If you unenroll from a course, the course is deleted from your dashboard, and you can no longer access course content or information about the grade or certificate you might have earned in the course.

To unenroll from a course, follow these steps.

1. On your dashboard, locate the course.

2. Select the course settings icon, then select Unenroll. The course is removed from your dashboard.
If you change your mind before the course ends, you can enroll in the course again. Your status in the course, including your scores for all completed assignments, is available as soon as you re-enroll.
Differences Between Instructor- and Self-Paced Courses

The pacing of a course refers to how course teams run the course, and how learners can interact with the course material. Many courses are instructor-paced: they follow a schedule that the instructor sets, with assignments and exams that have specific due dates. In contrast, self-paced courses contain assignments without due dates. You can progress through the course at your own speed.

On the edx.org home page, an indication below a course’s start date and above the course’s Enroll Now button lets you know if a course is self-paced. If a course is not marked as self-paced, then it is instructor-paced.

6.1 About Instructor-Paced Courses

Instructor-paced courses follow a set schedule. The course team sets specific due dates for assignments and exams, and you complete the course within a defined time period, such as eight or twelve weeks.

Course materials become available at specific times as the course progresses. Assignments have due dates, and exams have start and end dates. In the course outline on the Course page, indicators show when you have a graded assignment, as well as the due date for the assignment.
In most instructor-paced courses, certificates are generated within two weeks of the end of the course. For information about receiving certificates for an instructor-paced course, see Receiving a Certificate.

### 6.2 About Self-Paced Courses

Self-paced courses do not follow a set schedule. Course materials are completely available as soon as the course begins. Assignments and exams do not have start or due dates. The course shows indicators for graded assignments, but not due dates. You can complete assignments and exams at your own pace, as long as you complete all course work before the course ends.

In most self-paced courses, the course team generates certificates on a schedule, such as once a month. The certificate generation schedule varies by course.

For information about receiving a certificate for a self-paced course, see Receiving a Certificate.
As soon as you enroll in a course, you can access some information about the course. However, if the course start date has not passed, you cannot access course lessons or assignments.

For more information, see *When is a Course Available?* and *Differences Between Instructor- and Self-Paced Courses*.

- Find a Course Start Date
- Start or Resume a Course
  - Start a Course
  - Resume a Course

### 7.1 Find a Course Start Date

You can enroll in a course before the start date. You cannot access course materials before the start date.

**Note:** If you want to start the course as soon as possible, you can find the start date for a course, and then set a calendar reminder for that date. Some courses also publish a start time.

The course start date is available in several locations.

- The course card on edx.org. The course start date is located at the bottom of the card.
• The course About page. The course start date is located above the **Enroll Now** option.

• The course on your **dashboard**. The course start date is located below the course title.

For more information about different course statuses, see *When is a Course Available?*
7.2 Start or Resume a Course

After you enroll in a course, the course is visible on your dashboard together with the course start date. After the course start date has passed, you can access course content.

If a course is not visible on your dashboard, select the edX logo at the top of the page to view the edX course catalog, and then select and enroll in the course that you want.

After the course start date has passed, you can access course content.

7.2.1 Start a Course

Note: When you start a course, you do not need to sign in exactly when the course begins.

To start a course, locate the course on your dashboard, and then select View Course.

The course opens to the Course page. On this page, below any messages from the course team, the course outline is visible. Above the outline is a Start Course option.

- To start the course at the first section, select Start Course.
- To start the course at a different location, expand the course outline, and then select any part of the course.

7.2.2 Resume a Course

When you resume work in a course, you can return to the unit that you completed most recently in all of your courses, or in a specific course.

Note: A unit is complete when you have completed all of the following actions.

- Watch all videos.
- Submit answers to all problems.
Return to the Most Recently Completed Unit in All Courses

To return to the unit you completed most recently in all of your courses, select the arrow next to your username on any page, and then select Resume your last course.

The course that you were most recently working in opens to the unit that you most recently completed.

Return to the Most Recently Completed Unit in a Specific Course

To return to the unit you completed most recently in a specific course, you have the following options.

- On your edX dashboard, locate your course, and then select Resume Course next to the social media sharing options.
- Open the course, and then select Resume Course on the Course page.

When you select Resume Course, the course opens to the unit that you most recently completed.
This topic describes how to access course content and information, including content that is not available when the course starts, archived course content, and additional information.

- Troubleshoot Accessing Course Content
- Access an Archived Course
- View a Final Course Grade
- View Certificate Status

### 8.1 Troubleshoot Accessing Course Content

In many courses, all course content is available in the course outline on the Course page as soon as the course starts. However, in some courses, content becomes available at different times.

Course content might be unavailable for the following reasons.

- The course team has scheduled specific content for release on specific dates. That content becomes visible on the course outline only on the date that the course team chooses. For more information, see *Course Content with Release Dates*.
- Parts of the course have prerequisite content that you must complete. For more information, see *Course Content with Prerequisites*.
- The course team has made specific course content unavailable after certain points in the course, such as after an assignment’s due date has passed or after the course end date.
8.1.1 Course Content with Release Dates

When course content has release dates, the content is only available on or after those dates. Many courses release content at a specific time every week.

For information about your specific course, you can check the updates on the Course page, or you can ask questions in the course discussions.

8.1.2 Course Content with Prerequisites

Some courses have content that only becomes available after you achieve a minimum score in another section. In the course outline, this content appears with a lock icon and the name of the section that you must complete, or prerequisite.

Note: In the edX mobile app, sections that have prerequisites are not visible in the course outline until after you complete the prerequisite.

When you try to open a section before you complete the prerequisite for that section, the section page shows a message such as the following message, along with a link to the prerequisite section.

You must earn a passing score for 'Section N' to access this content.

After you complete a section’s prerequisite, the section is visible in the course outline with an unlocked icon, and you can open and complete that section.

8.2 Access an Archived Course

You can enroll or continue to work in some courses even after the course end date. These courses are archived, which means that while you can access the course content, you cannot submit answers for graded problems or participate in course discussions.
To view the content of an archived course, follow these steps.

1. On your dashboard, locate the course.
2. Select View Archived Course.

### 8.3 View a Final Course Grade

To view your current grade in a course that has not yet ended, see *Checking Your Progress in a Course.*

To view your final grade in a course that you have completed, follow these steps.

1. On your dashboard, locate the course. Your final grade appears under the course name.
2. Optionally, print your dashboard to obtain a record of your achievement in the course.

You can also view the course and open its Progress page to view your final grade, as well as your grades on all course assignments.

### 8.4 View Certificate Status

If you are enrolled in a certificate track for your course, updates on the status of your certificate, and options for accessing earned certificates, are available in the course card on your dashboard.

For example, if you have earned a certificate and the course team has generated certificates for the course, you can use the View Certificate option to access your web certificate.

![Leaders of Learning](image)

For information about how to access certificates, including how to view, print, and share certificates, see *Receiving and Sharing edX Certificates.*
You can earn a certificate for a course by upgrading to the verified track in a course, and passing the course. To earn a certificate for a program, you must upgrade to the verified track for all the courses in the program, and pass all the courses.

This topic describes how to enroll in or upgrade to the verified track for a course or program, and how to verify your identify for certificates.

For more information about enrollment tracks, see *What Enrollment Tracks Does a Course Offer?*.

### 9.1 Enrolling in or Upgrading to the Verified Track

If you pay for the verified track for courses in a program, you are enrolled directly in the verified track for these courses, and can earn a certificate when you pass the courses with the required grade.

**Note:** In some programs, courses offer multiple sessions to select from, and the ability to change between sessions. For these courses, on the **Courses** and **Programs** pages of your dashboard, after you enroll in the course, you have options to select a session, change to a different session, or leave a session. You must select a session before you can access the course.

For more information about course sessions, see *Course Sessions*.

If you enroll in the audit track for a course and decide later to pursue a verified certificate, you can upgrade to the verified track at any time, until the deadline for upgrading has passed. The deadline for upgrading to the verified track is usually about two weeks after the course start date.
9.1.1 Find the Deadline for Verified Enrollment

To find out the deadline for upgrading to the verified track for a course, follow these steps.

1. Sign in to edx.org.
2. On your dashboard, locate the course for which you want to find the upgrade deadline, and then select View Course.
3. Select Course.
4. Under **Important Course Dates** in the sidebar, look for the **Verification Upgrade Deadline**.
   - The date of the upgrade deadline is shown under the **Verification Upgrade Deadline** heading.
   - If you do not see this heading, either the course does not offer a verified certificate, or the verification deadline has passed.

9.1.2 Upgrade to the Verified Track

Upgrading to the verified track requires two tasks.

- You pay to upgrade to the verified track.
- You complete the ID verification process using a webcam and a photo ID that has your photo and full name on the same side.

To upgrade to the verified track, follow these steps.

1. On the edx.org website, select your username in the top corner of the page.
   Your dashboard opens with a list of your courses.
2. For the course for which you want to upgrade to the verified track, select **Upgrade to Verified Track**.
   If there is no **Upgrade to Verified Track** option, the enrollment deadline for the verified track has passed.
3. Follow the instructions to pay the verified track fee and verify your identity. For more information, see **Enroll in the Verified Track for a Course**.

After you submit your payment, you can view information about that payment at any time. For more information, see **Verify a Payment**.

For more information about enrollment tracks, see **What Enrollment Tracks Does a Course Offer?**.

9.2 Managing Certificate Payments

After you pay to enroll in the verified track for a course, you can review information about your payment. Within the deadline period, you can also get a refund.
9.2.1 Verify a Payment

To verify a payment or review information about payments you have made on edx.org, follow these steps.

1. On the edx.org website, select the dropdown menu next to your username.
2. Select Account.
3. Select Order History.
4. To view information about a specific purchase, locate the transaction that you want, and then select Order Details.

The following information displays for each of your edX purchases.

- The edX order number.
- The date you placed your order.
- The name of the course.
- The price of each item.
- The total cost of your order.

If you have a question or an issue with your payment, contact the edXSupport team. Include your order number, but do not include your credit card information.

9.2.2 Get a Refund

Important: You can receive a refund for a certificate fee up to 14 days after your payment or 14 days after the course start date, whichever is later. After these dates pass, edX cannot provide a refund.

To get a refund for a certificate fee within the refund period, follow the steps described in Unenroll from a Course.

After you unenroll, the edX support team will contact you with information about receiving your refund.

Optionally, after you unenroll from the verified track in your course, you can re-enroll in the audit track for the course, to take the course without a certificate option.

If you have questions about changing your enrollment track, contact the edXSupport team.
9.3 Verifying Your Identity

When you enroll in the verified track for a course, you must use a webcam to take a photograph of yourself and of a photo ID that has your photo and full name on the same side.

You do not have to verify your identity immediately, but you must do so before the course ID verification deadline. The deadline appears below the name of the course on your dashboard.

To verify your identity, you use a webcam to take a photo of yourself and of a photo ID that has your photo and full name on the same side. EdX encrypts your photos and uses the highest levels of security available to protect your data.

When you verify your identity on edx.org, that verification is effective for one year, for all courses.

- If you enroll in the verified track for another course, you pay for that course’s certificate, but you do not have to verify your identity again.
- If you enroll in a course that offers academic credit, you might have to verify your identity periodically during the course. For more information, see Taking a Course for Academic Credit.

9.3.1 Preparing to Verify Your Identity

When you enroll in the verified track for a course, you must use a webcam to take a photograph of yourself and of a photo ID that has your photo and name on the same side. Before you begin the identity verification process, follow these recommendations to make the process as straightforward as possible.

- Make sure that you have access to a webcam.
  
  If your computer does not have a webcam, edX recommends that you find out if your local library has a webcam that you can use, or that you borrow a friend’s webcam. If you have a smartphone that has a camera, you can also verify your identity by visiting the following page in the smartphone’s browser.

    https://courses.edx.org/verify_student/reverify

  You can sign in to one computer or smartphone to verify your identity, and then sign in to the computer that you typically use to complete the course. If you do not use a webcam to verify your identity, you cannot receive a verified certificate.

- Compare the name on your photo ID card to the full name you use in your edX account. Both names must match, including the type of characters used (Roman or non-Roman), accented characters, initials, and spelling.
  
  If necessary, you can update your edX account name at any time on the edX account settings page. You also have the opportunity to change your edX account name during the identity verification process.

- Make sure that your name is legible, and that your name and photo are visible together on the same side of the card.
  
  If your name and your photo are on two different pages, or on the front and back of a single page, you can copy both pages onto a single piece of paper. Make sure that your name is legible in the copy.

- Make sure that you can adjust the lighting for the photographs.
For the webcam to focus, there needs to be enough light on your face and your ID. You might need to change the position or brightness of a lamp, or change your position, to improve the lighting for the photographs.

9.3.2 Verify Your Identity

To verify your identity, follow these steps.

1. Make sure that you have a webcam and a photo ID available.

2. Start the verification process by completing one of the following actions.
   - If you have not yet enrolled in the course, enroll in the verified track, submit your payment information, and then select **Verify Now** on the payment confirmation page.
   - If you enrolled in the audit track of the course, upgrade to the verified track.
   - If you enrolled in the verified track and submitted payment but you have not yet verified your identity, on your dashboard of courses select **Verify Now** next to the course.

3. At the top of your browser window, a message asks you to share the camera with edx.org. To see and respond to this message every time you take or retake a photograph for the verification process, select **Share Selected Device**. To share the webcam throughout the process select **Always Share**.

4. On the **Take Your Photo** page, select the camera icon to take a photo of your face.
   - For information about how to take a good photo, review the **To take a successful photo** guidelines beside your image.

5. Review your photo to make sure that it is well-lit and fills the available space.
   - If you are not satisfied with the photo, select **Retake Photo**.
   - When you are satisfied with the photo, select **Next: Take a photo of your ID**.

6. On the **Take a Photo of Your ID** page, hold your photo ID up to the webcam on your computer. Make sure that the image of your ID is legible, and then select the camera icon to take a photo of your ID.

7. Review the photo of your ID to make sure that it is well-lit and fills the available space.
   - If you are not satisfied with the photo, select **Retake Photo**.
   - When you are satisfied with the photo, select **Next: Review your Info**.

8. On the **Review Your Photos** page, review the photos of your face and of your ID. Make sure that the photos meet all of the requirements listed under **Photo requirements**.
   - If the name on your ID is different from your edX account name, select **Edit Your Name**. You must edit your edX account name to exactly match the name on your ID.
For example, if your ID shows your name in Chinese characters, but your edX account name appears in Roman characters, you must update your edX account name to match the name on your ID.

9. After you make sure that your photos meet all of the requirements listed under Photo requirements select Confirm.

A message confirms that you have submitted your photos.

After edX’s authorization service examines your photos, a message on your dashboard informs you whether the verification process was successful. If the verification process was not successful, you must submit new verification photos. You can begin the verification process again by selecting Verify Your Identity.

### 9.3.3 Check Your ID Verification Status

If you have enrolled in the verified certificate track for a course, your dashboard provides the status of your ID verification.

On your dashboard, locate the course.

Your ID verification status appears with the course image for that course. For more information, see Verifying Your Identity.

### 9.3.4 Troubleshooting the Identity Verification Process

If you have a problem during the identity verification process, these suggestions might help you find a resolution.

- Make sure that you are using a supported browser.
  
  You can also switch from one browser, such as Internet Explorer or Safari, to another browser, such as Firefox or Chrome.

- To take photographs, the webcam uses Adobe Flash Player. You might need to install this application or update to the latest version.
This topic describes how to check and understand your progress in a course.

- **Progress Indicators**
- **The Progress Page**
  - Grading Chart
  - Grading Details

### 10.1 Progress Indicators

When you are working in a course, green check marks that show your progress are visible in two places.

- The course outline on the **Course** page.
- The navigation bar at the top of the page.

These check marks appear when you complete all of the content in a part of the course. The part might be called a unit, section, module, week, lesson, or other part, depending on the terms your course uses.

For example, in the following image, the learner has completed all of the content in the “Introduction” part of the course, as well as some of the content in the “Module 1: Experiencing Course Content” part.
In the following image, the learner has completed the first two units in the “Lesson 3: Exams, Grades, and Certificates” lesson.

To complete content, you must complete all of the following actions.

- View all of each video in the unit.
- Submit answers for all of the problems in the unit.
- View all HTML content in the unit for at least five seconds.

### 10.2 The Progress Page

To see your scores on individual problems represented in both a chart and a list, as well as your current overall course grade, select the Progress page from anywhere in the course.
10.2.1 Grading Chart

On the Progress page, a chart shows how you have performed for each graded assignment in the course. Assignments are listed along the horizontal axis, and the percentage score that you received in each lesson is read from the vertical axis.

Markers on the vertical axis reflect the grading scale for the course. For example, if the passing percentage score for the course is 60%, there is a marker on the vertical axis at 60% so that you can compare your total score with the required passing score. If the course awards a grade of B for scores of 50% and higher, and a grade of A for scores 75% and higher, then there are markers on the vertical axis at 50% and 75%, labelled “B” and “A” respectively.

Note: In the progress chart, assignments are grouped by type. For example, all homework sections are listed together, then all quizzes, then exams. A bar showing the average score for each assignment type appears for each group.

The bar for each assignment reflects your total score for all the problems in that assignment. For individual problem scores, see Grading Details below the chart. For each of the assignment types, an “average” bar shows the current average of scores for assignments of that type. This average is recalculated as you progress through the course and complete more assignments.

