

OWL Instructor FAQs

These are the most frequently asked questions about OWL. If you have additional questions, please enter a keyword into the Search box at www.cengage.com/chemistry/owl/support. You can find answers to most of your questions in this Adobe Acrobat PDF document:

Instructor Quick Start Guide

www.cengage.com/chemistry/discipline_content/owl/support/instructor_quick_start.pdf

How do I contact Technical Support for OWL?

To search our Knowledgebase of Frequently Asked Questions and download other resources, you can click **Support** at the top of www.cengage.com/owl or any page in OWL. If you don't find what you need, click **Sign-in** at the upper right corner of the OWL Technical Support site, choose OWL again (if necessary), and then choose **No, please create a new case** at the top of the Critical Issues box. Instructors can sign in with an existing Cengage account to open a case, or open a new account. Instructors will receive phone and live chat options after opening a new case. Students will receive live chat options after opening a new case. Both will receive email updates on open cases.

Why can't I directly email or phone someone at Technical Support?

Support is offered as described above because:

- It saves time. You only enter your contact information once. If you contact Cengage about any product in the future, you will not need to enter this information again and can immediately submit your issue.
- The Technical Support agents can resolve your issue faster because the new case form asks for all the necessary information and they don't need to contact you for missing information.
- You can sign in and track the history and progress of your issue at any time, which makes technical support transparent to the user.
- You are kept informed through email updates when any change is made to your case. Remember, instructors will receive live chat and phone options after you open a case. The chat representative can see your case and immediately begin working to resolve your issue.

What if I forgot my login and password?

If you forget your login or password, click **I've forgotten my login and/or password** on the login page. For other login issues, use **Login Help** on the left navigation menu on the login page.

How do I get an instructor login for OWL?

There are two ways to get an OWL login.

1. Request a login from your Cengage Learning sales rep. If you are unsure of who your sales representative is, you can locate your rep at www.cengage.com/findrep.html
2. Request an instructor login from your school's login page.
 - a. Go to www.cengage.com/owl
 - b. In the red **Choose your course** box, choose **Log in** for the appropriate subject.
 - c. Choose your textbook name.
 - d. Choose your school name. (If you cannot find your school for the specific textbook you want, please contact your sales rep.)

- e. Click the blue arrow below **Request Instructor Account**.
- f. Choose **Request Instructor Login**.
- g. Fill in the required information and click **Submit Request**.

We will verify your faculty status with your school before sending you a login.

How can I see which end-of-chapter questions from my textbook are in OWL?

1. Choose **Assignment List** from the left navigation menu.
2. To find the desired End-of-Chapter assignment, click folder names to open them.
3. Click the pencil icon to the right of the assignment name to go to the Assignment Management* page.
4. Click **Quick Question Include/Exclude with Question Points** to open a page that lists all end-of-chapter questions available for the chapter. The **Description** column shows the corresponding textbook question number.

*Note: You can also get to the Assignment Management page by clicking the pencil icon at the top of any Assignment Viewer page.

Upon request, your Cengage Learning representative can supply you with a Word document that lists all the questions.

How do I copy a course?

1. Choose **Course List** from the left navigation menu.
2. Click the blue arrow next to the section you wish to copy.
3. Click **Copy Course** from the Manage Sections drop-down menu.
4. Choose **Copy Course** at the top of the next page.
5. Choose one of these options:
 - a. **New Section**: for a new course with just one section using section-specific default values.
 - b. **Copy Section**: for a new course with just one section identical to the one selected.
 - c. **Copy All Sections**: for a new course with copies of all of the sections of the course selected.
6. Give your course a unique name and complete the section information if necessary.
7. Click Copy Course and Section.

What if I get an “access denied” message?

If you see an “access denied” error when you try to view items in OWL, you have encountered a permissions issue. To protect student data, only the instructor who created the course has initial access to that course, and other instructors can only view that course in the student view. To see a list of the OWL courses at your school, click **Course List** from the left navigation menu.

