PD IN FOCUS
The Premier On-Demand PD Tool for Educators

# Frequently Asked Questions

## WHAT IS PD IN FOCUS?

**PD In Focus® is an award-winning online platform that features hundreds of hours of videos showing research-based teaching practices in action.** Designed as a role-based platform, it can be used collaboratively or independently, so educators can experience professional development on their own time.

With PD In Focus, you can assign and rate videos, keep a private journal of your reflections and observations, and create customized learning for your school or district—or for individual learners.

Downloadable application activities add to the richness of the professional development experience by providing additional depth and perspective to videos.

PD In Focus can be used anywhere there is an Internet connection, including on mobile devices and tablets.

Other features of the platform include the following:

- User-friendly dashboard
- Customizable playlists
- Group discussion boards
- Enhanced assignment capabilities
- Robust reporting

PD In Focus has received several industry awards, including the 2015 EDDIE Award for Best Online Professional Development Tool.

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# GETTING STARTED

## What roles are available in PD In Focus?

There are three user roles in the PD In Focus platform.

1. **Administrators**—create groups of Teachers and assign them to one or more Facilitator(s); manage members and licenses (typically principals/assistant principals)
2. **Facilitators**—create groups, work with groups of Teachers, and create assignments based on PD needs (typically teacher leaders, coaches, and mentors)
3. **Teachers**—complete assignments; can work with multiple Facilitators and groups at the same time

Note: users can have more than one role assigned to their log-in.

The chart below highlights the features that are available to each role.

| Feature | Administrator | Facilitator | Teacher |
|---|---|---|---|
| Create Groups | ✔ | ✔ | |
| Make Assignments | ✔ | ✔ | |
| Complete Assignments | ✔ | ✔ | ✔ |
| View/Print Individual Reports | ✔ | ✔ | ✔ |
| Write Journal Entries | ✔ | ✔ | ✔ |
| Search for Videos and Print Resources | ✔ | ✔ | ✔ |
| View Videos and Print Resources | ✔ | ✔ | ✔ |
| Rate Videos and Print Resources | ✔ | ✔ | ✔ |
| Save Videos and Print Resources to My Playlists | ✔ | ✔ | ✔ |
| View Related Resources | ✔ | ✔ | ✔ |
| Create Custom Channels | ✔ | ✔ | |
| Add Users | ✔ | | |
| Manage Users/Licenses | ✔ | | |
| Manage Related Resources | ✔ | ✔ | |

## How do I get started using PD In Focus?

Visit the *Getting Started with PD In Focus* channel to see helpful videos and documents to guide your professional development work. This channel includes video tutorials, collaborative learning tools, and guides for use at your school.

# DASHBOARD

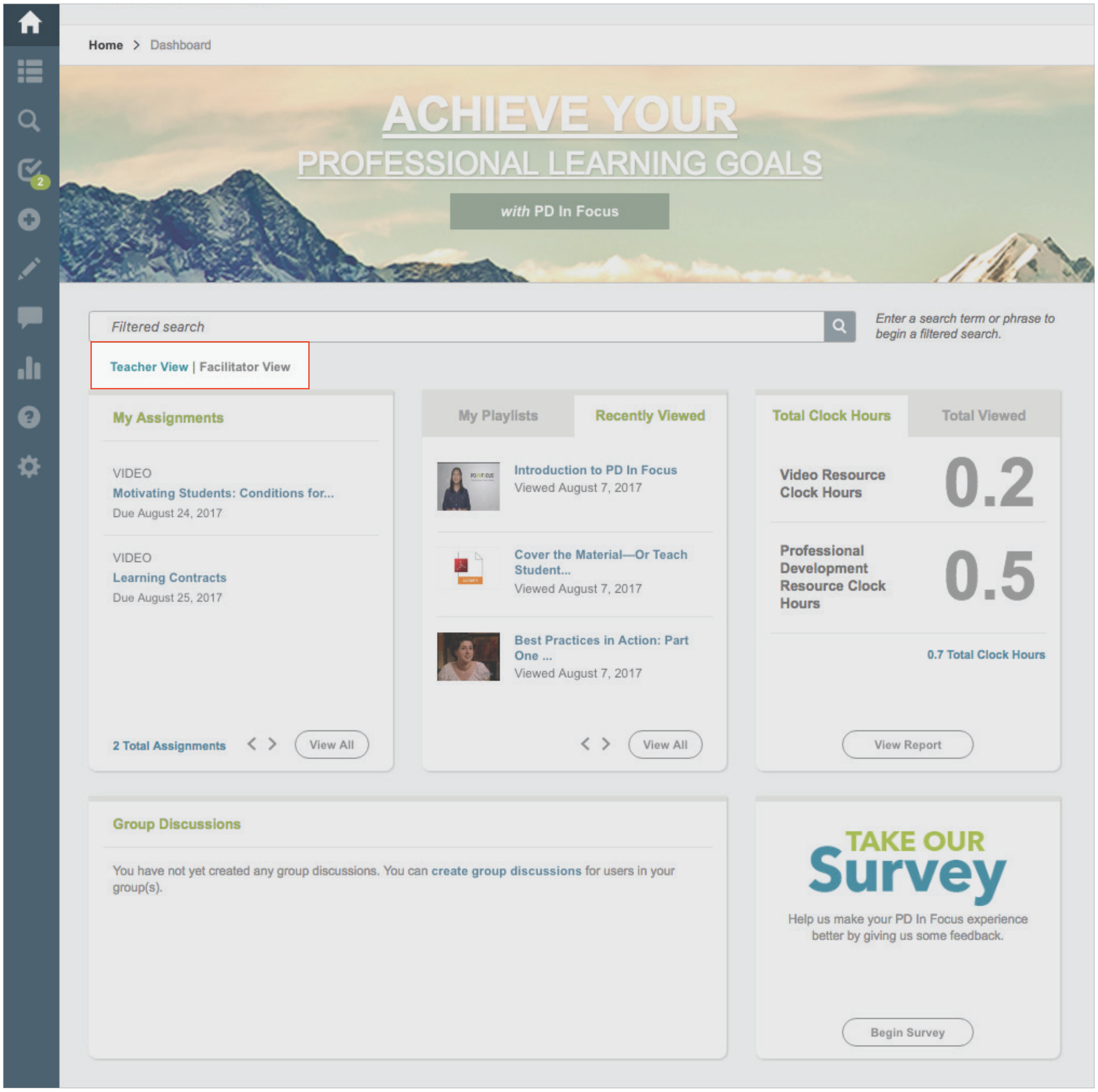
### What information is displayed on the dashboard?

The dashboard provides an overview of your activity and allows you to quickly access the platform's most used features. The elements you see on your dashboard are determined by the role you use to log in.

| Teachers see these elements: | Administrators/Facilitators see these elements: |
|---|---|
| **My Assignments:** The most recent resources your Facilitator has assigned to you appear here. You can see the title of the resource as well as the due date for the assignment. Assignments appear in the order in which they are due. There are forward and back arrows that allow you to scroll through all your assignments. | **Assignments Created:** A list of resources you have assigned appears here. The type of resource, the resource title, and the due date of the assignment are listed. Assignments appear in the order in which they were created. There are forward and back arrows that allow you to scroll through all the assignments you created. |
| **My Playlists:** All playlists you have created appear here. | **My Playlists:** All playlists you have created appear here. |
| **Recently Viewed:** The resources you have most recently viewed appear here. You can see the title of the resource and the date you viewed it. | **Recently Viewed:** The resources you have most recently viewed appear here. You can see the title of the resource and the date you viewed it. |
| **Total Clock Hours:** Here you can see the total number of clock hours you have accumulated by viewing video resources and professional development resources. | **Overview:** Here you can see the total number of each kind of resource you have assigned. |
| **Total Viewed:** Here you can see the total number of each kind of resource you have viewed. | **Quick Links:** Here you'll find a list of links for the administrative function that you have access to based on your role as an Administrator or Facilitator. |
| **Group Discussions:** Find the discussions that have been started for all groups you are in here. | **Group Discussions:** Find the discussions that you have started for all groups you facilitate here. |
| **Survey:** Help improve PD In Focus by completing this survey. | **Survey:** Help improve PD In Focus by completing this survey. |

### What is the difference between Teacher view and Facilitator view?

Administrators and Facilitators have the option to view their dashboard as a Facilitator (the leader of the learning) or as a Teacher (a learner). Refer to the question above for a list of what elements display on each dashboard view.



# ASSIGNMENTS

## Who can create assignments?

Administrators and Facilitators can create assignments for users in groups they facilitate.

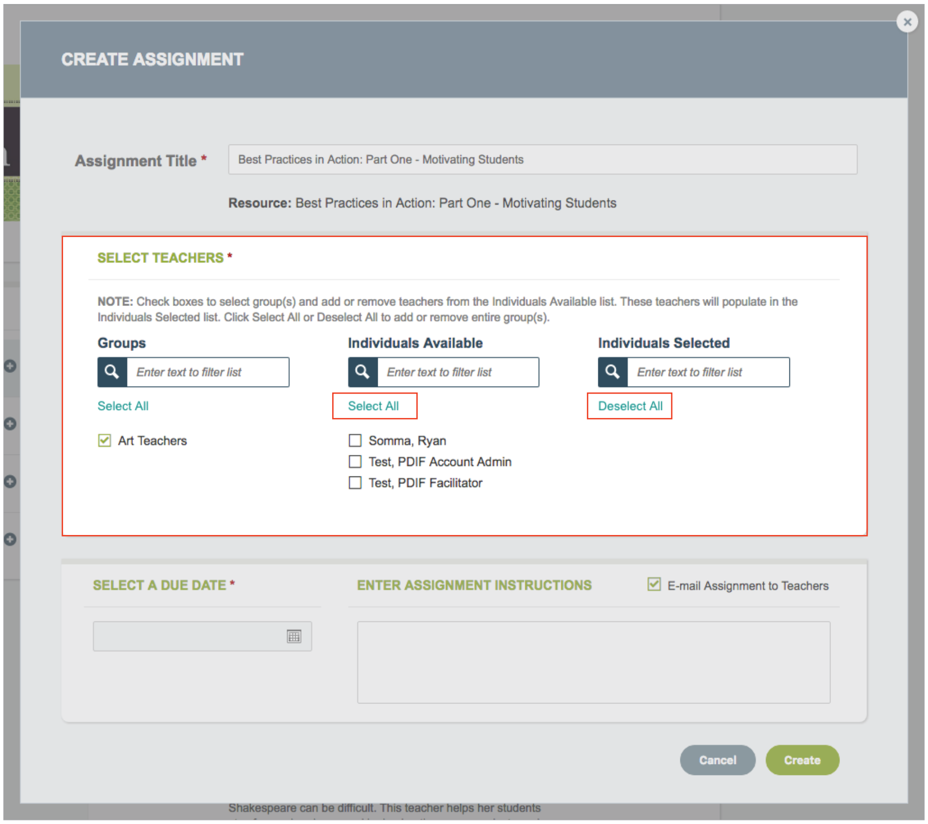
## How do I create an assignment?

Identify the resource, playlist, channel, or subchannel you wish to assign and click the Create New Assignment button. A pop-up window will open. Note that the Assignment Title field is populated with the title of the resource, playlist, channel, or subchannel, but you may overwrite this title with one of your choosing. Follow these steps to create an assignment.