Note: In some courses, the course staff may have chosen to hide results for some assignments. For example, the results of an exam might be hidden until after the exam’s due date. When the results are hidden, you do not see whether you answered problems correctly, and you do not see your score in the body of the course or on your Progress page.

Some courses allow some number of graded assignments to be automatically dropped from your final score. For example, out of 8 quizzes, a course might have the lowest scoring quiz excluded from all learners’ final scores. A dropped assignment is indicated in the chart by an x above the horizontal axis.
10.2.2 Grading Details

The Progress page includes your scores for individual problems within an assignment. Below the grading chart is a listing of course sections in the order that they occur in the course.

For each problem in a graded assignment, the points that you earned out of the possible points is shown with the label Problem Scores. Scores for ungraded problems are shown with the label Practice Scores. Sections that do not have any problems are labelled as having no problem scores.
Receiving and Sharing edX Certificates

EdX certificates are web certificates that you can share and print. Certificates show that you have successfully completed a course.

Note: Certificates for courses completed before September 2015 are in PDF format.

Note: Not all courses offer certificates. In the past, edX also offered honor code certificates, which are no longer available. If you earned an honor code certificate in the past, you can still access your certificate through your dashboard. For more information, see News About edX Certificates.

Additionally, some edX courses offer academic credit. The requirements and steps for earning certificates in these courses are different. For more information, see Taking a Course for Academic Credit.

The following topics provide information about edX certificates.

- About Certificates
- Receiving a Certificate
- Downloading a Certificate (PDF only)
- Sharing a Certificate
- Printing a Certificate
- Getting a Transcript

11.1 About Certificates

EdX currently offers the following types of certificates.
11.1.1 Verified Certificates

Most, but not all, courses on edx.org offer verified tracks of study, from which you can earn verified certificates. For more information about the benefits of verified certificates, and to see an example of a verified certificate, see Verified Certificates. For a list of all courses that offer verified certificates, see the edX course catalog.

To earn a verified certificate from an edX course, you enroll in or upgrade to the verified track in the course, pay the certificate fee, verify your identity using a webcam and a photo ID, and earn a passing grade.

Verified certificates include the following information.

- The name that you entered as your full name when you created your account.
  To verify or change your full name before your certificate is issued, check your account settings.
- The name of the course.
- The edX partner institution that created the course.
- The names and signatures of one or more members of the course team.
- The date, in universal coordinated time (UTC), when the certificate was issued.
- A URL that others can visit to verify the authenticity of the certificate.

**Note:** Verified certificates do not include your final grade in the course or the number of credit hours that a university might offer for the course. Your final grade appears on your Progress page and on your dashboard. If you need a record of your grade, you can print your Progress page or dashboard.

For information about accessing a course certificate that you have earned, see Receiving a Certificate.

11.1.2 Program Certificates

Certificates for programs (such as MicroMasters, Professional Certificate, or XSeries) show that you have successfully earned a verified certificate for each course in the program.

Program certificates include the following information.

- The name that you entered as your full name when you created your account.
  To verify or change your full name before your certificate is issued, check your account settings.
- The name of the program.
- The edX partner institution that created the program.
- The names and signatures of one or more members of the program team.
- The month and year when the certificate was issued.
- A certificate ID that others can use to validate the certificate.

For information about accessing a program certificate that you have earned, see Receiving a Certificate for a Program.
11.2 Receiving a Certificate

You receive both course and program certificates automatically. After you earn a passing grade in your course, you do not have to do anything to receive a certificate.

For information about when certificates become available, see the following sections.

11.2.1 Receiving a Certificate for a Course

You can access a verified certificate as soon as course certificates become available.

• For instructor-paced courses, the date when certificates will become available is visible under Certificate Available in the right pane on the Course page. Usually, certificates will be available 48 hours after the course end date.

• For most self-paced courses, your certificate becomes available when you complete enough of the course, with a high enough grade, to qualify for a certificate.

When your course certificate becomes available, View Certificate options are visible on your dashboard and the course Progress page. Select View Certificate to open the certificate in your browser.

The certificates that you have earned are also displayed on your Profile page.

You can also print or share your certificate. For more information, see Sharing a Certificate.

11.2.2 Receiving a Certificate for a Program

You automatically receive a certificate for programs (such as MicroMasters, Professional Certificate or XSeries) after you earn verified certificates in all of the individual courses in the program. Program certificates are available immediately after you receive the verified certificate for the final course in the program.

Program certificates that you have earned are visible on the Programs tab on your dashboard and on your Profile page.
11.3 Downloading a Certificate (PDF only)

Certificates issued before September 2015 are in PDF format. You can download PDF certificates.

To download a PDF certificate, use either of the following methods.

- On the Progress page, select Download Your Certificate in the upper right corner of the page.
- On your dashboard, select Download Your Certificate next to the name of your course.

11.4 Sharing a Certificate

You can share both course and program certificates with friends, schools, or potential employers so that they can verify that you received your certificate. You can share a certificate in the following ways.

- Share the URL for your web certificate or your PDF certificate. For example, you can send the URL in a message or post the URL on a personal website. Others can then visit that URL to view your certificate.
- Share your certificate on social media, such as LinkedIn or Facebook.

11.4.1 Share a Web Certificate URL

**Note:** If your certificate is a PDF certificate, see Share a PDF Certificate URL.

To share a web certificate URL, you determine the URL for the web certificate by using one of the following methods.

Every certificate includes a unique 32-digit certificate ID. This ID is visible at the bottom of the certificate and is part of the certificate URL.

- **Use the browser address bar.**
  1. Open the certificate in your browser, and then select the certificate ID.
  2. The certificate opens in a new browser page.
  3. Copy the URL from the browser address bar.

- **Get the URL from the certificate ID.**
  1. Open the certificate in your browser, and then right-click the certificate ID.
  2. From the menu, select Copy Link Location.
  3. The URL is copied to your computer’s clipboard.
  4. Paste the clipboard contents into an email message or social media.

- **Create the URL manually.**
  1. Open the certificate in your browser, and then copy the certificate ID.
  2. Use the following URL, replacing certificate_ID with the certificate ID that you copied.

```
https://courses.edx.org/certificates/<certificate_ID>
```

For example, your certificate URL might resemble the following URL.

```
https://courses.edx.org/certificates/a1b2c3d4e5f6g7h8i9j10k11l12m13n1
```
11.4.2 Share a PDF Certificate URL

If you completed a course before September 2015, your certificate is in PDF format. For PDF certificates, you see a **Download Certificate (PDF)** option instead of a **View Certificate** option on your dashboard.

Like web certificates, PDF certificates have a certificate URL. To determine a PDF certificate URL, follow these steps.

1. On your learner dashboard, locate the course whose certificate you want to share.
2. Select **Download Certificate (PDF)**.
   
   The certificate opens.

The URL is visible near the bottom of the certificate. For example, the certificate URL might resemble the following URL.

https://verify.edx.org/cert/76558cdc28204605809a99a9dd5bafaf

After you determine the PDF certificate URL, you can share the URL with others. For example, you can include the URL in an email or other message, add the URL to your personal website, or post the URL on social media sites such as Facebook and Twitter. Others can visit the URL to view your certificate.

11.4.3 Share Your Certificates on Social Media

You can share web certificates on social media sites such as Facebook and Twitter.

For PDF certificates, you can share the URL on social media sites. For more information, see [Share a PDF Certificate URL](#).

**Note:** You can use these steps to share course and program certificates on most social media sites. If you want to share a certificate on LinkedIn, see [Share a Web Certificate on LinkedIn](#).

To share a web certificate on social media, follow these steps.

1. Sign in to the social media site where you want to share your certificate. Then, go to your edX dashboard.
2. Find the course whose certificate you want to share.
3. Select **View Certificate**, and then on the certificate page, select the social media account where you want to share your certificate.
   
   A dialog box for the social media site you selected opens, with the certificate URL entered.
4. Complete the steps for the social media site to share your certificate.

   For information about sharing PDF certificates on a social media account other than LinkedIn, see [Share a PDF Certificate URL](#).

**Share a Web Certificate on LinkedIn**

To share a web certificate for a course or program on LinkedIn, follow these steps.

**Note:** Because LinkedIn is a third-party website, the following steps might change without notice. See the LinkedIn website for the most up-to-date LinkedIn documentation.

1. Follow the steps on the [Adding a Suffix or Certifications to Your Profile Name](#) LinkedIn page to open the [Certifications](#) page on LinkedIn.
2. On the Certifications page, enter information in the following fields.
   - For Certification name, enter the name of the course or program.
   - For Certification authority, enter edX.
   - For License number, enter the URL for your certificate. For more information, see Share a Web Certificate URL.
     - (Optional) Select This certification does not expire.
     - (Optional) For Time period, enter the month and year when you received your certificate.
   
3. Select Save.

Share a PDF Certificate on LinkedIn

You can follow the steps in the Share a Web Certificate on LinkedIn section to add your certificate to LinkedIn, or you can share your certificate from your edX dashboard.

To share a PDF certificate on LinkedIn from your edX dashboard, follow these steps.

1. Sign in to LinkedIn. Then, go to your edX dashboard or Profile page.
2. Find the course whose certificate you want to share.
3. Select Download Certificate (PDF).
4. On the certificate page, select Add to Profile.

11.5 Printing a Certificate

To print a web or PDF certificate, complete one of the following steps.

- To print a web certificate, select View Certificate to open the certificate, and then select Print Certificate.
- To print a PDF certificate, select Download Certificate (PDF) to open the certificate, then select the “Print” icon.

To print your certificate in the most professional looking format, follow these guidelines.

- Do not print the header or footer. Depending on your system, you might need to clear this option in your browser’s print settings.
- Set the margins to the minimum setting allowed. Depending on your system, you might need to select the Minimum option for the margins.
- Make sure that your browser’s print settings are set to include the background graphics for your certificate.

**Note:** Most browsers also allow you to print a web certificate as a PDF file. When you open the certificate in a browser and select Print Certificate, the dialog box that opens might have an option such as Print as PDF or a similar option. Select that option and follow the onscreen instructions to print your certificate as a PDF.

11.6 Getting a Transcript

EdX does not provide course transcripts. EdX certificates do not include your final course grade.
However, your final course grade appears with other course information on your dashboard of courses, and a complete record of your scores on all course assignments and exams appears on the course Progress page. If you need a record of your performance in a course, use your web browser to print one of these pages.

- To access your dashboard, on the edx.org website select your public edX username. Your dashboard opens with a list of your courses.
- To access your Progress page for a course, select View Course next to the name of the course on your dashboard, and then select Progress.
This topic provides information about taking an edX course for academic credit.

12.1 Overview of Academic Credit

Some edX courses allow you to purchase academic credit that you can apply toward a degree at a college or university. When a course offers academic credit, you see a “Credit-Eligible” indication for the course in the edX list of courses.
To earn academic credit for a course, you must enroll in the verified track and pass the course. After you meet the course requirements, you have one year after the course ends to purchase academic credit on edX.org.

**Note:** To complete the process, after you purchase academic credit, you must contact the issuing college or university to receive the official notice of academic credit, such as a transcript.

### 12.2 Enroll for Academic Credit

To receive academic credit for a course, you must enroll in the verified track for the course. For more information about enrolling, see *Enrolling in edX Courses or Programs*.

**Note:** To be eligible for academic credit, you must complete the photo ID verification process. If you choose not to complete ID verification at any time, you are no longer eligible to receive academic credit for the course. However, you can still receive a verified certificate in the course.

### 12.3 Complete Proctored Exams

In a credit-eligible course, you might have to take one or more proctored exams. Proctored exams are exams that have time limits and that use online proctoring software to monitor activity. To pass a proctored exam, you must receive both a passing grade for the exam itself and a “Satisfactory” result when the recording of your proctoring session is reviewed.

For more information about proctored exams, see *Taking a Proctored Exam*.

### 12.4 Keep Track of Credit Requirements

When you are enrolled in a course for academic credit, your Progress page includes a Requirements for Course Credit section that lists all of the requirements that you have to complete to be eligible for credit. This section
indicates your overall credit eligibility status and the status of each individual requirement.

![Eligibility Requirements for Credit]

### 12.5 Purchase Academic Credit

After you pass the course and meet the requirements for credit, you have up to one year to purchase academic credit on edx.org.

After you purchase academic credit, you must complete the credit process at the credit-issuing college or university.

**Note:** More than one organization might offer credit for the same course. If this is the case, you select the organization that you want when you purchase credit for the course.

To purchase academic credit, follow these steps.

1. On your dashboard, select **Purchase Credit** next to the course that you want.
2. On the **Checkout** page, verify that the organization that you want to purchase credit from appears, and then select **Checkout** or **Checkout with PayPal**.
3. Follow the instructions to complete the payment process. When the payment process is complete, a confirmation page opens, and you receive an email message.
4. On the payment confirmation page, select **Complete Credit** to go to the credit-issuing organization’s website to complete the credit process.

**Note:** After you purchase academic credit, you must contact the issuing college or university to complete the credit process. This process usually includes receiving the official notice of academic credit, such as a transcript.

### 12.6 Complete the Credit Process

After you have purchased academic credit on edx.org, you must complete the credit process at the credit-issuing organization. For example, you must contact the issuing college or university to receive its official notice of academic credit, such as a transcript.

You can complete the credit process in several ways.

- Immediately after you purchase credit on edx.org, select **Complete Credit** on the payment confirmation page to go to the organization’s website.
• At any time after purchasing credit on edx.org, select Get Credit from the course card on your edX dashboard to go to the organization’s website.

**Note:** After the organization has evaluated your information, a message on your dashboard indicates whether the organization has granted you academic credit for the course and provides a link to the organization. You also receive an email that indicates whether you have received academic credit for the course.

For answers to questions about receiving academic credit for the course, you can directly contact the organization that issues the credit.
If You Use the edX Mobile App

This topic answers questions about how you can use the edX mobile app on a smartphone or tablet to take edX courses.

• Overview of the edX Mobile App
• Course Questions
• Video Questions
• Troubleshooting

13.1 Overview of the edX Mobile App

The edX app is a companion to the edx.org website.

You can use the app to do the following things.

• Register and create an account
• Find and enroll in courses
• Complete most course assignments
• Watch course videos
• Read course handouts and announcements
• Participate in course discussions
• Download course videos for watching when you do not have an internet connection

Note: EdX recommends that you complete all graded assignments in a web browser on a computer. If your course includes timed exams or proctored exams, you cannot take them using the app.
13.2 General Questions

13.2.1 How do I get the edX app?

The Android app is available in the Google Play Store. The iPhone app is available in the Apple App Store.

13.2.2 How much does the app cost?

The app is free. You do not have to pay or buy anything to download or use it.

13.2.3 What platforms does the app run on?

The edX app is available for smartphones and tablets on both Android and iOS platforms. For the iPhone app, your device must be running iOS 7 or later.

13.2.4 How can I send questions or comments to edX?

EdX is glad to receive your feedback on the mobile app. On the My Courses page, select the menu in the upper left corner, and then select Submit Feedback.

13.3 Getting Started

13.3.1 Do I need an edX account?

You do not need an edX account to browse courses and view course details. However, you need to have an edX account before you can enroll in courses.

You can register for an edX account in the edX app, or use a browser to go to the edx.org website. When you create your account, you need to be connected to the internet. For more information, see Creating Your edX Account.

13.3.2 How do I create an edX account?

Select Register in the edX app. You can create an edX account using your email address or a linked social media account.

When you create an account, you are asked for the following information.

• Your full name. This name is used on certificates that you earn.
  
  If you share a full profile, your full name is shown on your profile page on edx.org. For details, see Adding Profile Information.

• The username that will identify you to course teams and to other learners.

• A password.

• The country or region that you live in.
**Note:** When you register an account, you specify a username that will represent you on edX. Your username is used to identify you to course team members and other learners. You cannot change your public username after you register. EdX recommends that you select your username carefully.

### 13.3.3 How do I create or edit my user profile?

After you have created and activated your edX account, you can edit your user profile. Your edX profile allows you to share information about yourself with the edX community. Course teams and other learners in your courses can view your profile when they select your linked username in forums. You can share either a limited profile or a full profile.

**Note:** You can change certain profile settings in the edX app, but be aware that the profile page on edx.org shows more information than the profile in the app shows.

You must specify your birth year before you can share a full profile. If you are under 13 years of age, you cannot share a full profile or add a profile picture.

In the edX app, follow these steps to view or edit your profile.

1. From the main menu, select **Account**.

2. Select **Profile**.

3. Select **Edit** to change your profile details.

For more information about creating or editing your edX profile, see *Adding Profile Information*.

### 13.3.4 How do I find courses to take?

All of the courses on edx.org are available on the edX app. However, depending on the type of problems used in the course, you might not be able to complete all the course assignments or exams using the app.

To browse courses, select **Discover Courses** in the edX app, or select **Discover** from the app’s main menu. You do not need to have an edX account or be logged in to browse courses. From the **My Courses** page in the app, you can also browse courses by tapping the search icon in the top corner.

When you find a course that interests you, select the course to view its About page. The About page includes course details such as the course start date, the length of the course and effort required, whether a certificate is offered, the language that the course is taught in, and so on. Many About pages include a informational video about the course.