You have three choices to see the content in courses as an instructor.

1. You can click Course Creation on the left navigation menu to set up your own course. (See How-to video at www.cengage.com/chemistry/owlinstructor.)
2. You can copy another instructor's course to use as your own (See How-to video at www.cengage.com/chemistry/owlinstructor.)
3. You can ask your colleague to give you permission to access his or her course (See directions below).

If you created the course, follow these instructions to give permissions to colleagues to access your course. (If you're not the course creator, ask the course creator to follow these steps to grant you permission.)

1. Log in to OWL as an instructor.
2. Choose **Course List** from the left navigation menu.
3. Click the blue arrow next to the section whose permissions are to be changed.
4. Now you are on the Course Home page. Click the **Manage Sections** drop-down menu at the top of the page, and then choose **Course Permissions**.
5. You will see a list of instructors. Green cells indicate where an instructor has permission to enter the course. Red means the instructor does not have permission. To change the permission for an instructor, click the lock icon next to the instructor's name.

On the next screen, you'll see all permissions items. To give full permissions, check each item and then click **Save Settings** at the bottom of the page. Alternately, you may choose to grant permission for selected tasks. For example, you may want grant a teaching assistant limited access to view student data, but not to change assignments. To do this, check the boxes below the "Selected Course Student Data Permissions" heading.

To change who will receive emails from the course:

1. Click **Course List** in the left navigation menu.
2. Click the blue arrow next to the section whose permissions are to be changed.
3. Now you are on the Course Home page. Click the **Manage Sections** drop-down menu at the top of the page, and then choose **Course Permissions**.
4. Click a user's name to make him/her a Current Message Recipient OR click again on a user's name to remove him/her from the Current Message Recipient(s) list.

How do I archive a course?

We recommend archiving any inactive courses because it prevents students from accidentally registering for old courses. For example, after you copy your Spring semester course for the Fall, it's a good idea to archive the old Spring course.

To archive a course, click **Course List** from the left navigation menu.

- a. Click **Archive/Unarchive Courses** at the top of the page.
- b. Click the red arrow next to the course name "Archive" to archive the original course

To Unarchive a course, click the red arrow next to the course name in any of the courses listed in the Archived Section. The course will move up to the top list of active courses.

How do I delete a course?

You can delete a course or a section, but we recommend only doing this if you are sure you will no longer use the course or need the data in it. Archiving is a better choice unless you made a mistake during course creation and are sure you no longer want the course or section. To delete a course: On the Course Home page, click **Manage Section** and then choose **Delete**.

What are hardware, software, and system requirements for OWL?

To run OWL you will need an internet connection and web browser. The browser version and plug-ins needed depend on which OWL course you use. Introductory assignments in OWL will specify browser requirements and provide tests to easily check if your browser is configured correctly for use with OWL. The easiest way to set up your browser is to run through the introductory assignments as a student.

1. Go to www.cengage.com/owl/demo
2. Choose **GOB Chemistry**

3. Click **Assignment List** in the left navigation menu
4. Complete the first two assignments, Intro 1a and Intro 1b. These two assignments will guide you through browser tests and provide troubleshooting pages if the tests fail. If you are an Organic, Biochemistry or GOB student, also complete Intro 4: MarvinSketch Tutorial for GOB.

For technical issues related to **browser** set up for OWL, see the troubleshooting page at www.cengage.com/chemistry/discipline_content/owl/support/instructor_technical_troubleshooting.pdf

What if students need help purchasing access to OWL, registering, and logging in to OWL?

- Please direct them to the short video called **How to Purchase Access to OWL, Register, and Login** at www.cengage.com/owl/video/gettingstarted (4:20).
- The same process is also covered in the **Student Quick Start and Access Code Guide** at www.cengage.com/chemistry/discipline_content/owl/support/student_quick_start.pdf.
- More student resources are found at www.cengage.com/owl on the For Students | Getting Started page.

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