1. **Select Teachers**
   - From the Groups column, select the group that contains the Teachers for whom you are creating the assignment. Teachers who are members of the selected group will be displayed in the Individuals Available column.
   - From the Individuals Available column, select the appropriate Teachers. If you want to assign it to all Teachers in the group, click Select All at the top of the list.
   - The Teachers' names will be moved from the Individuals Available to the Individuals Selected column.

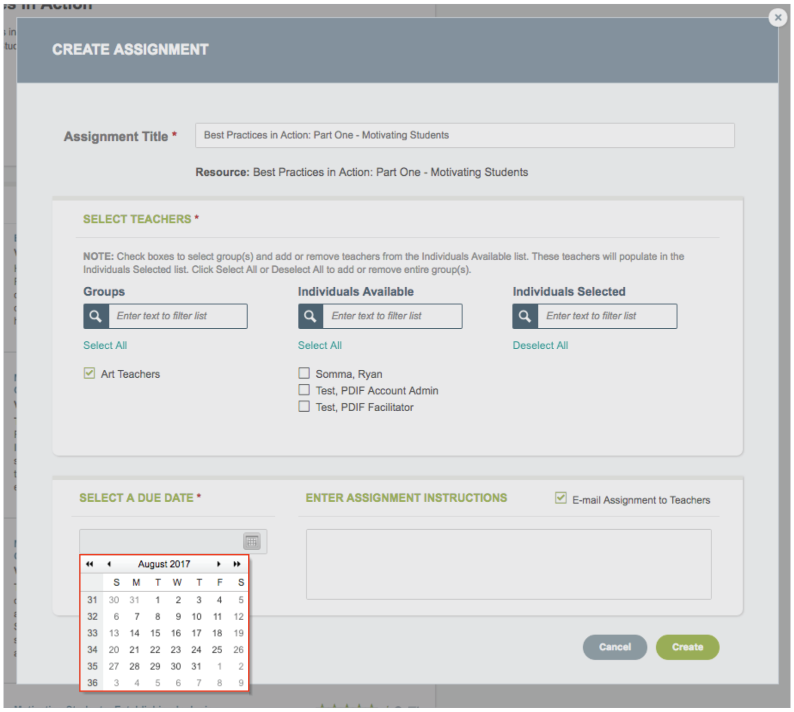
   Repeat the previous steps to assign this resource to another group.

   Note: If you select a Teacher by mistake, you can deselect him/her from the Individuals Selected list by clicking on the check box next to the name. The Teacher will be moved back to the Individuals Available column.



**2. Select a Due Date**

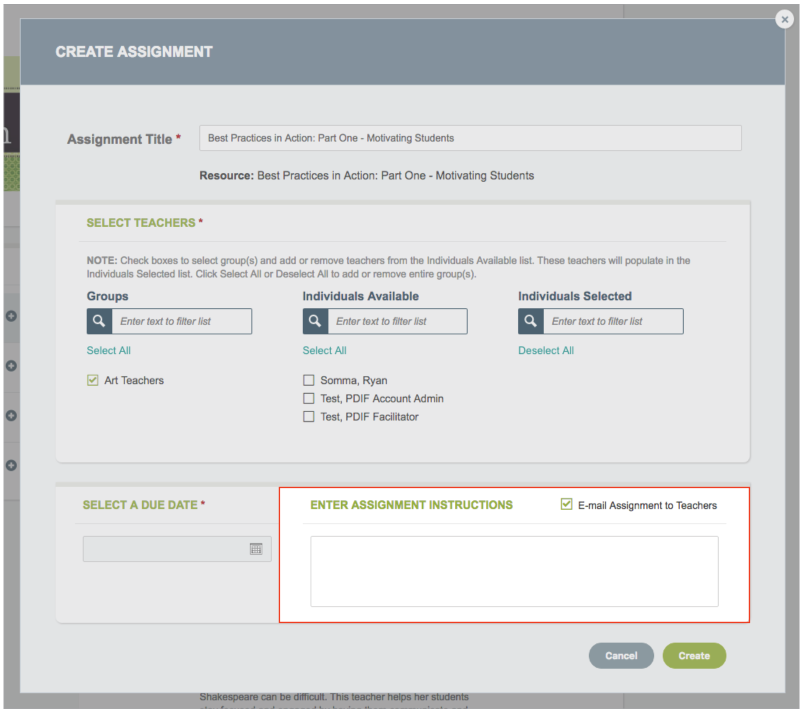
This is a required field. Click on the calendar icon and choose a due date for the assignment.




**3. Enter Assignment Instructions**

You may include instructions for your Teachers in the Enter Assignment Instructions field. These instructions will be displayed in the automated e-mail that Teachers will receive. The option to e-mail a notification of the assignment to the Teachers is automatically checked. If you do not want to send an e-mail notification, uncheck the box.

Once you enter instructions, if you choose to do so, click the Create button. A confirmation message will appear indicating that the assignment was successfully created.



### How do I add someone to an assignment I previously created?

From your dashboard, click the View All button in the Assignments Created section. Find the assignment you wish to edit, click on the Edit button in that row, and follow these steps.

1. From the Groups column, select the group that contains the Teacher(s) you are adding to the assignment. Teachers who are members of that group will be displayed in the Individuals Available column.
2. From the Individuals Available column, select the additional Teacher(s) you wish to assign the resource.
3. The Teacher(s) will be moved from the Individuals Available to the Individuals Selected column.
4. Click the Save button. A confirmation message will appear indicating that the assignment was successfully updated.

Note: If you are adding a Teacher to an assignment with a due date in the past, you must choose a new due date.

### How do I change the due date of an assignment?

From your dashboard, click the View All button in the Assignments Created section. Find the assignment you wish to edit, click on the Edit button in that row, and follow these steps.

1. Either enter the updated due date in the Select a Due Date field or click the calendar icon and select the new due date.
2. Click the Save button. A confirmation message will appear indicating that the assignment was successfully updated.

### I created an assignment. How will Teachers be notified of the pending assignment?

When the Teacher logs in, the assignment will appear in the My Assignments section of the dashboard (in the Teacher View). Assignments appear in the order in which they are due. During the assignment creation process, Facilitators may choose to send Teachers an automated e-mail notification about a pending assignment.

To retrieve a full list of assignments, the Teacher can click the View All button in the My Assignments section on the dashboard or click on the Assignments tab in the left navigation.

### Will I be notified when a Teacher has completed an assignment?

PD In Focus sends Facilitators automatic e-mail notifications when Teachers complete assignments. Facilitators can also check the I Assigned Report to determine which Teachers have completed which assignments.

### I watched a video or completed a resource that was assigned to me. How will my Facilitator know that I've completed my assignment?

You have to watch the video segment until the very end in order for the video to be considered complete. PD In Focus will recognize that you have completed an assignment and indicate the status in your My Clock Hours report. Your Facilitator will know that you completed the assignment by checking the status of the assignment in the reporting feature.

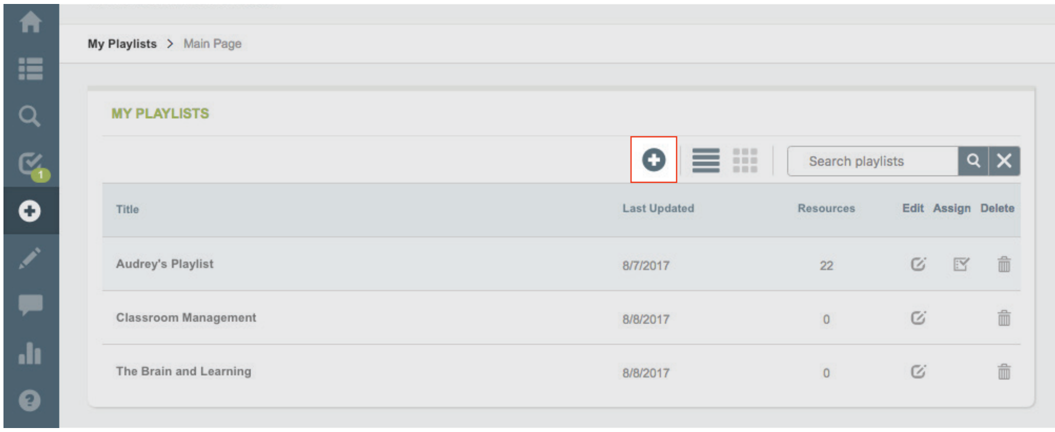
# MY PLAYLISTS

## What is a playlist?

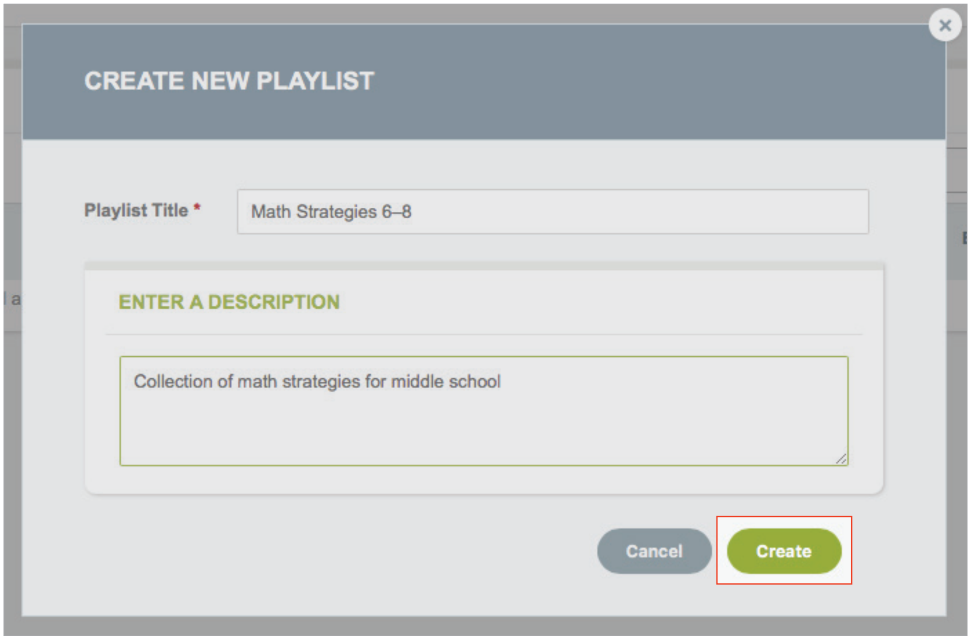
A playlist is a collection of PD In Focus resources that users create. All users can create as many playlists as they want, effectively grouping related resources for their own professional development.

## How do I create a playlist?

1. Click the My Playlists tab in the left navigation. Once on the My Playlists page, click the Create New Playlist button .




2. Enter a title for your playlist.
3. Enter a description of the playlist, if desired (this is not a required field).
4. Click the Create button. A confirmation message will appear indicating that the playlist was successfully created.