For more information about edX courses and course availability, see *About edX Courses*.

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**13.3. Getting Started**

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13.3.5 How do I enroll in a course?

To enroll in a course, select Enroll Now from the course About page. You must log in or register on edx.org before you can enroll.

When you initially enroll in a course, you join the audit track for a course. If the course includes a verified track and the upgrade deadline for the course has not passed, you can upgrade to the verified track to earn a certificate.

For more information about enrolling and about course tracks, see Enrolling in edX Courses or Programs and What Enrollment Tracks Does a Course Offer?

13.3.6 How do I unenroll from a course?

To unenroll from a course, use a web browser to go to your dashboard on the edx.org website. Follow the directions in Unenroll from a Course.

13.3.7 How do I upgrade to the verified track?

The edX app does not yet support payment options such as upgrading to the verified track for a course. To upgrade to the verified track for a course, sign in to edx.org and complete the payment on the website.

Note: Courses for which you can earn verified certificates often require exams such as timed or proctored exams. While you can complete most of the course using the edX app, you cannot take these types of special exams using the app.

13.3.8 How do I pursue a program?

The edX app does not yet support upgrading to the verified track for all the courses in a program. To pay for upgrades to the verified track in a program, sign in to edx.org and complete the payment on the website. In the mobile app, the courses in your program are listed in My Courses.

13.4 Course Questions

13.4.1 How do I take a course using the edX app?

After you enroll in a course, you find it listed under My Courses in the main menu.

Open a course to access the main course screen.
Some courses might not have all of these options.

- **Course** - Access course content including videos, organized based on the course outline.
- **Videos** - Download or stream course videos, organized by course sections.
- **Discussion** - Read and make posts in course discussions.
- **Handouts** - Access any documents shared by the course team, such as the course syllabus or special reading material.
- **Announcements** - Read a welcome message or course update messages from the course team.
- **Important Dates** - View a summary of important course dates, including assignment and exam due dates.

### 13.4.2 Can I take a course entirely on my mobile device?

The answer depends on the types of problems that are used in the course you are taking. If a course contains mobile friendly problem types, you can complete those types of problems using the mobile app. For a list of the types of problems you can complete using the mobile app, see [What types of problems can I complete in the edX app?](#). You cannot take timed exams or proctored exams using the edX app.

You can watch course videos on the mobile app, and can also download videos to your mobile device for watching when you do not have an internet connection. When you have an internet connection, you can also read course announcements, participate in course discussions, and complete the mobile friendly problems in your assignments.

**Note:** EdX recommends that you complete all of your graded assignments in a web browser on a computer. If your course includes timed exams or proctored exams, you cannot take them using the edX app.
13.4.3 What types of problems can I complete in the edX app?

You can use the edX app to complete most of the problems in your assignments. EdX courses can use a variety of problem types, and some courses might include problem types that cannot be completed in the app.

For example, you can use the edX app to answer multiple choice questions, but you cannot use it to draw molecules or design circuits. To complete problems that require complex actions, you must use a web browser.

Note: EdX recommends that you complete all of your graded assignments in a web browser on a computer. If your course includes timed exams or proctored exams, you cannot take them using the edX app.

In the edX app, you can complete problems that you answer in one of these ways.

- Checkbox selection
- Drag and drop selection
- Dropdown list selection
- Multiple choice selection
- Math expression input
- Numerical input
- Text input

13.4.4 How do I post questions on the discussion board?

You can read and contribute to course discussions using the edX app whenever you have an internet connection. In your course, select Discussion.

At the top level of course discussions, you see categories of posts created by course staff, usually organized based on course structure. Within each category, you see lists of posts by learners. Each post has indicators to show the number of comments and responses the post has received. The number of unread comments for a post is shown until you have viewed a post.
When you view individual posts, you can add a comment or a response, or upvote a post. Posts by community TAs or course staff have a role indicator next to their username.

For more information about course discussions, see *Participating in Course Discussions*.
13.4.5 How do I share a link to a course I am taking?

After you enroll in a course, you can let family and friends know about the course by sharing a link to it on a connected social account, or in an email message.

From a course’s main page, select the **Share** icon in the course’s title display.

From the sharing options, select how you want to share the link.

13.5 Video Questions

13.5.1 How much data do the videos in this app use?

Course videos are optimized for mobile playback, but watching or downloading any video can result in heavy data use. EdX recommends using a Wi-Fi connection if you intend to watch or download a lot of videos. The edX mobile apps have a **Download only on Wi-Fi** setting that is enabled by default to help you avoid using your cellular network accidentally.

13.5.2 How do I download videos?

To download videos, you must be connected to the internet. After you download a video, you can watch it at any time.

1. In your course, navigate to the video or to the section of the course that contains the video you want to download. You can find videos in the course outline under **Course**, or find all the videos in the course under **Videos**.
2. Select the download icon for an individual video to download a single video, or the download icon for a subsection to download all the videos in that subsection.

In a subsection, the number to the right of a subsection name indicates the number of videos in that subsection.
When a video completes downloading the download icon changes to a check mark.

13.5.3 How do I change my download settings?

By default, the edX app is set so that it only downloads content, including videos, if you are on a Wi-Fi network. If you change this setting, you might exceed the data allowance for your cellular plan.

1. From the main menu, select Account.
2. Select **Settings**.
3. Change the **Wi-Fi only download** setting.

### 13.5.4 How can I make the video full screen?

Rotate your phone until the video changes to landscape mode, or select “full screen” in the bottom right corner of the video player.

### 13.5.5 Can I speed up the videos?

Only the iOS version of the edX app supports changing the video playing speed. While a video plays, select **Settings** (the “gear” icon) at the lower right of the video player, and then select **Video Speed**.

On the Android version of the app, you cannot change the video playing speed.

### 13.5.6 How do I delete downloaded videos?

You can delete downloaded videos one by one or, if you have downloaded all the videos in a course subsection, you can delete all of a subsection’s videos at once.

1. In your course, navigate to the downloaded video or to the subsection containing the videos you want to delete.
You can only delete all the videos in a subsection if a checkmark icon appears for the subsection, indicating that you have downloaded all of the videos in that subsection.

2. Long press a downloaded video or a subsection of downloaded videos.

The screen title changes to **Delete Videos**, and a trash can icon appears in the header bar.

3. Select the trash can icon to delete the selected video or videos.

## 13.6 Troubleshooting

### 13.6.1 I see “This video is not available” when I try to watch a video. What can I do?

If you have problems viewing videos, make sure that you have an internet connection and then try to view or download the video again.

If problems persist, let us know. On the **My Courses** page, select the “menu” icon, and then select **Submit Feedback**.
All edX courses include videos, and edX has its own video player. Most of the controls on the player will be familiar to you if you have watched online videos before. However, the edX video player has some extra features you may not have seen.

The following image shows the video player in the middle of a video, followed by an explanation of each option or control on the video player.

**Note:** The illustration that follows shows the video player for a video that has all of the possible features available. Only the controls that apply to a specific video will actually be present when you use the video player in a course.
1. **Play/pause**: You can play the video by selecting this control. Select this control again to pause the video.

2. **Time**: The first number indicates the length of time the video has already played. The second number indicates the total length of the video.

3. **Playback bar**: You can go to a different point in the video by selecting and dragging this control or by using the left and right arrow keys.

4. **Speed**: If you want the video to play faster or slower, you can select different speeds using this control.

5. **Volume**: You can use this control to change the volume of the video.

6. **HD**: You can play the video in high-definition visual resolution by selecting this option if HD quality is available for the video. This option works best if you have a fast Internet connection. Select this control again to play the video in standard resolution.

7. **Full screen**: You can expand the video to fill your browser window by selecting this control. To return to default mode, press ESC on your keyboard or select this control again.

8. **Show or hide closed captioning**: You can show an overlaid transcript of the audio portion of the file by selecting this control. If you show the captions, you can move them to different areas on the video screen by dragging.

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Chapter 14. Watching Videos on the edX Video Player
and dropping them. To hide the captions, select this control again.

Note: In some cases, two sets of captions can appear when you select CC. This situation can occur if YouTube is the host service for the video and your YouTube account settings for playback are set to always show captions. As a result, YouTube and your course might both provide captions for the video. To correct this problem, select CC again or change your YouTube account setting.

9. **Show transcript**: You can show a complete, scrolling transcript of the audio portion of the file to the right of the video by selecting this control. Many course teams set video transcripts to play by default when your video starts. Select this control again to hide the transcript.

10. **Language menu**: You can select a different language for the closed captions and the transcript with this control if translations are available.

11. **Download video**: You can download the video to watch later with this option (if available for the video).

12. **Download transcript**: You can download the video’s transcript as a SubRip (.srt) file or as a text (.txt) file. You can open files of either type in a text editor such as Notepad.

13. **Handouts**: You can download any handouts that the course team has associated with the video.

14. **License or Copyright**: If the course team reserves rights or specifies a Creative Commons license for the video that is different from the course-wide license, that information appears below the video player. For Creative Commons licenses, you can select the license to open a web site with more information about your rights.

   For more information, see *Understanding How Courses and Videos Are Licensed*.

15. **Transcript**: You can scroll through the transcript and select any line to go to that point in the video.

For a demonstration of the edX video player, see *Videos on edX* in the edX DemoX course.
Participating in Course Discussions

Course discussions give you the opportunity to start conversations with other learners, ask questions that other learners or the course team can answer, and participate in the course community.

This section provides information about course discussions that can make your participation more effective.

15.1 Anatomy of Course Discussions

This section describes the structure and elements of course discussions.

• Basic Elements: Topics, Posts, Responses, and Comments
• The Discussion Page

For information about how to participate in course discussions, see Taking Part in Course Discussions.

15.1.1 Basic Elements: Topics, Posts, Responses, and Comments

The following example shows the different ways that you can contribute to a discussion.

Post: "Please introduce yourself."
  - Response: "My name is Lee and I teach secondary school maths in Canberra, Australia."
  - Response: "Hello everyone, I am Sumei from Hong Kong, China."
  - Comment: "Hi Sumei, I am taking this course in Hong Kong too. Maybe we should make a study group!"
  - Comment: "I’d like to join the Hong Kong study group too, I think it will help me keep up with the homework."
  - Response: "Hi from Johannesburg! I am taking the course to prepare for my matric exams."
A post initiates the conversation, responses are replies to a post, and comments expand on specific responses. Before you add a post, response, or comment to your course discussion, take a moment to consider which of these options best suits the contribution that you want to make. This helps keep course discussions organized and easy to follow.

Every post is associated with a topic, chosen from the list of topics created by the course team. For information about topics, see Discussion Topics.

For more information about joining the discussions in your course, see Exploring Discussion Posts and Taking Part in Course Discussions.

Discussion Topics

Discussion topics are created by the course team and organize all posts in the course discussion. Discussion topics can be course-wide or content-specific.

- Course-wide discussion topics cover matters that affect the entire course, and can include topics such as “Frequently Asked Questions” and “Troubleshooting”. In the discussion navigation pane, course-wide topics do not have other topics indented below them.
- Content-specific discussion topics are added as part of a course unit, and relate to specific video lectures, reading assignments, homework problems, or other course content. In the discussion navigation pane on the Discussion page, content-specific topics are indented under an identifying category name.

For course-wide topics, you read or add posts, responses, and comments on the Discussion page. For content-specific discussion topics, you can read or add posts, responses, and comments both on the Discussion page and in the discussion that is embedded in the course unit on the Course page.

Before you add a post, look through the topics. When you add your post to the most appropriate topic, others with the same interest can find, read, and respond to it more easily.

Types of Discussion Posts

When you make a contribution in a course discussion topic, you add your post as either a question or a discussion.

- A question post raises an issue so that members of the discussion administration team and the course community can provide answers.
- A discussion post starts a conversation by sharing thoughts and reflections, and inviting community participation.

When you add a post to a discussion topic, you must specify whether it is a question or a discussion.

On the Discussion page for your course, a question mark icon identifies posts that ask questions and a conversation bubble icon identifies posts that start discussions.

If you have any difficulty deciding which type of post you want to add, think about whether you want to get concrete information (a question) or start an open-ended conversation (a discussion). If you require an answer from the course team, be sure to create your post as a question, so that the course team sees that a response is required and responds appropriately.

15.1.2 The Discussion Page

You browse and contribute to course discussions on the Discussion page for your course.
How to Use Discussions

The How to use edX discussions graphic appears in the main area of the Discussion page when you have not selected any topics or posts.

This graphic shows the basic actions you can take with course discussions. You can select the Receive updates option in the graphic to receive a daily email digest of new activity from course discussions.

When you browse topics and posts from the Discussion Navigation Pane, the How to use edX discussions graphic is replaced by the contents of the topic or post that you selected.

Discussion Navigation Pane

Use the discussion navigation pane on the left side of the Discussions page to access discussion topics and posts in your course, including discussions that appear inline in course content.

You can view all discussion topics or only the posts that you are following, or you can view a specific topic. You can also filter posts by entering keywords or phrases that you want to find in post titles or text.

The breadcrumb path above the navigation pane shows you the topic that you are currently viewing. In the following example, Posts I’m Following is selected.
When you view topics and posts, the navigation pane shows various icons and labels to provide you with information about the status or content of posts.

- Posts that appear in blue type with a blue bar indicate posts that you have not read.
- Posts that appear in gray type without a bar indicate posts that you have read.
- The post type icon indicates whether a post is a question or a discussion. For more information, see *Determining the Post Type: Discussion or Question*.
- The check mark icon indicates a “correct answer”. The check mark icon indicates that one of the responses to
the post correctly answers the question asked in the post.

- The response or comment count indicator shows the number of responses and comments for a post. The number of new responses or comments that were added after you previously read a post is displayed next to the indicator. For more information, see Keeping Up with New Activity.

- A “Pinned” label shows that a post has been pinned by administrators so that it always stays at the top of the topic list regardless of sort order.

- A “Following” label marks posts that you are following.

- A “Staff” or “Community TA” label marks posts that were added by course staff or community teaching assistants (TAs).

15.2 Exploring Discussion Posts

Finding out whether someone else has already asked the same question or initiated a conversation about the subject that interests you, and then reading and contributing to that exchange instead of starting a new one, helps make the time that everyone spends with the course discussions more productive. You can search for something specific, or you can browse through the posts in a single discussion topic.

- Search Posts
- View Discussions about a Specific Topic
- View Only Unread or Unanswered Posts
- View Pinned Posts
- View Followed Posts
- View Contributions from a Specific Participant

For information about finding new or updated posts in discussions, see Keeping Up with New Activity.

15.2.1 Search Posts

To search for posts, responses, or comments containing a particular keyword or phrase, enter the word or phrase, or a partial word in the Search all posts field at the top of the Discussion page.

Search results are displayed in the discussion navigation pane. If an exact match is not found, search results are shown for a similar value.

You can also enter a username to search for posts added by a specific person. Select the linked username in the search result to show a list of posts made by that person. For more information about viewing contributions from a specific user, see View Contributions from a Specific Participant.

15.2.2 View Discussions about a Specific Topic

Course discussions are organized by discussion topics, which are created by the course team. Anyone who adds a post to the course discussions selects an existing topic to associate their post with. For more information about topics, see Basic Elements: Topics, Posts, Responses, and Comments.

You can browse discussions by topic, to join the discussion on subjects that interest you, or to see if anyone else in the course has asked the same question.
View Topics on the Discussion Page

On the Discussion page, you can view both course-wide and content-specific discussions. Select All Topics above the discussion navigation pane to see all of the discussion topics in the course. To see all of the posts in an individual topic, select the topic name in the discussion navigation pane.

Note that course-wide topics do not have other topics indented below them, while content-specific topics are indented under a category name.

View Topics in a Course Unit

Content-specific topics are located in specific units in the course. They typically appear below the content they apply to. To access a content-specific topic, view the unit that contains the topic.
You can also use the Discussion page to access a discussion in the unit where that topic is located.

1. In the list of topics, select the topic that you want.
2. Select a post title to open the complete post and its responses and comments next to the above the discussion navigation pane.
3. In the text of a post, select the name of the discussion topic to go to the discussion inside the unit.

15.2.3 View Only Unread or Unanswered Posts

To limit the posts shown on the Discussion page or shown for a content-specific discussion, you can select one of the filter options. By default, the Show all option is selected.

- To show posts (both discussions and questions) that you have not yet viewed, select Unread.
- To show only question posts that do not yet have any responses marked as answers, select Unanswered.

15.2.4 View Pinned Posts

Pinned posts appear at the top of the list of posts in the discussion navigation pane when you view all discussions. Pinned posts can contain important information about the course or any part of the course, such as a particular video or problem. The pinned post can originate from anyone in the course, including other learners or members of the discussion moderation team, but only members of the moderation team can pin a post.
15.2.5 View Followed Posts

In the discussion navigation pane select Posts I’m Following. The navigation pane refreshes to show only posts that you are following.

15.2.6 View Contributions from a Specific Participant

You can review all the posts, responses, and comments that any learner in the course or member of the course team has made. To do this, select the username that appears at the top of any one of the participant’s contributions. You can also enter a username in the Search all posts field and select the linked username in the search result.

15.3 Taking Part in Course Discussions

This topic describes how to add, edit, and delete contributions to discussions.

- Adding a Post
- Determining the Post Type: Discussion or Question
- Determining the Post Topic
- Add a Post on the Discussion Page
- Add a Post in a Course Unit
- Add a Response or Comment on the Discussion Page
- Add a Response or Comment in a Course Unit
- Edit or Delete a Post, Response, or Comment

Note: You might want to enter mathematical or scientific expressions in a discussion. For information about how to enter plain text so that it will appear as a formatted mathematical expression, see Math Formatting in Course Discussions.

15.3.1 Adding a Post

When you add a post to a discussion in your course, you decide what type of post to make and the topic of the post. For course-wide discussion topics, you can add a post on the Discussion page. For content-specific discussions in a course unit, you can add a post either on the Discussion page or directly in the course unit.

15.3.2 Determining the Post Type: Discussion or Question

To make sure that other learners and the course team can find and respond to your post, decide what type of post you want to make: either question or discussion.

- A question post raises an issue so that the discussion moderation team or community can provide answers.
- A discussion post starts a conversation by sharing thoughts and reflections, and inviting community participation.
If you have any difficulty deciding which type of post you want to add, think about whether you want to get concrete information (a question) or start an open-ended conversation (a discussion). If you are asking a question about the course and need an answer from the course team, be sure to create your post as a question, so that the course team sees that a response is required and responds appropriately.

After you make your post, on the Discussion page for your course, a question mark image identifies posts that ask questions and a conversation bubble image identifies posts that start discussions.

**Note:** You can change the post type from discussion to question or vice versa at any time after you add your post. For more information, see *Edit or Delete a Post, Response, or Comment.*

### 15.3.3 Determining the Post Topic

Every post in the course discussions has an associated topic. The course team creates the list of discussion topics for each course, and you choose a topic from that list when you create your post. Before you add a post, you should look through the list of topics in the course discussions so that you can decide which topic is the most appropriate for your post. For more information, see *Exploring Discussion Posts.*

After you decide on a post type and topic, you can add your post on the Discussion page or in the body of the course.

### 15.3.4 Add a Post on the Discussion Page

You can add a post for course-wide or content-specific discussion topics on the Discussion page.

1. On the Discussion page, select **Add a Post**.
2. Determine the type of post you want to make, and select **Question** or **Discussion**.
3. Determine the most appropriate topic for adding your post to, and select the topic from the **Topic Area** list.
4. In the **Title** box, enter a short, descriptive title. The title is the part of your post that others see when they are browsing on the Discussion page or scrolling through one of the content-specific topics.
5. Enter the text of your post. To format the text or to add links or images, use the formatting options above the text box.

Any text formatting or images that you add are only visible when others read your post in a web browser. The edX mobile app currently does not display added formatting or images.

**Note:** If you include an image with your post, include a description so that learners who use screen readers to access the course can understand the image’s content and purpose. The description also displays in place of the image if problems occur with the image file. If the image has no functional purpose, leave the **Description** field empty and select **This image is for decorative purposes only and does not require a description**.

The maximum size for an uploaded file is 1 MB.

In some courses, you can add posts, responses, and comments anonymously. If this is the case, a Post Anonymously option is available under the field where you enter your text. When you post anonymously, the discussion moderation team can see your username, but other learners cannot.
15.3.5 Add a Post in a Course Unit

If you come to a discussion as you work through the units in your course, or if you know where in the course a particular discussion originates, you can add a post for that discussion from the unit in your course.

The following steps apply only to content-specific discussions.

1. Select **Course**.
2. Open the unit in the course that includes the discussion topic that you want to add a post to.
3. Select **Show Discussion** to read what others have already contributed to the conversation.
   - The title and the first line of each post is shown in the list of posts.
   - To read an entire post and view its responses and comments, select any part of the post preview.
4. To contribute a new post to the discussion, select **Add a Post** and follow the steps that you use to add a post to the discussion page. For more information, see *Add a Post on the Discussion Page*.
   - To respond to an existing post or comment on an existing response, follow the steps described in *Add a Response or Comment*.

**Note:** In some courses, you can add posts, responses, and comments anonymously. If this is the case, a **Post Anonymously** option is available under the field where you enter your text. When you post anonymously, the discussion moderation team can see your username, but other learners cannot.

Add a Response or Comment

To participate in an ongoing discussion, you reply to the initial post by adding a response, or expand on a particular response by adding a comment.

The same options for formatting the text and for adding links or images are available for responses and comments as for posts.

15.3.6 Add a Response or Comment on the Discussion Page

You can add a response or comment to course-wide or content-specific discussion topics on the **Discussion** page.

1. On the **Discussion** page, find the post that you want to contribute to. To help you decide where to add your thoughts, review the current responses and their comments.
   - For more information about finding posts by searching, sorting, or using filters, see *Exploring Discussion Posts*.
2. Add a response or comment.
   - To add a response to the post, select **Add A Response**. When you have finished entering your response, select **Submit**.
   - To add a comment to a response, move your cursor inside the **Add a comment** field below the response. When you have finished entering your comment, select **Submit**.

15.3.7 Add a Response or Comment in a Course Unit

You can add a response or comment to a content-specific discussion topic inside the course.

1. In the unit that contains the discussion topic where you want to make your contribution, select **Show Discussion**.
2. Select the post that you want to contribute to. To help you decide where to add your thoughts, review the current responses and their comments.

3. Add a response or comment.
   - To add a response to the post, select Add A Response. When your response is complete, select Submit.
   - To add a comment to a response, select inside the Add a comment field below the response. When your comment is complete, select Submit.

### 15.3.8 Edit or Delete a Post, Response, or Comment

You can only edit or delete your own posts, responses, or comments. You cannot edit or delete contributions from other learners.

1. Locate the contribution that you want to edit or delete, either in the body of the course or on the Discussion page.
2. In the upper corner of the contribution, select the “More” icon (…). A menu opens.
3. Edit or delete the contribution.
   - To edit the contribution, select Edit, make the changes that you want in the text editor that opens, and then select Update Response. For posts, you can change the post topic and the post type as well as the text of the post.
   - To delete the contribution, select Delete, and then select OK in the confirmation box.

### 15.4 Keeping Up with New Activity

This topic describes how to keep up with discussion activity in your edX course.

- Reading New or Updated Posts
- Receiving Notifications

#### 15.4.1 Reading New or Updated Posts

The list of posts in the discussion navigation pane on the Discussion page provides visual cues to help you distinguish posts that are new, or that have responses or comments that you have not read yet, from exchanges that you have
already read completely. For information about the labels and icons used in posts, see Discussion Navigation Pane.

**Sorting by Activity**

In the discussion navigation pane you can sort posts by activity. To do this, select the drop-down list of sorting options at the top of the discussion navigation pane and select either by recent activity or by most activity.

Sorting by recent activity changes the order of the posts so that the post that was most recently updated appears at the top of the list. Updating includes having responses or comments added.

Sorting by most activity changes the order of the posts so that posts with the most responses or comments appear at the top of the list.

**Sorting by Votes**

In the discussion navigation pane you can sort posts by the number of votes received. To do this, select the drop-down list of sorting options at the top of the discussion navigation pane, and select by most votes.

Sorting by the most votes changes the order of the posts so that posts that have received the most votes appear at the top of the list. In this view, instead of the response and comments count indicator, the number of votes that each post has received is shown. Votes for responses are not included in the number.

For more information about voting for posts, see Vote for Posts or Responses.

**15.4.2 Receiving Notifications**

When you add a post to a discussion, you might receive an email notification about the first reply to the post. You can also receive a digest email message each day that summarizes activity for the posts that you are following.

**Receiving Email Notifications**

By default, the first time another learner or member of the course team responds to a post that you have made, you receive an email notification.

If you do not want to receive this email notification, clear the Receive updates checkbox before you add your post.

You only receive an email notification for the first response. For additional responses and comments, you automatically receive information in a daily digest email message. For more information, see Receiving Daily Digests.

**Receiving Daily Digests**

You can subscribe to a daily digest to receive an email message each day that summarizes discussion activity for the posts you are following. To subscribe to the daily digest, follow these steps.

1. In your course, select Discussion.
2. In the How to use edX discussions graphic, select the Receive updates checkbox.
Unsubscribing from Notifications

If you want to unsubscribe from notifications, complete either of the following actions.

- If you received an email message, select Unsubscribe in the message.
- On the Discussion page in your course, clear the Receive updates checkbox in the How to use edX discussions graphic.

Note: These actions unsubscribe you from daily digest email messages. If you create a new post, you will still receive an email message the first time that a learner responds to that post. To prevent an email notification for a post, clear the Receive updates checkbox before you add the post.

15.5 Providing Feedback on Contributions

As you read the contributions that other learners and course team members make to discussion topics, you can provide feedback in other ways than writing a complete response or comment.

- Feedback Options
- Vote for Posts or Responses
- Follow Posts
- Answer Questions and Mark Questions as Answered
- Report Discussion Misuse

15.5.1 Feedback Options

When you open a post, response, or comment, the Vote and Follow feedback option icons appear at the top right. Move your cursor over these icons to show the full label.
Select the “More” icon to show a menu of additional options. Options vary depending on whether the contribution is a post, response, or comment, and on whether you are a learner in the course, or a member of the discussion moderation team.

### 15.5.2 Vote for Posts or Responses

To provide positive feedback for a post or one of its responses, you can vote for it. Open the post or response, and select the plus sign (+) icon next to the number of Votes. You can only vote for posts added by other discussion participants. You cannot vote for your own posts.

In the discussion navigation pane, you can sort the list of posts so that the posts with the most votes appear at the top. To do this, select the drop-down list of sorting options and select by most votes. For more information about ways to sort the list of discussion topics, see Reading New or Updated Posts.

### 15.5.3 Follow Posts

If you find a conversation or question particularly interesting, you can follow it so that you can return to it easily.

To follow a post, move your cursor over the star icon for the post, and then select Follow.

Each post that you follow appears with a “Following” indicator in the list of posts.

In the discussion navigation pane, you can list only the posts that you are following, regardless of the discussion topic they apply to. To do this, select All Topics and then select Posts I’m Following.

### 15.5.4 Answer Questions and Mark Questions as Answered

Anyone in a course can answer questions that are posted in the course discussions. To respond to a question that has been asked by someone else in the course, add a response with your answer to the question post.

If you have received a helpful or correct response to a question that you yourself have asked, you can mark the response as the correct answer. To do this, move your cursor over the check mark icon for the response, and then select Mark as Answer.

**Note:** The discussion moderation team can mark any response as correct. Learners can only mark responses as correct for their own posts.

After at least one response to a question post is marked as a correct answer, a check mark icon replaces the post’s question mark indicator in the discussion navigation pane.

### 15.5.5 Report Discussion Misuse

On rare occasions you might come across a discussion contribution that is inappropriate. You can flag any post, response, or comment for a discussion moderator to review. To do so, open the contribution, select More, and then select Report.
The discussion moderation team can investigate any flagged posts, responses, or comments and take the appropriate action.

**Note:** Only the person who flagged a contribution and the discussion moderation team can see that a contribution has been reported.
CHAPTER 16

Completing Different Types of Assignments

This section provides information about some of the different types of assignments that you might encounter in your courses.

16.1 Completing Mathematical and Scientific Assignments

This topic describes how to enter mathematical and scientific expressions for problems in your edX course.

16.1.1 Overview of Mathematical and Scientific Expressions

You might want to enter a mathematical or scientific expression into an assignment in the body of your course, into the edX calculator tool, or into a course discussion.

For assignments in the body of the course and for the calculator tool, you enter plain text, and the edX system then converts your text into numbers and symbols that appear below the response field. For more information, see Entering

• Overview of Mathematical and Scientific Expressions
• Completing Mathematical Problems with Screen Readers
• Entering Math Expressions in Assignments or the Calculator
  – Numbers
  – Scientific Notation and Metric Affixes
  – Constants
  – Greek Letters
  – Functions
• Entering Math Expressions in Course Discussions

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Math Expressions in Assignments or the Calculator.

\[
\begin{align*}
\text{\( n\times(n-1) \)} \\
\text{\( 2 \times 2^n - 1 \)} \\
\text{\( \sqrt{(\pi - 0)^2 + (0 - 3)^2} \)} \\
\text{\( 1 + e^{\sin(\pi/2) + 2i)} \)} \\
\text{\( 1 + e^{\sin\left(\frac{\pi}{5}\right) + 2i} \)} \\
\text{\( \sin(\pi/5) \)} \\
\text{\( \sin\left(\frac{\pi}{5}\right) \)}
\end{align*}
\]

For course discussions, you use MathJax to format the text that you type, and the system then converts your text into a mathematical expression. For more information, see Entering Math Expressions in Course Discussions.

16.1.2 Completing Mathematical Problems with Screen Readers

EdX has carefully designed assessments that are accessible to screen readers. However, because of a limitation with HTML and screen reader technology, screen readers may not be able to read math problems in edX courses by default.

To access these problems with a screen reader, use one of the following methods.

- If your browser and screen reader both support MathML, specify MathML as your preferred math renderer in MathJax.
- Switch from your screen reader’s Interactive mode to Reading mode.

Note: Your screen reader may use different names for Interactive mode and Reading mode.

- In Interactive mode, learners use the Tab key to move from one interactive element to the next.
- In Reading mode, learners use the arrow keys to read all of the content in a document, and not just the interactive elements.

For more information about how to make sure that your screen reader reads all available content, see the instructions for your screen reader.
16.1.3 Entering Math Expressions in Assignments or the Calculator

Both the calculator and the response fields in math problems accept a selection of characters that represent numbers, operators, constants, functions, and other mathematical concepts. You might recognize parts of this system if you have used math programs before.

**Note:** If your course offers the calculator tool, the calculator appears as a small icon on all pages in the body of the course. To open the calculator, select the calculator icon. To close the calculator, select the X that appears when the calculator is open.

The calculator includes an information page that shows an abbreviated version of the information in this topic. To see the information page, select the circled i icon next to the input field.

When you enter your plain text into the calculator or the response field, follow these guidelines.

- **Arithmetical operations**: Use standard characters for addition (+), subtraction (-), multiplication (*), and division (/).
  - **Multiplication**: Be sure to indicate multiplication explicitly. That is, instead of \( mc^2 \) type \( m*c^2 \), and instead of \( 5a+4b+3c \) type \( 5*a+4*b+3*c \).

- **Operation order**: Use parentheses ( () ) to specify the order of operations and to make your expression as clear as possible. Use curved parentheses ( () ) only. Do not use brackets ([ ]) or braces ({ }).

- **Exponents or superscripts**: Insert a caret (^) before an exponent or superscript. If the exponent or superscript includes multiple characters or is an expression, surround the expression with parentheses. For example, you can enter \( x^n \) or \( x^{(n-1)} \).

- **Subscripts**: Insert an underscore (_) before a subscript to indicate a subscript. If the subscript has multiple characters, type the characters without a space. For example, you can enter \( v_{IN} - v_{OUT} \). Note, however, that subscripts cannot currently include operators or parentheses.

- **Avoid whitespace.**
Do not use equal signs (=).

Because the system is case-sensitive, make sure you use uppercase and lowercase letters carefully.

For more information about the types of characters you can use, see below.

- **Numbers**
- **Scientific Notation and Metric Affixes**
- **Constants**
- **Greek Letters**
- **Functions**

**Note:** The edX system accepts both constants and metric affixes. Be careful to distinguish between constants and metric affixes. Constants stand alone, while metric affixes must be combined with numbers.

For example, \( c \) can be a constant representing the speed of light or a metric affix meaning “centi”. When you use \( c \) as a metric affix, do not include a space between \( c \) and the number. When you use \( c \) as a constant, indicate multiplication explicitly. The following examples show the difference:

- \( 2c = 0.02 \) (2 multiplied by 0.01)
- \( 2\times c = 599584916.0 \) (the speed of light multiplied by 2)
- \( 2M = 2,000,000 \) (2 multiplied by 1,000,000)
- \( 2\times M = 2 \) multiplied by the variable M

For more information, see *Scientific Notation and Metric Affixes* or *Constants*.

**Numbers**

You can use the following types of numbers.

- **Integers:** 2520
- **Fractions:** \( \frac{2}{3} \)
- **Normal floats:** 3.14
- **Floats with no integer part:** .98

The largest number you can use is \( 1.7977\times 10^{308} \), which is the largest float possible in the Python programming language.

**Scientific Notation and Metric Affixes**

You can enter metric affixes or scientific notation to indicate very large or very small numbers. For scientific notation, you can type either a caret (^) or the letter e followed by a number to indicate an exponent. You can use both positive and negative exponents.

For example, to indicate \( 0.012 \), you can enter either of the following expressions:

- \( 1.2\times 10^{-2} \)
- \( 1.2e^{-2} \)
To indicate \(-440,000\), you can enter either of the following expressions:

- \(-4.4\times10^5\)
- \(-4.4e5\)

The following table shows how to enter numbers with metric affixes, with scientific notation, and with \(e\) notation.