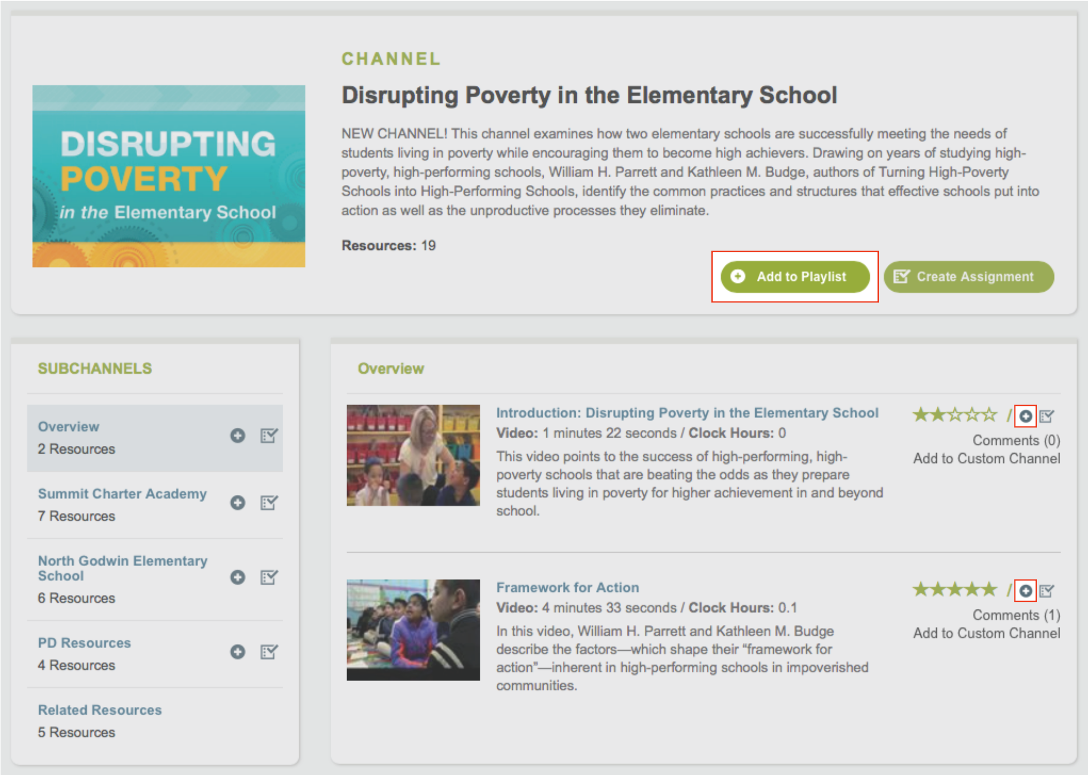
## What resources can I add to a playlist?

All PD In Focus resources can be added to a playlist.

## How do I add resources to a playlist?

There are five ways to add resources to a playlist using the Add to Playlist button ⊕.

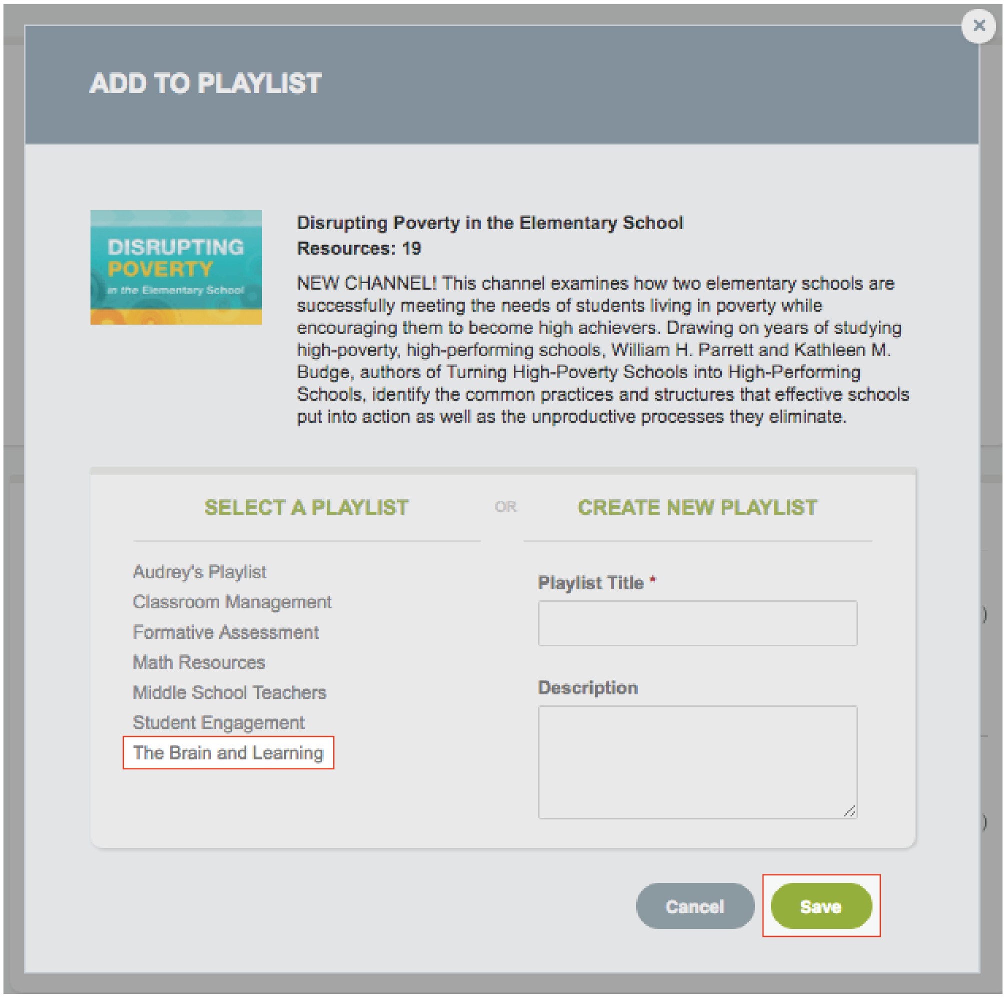
1. From the Channels home page, click the Add to Playlist button next to a channel to add all resources in the channel to a playlist.
2. From an individual channel page, click the Add to Playlist button below the channel description to add all resources in the channel to a playlist.
3. From an individual channel page, click the Add to Playlist button next to an individual resource to add that resource to a playlist.
4. From the subchannels panel on an individual channel page, click the Add to Playlist button next to the subchannel title to add all resources in that subchannel to a playlist.
5. From an individual resource page, click the Add to Playlist button below the resource to add just that resource to a playlist.



Upon clicking on the Add to Playlist button in any of the locations mentioned above, a pop-up window will open. Follow these steps.

1. Select a playlist that you've already created or create a new playlist where resources will appear.
2. Click the Save button. A confirmation message will appear indicating the resource was successfully added to the playlist.




## Can I create an assignment using a playlist?

Administrators and Facilitators can create assignments using playlists they have created. When assigning a playlist, all resources in that playlist will be included in the assignment.

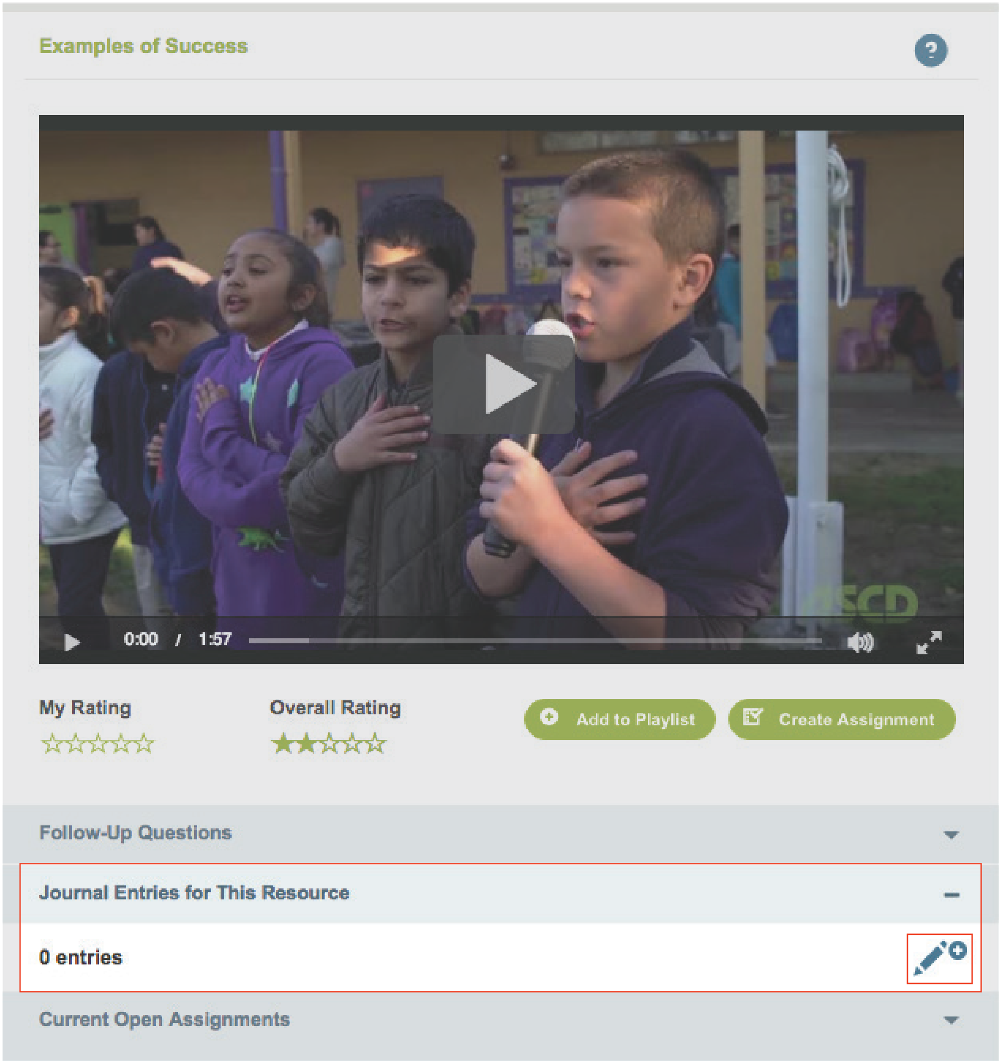
# MY JOURNAL

## How do I create a journal entry?

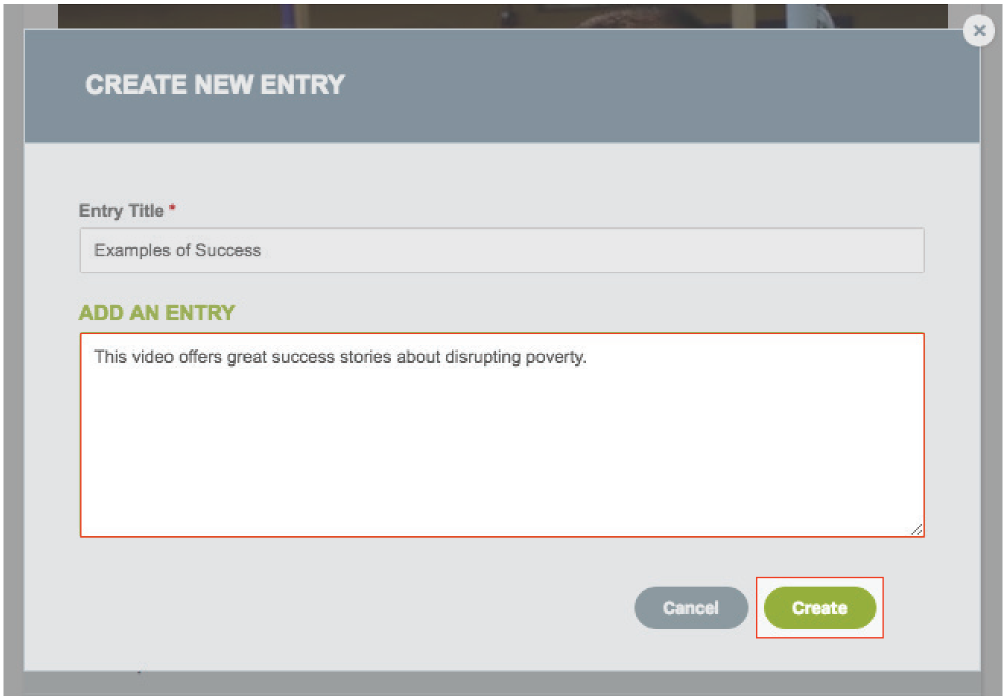
You can create a journal entry for individual resources in two ways: on the individual resource page or by clicking on the My Journal tab in the left navigation.

**To create a journal entry from a resource page:**

1. Click Journal Entries for This Resource, located below the video or PDF.

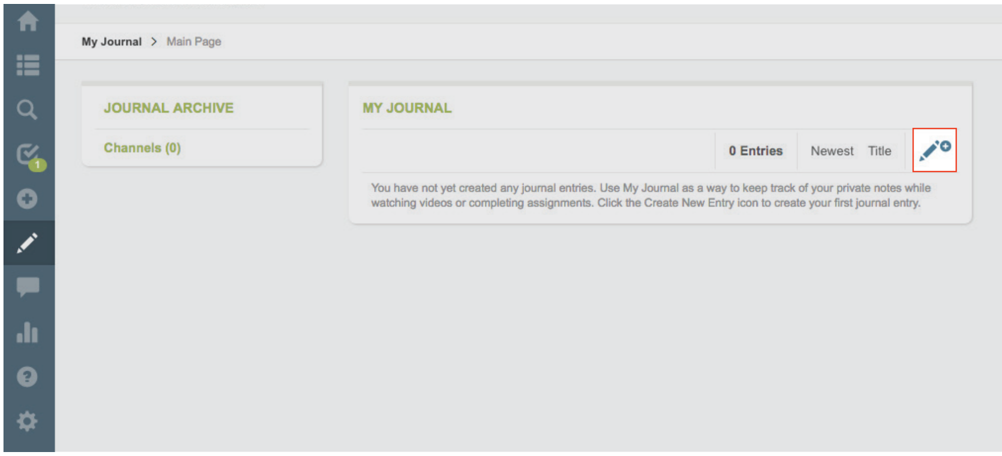


2. Click on the Create New Entry icon . A pop-up window will open.
3. The Entry Title field will populate with the title of the resource. You may overwrite this title by highlighting the text in the field and typing a new title.
4. Compose your journal entry in the Add an Entry field.
5. Click the Create button. A confirmation message will appear indicating that the entry was successfully created.

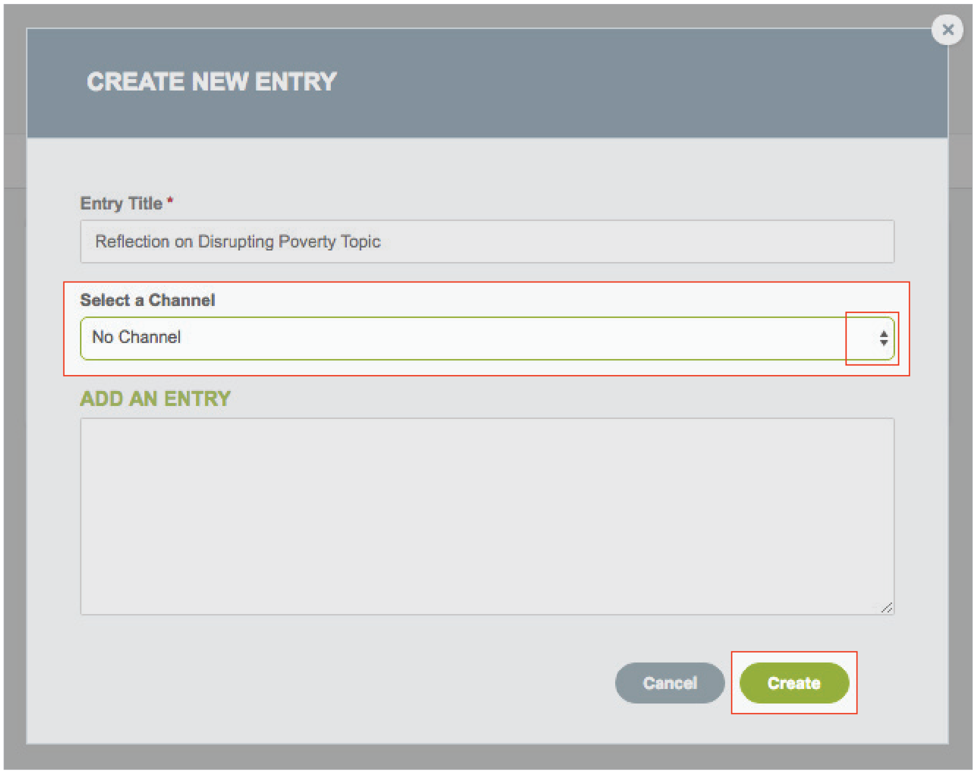



**To create a journal entry from the My Journal page:**

1. Click on the My Journal tab in the left navigation.
2. Click the Create New Entry icon . A pop-up window will open.



3. Enter an entry title. This is a required field.
4. Select a channel with which you want to associate the entry. If you select No Channel, the entry will be listed under Other Journal Entries in the Journal Archive section.
5. Compose your journal entry in the Add an Entry field.
6. Click the Create button. A confirmation message will appear indicating that the entry was successfully created.

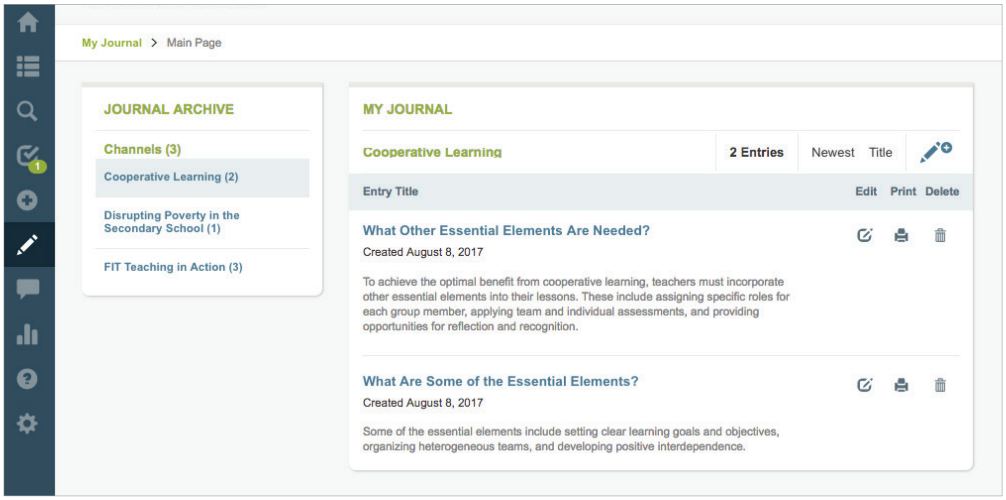



## Can my journal entry be viewed by my Facilitator or anyone else?

No. Only you can view your entries. If you want to share an entry, you can copy it into an e-mail or print it out.

## How can I view all my journal entries?

You can view your journal entries by clicking on the My Journal tab in the left navigation. Once on the My Journal page, there is a section labeled Journal Archive. You can view any entry that you've created; entries are sorted by channel. The number in parentheses represents the number of entries for that channel. Journal entries not associated with a channel are listed under Other Journal Entries.

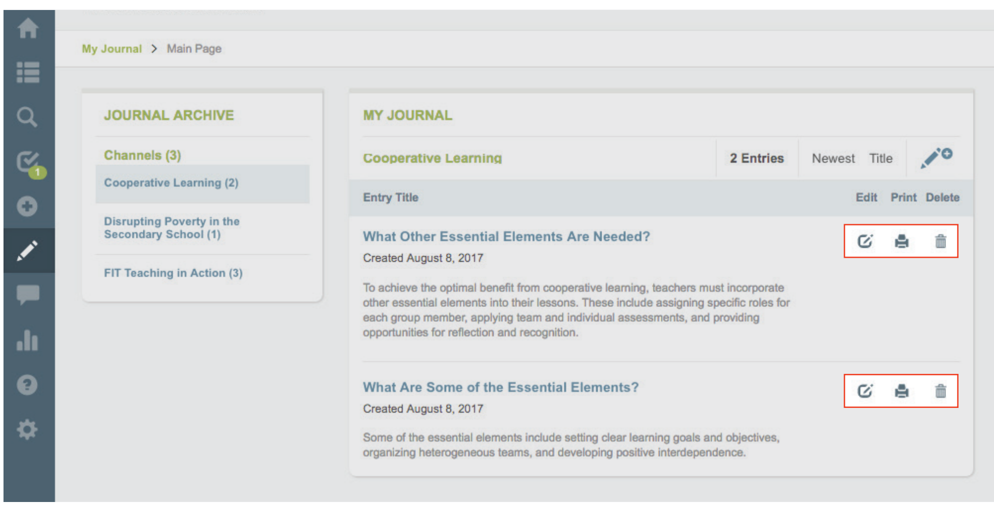



## Can my journal entries be edited or deleted?

Journal entries can be edited or deleted at any time. To do so, click on the My Journal tab in the left navigation. Once on the My Journal page, select the journal entry you wish to edit or delete from the Journal Archive section.

To edit the entry, click on the Edit button. A text box will appear. Make the edits and click the Save button.

To delete the entry, click on the Delete button. A warning will display. Click OK.



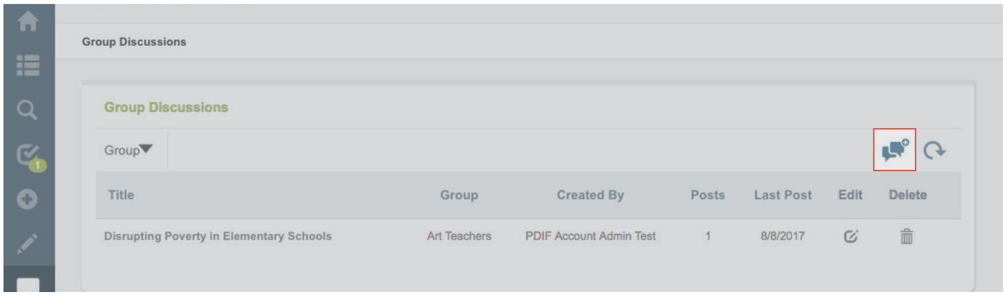
## Who can create a group discussion?

Administrators and Facilitators can create group discussions. They can also reply to and delete any users' posts in discussions they created.