<table>
<thead>
<tr>
<th>To enter this number</th>
<th>Use this metric affix</th>
<th>Use this scientific notation</th>
<th>Use this (e) notation</th>
<th>Other notation</th>
</tr>
</thead>
<tbody>
<tr>
<td>0.1</td>
<td>1d (deci)</td>
<td>(10^{-1})</td>
<td>1e-1</td>
<td></td>
</tr>
<tr>
<td>0.01</td>
<td>1c (centi)</td>
<td>(10^{-2})</td>
<td>1e-2</td>
<td>1% (percent)</td>
</tr>
<tr>
<td>0.001</td>
<td>1m (milli)</td>
<td>(10^{-3})</td>
<td>1e-3</td>
<td></td>
</tr>
<tr>
<td>0.0000001</td>
<td>1u (micro)</td>
<td>(10^{-6})</td>
<td>1e-6</td>
<td></td>
</tr>
<tr>
<td>0.0000000001</td>
<td>1n (nano)</td>
<td>(10^{-9})</td>
<td>1e-9</td>
<td></td>
</tr>
<tr>
<td>0.000000000001</td>
<td>1p (pico)</td>
<td>(10^{-12})</td>
<td>1e-12</td>
<td></td>
</tr>
<tr>
<td>1000</td>
<td>1k (kilo)</td>
<td>(10^3)</td>
<td>1e3</td>
<td></td>
</tr>
<tr>
<td>1,000,000</td>
<td>1M (mega)</td>
<td>(10^6)</td>
<td>1e6</td>
<td></td>
</tr>
<tr>
<td>1,000,000,000</td>
<td>1G (giga)</td>
<td>(10^9)</td>
<td>1e9</td>
<td></td>
</tr>
<tr>
<td>1,000,000,000,000</td>
<td>1T (tera)</td>
<td>(10^{12})</td>
<td>1e12</td>
<td></td>
</tr>
</tbody>
</table>

**Note:** When you use metric affixes or \(e\) notation, make sure you do not include spaces between the number and the metric affix or the \(e\).

### Constants

You can use several different constants in your mathematical expressions.

**Note:** When you enter constants multiplied by a number, make sure to indicate the multiplication explicitly. For example, enter \(2c\) instead of \(2c\) and \(-4i\) instead of \(-4i\).

<table>
<thead>
<tr>
<th>Constant</th>
<th>Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>(c)</td>
<td>The speed of light in m/s (2.998(^8))</td>
</tr>
<tr>
<td>(e)</td>
<td>Euler’s number (2.718…)</td>
</tr>
<tr>
<td>(g)</td>
<td>Gravity (9.80 m/s(^2))</td>
</tr>
<tr>
<td>(i)</td>
<td>The square root of -1</td>
</tr>
<tr>
<td>(j)</td>
<td>The square root of -1</td>
</tr>
<tr>
<td>(k)</td>
<td>The Boltzmann constant (~1.38(^{\times}-23) in Joules/Kelvin)</td>
</tr>
<tr>
<td>(pi)</td>
<td>The ratio of a circle’s circumference to its diameter (3.14159…)</td>
</tr>
<tr>
<td>(q)</td>
<td>The fundamental charge (~1.602(^{\times}-19) Coloums)</td>
</tr>
<tr>
<td>(T)</td>
<td>The positive difference between 0K and 0°C (273.15)</td>
</tr>
</tbody>
</table>

### Greek Letters

To use any of the following Greek letters, type the name of the letter in the calculator or the response field.
### Functions

To use a function, type the letters that represent the function, and then surround the expression in that function with parentheses. For example, to represent the square root of $4*a+b$, type `sqrt(4*a+b)`.

You can use the following functions.

- **Common functions**
  - `sqrt`
  - `log10`
  - `log2`
  - `ln`
  - `exp`
  - `abs`

- **Trigonometric functions and their inverses, as well as hyperbolic trigonometric functions and their inverses.**
### 16.1.4 Entering Math Expressions in Course Discussions

Entering math expressions in course discussions is different from entering math expressions in a math problem or in the calculator. In course discussions, you use MathJax to format the text that you type.

For detailed information about how to enter math expressions in course discussions, see Math Formatting in Course Discussions.

### 16.2 Taking a Timed Exam

This section describes timed exams and explains how to complete them.

- **Timed Exam Overview**
- **Taking a Timed Exam**
- **Hiding the Exam Timer**
- **Requesting Additional Time**

### 16.2.1 Timed Exam Overview

Timed exams are sets of problems that you must complete in a limited amount of time. The score you receive becomes part of your course progress record.

Timed exams are indicated on the Course page by a clock icon and the label Timed Exam.

After you begin taking a timed exam, a timer on the course page displays the amount of time that you have remaining to complete the exam. You cannot pause or reset a timed exam. When there is no time remaining, the course page automatically submits your exam.

The time limit for an exam applies to all of the units in an exam section. If an exam includes problems on multiple unit pages, you must complete the problems on each unit page before you submit the exam or before the time runs out.

### Table: Trigonometric and Hyperbolic Functions

<table>
<thead>
<tr>
<th>Function</th>
<th>Inverse</th>
<th>Hyperbolic Function</th>
<th>Inverse</th>
</tr>
</thead>
<tbody>
<tr>
<td>sin</td>
<td>arcsin</td>
<td>sinh</td>
<td>arcsinh</td>
</tr>
<tr>
<td>cos</td>
<td>arccos</td>
<td>cosh</td>
<td>arccosh</td>
</tr>
<tr>
<td>tan</td>
<td>arctan</td>
<td>tanh</td>
<td>arctanh</td>
</tr>
<tr>
<td>sec</td>
<td>arcsec</td>
<td>sech</td>
<td>arsech</td>
</tr>
<tr>
<td>csc</td>
<td>arccsc</td>
<td>csch</td>
<td>arccsch</td>
</tr>
<tr>
<td>cot</td>
<td>arccot</td>
<td>coth</td>
<td>arccoth</td>
</tr>
</tbody>
</table>
You can request additional time to complete a timed exam. Course teams can increase the time allowed for individual learners if needed. You can only request additional time before you start a timed exam. For more information, see Requesting Additional Time.

16.2.2 Taking a Timed Exam

To take a timed exam, follow these steps.

1. Open the timed exam page in the course.
2. Find the length of the time limit on the exam page. Make sure that you have enough time available to complete the exam.

   **Note:** You will not be able to pause or restart the exam after you begin.

   Course teams can give individual learners additional time to complete the exam, if needed. For more information, see Requesting Additional Time.

3. Select I am ready to start this timed exam.
4. Complete the problems in each unit of the exam. Select Submit to score the problems in the unit. If you do not select Submit, your responses will not be scored.
5. Monitor the amount of time remaining in the time display at the top of the course page.
   
   When 20% of the time remains, the time display bar darkens to alert you. When 5% of the time remains, the text on the time display bar becomes bold.

   **Note:** You can hide the amount of time that remains in your exam. To do this, select the icon that is located next to the timer. To show the remaining time, select the icon again.

6. After you have completed and checked all the units in the exam, select End My Exam at the top of the course page. If you run out of time, the exam will end automatically.

   **Note:** You must select Submit to score the problems in each unit of an exam. If you submit an exam without selecting Submit in a unit, your exam results will not include scores for any of the problems in that unit.

16.2.3 Hiding the Exam Timer

By default, the amount of time that remains in the exam is visible. You can hide or show the time that remains.

To hide the remaining time, select the “eye” icon that is located next to the timer.

To show the remaining time, select the “eye” icon again.
16.2.4 Requesting Additional Time

You can request additional time to complete a timed exam. Course teams and instructors can increase the time allowed for individual learners to accommodate specific needs.

**Note:** You can only request additional time before you begin a timed exam. After you start an exam, the course team cannot allow more time for that exam attempt.

Course teams decide whether or not to grant additional time based on the criteria that they choose. You can get information about the availability of additional time from your course team.

16.3 Taking a Proctored Exam

This topic describes how proctored exams work, requirements for the proctoring software, and steps involved in taking proctored exams.

**Note:** Most courses require you to take exams with online proctoring only if you are enrolled in the verified track. If you are not enrolled in the verified track, you do not see, or are not required to take, proctored exams.

16.3.1 Proctored Exams Overview

**Note:** Proctored exams are visible only if you are enrolled in the verified track for your course. If you are not in the verified track, you take the same or an equivalent exam, without proctoring.

If you want to be eligible for credit for passing your course, make sure you enroll in or upgrade to the verified track before the first exam.

Some courses that grant academic course credit require learners to pass at least one proctored exam. Proctored exams differ from regular exams in the following ways.

- All proctored exams have time limits. For more information about timed exams, see [Taking a Timed Exam](#).
- Proctored exams require you to install proctoring software on your computer.
- Before you take the exam, you must verify your identity by taking photos of your face and a government-issued photo ID.
- Before you take the exam, you must use a webcam to scan the desk and room where you will take the exam.
- While you take your exam, the proctoring software monitors your computer, including the programs that you have open.
- While you take your exam, the proctoring software also records video and sounds.

To be eligible for course credit, you must receive a **Satisfactory** result for your proctoring session review. For more information about academic course credit, see [Taking a Course for Academic Credit](#).

Proctored exams are indicated on the **Course** page with a pencil icon and a “Proctored Option Available” label.
16.3.2 Proctored Exam Requirements and Rules for Learners

Proctored exams have specific computer and behavior requirements. Before you take an exam with online proctoring, complete the following actions.

- Make sure your computer and browser version meet the online proctoring software requirements.
- Make sure you know the rules that you must follow during a proctored exam.

**Important:** You are responsible for making sure that the proctoring software works with your system before you take a proctored exam.

Software Requirements for Online Proctoring

To use the proctored exam software, your computer must have the following software.

**Note:** You cannot take a proctored exam on the edX mobile apps for Android or iOS.

- A supported version of the Windows or Mac operating system. For more information, see Proctoring Software System Requirements.
- The latest version of Adobe Flash Player.
- An edX supported browser.

Learner Rules for Online Proctored Exams

The following proctored exam rules are the basic rules for “closed book” exams.

**Note:** Some proctored exams have different or additional rules. For example, some proctored exams allow you to use reference material or a calculator. Any additional rules are visible along with the exam instructions before you start the exam.

Test Environment Rules

1. You must take the exam in the same room that you scanned during the proctoring setup for the current exam.

**Note:** You must complete a webcam scan of the room where you will take the exam every time you take a proctored exam. However, you do not have to take all of your proctored exams in the same room.

2. No other person is allowed to enter the room while you are taking the proctored exam.
3. The lighting in the room must be bright enough to be considered “daylight” quality. Overhead lighting is preferred. If overhead lighting is not available, the source of light must not be behind you.

4. You must sit at a clean desk or table.

5. The following items must not be on your desk or used during your proctored exam, unless posted rules for the exam specifically permit these materials.
   - Books.
   - Paper.
   - Pens.
   - Calculators.
   - Textbooks.
   - Notebooks.
   - Phones.

6. The desk or walls around you must not have any writing.

7. The room must be as quiet as possible. Sounds such as music or television are not permitted.

**The Computer You Use to Take the Test**

1. The computer you are using to take the exam must not have more than one display or monitor. For example, if you usually use a laptop with a monitor connected, disconnect your monitor and use only the laptop screen.

2. You must close all other programs or windows on your testing computer before you begin the exam.

3. You must not use the following tools.
   - Programs such as Excel, Word, or PowerPoint.
   - Communication programs such as Skype.
   - Any website page other than the exam window in your course, including other content on edX.org.

**Your Behavior**

1. You must establish your identity by using a government-issued photo ID with a name that matches the full name you use in your edx.org account.

2. You must dress as though you were in a public setting.

3. You must not use headphones, ear buds, or any other type of listening equipment.

4. You must not communicate with any other person by any means.

5. You must not use a phone for any reason.

6. You must not leave the room during the exam for any reason, unless posted rules for the exam specifically permit you to do so.

**Additional Time or Special Allowances**

If you have a disability and need additional time or specific accommodations to take the exam, consult your organization’s disability resources or the course team before you make any choices on the exam page. The course team must approve your request and make any adjustments before you start your exam.
Consequences of Rule Violations

If you violate the online proctoring rules and receive an Unsatisfactory status, you automatically receive a score of 0 for the exam. For most courses, you are no longer eligible for academic credit.

If you have questions about your proctoring exam status, go to https://edx.org to contact edX Support, or consult your course team.

16.3.3 Prepare to Take a Proctored Exam

Before you take a proctored exam, you set up the proctoring software on your computer, complete identity checks, and scan the area where you will take your exam. You might also have the option to take a practice exam.

- Set Up the Proctoring Software
- Take a Picture of Your Photo ID
- Scan Your Desk and Room Using Your Webcam
- Take a Photo of Yourself
- Take a Practice Proctored Exam

Set Up the Proctoring Software

**Important:** When you open a proctored exam, you might have the option to take the exam with online proctoring or as a regular exam.

- If you take the exam with proctoring, you set up the proctoring software and take your exam.
- If you take the exam as a regular exam, the exam does not monitor you and does not have a time limit. However, you cannot receive credit for the course. You do not have a later option to take the exam as a proctored exam.

When you access a proctored exam in the course, a page opens that provides you with a link to download and install the online proctoring software.

1. On the proctoring software page, locate and copy your exam code.

**Note:** This code is unique to your account and to this exam. You must not share this code, and you can use it only once.

Follow these steps to set up and start your proctored exam.

1. Copy this unique exam code. You will be prompted to paste this code later before you start the exam.

   705F35E5-03DD-437B-BFF9-5FB8C2C23AB0

   Select the exam code, then copy it using Command+C (Mac) or Control+C (Windows).
2. Select **Start System Check** to download the online proctoring software.

   **Note:** Even if you have previously installed this software, you must install it again to make sure you have the latest version.

3. When the download is complete, start the online proctoring software and follow the instructions on each page. If the system checks are successful, you are prompted to enter your unique exam code that you copied in step 1.

4. In the online proctoring software window, paste the code into the **Exam Code field**, and then select **Validate**. If your exam code is valid, the name and duration of your exam appear.

5. Select **Next**, and then read the information in the **Terms of Use** dialog box for the proctoring software. If you agree to the terms of use, select **I agree**.

   **Note:** If you do not agree to the terms, select **I don't agree**. You can then quit the online proctoring software and return to the edX course. However, you cannot receive credit for the course.

6. On the **Pre-Exam Advisory Information** page, read the advisory information, and then select **Next**.

   A software check runs to determine if any prohibited programs are running on your computer.

7. After the check runs, close any programs that the software specifies.

   If you encounter any issues, select **Contact Support** in the proctoring software window to contact technical support.

**Take a Picture of Your Photo ID**

You must use your webcam to take a picture of a government-issued photo ID that has your photo and your name on the same side. The name on this ID must match the full name you use in your edX account.

   **Note:** If you do not complete this photo ID step, you cannot receive a **Satisfactory** result for your proctoring review, and you cannot purchase academic credit for the course.

1. Follow the instructions to hold your card up to the webcam and position it in the frame. When you are ready to take the photo, select **Take ID Photo**.

2. Preview and confirm the photo of your ID.

3. If the picture is clear and legible, select the checkbox and select **Confirm Photo ID**. If the picture is not clear, select **Retake** to try again.

**Scan Your Desk and Room Using Your Webcam**

You must scan the desk and room in which you will take the exam using your webcam. The video is used to confirm that there are no unauthorized materials on your desk or table, under your desk or table, or in the room.

   **Note:** You must complete a webcam scan of the room every time you take a proctored exam. You do not have to take all of your proctored exams in the same room.

1. In the proctoring software window, select **Start Room Scan**.
2. Move your webcam so that it captures the area on your desk as well as under your desk, then pan around the room.

   **Note:** If you cannot move your webcam, use a mirror to show the webcam your desk, under your desk, and areas around the room. You must also show the webcam both sides of the mirror you use, to prove that nothing is written on the back of the mirror.

3. Select **Stop Room Scan** when you have finished videoing the requested areas.

4. Preview and confirm the room and desk scan.

5. If the room and desk scan clearly shows your test environment, select the checkbox and select **Confirm Room/Desk Scan**.

   **Note:** Although you can select the checkbox, you must wait until the recorded scan has finished replaying before you can select **Confirm Room/Desk Scan**.

   If you are not satisfied with the scan, select **Retake** to try again.

**Take a Photo of Yourself**

You receive a prompt to take a photo of yourself using your webcam.

1. Follow the instructions to position yourself in front of your webcam.

2. When you are ready to take the photo, select **Take User Photo**.

   There is a countdown before the camera takes the photo.

3. Preview and confirm that your photo is clear, and can be used to verify that you are the same person as in the photo ID.

4. If the photo is clear, select the checkbox and select **Confirm User Photo**.

   If the photo is not clear, select **Retake User Photo** to try again.

When you have completed all the setup and verification steps, you see a page that has a **Your Proctoring Session Has Started** message. You have successfully set up the proctoring software, and the software has started recording a proctoring session.

**Important:** You must not close this browser page until you have finished your exam.

Return to the browser window where you were accessing the exam on edx.org, and *begin the exam*.

**Take a Practice Proctored Exam**

Your course might include an optional practice proctored exam so that you can make sure you can set up proctored exams on your computer. The practice exam usually includes several example problems. The proctoring session for this exam is not reviewed, and this exam is not graded.

**Note:** Practice exams do not affect your grade or your eligibility for credit.

To take a practice proctored exam, follow these steps.
1. In the course, open the practice exam.

2. On the practice exam page, select **Yes, I want to take this practice exam with online proctoring**.

3. Follow the steps in *Set Up the Proctoring Software* to download and install the proctoring software and perform system and identity checks.

   When you have successfully set up the proctoring software, your proctoring session starts.