## How do I create a group discussion?

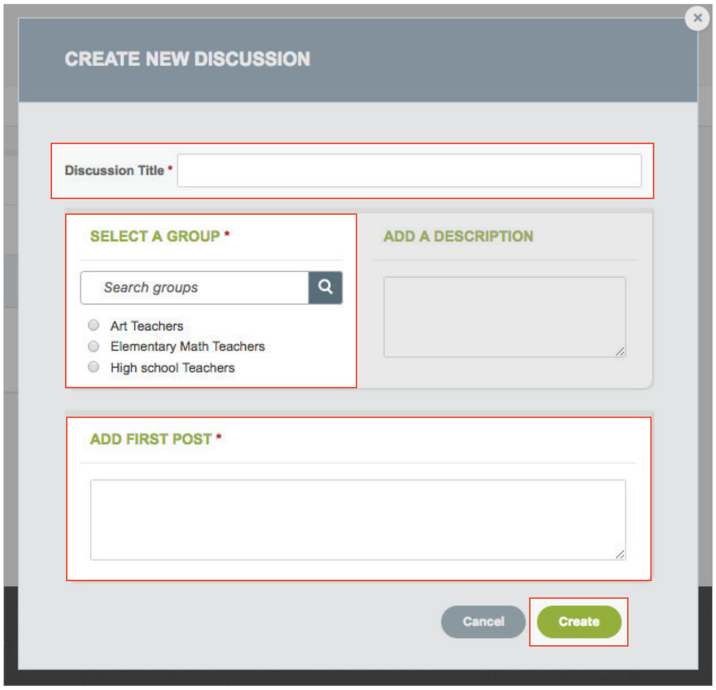
Click the Group Discussions tab in the left navigation.

Click the Create New Discussion button .




A pop-up window will open. Follow these steps.

1. Enter a title for your discussion.
2. If you have multiple groups, select the group that will participate in the discussion by clicking the radio button next to the group name. You can also search for a group by typing the name of the group in the search bar and clicking on the magnifying glass icon.
3. Enter a description of the discussion, if desired (this is not a required field).
4. Enter the first post that will prompt group members to respond (this is a required field).
   Click the Create button. A confirmation message will appear indicating that the discussion was successfully created.



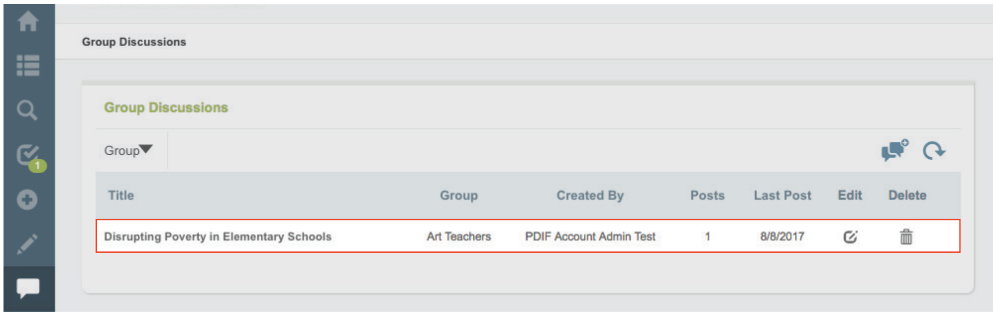
## Who can contribute to a group discussion?

Only users in the group for which the group discussion was created can contribute.

All users in the group can reply to new posts. Users cannot reply to other users' replies.

## How do I contribute to a group discussion?

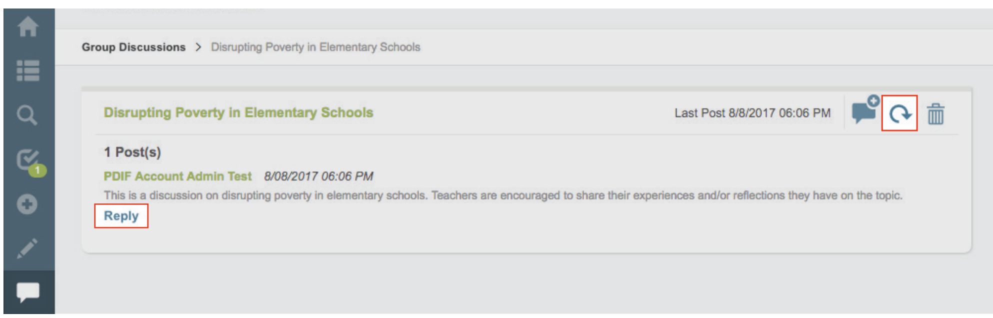
From the Group Discussions section on dashboard, click on the discussion to which you want to contribute. You will be taken to the page for that discussion.

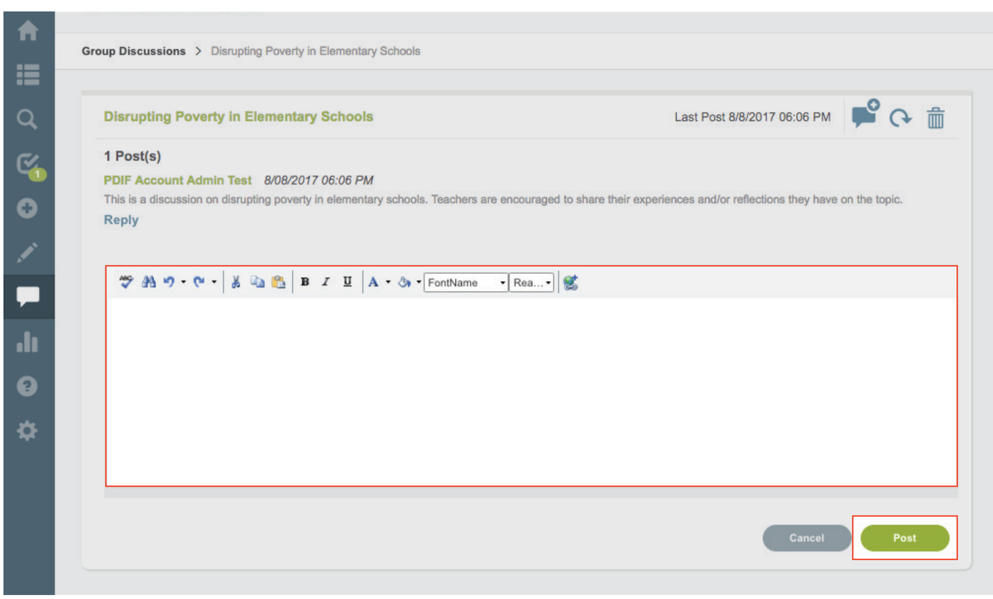



Or, click on the Group Discussion tab in the left navigation. Once on the Group Discussion page, click on the discussion to which you want to contribute.

Once on the individual discussion page, there are two ways you can contribute.

1. Create a new post by clicking on the Create New Post button in the top right corner. Enter your post in the WYSIWYG field and click the Post button.
2. Reply to a post that another group member added to the discussion by clicking on the Reply button that appears below a post. Enter your post in the WYSIWYG field and click the Post button.



### Who sees group discussion posts?

All users in the group, including the Facilitator(s) and Administrator(s), can see group discussion posts.

### Can I edit my group discussion post?

Group discussion posts cannot be edited after they are submitted.

Administrators and Facilitators can edit the group name and description, however.

## REPORTS

### What types of reports are available in PD In Focus?

PD In Focus provides accountability with robust reports about assignments and usage. Different reports are available based on role.

By default, reports display information from the previous 12 months, but you can adjust the filter dates to narrow or broaden the scope of your report.

Note: reports are not displayed in mobile-friendly format.

***All Assignments***

This report displays all assignments for users within your account(s). Administrators and Facilitators have access to the All Assignments report.

The report shows what resources each Facilitator assigned, the types of resources assigned, to whom the Facilitator assigned the resources, when the assignments are/were due, and who has or has not completed the assignments.

Note: the report automatically sorts by assignment due date, but you can click on a column heading to sort the report according to that detail.

***All Clock Hours***

This report displays all clock hours for users within your account(s). Administrators and Facilitators have access to the All Clock Hours report.

The report is organized by user, showing the group(s) each user is in, the dates of the user's oldest and most recent views, the number of resources the user viewed, and the total credit minutes and clock hours the user completed within the set date range. When applicable, a certificate for clock hours can be printed from this report.

Note: the report automatically sorts by user last name, but you can click on a column heading to sort the report according to that detail.

***I Assigned***

This report displays all assignments you have created. Administrators and Facilitators can view the I Assigned report. If you have more than one account, you must first select an account to view. Then, you can filter the report by a specific group within the account, or you can view all groups at once.

Note: the report automatically sorts by assignment due date, but you can click on a column heading to sort the report according to that detail.

*My Clock Hours*

This report displays your clock hours, which are determined by the resources you have viewed. This is the only report users can view if they only have the Teacher role.

The report is displayed in two parts.

1. The top report shows your total clock hours. You can print a certificate from this report.
2. The bottom report shows your clock hours by individual resource. You can export this report in Adobe Acrobat, Microsoft Excel, or Microsoft Word.

   Note: the report automatically sorts by the date the resource was viewed, but you can click on a column heading to sort the report according to that detail.

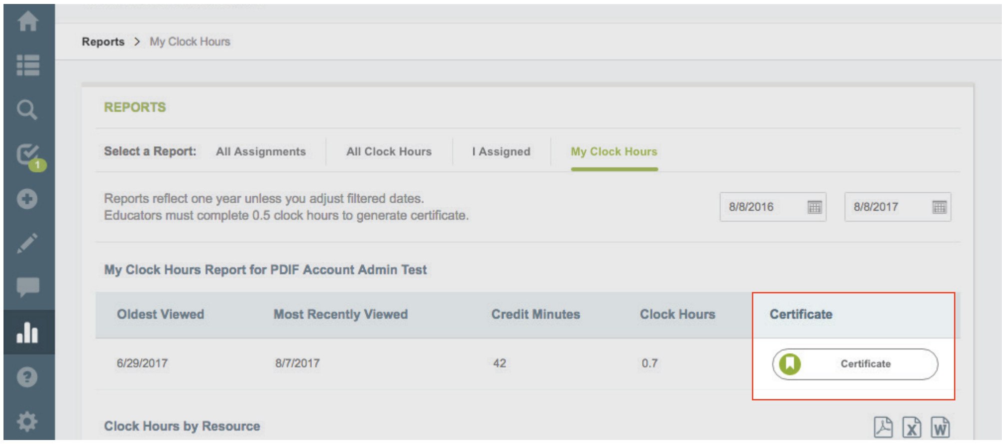
## Where do I view individual usage reports?

Within the All Clock Hours report, you can view individual usage reports by clicking on the arrow next to the name of the user. This will show each resource the user has viewed, the viewing date, the channel the resource resides in, and the number of clock hours earned for each resource.

## How do I print my certificate of clock hours completed?

PD In Focus automatically computes time spent viewing resources to generate a certificate of completion showing total clock hours, should users need to document this time for salary advancement or continuing education purposes. A certificate may be printed and used as evidence of completion of professional development resources.

To print your certificate, simply click the Certificate button in the My Clock Hours report.



This chart shows video minutes converted to clock hours as represented in PD In Focus.

| Video Minutes | Clock Hours | Video Minutes | Clock Hours | Video Minutes | Clock Hours |
|---|---|---|---|---|---|
| 1 min. | 0.0 | 21 min. | 0.4 | 41 min. | 0.7 |
| 2 min. | 0.0 | 22 min. | 0.4 | 42 min. | 0.7 |
| 3 min. | 0.1 | 23 min. | 0.4 | 43 min. | 0.7 |
| 4 min. | 0.1 | 24 min. | 0.4 | 44 min. | 0.7 |
| 5 min. | 0.1 | 25 min. | 0.4 | 45 min. | 0.8 |
| 6 min. | 0.1 | 26 min. | 0.4 | 46 min. | 0.8 |
| 7 min. | 0.1 | 27 min. | 0.5 | 47 min. | 0.8 |
| 8 min. | 0.1 | 28 min. | 0.5 | 48 min. | 0.8 |
| 9 min. | 0.2 | 29 min. | 0.5 | 49 min. | 0.8 |
| 10 min. | 0.2 | 30 min. | 0.5 | 50 min. | 0.8 |
| 11 min. | 0.2 | 31 min. | 0.5 | 51 min. | 0.9 |
| 12 min. | 0.2 | 32 min. | 0.5 | 52 min. | 0.9 |
| 13 min. | 0.2 | 33 min. | 0.6 | 53 min. | 0.9 |
| 14 min. | 0.2 | 34 min. | 0.6 | 54 min. | 0.9 |
| 15 min. | 0.3 | 35 min. | 0.6 | 55 min. | 0.9 |
| 16 min. | 0.3 | 36 min. | 0.6 | 56 min. | 0.9 |
| 17 min. | 0.3 | 37 min. | 0.6 | 57 min. | 1.0 |
| 18 min. | 0.3 | 38 min. | 0.6 | 58 min. | 1.0 |
| 19 min. | 0.3 | 39 min. | 0.7 | 59 min. | 1.0 |
| 20 min. | 0.3 | 40 min. | 0.7 | 60 min. | 1.0 |

## Can I get continuing education units (CEUs)?

ASCD does not offer academic credit for PD In Focus clock hours; however, you may contact any accredited college or university that wishes to offer credit for completing ASCD's professional development opportunities.

The college or university is responsible for determining

- What the student must do to qualify for credit.
- What documentation the student must supply for credit.
- How much credit the student receives and in what manner.

## How do I export my clock hours report?

You can export the report to Adobe Acrobat, Microsoft Excel, or Microsoft Word by clicking on the appropriate icon. The report will automatically download and you can print the report from there.

Note: Adobe Reader is required to export a report as a PDF file. Download the latest version of Adobe Reader here.

## How do I print my report?

Click the print icon located at the top of your browser and follow the browser prompts.

# ADMINISTRATION

This section covers administrative functions that only Administrators and Facilitators can access. Click on the Administration tab in the left navigation to access options for both account and channel management.

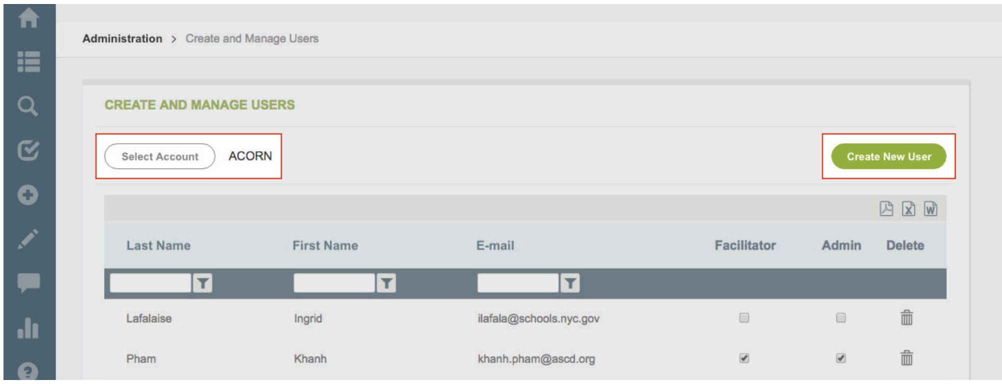
### ACCOUNT MANAGEMENT

## How do I add a user to my account/license?

Only Administrators can add users.

To do so, select Create and Manage Users from the Administration page. If you have multiple accounts, first select the account to which you want to add the user.

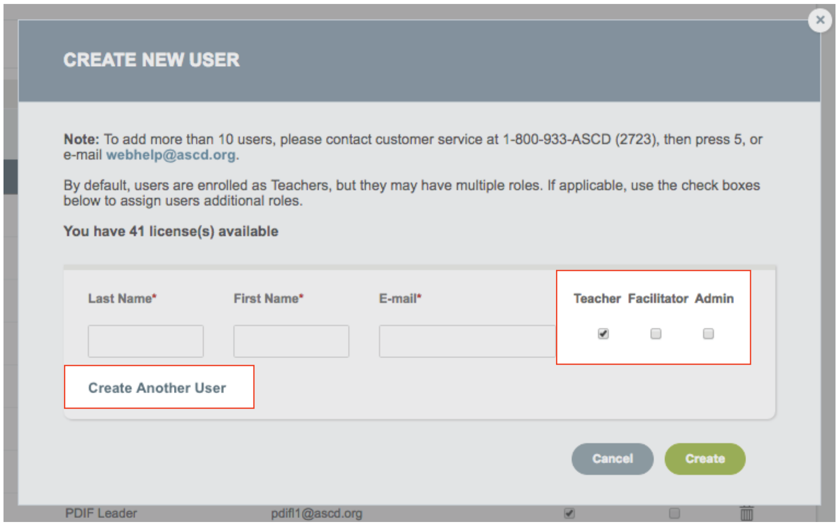
Click the Create New User button.




Type the user's last name, first name, and e-mail address in the fields provided. By default, users are enrolled as Teachers, but they may have multiple roles. If applicable, use the check boxes to assign additional roles. Then click the Create button.

Note: Each role inherits the capabilities of the role beneath it (i.e., Facilitators can do everything a Teacher can do; Administrators can do everything a Facilitator can do).

To add additional users, click Create Another User. You may add up to 10 users. Users are notified by e-mail when they are added to a PD In Focus license.

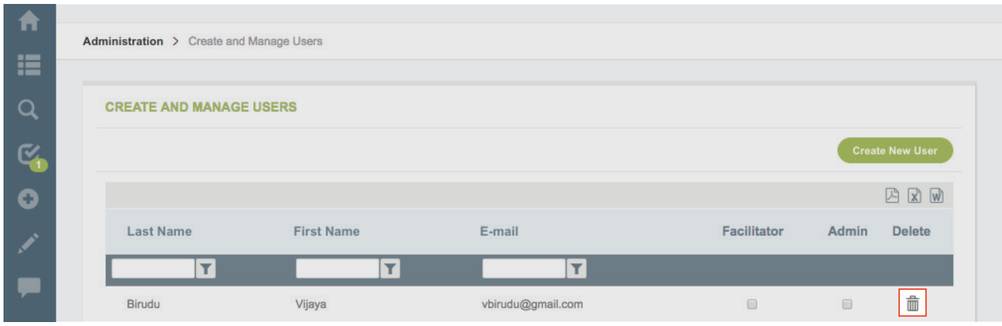


## How do I delete a user from my account/license?

Only Administrators can delete users.

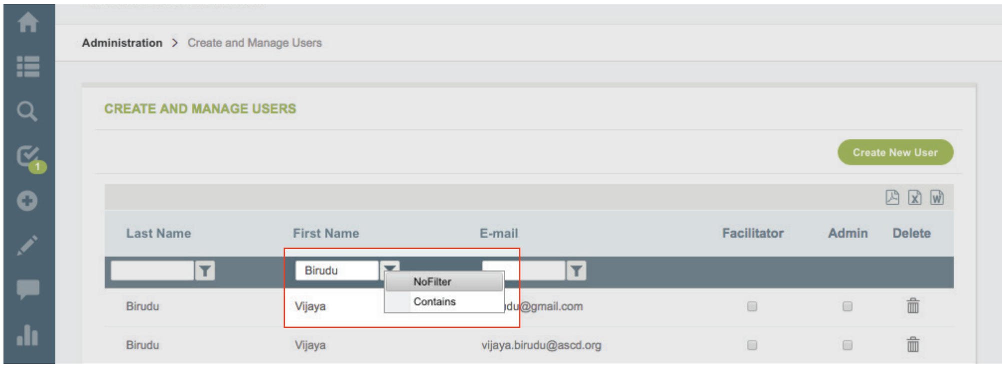
To do so, select Create Manage and Users from the Administration page. If you have multiple accounts, first select the account from which you want to remove the user.

To delete a user from the account, click on the Delete button at the end of the row where the user appears.




Note: Users are listed alphabetically. You can locate a user in two ways:

1. Use the column headings as sort buttons (to sort from A to Z or Z to A).
2. Type the user's last or first name in the search field below the column headings. Click the filter button and choose Contains.




## What is a group?

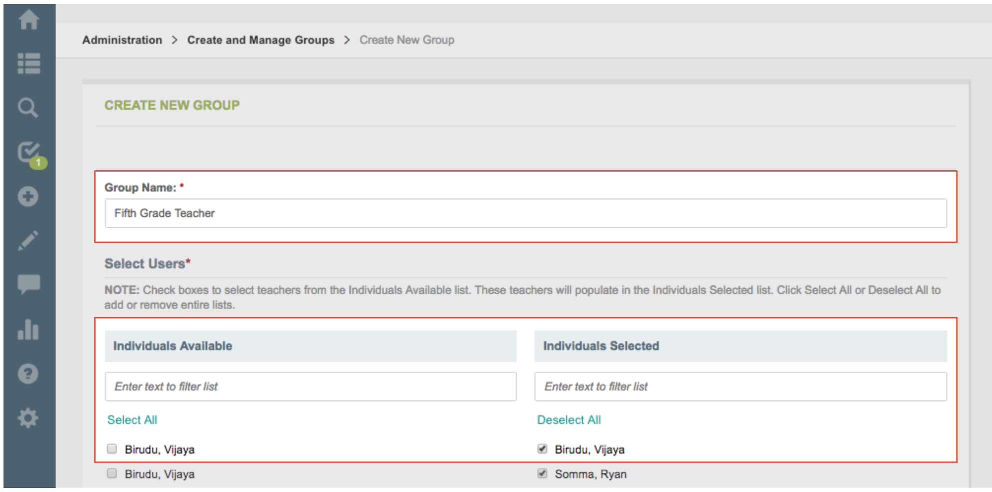
A group is a collection of Teachers led by a Facilitator. The Facilitator creates assignments for the group based on PD needs and goals and may begin group discussions. Groups consist of users from an account who are part of the same PD In Focus license.