4. Begin the exam.
   
   (a) Keep the proctoring software window open.
   
   (b) Return to the edX page where you copied your exam code.
   
   (c) Select **Start Proctored Exam**.

5. When you have completed all the questions, end the exam.
   
   (a) On the timer bar, select **End My Exam**.
   
   (b) Close the proctoring software browser window.
   
   (c) When you receive a prompt, confirm that you want to quit the application.

After you complete the practice exam, the result page for the exam is visible in the exam browser window. For a practice exam, two results are possible.

- **Your practice proctored exam is complete**: You completed the exam and experienced no issues with the proctoring software.

- **Your practice proctored exam failed**: You completed the exam, but there were issues with the proctoring software. Some parts of the proctoring checks might have failed, or the proctoring software window might have closed before the exam ended.

You can retry a practice exam as many times as you want to. If you received a **Failed** result on your practice exam, you should try to fix any issues and take the practice exam again until you achieve a **Completed** result. Doing so will help you to make sure you can successfully take an actual proctored exam in the course.

If you continue to have problems with the proctoring software, select **Contact Support** in the proctoring software window.

### 16.3.4 Take a Proctored Exam

**Important**: Proctored exams have specific rules for your environment, computer, and behavior. The instructions for all proctored exams contain a link to these rules. You must make sure that you are familiar with the rules before you take your exam.

**Time Limits**

All proctored exams have time limits. When a proctored exam starts, a countdown timer at the top of the edX course page also starts.

The countdown timer provides a warning when 20% of the time remains, and again when 5% of the time remains. For example, if you have 60 minutes to complete the exam, you will receive a warning when 12 minutes remain, and again when 3 minutes remain.

If time runs out before you complete the exam, the proctoring review is submitted together with any answers that you have submitted. Even if you did not complete the exam, you might still receive enough points for a passing grade.
Taking a Proctored Exam

To take a proctored exam, follow these steps.

**Note:** When you agree to take the exam with online proctoring and start installing the proctoring software, you must continue through to taking the exam as soon as that process is completed.

1. In the course, open the proctored exam.
2. On the page where you agree to or decline taking the exam with online proctoring, select **Yes, I want to take this exam with online proctoring**.

   **Note:** If you select **No, I want to take this exam without proctoring**, you will not have another chance to take this exam as a proctored exam. Additionally, you cannot receive academic credit for this course, regardless of your final grade.

   On the **You have Chosen To Take a Proctored Exam** page, you are assigned a unique exam code that is associated with your edX account. You will need to enter it later, when you are prompted to do so during the proctoring software setup.

3. Follow the steps in **Set Up the Proctoring Software** to download and set up the proctoring software.

   When you have successfully set up the proctoring software, your proctoring session starts.

4. Begin the exam.
   (a) Return to the edX page where you copied your exam code.
   (b) Select **Start Proctored Exam**.

   **Important:** After you start a proctored exam, you must not close the proctoring software window, although you can minimize it.

5. In the exam, start answering your exam questions. To receive credit for problems, you must select **Submit** for each problem before you end the exam.

   The timer at the upper right of the page shows the time that you have remaining in the exam.

   **Note:** You cannot pause or stop the timer after you have started your exam. If you close the edX exam browser or navigate away from your exam, the timer continues to count down. You can open a new browser window and return to your exam at the point that you left it. However, you cannot regain any lost time.

6. When you have completed all the questions, end the exam. To do this, select **End My Exam** on the timer bar, and then follow the prompts in the proctoring software.

   The exam stops, and the data from your proctoring session is uploaded to the online proctoring service for review. Reviews usually take three to five days. For more information, see **Check Proctoring Results**.
16.3.5 Check Proctoring Results

To view the results of your proctoring session, return to the exam page. One of the following results is visible.

**Note:** Your proctoring session review result is separate from the score you achieve on your exam. You might receive a **Satisfactory** result on the proctoring review, but not earn enough points to pass the exam. Or you might receive a passing grade on the exam, but receive an **Unsatisfactory** result on the proctoring review.

<table>
<thead>
<tr>
<th>Proctoring Result</th>
<th>Review</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Pending</td>
<td></td>
<td>The data from your proctoring session is still being reviewed. You can expect results to appear in two or three days.</td>
</tr>
<tr>
<td>Satisfactory</td>
<td></td>
<td>You have passed the review. If you also achieve the minimum credit eligibility grade in your course, you can purchase academic credit.</td>
</tr>
<tr>
<td>Unsatisfactory</td>
<td></td>
<td>There were either issues with your identity verification or evidence of suspicious activity during the exam. An <strong>Unsatisfactory</strong> result means that you automatically receive a score of 0 for the exam. For most courses, you are no longer eligible to purchase academic credit for the course, regardless of your final grade. For more information, see the guidelines for your course. If you want to dispute this result, contact the course team or edX Support.</td>
</tr>
</tbody>
</table>

After the due date for the exam has passed, you can also select **View my exam** on the exam page to review the exam problems and your answers.

**Credit Eligibility on Your Progress Page**

Depending on your proctoring session review results and the actual score you achieved on your exam, you will also see changes to your credit eligibility status on your **Progress** page.

For more information about academic course credit, see **Taking a Course for Academic Credit**.

16.3.6 Technical Problems During a Proctored Exam

You might encounter the following situations while you are taking a proctored exam.

**The Proctoring Software Stops**

If the proctoring software crashes, the exam automatically stops. In this situation, contact edX Support.

**The edX Browser Closes**

If the browser in which the edX exam is running crashes, or you accidentally close the browser window, you do not receive an alert. The exam timer continues to run. Make sure the proctoring software is still running, and then open a new browser window and navigate back to your edX exam. You can continue your exam, but you will have lost time while the exam browser was closed. If your proctoring software also crashed, contact edX Support.
The Proctoring Software Window Closes

If you start to close your proctoring software window, alert messages warn you that you are ending your exam. If you continue and close the proctoring software window, both the exam and the proctoring session end.

Answers in the exam up to the point that the session ended are submitted for grading, but the proctoring session recording might not be completely uploaded. In this situation, contact edX Support. The course team will decide whether your proctored exam attempt is valid.

You Need to Retake the Proctored Exam

If you need to retake a proctored exam for any reason, contact edX Support.

When you retake an exam, you start the exam over from the beginning. You must set up the proctoring software, answer the questions, and complete all other steps again.

16.4 Explaining Multiple Choice Answers

If you encounter a multiple choice question that is followed by a field for an explanation, there are actually several more steps that you need to complete for the assignment. These assignments involve sharing what you have learned with other people in your online course. They give you an opportunity to learn from each other.

In a classroom setting, this type of assignment is sometimes called a “peer instruction” or “clicker” question.

This section describes how you complete these interactive assignments.

- Assignment Overview
- Completing the Assignment
  - Step 1. Explain Your Choice
  - Step 2. Review Other Initial Responses
  - Step 3. Revise Your Response
  - Step 4. Review the Correct Answer
  - Step 5. Compare Answers

16.4.1 Assignment Overview

When a multiple choice question also requires an explanation, the next step in the assignment is to share your rationale for your answer with other learners, and to see the choices and explanation that other learners shared.

Names are not shown with the responses. As a result, you can focus on contributing the best answer possible, without worrying about whether your reasoning, or your spelling, is exactly correct.

Then, you get to apply what you learned from the others: you have another chance to answer the question.

16.4.2 Completing the Assignment

In this type of assignment, you see a multiple choice question. After you select an answer you complete these steps.
Step 1. Explain Your Choice

Write an explanation for why you chose your answer.

This step is your opportunity to provide a persuasive argument about why your answer is the correct one. You might include references to a course video or textbook, or describe how you arrived at the choice you made.

Together, the answer that you chose and this explanation are your initial response. When you select Next, your initial response is added to the collection of initial responses by all of the other course participants.
Step 2. Review Other Initial Responses

Review the initial responses that other participants in the course submitted. The course team decides how many you see. You might see one response for each of the possible answer choices, or a set that is chosen completely at random. This step gives you a chance to learn from the explanations that other learners submitted, and reassess your own
understanding of the topic.

Because they are part of the collection of initial responses, your answer and explanation are likely to be shown to other learners when they get to this part of the assignment.

### Step 3. Revise Your Response

Decide whether you want to change your initial response by selecting a different answer choice, revising your explanation, or both.

This step is optional. You can submit a final response that is the same as your initial response, or change it completely. When you select Next Step, you learn the correct answer.
Step 4. Review the Correct Answer

Review the correct answer choice and the explanation provided by the course team.
Step 5. Compare Answers

Use the graphs to compare the percentage of your fellow learners who selected each answer. The first graph shows the percentage of learners who selected each answer initially, and the second graph shows the percentage of learners who selected each answer after they had the opportunity to review the explanations that other learners provided. Compare your own choices, and the correct one, to your peers’.

This step might be just as thought provoking as the other steps.
CLASS BREAKDOWN
This is a look at how your classmates answered the question during the initial and final rounds.

Answer Options

- **Option 1**
  - Anxiety
- **Option 2** (Correct answer)
  - Fear
- **Option 3**
  - Shame
- **Option 4**
  - Frustration

![Bar chart showing frequency of answers]
Note: The graphs appear after 10 learners submit their final responses. If the graphs do not appear, give the others taking the course some time, and then refresh your browser page.
In some courses, you are asked to write essays in response to topics or to questions that do not have simple answers. These essay assignments are called open response assessments (ORA) because they have a flexible design, and can include various assessment options, including peer assessments and self assessments.

In some assignments, you can also submit an image or other type of file. For information about uploading images or other files in your open response assessment, see *Submit a File with Your Response*.

**Note:** If you want to try an example open response assessment problem, check out the edX demonstration course, edX Demo course. In addition to giving you a tour of a typical edX course, the edX Demo course contains information about open response assessments and an example peer assessment.

This section describes how to work with open response assessments in your edX course.

- *The Steps in an Open Response Assessment*
- *How Grading Is Done In Open Response Assessments*
- *Completing an Open Response Assessment*
- *Receive Your Score and Provide Feedback*
- *How Peer Assessment Scores Are Calculated*
- *Canceled Responses*

### 17.1 The Steps in an Open Response Assessment

Open response assessments can have several possible steps, which appear in the order that you must complete them. Future steps are not available until you complete your current step. This topic describes all of the possible steps. The actual steps in your assignment depend on how your course team has designed the assignment.
• *Your Response.* In this first step in an open response assessment, you submit your response to the assignment question.

• *Learn to Assess Responses.* In this step you practice grading some responses. You evaluate example responses and then see how the grade you gave differs from the grade that a member of the course team gave. The goal is to learn how to assess responses similar to the way that course staff would assess them, using the same rubric.

• *Assess Peers.* You grade responses that other learners in the course have submitted, and other learners in the course grade your responses.

  Your course team decides the number of peer assessments that you have to perform and receive. For example, you might be required to assess the responses of two of your peers, as well as receive assessments by two of your peers.

• *Assess Your Response.* In this step you assess your own response, using the same rubric that you used to perform peer assessments.

• *Staff Grade.* Members of the course team assess your response. If you receive a staff grade for your assignment, it always overrides any peer assessment grades that you receive.

**Note:** Course staff can grade your open response assignment even if a staff assessment step is not included in the assignment. This might happen if, for example, you receive peer assessments of your response that are inappropriate. In such cases, course staff can perform an assessment of your response that overrides any peer assessment grades.
17.2 How Grading Is Done In Open Response Assessments

Grading for every type of assessment in an ORA assignment is done by comparing each response against the same set of guidelines, called a rubric. Every open response assessment has a rubric provided by the course team.

A rubric consists of several criteria and a set of options for each criterion.

The parts of the rubric in the image below are labelled as follows.

1. **Criteria.** Each criterion describes characteristics that a response should have, such as concepts that a response should cover, or the amount of supporting information that a response must include.

2. **Options.** Each criterion has options which describe how well each response satisfies the criterion. The options are usually a range of ratings, for example “Fair”, “Good”, or “Excellent”, with details to help you decide the rating.

When you assess a response, you evaluate the response, and for each criterion, select the option that best describes how well the response met that criterion.

17.3 Completing an Open Response Assessment

An open response assessment’s steps are arranged in the order that you must complete them.

The topics in this section describe how you complete an example open response assessment that includes a response step, an assessment training step, a peer assessment step, a self assessment step, and a staff grade step. Your actual assignment might not contain all of these steps. Possible steps are described in *The Steps in an Open Response Assessment*. 

---

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---
At any time during an assessment, you can see your progress at the bottom of the page under Your Grade. A message indicates the steps that must still be completed before you can receive your final grade for the assignment.

### 17.3.1 Submit Your Response

To submit your response to an open response assessment question, follow these steps.

1. Read each question carefully. Some course teams include important information in the question, such as how long a response must be, or specific topics that your response must cover.

   **Note:** The total word count for your response cannot be more than 10,000 words (approximately the equivalent of 20 pages of 8.5x11 inch paper, with single-spaced text).

2. For each question, enter your response into the field under Your Response.

   **Note:** In some assignments, you can submit images or other types of files along with or instead of a written response. If you can upload files in your assignment, Browse and Upload your files options are available below the response field.

   For information about uploading images or other files in your ORA assignment, see Submit a File with Your Response.

   **Note:** For assignments that require LaTeX responses, a Preview in LaTeX option is available that you can use to preview your work before you submit your response.

3. When you have finished answering all of the questions, select Submit your response and move to the next step.

   If you need more time, you can select Save Your Progress to save a draft of your responses, and then come back and submit them later.
After you submit your response, the next step, which is usually either assessment training or peer assessment, becomes available. However, you do not have to start the next step right away. If you want to stop working and come back later, just refresh or reopen your browser when you come back.

Submit a File with Your Response

If your assignment requires or allows you to submit images or other types of files, you see two buttons below the response field: Choose Files on one side of the page, and Upload Files on the other side of the page.

Note:

- The cumulative size of the files that you upload must be less than 10 MB.
- Image files can be in .jpg, .gif, or .png format.
To upload files in your response, follow these steps.

1. Below the response field, select **Choose Files**.
2. In the dialog box that opens, select the file that you want to upload, and then select **Open**.
   
   A preview image of each file is visible.
3. In the boxes next to each preview image, enter a written description of the image. This step is required to help learners who cannot see or access the image understand and evaluate your response.
4. Across from the **Choose Files** button, select **Upload files**.

You can replace the files that you uploaded with different files until you submit your response. To replace your uploaded files, repeat steps 1-3.

**View Your Submitted Response**

You can view your own response at any time after you submit it.

Select the **Your Response** heading in the assignment to expand the section.

Your response appears, along with the status of the response, and information about additional steps you have to complete before you receive your grade.

**17.3.2 Learn to Assess Responses**

Some ORA assignments include a training step so that you can learn how to effectively assess responses for a later peer assessment step.

In a training step, you evaluate example responses using a provided rubric as a guide for grading. After you complete the grading, you are shown how the grades you gave differ from the grades that a member of the course team gave. The goal is to learn how to assess responses similar to the way that course staff would assess them, using the same rubric.

Complete the training step as follows.

1. Read each sample response and the rubric carefully, then for each criterion, select the option that you think best reflect the response.
2. When you are satisfied with your assessment, select **Compare your selections with the instructor’s selections**.
   
   • If all of your selections are the same as the instructor’s selections, the next sample response opens automatically.
   • If any option that you select is not the same as the instructor’s selection, you see the response again, with a message indicating that your assessment differs from the instructor’s assessment.
3. If your assessment did not match the instructor’s assessment, review the response again and consider why the instructor assessed the response differently than you did. Continue to assess the example response until the options you select for all criteria match options selected by the instructor.
When you have successfully assessed the sample responses, the next step in the assignment becomes available.

### 17.3.3 Assess Peer Responses

In the peer assessment step of an open response assessment, you perform assessments of responses that were submitted by other learners in your course. The course team sets the requirement for how many peer assessments each learner is expected to complete.

At the top of the peer assessment step, you can see counts of how many responses you are expected to assess and how many you have already assessed. For example, if you are required to perform 3 peer assessments and are about to start your first peer assessment, the count appears as “1 of 3”. Within the Assess Peers step, you see each question, a learner’s response, and the rubric that you will use to grade the response.
You assess other learners’ responses by selecting options in the rubric. This process will be familiar to you if your assignment included the learn to assess responses step. Additionally, this step has a field below the rubric where you can provide comments about the learner’s response.

**Note:** In addition to a field for overall comments on a learner’s response, some peer assessments include Comments fields for individual criteria that allow you to enter up to 300 characters. In some assessments, you must enter comments before you can submit the assessment.

After you have selected options in the rubric and provided comments about the response, select **Submit your assessment and move to response #{{number}}**.

After you submit each peer assessment, a response from another learner becomes available, until you have assessed the required number of responses. The count of how many responses you have assessed updates after you assess each
When you have completed the required number of peer assessments, the next step in the assignment becomes available.

**Note:** If there are no submitted responses available for grading, a status message indicates that no peer responses are currently available for you to assess, and that you should check back later.

### 17.3.4 Assess Additional Peer Responses (optional)

If you have assessed the required number of peer responses, the peer assessment step collapses so that only the Assess Peers heading is visible.

If you want to, you can assess more peer responses than the assignment requires. To assess more responses, select the Assess Peers heading to expand the step, and then select Continue Assessing Peers.

### 17.3.5 Assess Your Response

When you have completed the required number of peer assessments, the self assessment step of the assignment becomes available. You see your response along with the same rubric that you used in the peer assessment step.

Perform an assessment of your own response, and then select Submit Your Assessment.

When you have completed assessing your own response, the next step in the assignment becomes available. If there are no further steps, and if you have received the required number of peer assessments on your own response, you can receive your score.

### 17.3.6 Staff Grade

In some assignments, a staff assessment step is included for a member of the course team to grade your responses. You do not need to take any action for this step. The status of the Staff Grade step changes to Complete when a member of the course team has completed grading your response.

If a Staff Grade step exists in your assignment, you receive your final assignment grade when staff grading is complete, even if your response has not been assessed by the required number of peer reviewers.

**Note:** Course staff can grade your open response assignment even if a staff assessment step is not included in the assignment. This might happen if, for example, you receive peer assessments of your response that are inappropriate. In such cases, course staff can perform an assessment of your response that overrides any peer assessment grades. If a member of the course staff has graded your response, a Staff Grade section appears in the grading details for your assignment.

### 17.4 Receive Your Score and Provide Feedback

You receive your score for an open response assessment when you have completed the following steps.

- Submitted your response to the question.
- Completed the assessment training step (if included).
- Performed the required number of peer assessments.
• Performed a *self assessment* (if included).
• Received the required number of peer assessments of your own work.
• Received a *staff assessment* (if included).

If other learners are still assessing your response, you see the following message below the **Assess Your Response** step.

<table>
<thead>
<tr>
<th>Your Grade: Waiting for Peer Assessment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Your response is still undergoing peer assessment. After your peers have assessed your response, you will see their feedback and receive your final grade.</td>
</tr>
</tbody>
</table>

If you see this message, check back periodically until peer assessments of your work are complete.

### 17.4.1 View Your Score

When peer assessment is complete, and if the assignment does not include a staff assessment step, you can see the scores you received from all of the peers who scored your work, as well as your self assessment. You can also see any comments that your peers have provided.
If the assignment included a staff assessment step, you receive your final grade when a member of the course team has graded your response. If a staff assessment step is included in the assignment, peer assessment grades and comments are included in the assignment grade details, but the staff grade becomes the final grade.

17.4.2 Provide Feedback on Peer Assessments Received

If you want to, you can provide feedback on the peer scores that you received, under Provide Feedback on Peer Assessments.
17.4.3 View Top Responses (optional)

Some open response assessments include a Top Responses section below your own score, that shows the highest scoring responses that were submitted for each question.

If your course team included this section in your assignment, it appears only after you have completed all the steps of the assignment.
17.5 How Peer Assessment Scores Are Calculated

**Note:** If a *staff grade* is provided in the assignment, either because a staff assessment step was included or because a member of the course team graded your response to override inappropriate peer assessments, peer assessments are not taken into account in the grading. If a staff grade exists, it is always your final grade.

Peer assessments are scored by criteria. Each criterion’s score is the median, not the average, of the scores that each peer assessor gave that criterion. For example, if the Ideas criterion in a peer assessment receives 10 from one learner, 9 from a second learner, and 5 from a third learner, the score for that criterion is 9 (the median), not 8 (the average).

Your final score for a peer assessment is the sum of the median scores for each individual criterion.

For example, your response might receive the following scores from peer assessors.
<table>
<thead>
<tr>
<th>Criterion Name</th>
<th>Peer 1</th>
<th>Peer 2</th>
<th>Peer 3</th>
<th>Median for the Criterion</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ideas (out of 10)</td>
<td>10</td>
<td>7</td>
<td>8</td>
<td>8</td>
</tr>
<tr>
<td>Content (out of 10)</td>
<td>7</td>
<td>9</td>
<td>8</td>
<td>8</td>
</tr>
<tr>
<td>Grammar (out of 5)</td>
<td>4</td>
<td>4</td>
<td>5</td>
<td>4</td>
</tr>
<tr>
<td>FINAL SCORE (out of 25)</td>
<td></td>
<td></td>
<td></td>
<td>20</td>
</tr>
</tbody>
</table>

To calculate the final score, the system adds the median score for each criterion.

Ideas median (8 out of 10) + Content median (8 out of 10) + Grammar median (4 out of 5) = final score (20 out of 25)

Note, again, that your final score is not the median of the scores that each individual peer assessor gave the response. Your final score is the sum of the median scores for each individual criterion.

### 17.6 Canceled Responses

If the course team deems a response that you have submitted to be inappropriate, they can cancel that response and remove it from peer grading. In the open response assessment you see an indicator that your submission was canceled, with the date and time of the cancellation, and a comment by the course team member about the reason.

The course team might allow you to submit a replacement response for the canceled one, or they might not. If they do not allow you to submit a replacement response, your grade is zero for the assignment.
Using Google Files and Calendars in an edX Course

This topic describes how to work with files and calendars in your edX course.

- Overview of Embedded Files and Calendars
- Google Drive Files
- Google Calendars

18.1 Overview of Embedded Files and Calendars

Courses can include files, such as documents, spreadsheets, and presentations, and a calendar. Your course team uses Google to create and maintain these files and calendars. They appear in the body of your course just like any other course content.

Note: Google services are not available in some regions and countries. If Google services are not available in your area, you might see an “image unavailable” message in the place of the Google file or calendar. The course team might provide alternative resources if Google services are not available for you.

18.2 Google Drive Files

Your course might include the following types of Google Drive files.

- Google Docs (text documents)
- Google Drawings (images)
- Google Forms (forms or surveys)
• Google Slides (presentations)
• Google Sheets (spreadsheets)

For example, your course might include a spreadsheet that resembles this one.

![Spreadsheet Image]

You can interact with these Google Drive files in your course. For example, you can complete forms, look through the slides in a presentation, and enter different values in a spreadsheet. However, you cannot save changes that you make to the Google Drive file.

### 18.3 Google Calendars

If your course includes a Google calendar, you see that calendar in the body of the course. You can also add it to your own Google calendar.
By default, the view that opens in the course calendar is the view that the course team set. You can change the view by selecting the **Week**, **Month**, or **Agenda** tabs in the upper-right corner.

When you view the calendar in your course, the dates and times on the calendar automatically adjust to your local time. Your time zone information appears in the lower-left corner of the screen.

### 18.3.1 Add the Course Calendar to Your Own Calendar

If you have your own Google calendar, you can add the Google calendar from a course to it. After you add a calendar, you see that calendar whenever you view your personal calendar, even if you are not signed in to your edX account. The course information appears together with your own information.
To add the course calendar to your own calendar, view the course calendar in the course, and then select the **Google Calendar** icon in the lower-right corner of the course calendar.

For more information about Google calendars, see the [Google Calendar website](https://calendar.google.com/).
CHAPTER 19

Working on Team Projects and Activities

In some courses, you might be assigned activities or projects that require working in small groups, or teams. Course staff will create topics that you can choose from. You choose a topic that interests you, and join or form a team with other learners who have the same interest to work on the group activity or project together. You can join only one team in your course.

If your course includes teams, your instructor or course staff will provide information about how you should work in teams, guidelines for joining and creating teams, and using discussions within teams.

19.1 About Teams and Topics

If your course uses teams, there is a Teams page where you can see the list of topics that the course team has created, and their descriptions.

You can browse the topics to find one that you are interested in working on. Then, view the list of teams that exist within that topic. Teams are always associated with a specific topic.

For each team, you can view the team members, team details, and discussions to help you decide whether you want to join a particular team. If you do not find a team that you want to join, you can create a new team in the topic. For more information, see Browse Topics and Find a Team to Join.
You can belong to only one team at a time. For information about joining and leaving teams, see Join a Team and Leave a Team.

### 19.1.1 Browse Topics and Find a Team to Join

To browse topics and find a team to join, follow these steps.

1. In the course, select the Teams page.
2. Select the Browse tab.
3. On the Browse page, view the list of available topics.
   You can sort the topics alphabetically by name, or by the team count in each topic.
4. When you have found a topic you are interested in, select the arrow button to see the teams that exist in that topic.
   You can sort by teams that showed the most recent activity, or by teams with the most open slots.
   You can also use keywords to search for teams within a topic. For more information, see Search for a Team.
   Each team’s name and description are shown, as well as the number of team members, letting you know whether there is space for you to join.

5. To get a better sense of a team’s members, discussion, and communications, select View for a team.
   On the Team Details page, you can browse the team’s discussion posts, but you cannot participate unless you are a member of the team.
EdX Learner's Guide, Release

19.2 Search for a Team

You can use keywords to search for teams within a topic that match your interests.

To get a list of teams that match your search keywords, follow these steps.

1. In the course, select the Teams tab.
2. On the Teams page, select Browse, then select the topic in which you want to find a team.
3. In the search field, enter one or more keywords, then press Enter or select the search icon.

   Teams within the topic that match your search are displayed.

   To clear the existing search term, select the X in the search field.

Note: You can only use whole words for searching teams.

19.3 Join a Team

When you have found a team you want to join, select Join Team.

Note: If a team is full, or if you already belong to a team, the Join Team button is not available.

You are added as a member. Your profile is added to the list of team member profiles, and you can participate in the team’s discussions. The team that you joined appears on your My Team page.
Note: You can only belong to one team at a time. If you belong to a team, but find another team that you want to join, you must leave the first team before you can join a new one. For information about leaving a team, see Leave a Team.

19.4 Leave a Team

Note: EdX recommends that you do not change teams after work in a course has started without carefully considering the impacts to your work and that of your fellow learners.

If you must leave a team, make sure you communicate with your fellow team members and let them know why and when you are leaving. This is especially important if you are part of the way through your course, and you and your team have been working together on a project or activity.

To leave a team that you belong to, follow these steps.

1. On the Team Details page, select Leave Team.

2. In the confirmation dialog, select Leave Team.

After you leave a team, you are no longer visible in the team membership profiles list, or in the membership count. Although you can still view the team’s discussions, you can no longer participate in them.

19.5 Create a Team

If you do not want to join any of the existing teams in a topic, you can create a new team. When you create a new team in a topic, you are automatically added as a member.

Note: You cannot create a team if you already belong to a team.

To create a team, follow these steps.

1. On the Teams page in the course, find a topic that you are interested in.

2. Select the topic’s arrow button to see the teams that exist in that topic.

3. At the bottom of the list of teams within the topic, select the create a new team in this topic link.
4. On the **Create New Team** page, add a name and description for the team.

In the description, include details about your proposed project or activity to help other learners to decide whether they want to join your team and work with you.

5. (Optional) Include some optional details for your team. You can specify a language that members would primarily use to communicate with each other, and a country that members would primarily identify with. Keep in mind that if your team details make the team membership seem too selective, other learners might be discouraged from joining.

**Note:** Be careful in entering your team details. After you save the details for your new team, you cannot change them, and you cannot delete your team.

6. When you have finished adding your team details, click **Create**.

Your new team appears in the list of teams under your selected topic. You are automatically added as a team member.

### 19.6 Participating in Team Discussions

After you join a team, you can participate in discussions on your team page with other members.

Although you can view discussions in any team, you must belong to a team to add new posts and responses to the team’s discussion.

Team discussions work in the same way as your course discussions. For information about course discussions, see *Anatomy of Course Discussions*.

If you leave a team, you can view posts that are made, but you can no longer participate in that team’s discussions.
To mark course content so that you can come back to it later, you can bookmark any course page, up to a limit of 100 bookmarks for any one course.

The course material that you bookmark is identified in the unit navigation bar on the Course page, or you can see a list of all of your bookmarks on the My Bookmarks page.

For more information, see the following topics.

- Add or Remove a Bookmark
- View Your Bookmarks

### 20.1 Add or Remove a Bookmark

You can bookmark any page in the course. To bookmark a page, select **Bookmark this page** under the name of the page.
After you add a bookmark, **Bookmark this page** changes to **Bookmarked**, and an indicator appears in the unit navigation bar.

To remove a bookmark from a page, select **Bookmarked**.

After you remove a bookmark, **Bookmarked** changes back to **Bookmark this page**, and the indicator disappears from the unit navigation bar.

### 20.2 View Your Bookmarks

As you go through the course, you can see which pages are bookmarked in the unit navigation bar on the **Course** page. You can also see a list of all of your bookmarks on the **My Bookmarks** page.

To access the **My Bookmarks** page, select **Bookmarks** on the course page.

The **My Bookmarks** page lists all of the pages you have bookmarked in the course, with the most recently created ones at the top. This page includes the location of the bookmarked material and the date that you added the bookmark.

To go to any bookmarked page, click anywhere in the box for that bookmark.
This topic describes how to work with notes in your edX course.

21.1 Overview of Notes

As you work through an edX course, you may want to highlight a particular passage or make a note about what you have read. In some edX courses, you can highlight passages and make notes right in the course.

Note: You can create notes for most text in the body of the course. However, notes are currently not available for exercises, videos, or PDF textbooks.

When a course includes the notes feature, every page has a Notes page at the top and a pencil icon in the lower right corner.
Your notes can contain text as well as tags that help you organize and find your notes. You can see individual notes inside the course content, or you can see a list of your notes on the Notes page. For more information, see The Notes Page.

### 21.2 Highlight a Passage or Add a Note

You can use either the mouse or keyboard shortcuts to create, access, and delete notes. For more information about using keyboard shortcuts, see Keyboard Shortcuts for Notes.

To highlight a passage or add a note that includes text and tags, follow these steps.

1. Select the text that you want to highlight or make the note about. You can select as much text as you want.
2. When a pencil “edit” icon appears above the selected text, select the icon to open the note editor.
3. When the note editor opens, enter your note and any tags that you want to add. You can also save the highlight for the passage without entering a note or tag.
   - To highlight a passage without adding a note or tag, select Save or press Enter. When you move your cursor over the highlighted text, the note field contains the words “no comment”.
   - To enter a note, select Comments, and then type the text of your note. Your note can contain as many words as you want.
   - To add one or more tags, select Add some tags here, and then type any tags that you want to add.
Tags cannot contain spaces. If you want to add a tag that has more than one word, type multiple words as one word with no spaces, or use hyphens (-) or underscores (_) to separate words in the tag.

1. After you finish writing your note and adding tags, select **Save** or press Enter. The note editor closes, and the text that you selected remains highlighted.

## 21.3 View Notes

You can view your course notes in two places.

- You can view individual notes on the page where you created the notes. To see your notes, go to the unit that contains your note and move your cursor over or select the highlighted text. When you select the highlighted text, your note remains open until you move outside the highlighted text.

- You can view a list of the notes you have made in the course on the **Notes** page. You can also search your notes and tags on this page.

### 21.3.1 The Notes Page

On the **Notes** page, you can see a list of the notes you have made in your course. You can also search the text of your notes or the tags that you added to your notes.
The Notes page lists your notes by the date you created or edited them, with the most recently modified first. The page shows you both the text that you selected and the note that you made. You can also see the following information next to each note.

- A link to the location in the course that contains the highlighted text and your note. To go to that location, select the link under Noted in.
- The time and date when you last edited the note.
- Any tags that you added.

**21.4 Edit or Delete a Note or Highlight**

To edit a note, follow these steps.

1. In the course body, move your cursor over the highlighted text until your note appears.
2. When the note appears, select the pencil icon in the upper right corner to open the note editor.
3. In the note editor, edit your note, and then select Save.

To delete a note or highlight, follow these steps.

1. Move your cursor over the highlighted text until your note appears.
2. When the note appears, select the trash icon in the upper right corner to delete the note or highlight.

**21.5 Show or Hide Notes**

By default, you can see all of your notes. You can hide your notes, and show them again, by selecting the pencil icon in the lower right corner. When the pencil icon has a dark gray background, notes are visible. When the pencil icon has a light gray background, notes are hidden.

**Note:** If you hide notes, you cannot make new notes. To make new notes, select the pencil icon to show notes.
21.6 Search Notes

To search your notes, follow these steps.

1. At the top of any course page, select Notes to open the Notes page.
2. In the upper right corner of the page, type a search term in the Search notes for field. You can search for the text of a note, or you can search for a tag you created.
3. Select the magnifying glass icon or press Enter.

21.7 Keyboard Shortcuts for Notes

You can use keyboard shortcuts to create, edit, and delete your notes.

Note: These keyboard shortcuts are for both PCs and Macintosh computers. However, you can only use these keyboard shortcuts on browsers that support caret browsing.

Before you use the following keyboard shortcuts, you must make sure that notes are visible. To show or hide notes, press Ctrl + Shift + left bracket ( [ ).

21.7.1 Create a Note Using the Keyboard

To create a note using keyboard shortcuts, follow these steps.

1. Enable caret browsing mode.
2. Use the arrow keys to move the cursor to the left of the text that you want to highlight.
3. Hold down Shift + right arrow to select the text.
4. Press Ctrl + Shift + right bracket ( ] ) to open the note editor. The note editor opens with the cursor in the text field.
5. In the text field, type your note.
6. To add tags, press Tab to move to the tag field, and then add your tags.
7. To save your note, press Tab to move to the Save button, and then press Enter.

To close the note editor without creating a note, press Tab to move to the Cancel button, and then press Enter. You can also press Esc to close the note editor.

21.7.2 Edit or Delete a Note Using the Keyboard

To edit or delete a note, follow these steps.