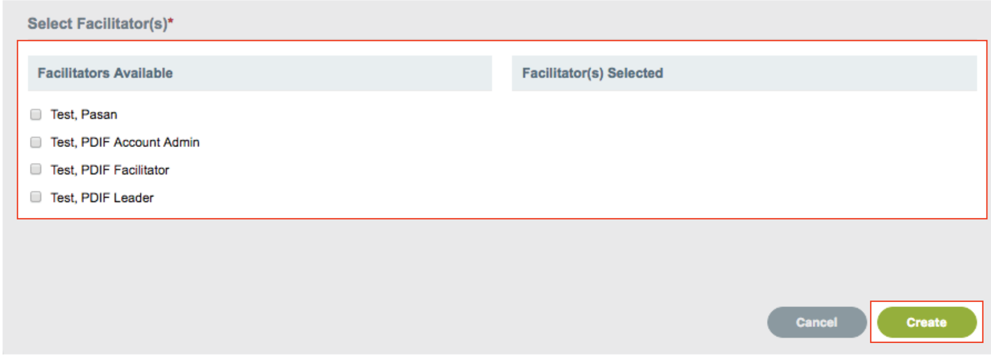
## How do I create a group?

Both Administrators and Facilitators can create groups.

1. Select Create and Manage Groups from the Administration page. If you have multiple accounts, select the account that contains the users who will form the new group.
2. Click the Add New Group button .
3. Enter a group name in the field at the top of the box.
4. From the Individuals Available list, click the boxes next to the names of the users you want to add to the group. Those users will be added to the Individuals Selected list. You can also click Select All to add all users in the Individuals Available list to the group.
    - Note: To remove a user from the Individuals Selected list, uncheck the box next to the user's name. The user will then be moved back to the Individuals Available list.

5. From the Facilitators Available list, click the box next to the user you want to serve as the Facilitator for the group (to lead the learning). This user will be added to the Facilitator(s) Selected list.
   - Note: you may select multiple Facilitators for one group.
6. Click the Create button to finalize the group you created. A confirmation message will appear indicating that the group was successfully created.

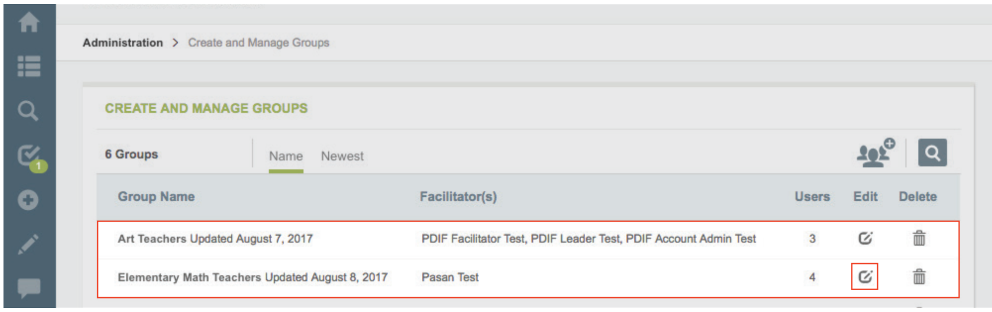



## How do I edit a group's name?

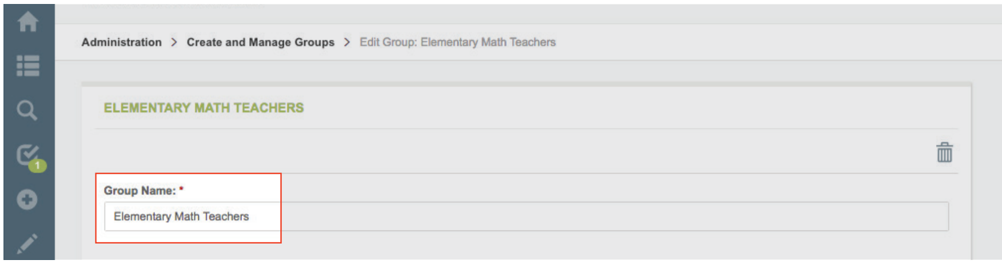
Both Administrators and Facilitators can edit groups.

1. Select Create and Manage Groups from the Administration page.
2. Click the Edit button in the row where the group name appears.



3. Type the new name in the Group Name field.




4. Click the Save button at the bottom of the page. A confirmation message will appear indicating that the group was successfully updated.

## How do I delete a group?

Both Administrators and Facilitators can delete groups.

1. Select Create and Manage Groups from the Administration page.
2. Click the Delete button 🗑 in the row where the group name appears.


3. A warning will appear asking if you are sure you want to delete the group. Click OK.

Note: Deleting a group will not delete the users from the account nor will it delete assignments assigned to users in that group. You must delete the assignment in the Assignments section to remove it.

## CHANNEL MANAGEMENT

### How do I create a custom channel?

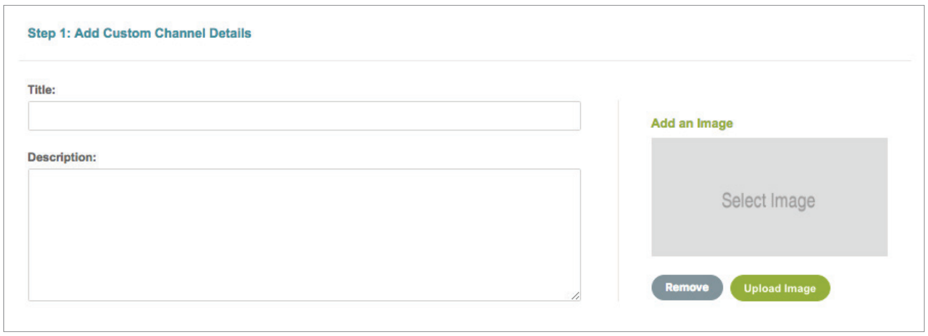
Administrators and Facilitators can create custom channels, which can be populated with any combination of PD In Focus resources as well as external related resources.

To do so, select Create Custom Channel on the Administration page. This will take you to the Create Custom Channel page.

Follow the 5 Easy Steps.

#### Step 1: Add Custom Channel Details

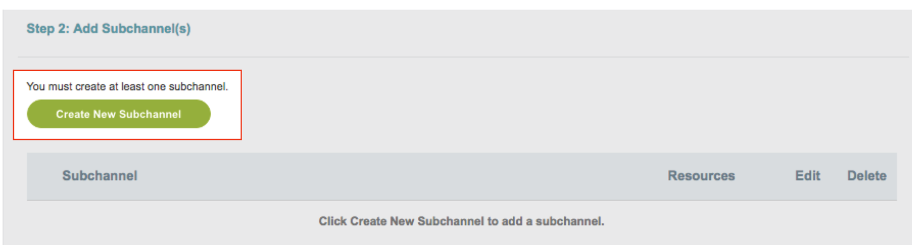
If you have multiple accounts, first select the appropriate account. Next, enter a channel title and description. Click the Upload Image button to customize your channel by uploading your school logo. Otherwise, the system will display the default ASCD logo.

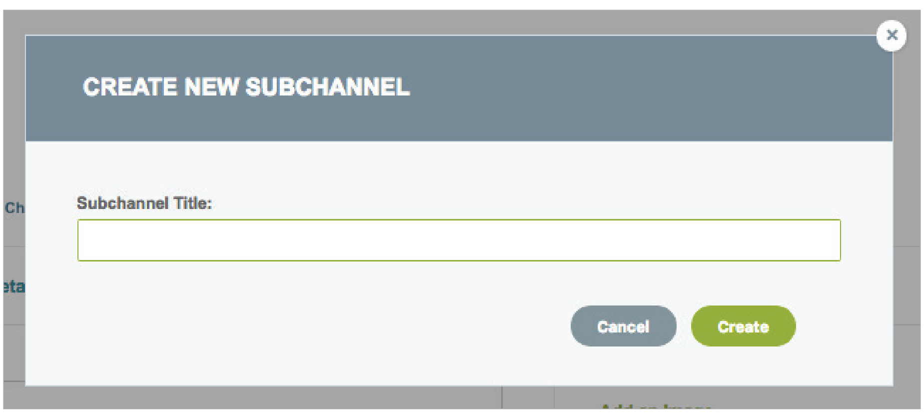



#### Step 2: Add Subchannels(s)

Resources you select for your custom channel will reside in subchannels. You can create as many sub-channels as you want, but you must create at least one.

Click the Create New Subchannel button to create your first subchannel. A new pop-up window will open. Enter a title and click the Create button. Repeat these steps to add additional subchannels.



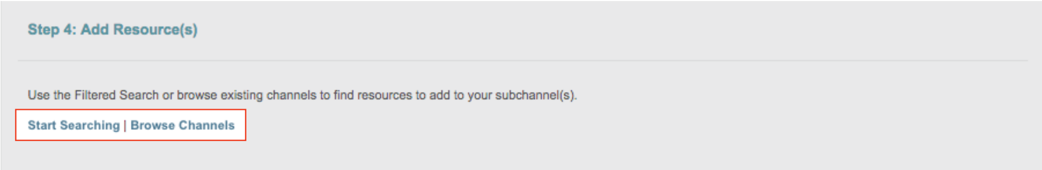

  

### Step 3: Save Custom Channel

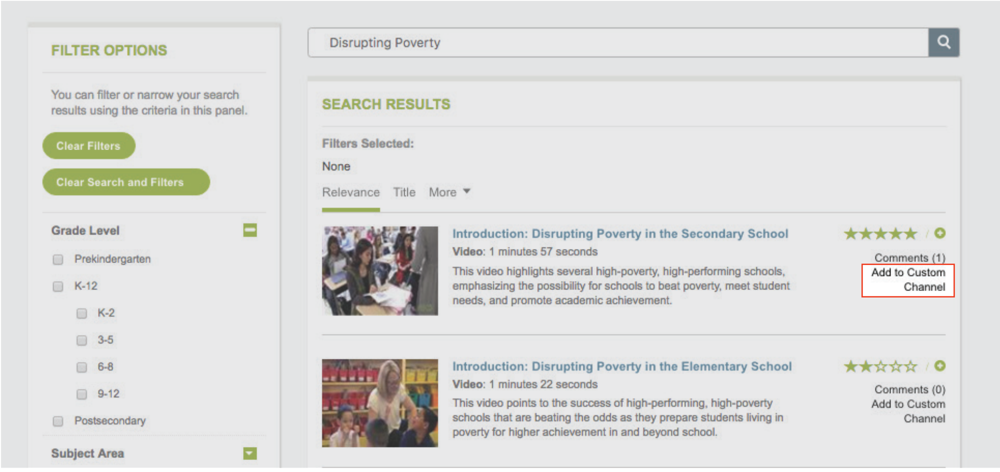
Now that you've added subchannels, you must save your custom channel before you can add resources to it. Click the Save button, and then proceed to Step 4.

### Step 4: Add Resources(s)

You're now ready to start searching for resources to add to your custom channel. Click the Start Searching or Browse Channels button. Start Searching will take you to the Filtered Search, where you can enter a search term or phrase to find resources. Browse Channels will take you to the Channels page, where you can scroll through channels or use the search bar to find a specific channel.