1. Press Tab to move focus to the note that you want.
2. Press Ctrl + spacebar or Ctrl + Enter to open the note editor.
3. Press Tab to move the cursor to the text field or the tag field, and then make the changes that you want.
4. Press Tab to move to the Edit, Delete, or Close button, and then press Enter.

To close the note editor without making any changes, press Esc.
Some courses include a wiki, which provides a public forum for both students and the course team to access, share, and collaboratively edit information about the course. If your course includes a wiki, you access it by selecting the Wiki tab at the top of any page. (If your course does not include a wiki, this tab is not present.)

The instructional team for your course might use the wiki for the following purposes, among others.

- Sharing answers to course FAQs and collecting new FAQs.
- Sharing editable course information, such as download and installation instructions for software required for the course.
- Allowing students to create and share resources, perhaps as part of a collaborative exercise.
- Sharing errors and corrections for the course.
- Collecting suggestions for future runs of the course.

As a student, you can perform the following tasks, depending on the permissions that are set for the wiki.

- Add a wiki article.
- Edit a wiki article. If you allow students to edit an article, you see an Edit option for that article on the right side of the page. Note that only course team members can delete articles completely.
- Search for wiki articles.
- Manage versions of a wiki article.

This section describes how you can contribute to the course wiki.

- Adding a Wiki Article
  - Add Articles at the Same Level
  - Add Articles Below the Current Level
- Editing a Wiki Article
22.1 Adding a Wiki Article

When you add an article to the wiki, be aware of what level you are currently viewing, to make sure that you add your new article to the correct level in the course wiki.

To move down a level in the wiki, select See all children; to move up, select the appropriate level in the wiki breadcrumb trail links at the top of the page.

22.1.1 Add Articles at the Same Level

To add a wiki article at your current level, follow these steps. If you do not have permissions to add an article, when you select Add Article, a message indicates “Permission Denied”.

1. In your course, select Wiki.
2. Navigate to the level where you want to add a new article.
3. Select the Add Article button near the top right of the page.
4. On the new article page, add a title for the page, and optionally a few keywords to create a “slug” that provides a more specific location identifier for your article.
5. Add contents to the article. You can enter plain text and use Markdown syntax to add formatting. For help with Markdown syntax, select the link to the cheat sheet at the upper right corner of the Contents field.
6. When you have finished entering content for your wiki article, select Create Article.

22.1.2 Add Articles Below the Current Level

To add a child article to your current article, follow these steps. If you do not have permissions to add an article, when you select Add Article, a message indicates “Permission Denied”.

1. In your course, select Wiki.
2. Navigate to the level above where you want to add the new child article.
3. Select See all children.
4. Select the Add Article button under the wiki title.
5. On the new article page, add a title for the page, and optionally a few keywords to create a “slug” that provides a more specific location identifier for your article.
6. Add contents to the article. You can enter plain text and use Markdown syntax to add formatting. For help with Markdown syntax, select the link to the cheat sheet at the upper right corner of the Contents field.
7. When you have finished entering content for your wiki article, select **Create Article**.

### 22.2 Editing a Wiki Article

If you have permissions to edit an article, you see an **Edit** button and icon to the right of the article content.

To make changes to a wiki article, follow these steps.

1. In your course, select **Wiki**.
2. Navigate to the article you want to edit.
3. Select **Edit**.
4. Make your changes. For help with Markdown syntax, select the link to the cheat sheet at the upper right corner of the **Contents** field.
5. In the **Summary** field at the bottom left, below the **Contents** field, enter a short description of the changes you made. This description appears in the **Changes** list, and helps other users of the wiki understand what changes you made to the article.
6. When you have finished making edits, select **Save changes**.

### 22.3 Searching for Wiki Articles

A **Filter** field is available only if any level of the wiki contains multiple articles.

Enter a text string in the **Filter** field to find a list of all articles with that text string in their titles.

### 22.4 Managing Versions of Wiki Articles

The wiki includes a change history for each article. You can view each past version of the article, roll back to a selected earlier version of the article, or merge the current version of the article with a selected earlier version.

#### 22.4.1 View a List of Previous Versions of a Wiki Article

1. In your course, select **Wiki**.
2. Navigate to the wiki article for which you want to see the change history.
3. Select **Changes**. Previously saved versions of the current article are listed, with the most recent at the top.

#### 22.4.2 View a Previous Version of a Wiki Article

1. On the **Changes** page for your wiki, select the revision of the article that you want to view.
2. Select **Preview this revision** to see the article as it appeared after the revision was made.
22.4.3 See Line by Line Changes in a Previous Version

1. On the Changes page for your wiki, select the revision of the article that you want to view.
2. Select the linked date, time, and author information to see the line-by-line changes made in that revision. Text that is highlighted in red has been replaced by the text that is highlighted in green below it.

22.4.4 Replace a Current Version with a Previous Version

1. On the Changes page for your wiki, select the revision of the article that you want to roll back to.
2. Select Switch to selected version to replace the current version with the selected one.

22.4.5 Combine a Current Version with a Previous Version

1. On the Changes page for your wiki, select the revision of the article that you want to merge with the current version.
2. Select Merge selected with current to combine the current and the selected versions.

The wiki for each course is a “child” wiki of the edX-wide wiki. From within any course wiki, selecting the top level Wiki link in the breadcrumb trail in the upper-left corner of the page takes you to the edX-wide wiki. To get back to your course wiki, select the Wiki tab at the top of the page.
Understanding How Courses and Videos Are Licensed

This topic describes licenses in your course and restrictions on using course content.

- Overview of Licenses
- All Rights Reserved
- Creative Commons License
- Viewing Licenses

23.1 Overview of Licenses

The course author can specify licensing options for course content as well as for each video in the course. The course and video licenses specify whether and how you can reuse course content.

23.2 All Rights Reserved

All Rights Reserved indicates that the course author owns the copyright but reserves all rights for sharing copies of course content or videos. You cannot reuse or republish course content or videos that have All Rights Reserved licenses.

23.3 Creative Commons License

The Creative Commons license indicates that the course author owns the copyright but is granting certain permissions for reuse, depending on the license options selected by the course team.

A Creative Commons license has one or more of the following options.
<table>
<thead>
<tr>
<th>License Option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Attribution</strong></td>
<td>This option allows you to copy, distribute, display, and perform copyrighted work but only if they give credit the way you request. This option is always selected for edX courses and videos under a Creative Commons license.</td>
</tr>
<tr>
<td><strong>Noncommercial</strong></td>
<td>This option allows you to distribute, display, and perform work–and derivative works based upon it–but for non-commercial purposes only.</td>
</tr>
<tr>
<td><strong>No Derivatives</strong></td>
<td>This option allows you to distribute, display, and perform only verbatim copies of the work, not derivative works based upon it. This option cannot be in use with the Share Alike option.</td>
</tr>
<tr>
<td><strong>Share Alike</strong></td>
<td>This option allows you to distribute derivative works only under a license identical to the license that governs the work. This option cannot be in use with the No Derivatives option.</td>
</tr>
</tbody>
</table>

For more information, see the Creative Commons website.

### 23.4 Viewing Licenses

If the course author has set a license for the course, you see the license at the bottom of the page when you view content in the Course tab.

If a video has a different license than the course as a whole, you see the license at the bottom right of the video player.

For a license that reserves some, but not all, rights, you can select the license to get see information about your rights.
CHAPTER 24

General Information

24.1 Read Me

The EdX Learner’s Guide is created using RST files and Sphinx. You, the user community, can help update and revise this documentation project on GitHub.

https://github.com/edx/edx-documentation/tree/master/en_us/students/source

The edX documentation team welcomes contributions from Open edX community members. You can find guidelines for how to contribute to edX Documentation in the GitHub edx/edx-documentation repository.

24.2 Other edX Resources

Learners, course teams, researchers, developers: the edX community includes groups with a range of reasons for using the platform and objectives to accomplish. To help members of each group learn about what edX offers, reach goals, and solve problems, edX provides a variety of information resources.

To help you find what you need, browse the edX offerings in the following categories.

- Resources for edx.org Learners
- The edX Partner Portal
- The Open edX Portal
- System Status
- Resources for edx.org Course Teams
- Resources for Researchers
- Resources for Developers
- Resources for Open edX
All members of the edX community are encouraged to make use of the resources described in this preface. We welcome your feedback on these edX information resources. Contact the edX documentation team at docs@edx.org.

24.2.1 Resources for edx.org Learners

Documentation

The edX Help Center for Learners includes topics to help you understand how to use the edX learning management system. The Help Center is also available when you select Help while you are in a course, and from your edX dashboard.

In a Course

If you have a question about something you encounter in an edX course, try these options for getting an answer.

Note: If you find an error or mistake in a course, contact the course staff by adding a post in the course discussions.

- Check the Course page in the course. Course teams use this page to post updates about the course, which can include explanations about course content, reminders about when graded assignments are due, or announcements for upcoming events or milestones.

- Look for an “Introduction”, “Overview”, or “Welcome” section in the course content. In the first section in the course, course teams often include general information about how the course works and what you can expect, and also what they expect from you, in the first section in the course.

- Participate in the course discussions. Other learners might be able to answer your question, or might have the same question themselves. If you encounter an unfamiliar word, phrase, or abbreviation, such as “finger exercise” or “board work”, search for it on the Discussion page, or post a question about it yourself. Your comments and questions give the course team useful feedback for improving the course.

- Investigate other resources. Some courses have a wiki, which can be a good source of information. Outside of the course, a course-specific Facebook page or Twitter feed might be available for learners to share information.

Resources on the edx.org Website

To help you get started with the edX learning experience, edX offers a course (of course!). You can find the edX Demo course on the edx.org website.

When you are working in an edX course, you can select Help to access a help center with frequently asked questions and answers.

If you still have questions or suggestions, you can contact the edX Support team for help.

For opportunities to meet others who are interested in edX courses, check the edX Global Community meetup group.

24.2.2 The edX Partner Portal

The edX Partner Portal is the destination for partners to learn, connect, and collaborate with one another. Partners can explore rich resources and share success stories and best practices while staying up-to-date with important news and updates.

To use the edX Partner Portal, you must register and request verification as an edX partner. If you are an edX partner and have not used the edX Partner Portal, follow these steps.
2. Select Request Partner Access, then fill in your personal details.
3. Select Create New Account. You will receive a confirmation email with your account access within 24 hours.

After you create an account, you can sign up to receive email updates about edX releases, news from the product team, and other announcements. For more information, see Release Announcements by Email.

Course Team Support in the edX Partner Portal

EdX partner course teams can get technical support in the edX Partner Portal. To access technical support, submit a support ticket, or review any support tickets you have created, go to partners.edx.org and select Course Staff Support at the top of the page. This option is available on every page in the Partner Portal.

24.2.3 The Open edX Portal

The Open edX Portal is the destination for learning about hosting an Open edX instance, extending the edX platform, and contributing to Open edX. In addition, the Open edX Portal provides product announcements and other community resources.

All users can view content on the Open edX Portal without creating an account and logging in.

To comment on blog posts or the edX roadmap, or subscribe to email updates, you must create an account and log in. If you do not have an account, follow these steps.

1. Visit open.edx.org/user/register.
2. Fill in your personal details.
3. Select Create New Account. You are then logged in to the Open edX Portal.

Release Announcements by Email

To receive and share product and release announcements by email, you can subscribe to announcements on one of the edX portal sites.

1. Create an account on the Open edX Portal or the edX Partner Portal as described above.
2. Select Community and then Announcements.
3. Under Subscriptions, select the different types of announcements that you want to receive through email. You might need to scroll down to see these options.
4. Select Save.

You will now receive email messages when new announcements of the types you selected are posted.

24.2.4 System Status

For system-related notifications from the edX operations team, including outages and the status of error reports. On Twitter, you can follow @edxstatus.

Current system status and the uptime percentages for edX servers, along with the Twitter feed, are published on the edX Status web page.
24.2.5 Resources for edx.org Course Teams

Course teams include faculty, instructional designers, course staff, discussion moderators, and others who contribute to the creation and delivery of courses on edx.org or edX Edge.

The edX Course Creator Series

The courses in the edX Course Creator Series provide foundational knowledge about using the edX platform to deliver educational experiences. These courses are available on edx.org.

- edX101: Overview of Creating a Course
- StudioX: Creating a Course with edX Studio
- BlendedX: Blended Learning with edX
- VideoX: Creating Video for the edX Platform

edX101: Overview of Creating a Course

The edX101 course is designed to provide a high-level overview of the course creation and delivery process using Studio and the edX LMS. It also highlights the extensive capabilities of the edX platform.

StudioX: Creating a Course with edX Studio

After you complete edX101, StudioX provides more detail about using Studio to create a course, add different types of content, and configure your course to provide an optimal online learning experience.

BlendedX: Blended Learning with edX

In BlendedX you explore ways to blend educational technology with traditional classroom learning to improve educational outcomes.

VideoX: Creating Video for the edX Platform

VideoX presents strategies for creating videos for course content and course marketing. The course provides step-by-step instructions for every stage of video creation, and includes links to exemplary sample videos created by edX partner institutions.

Documentation

Documentation for course teams is available from the docs.edx.org web page.

- Building and Running an edX Course is a comprehensive guide with concepts and procedures to help you build a course in Studio and then use the Learning Management System (LMS) to run a course.
  You can access this guide by selecting Help in Studio or from the instructor dashboard in the LMS.
- Using edX Insights describes the metrics, visualizations, and downloadable .csv files that course teams can use to gain information about student background and activity.
These guides open in your web browser. The left side of each page includes a Search docs field and links to the contents of that guide. To open or save a PDF version, select v: latest at the lower right of the page, then select PDF.

Note: If you use the Safari browser, be aware that it does not support the search feature for the HTML versions of the edX guides. This is a known limitation.

Email

To receive and share information by email, course team members can:

- Subscribe to announcements and other new topics in the edX Partner Portal or the Open edX Portal. For information about how to subscribe, see Release Announcements through the Open edX Portal.
- Join the openedx-studio Google group to ask questions and participate in discussions with peers at other edX partner organizations and edX staffers.

Wikis and Web Sites

The edX product team maintains public product roadmaps on the Open edX Portal and the edX Partner Portal. The edX Partner Support site for edX partners hosts discussions that are monitored by edX staff.

24.2.6 Resources for Researchers

At each partner institution, the data czar is the primary point of contact for information about edX data. To set up a data czar for your institution, contact your edX partner manager.

Data for the courses on edx.org and edX Edge is available to the data czars at our partner institutions, and then used by database experts, statisticians, educational investigators, and others for educational research. Resources are also available for members of the Open edX community who are collecting data about courses running on their sites and conducting research projects.

Documentation

The edX Research Guide is available on the docs.edx.org web page. Although it is written primarily for data czars and researchers at partner institutions, this guide can also be a useful reference for members of the Open edX community.

The edX Research Guide opens in your web browser, with a Search docs field and links to sections and topics on the left side of each page. To open or save a PDF version, select v: latest at the lower right of the page, and then select PDF.

Note: If you use the Safari browser, be aware that it does not support the search feature for the HTML versions of the edX guides. This is a known limitation.

Discussion Forums and Email

Researchers, edX data czars, and members of the global edX data and analytics community can post and discuss questions in our public research forum: the openedx-analytics Google group.
The edX partner portal also offers community forums, including a Research and Analytics topic, for discussions among edX partners.

**Important:** Please do not post sensitive data to public forums.

Data czars who have questions that involve sensitive data, or that are institution specific, can send them by email to data.support@edx.org with a copy to your edX partner manager.

**Wikis**

The edX Analytics team maintains the Open edX Analytics wiki, which includes links to periodic release notes and other resources for researchers.

The edx-tools wiki lists publicly shared tools for working with the edX platform, including scripts for data analysis and reporting.

### 24.2.7 Resources for Developers

Software engineers, system administrators, and translators work on extending and localizing the code for the edX platform.

**Documentation**

Documentation for developers is available from the edX Developer Documentation landing page.

**GitHub**

These are the main edX repositories on GitHub.

- The edx/edx-platform repo contains the code for the edX platform.
- The edx/edx-analytics-dashboard repo contains the code for edX Insights.
- The edx/configuration repo contains scripts to set up and operate the edX platform.

Additional repositories are used for other projects. Our contributor agreement, contributor guidelines and coding conventions, and other resources are available in these repositories.

**Getting Help**

The Getting Help page in the Open edX Portal lists different ways that you can ask, and get answers to, questions.

**Wikis and Web Sites**

The Open edX Portal is the entry point for new contributors.

The edX Engineering team maintains an open Confluence wiki, which provides insights into the plans, projects, and questions that the edX Open Source team is working on with the community.

The edx-tools wiki lists publicly shared tools for working with the edX platform, including scripts and helper utilities.
24.2.8 Resources for Open edX

Hosting providers, platform extenders, core contributors, and course staff all use Open edX. EdX provides release-specific documentation, as well as the latest version of all guides, for Open edX users. See the Open edX documentation page for a list of the documentation that is available.

24.3 edX Browser Support

Most current browsers will work on edX.org. For best performance, we recommend the latest versions of:

- Chrome
- Firefox

We also support the latest versions of:

- Microsoft Edge
- Microsoft Internet Explorer
- Safari

Note: If you use the Safari browser, be aware that it does not support the search feature for the guides on docs.edx.org. This is a known limitation.