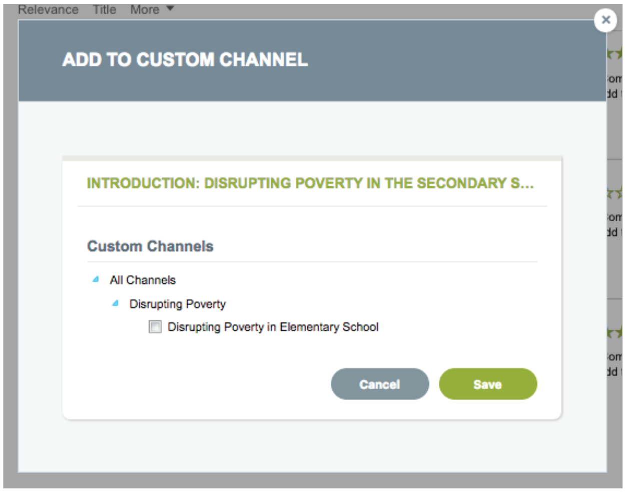



Once you've located a resource you want to add to a subchannel, click the Add to Custom Channel link next to it.

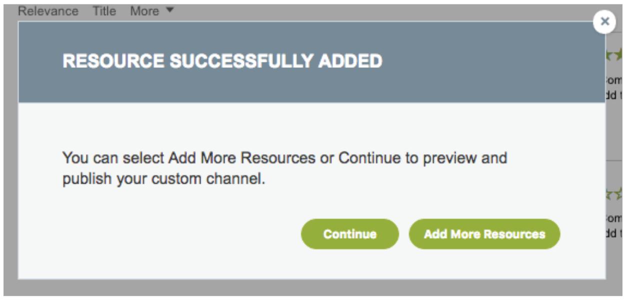



This will open the Add to Custom Channel pop-up window. From here, select the subchannel you want to add the resource to and click the Save button.

Note: you cannot save individual resources to multiple subchannels within one custom channel.



At this point, you have the option to Add More Resources to your subchannel(s) or click Continue to preview and/or publish your custom channel.

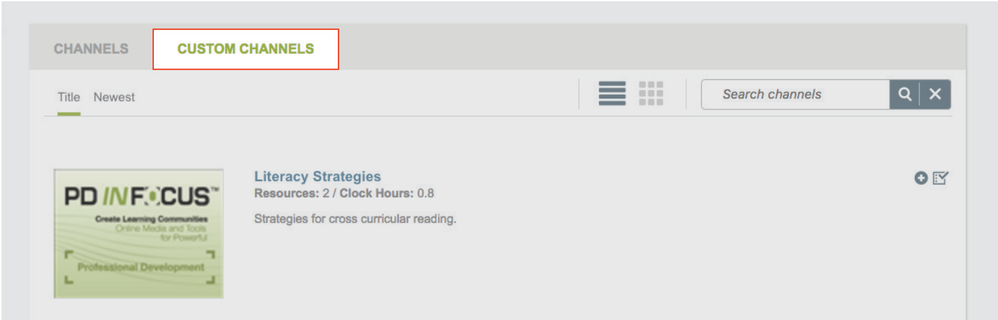



**Step 5: Preview and Publish Custom Channel**

You'll need to publish the channel so it is visible to users in your account. There are two ways to do so:

1. If you selected Continue at the end of Step 4, you will be taken to the custom channel page where you can preview the channel you just created. Click the Publish button on this page to publish your channel.
2. If you want to publish a channel you previously created, click Manage Custom Channels on the Administration page. Then, check the box to the left of the channel you want to publish. This will automatically publish your channel.

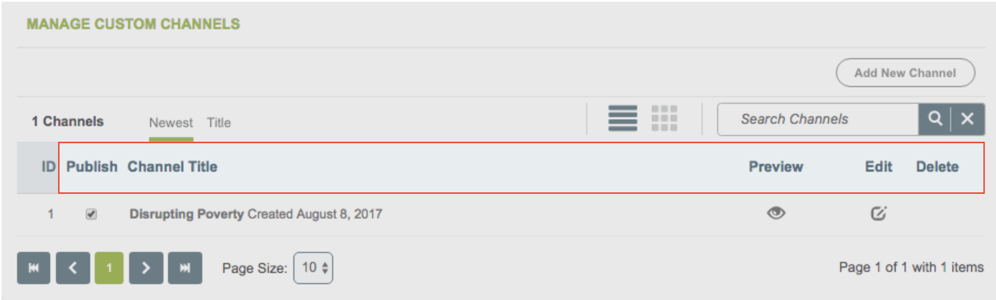
To view your custom channel once it has been published, select the Custom Channels tab at the top of the Channels page. You may assign your custom channel from here by clicking on the Create New Assignment button next to the channel name.




## How do I make changes to my custom channel?

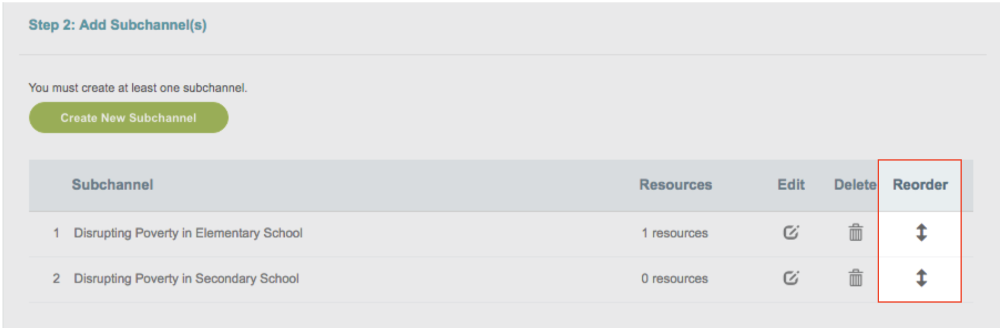
To edit or delete custom channels, select Manage Custom Channels from the Administration page. You can then click the Edit or Delete buttons next to the appropriate custom channel.

Note: you cannot delete custom channels created by other Administrators or Facilitators.



## How do I reorder subchannels?

1. Select Manage Custom Channels from the Administration page.
2. Click the Edit button next to the custom channel you want to update. This will open the Create Custom Channel page.
3. Under Step 2, click and drag the arrows up or down to reorder your subchannels.




4. Under Step 3, click the Save button.

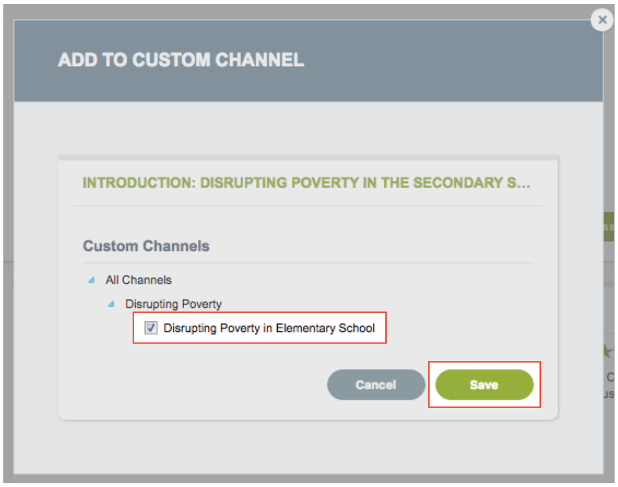
## Who can see custom channels?

Once the channel is published, it is visible to any user within your account.

## How do I remove a resource from a custom channel?

1. From the Custom Channels tab, select the channel that contains the resource you want to remove. Locate the resource and then click Add to Custom Channel next to it.

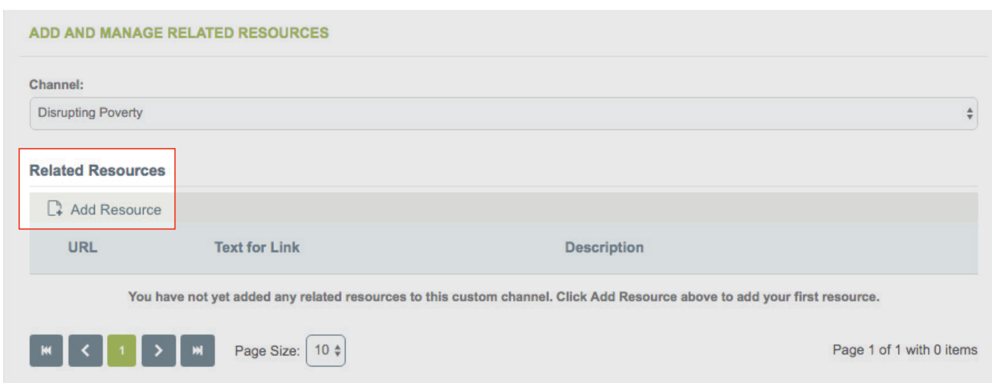
2. A pop-up box will open with a list of all custom channels. Find the custom channel you want to manage, and click the arrow next to the title to show all subchannels.
3. Uncheck the subchannel that the resource resides in, and then click the Save button. Unchecking it will remove the resource from the custom channel.



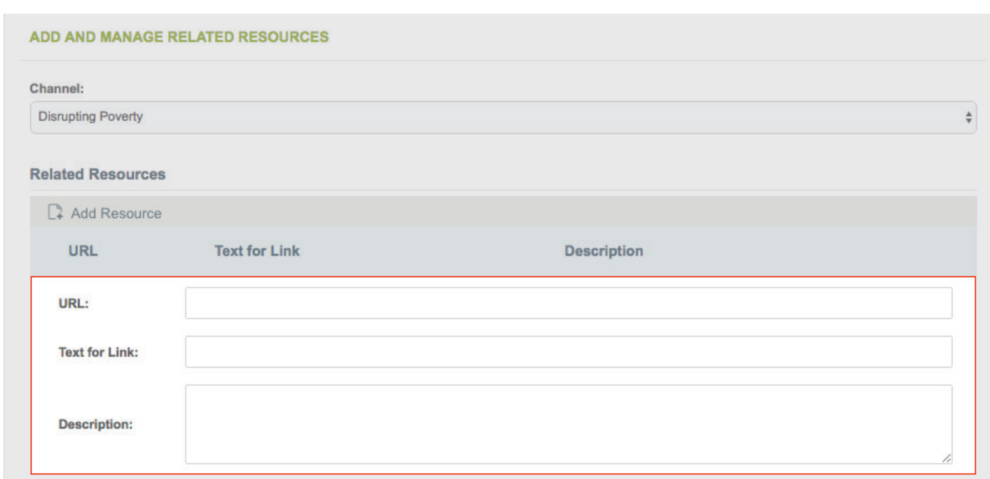

## How do I add a related resource to my custom channel?

PD In Focus allows you to add external links to any custom channel.

1. From the Administration page, select Add and Manage Related Resources.
2. Select the channel in which you want your resources to appear.
3. Under Related Resources, click Add Resource.




4. Enter a URL, the text you want to be hyperlinked, and a description. Then click the Add button.



## MISCELLANEOUS

### I am having trouble logging on or get an error message about not having a license. How do I fix this?

PD In Focus uses cookies. If you are unable to log on or get a message about not having a license, try clearing your cookies or closing and reopening the web browser. If this does not fix the problem, contact your PD In Focus Administrator.

### Do I need any additional software to support PD In Focus?

No additional software is needed to support PD In Focus.

### What are the technical requirements for PD In Focus?

The following chart details how you can access PD In Focus on different devices.

| Platform | Browser Versions |
|---|---|
| PC | • Firefox 4.0+<br>• Safari 5.1.1+<br>• Chrome 15+<br>• Internet Explorer 11+ or Edge |
| Mac | • Firefox 4.0+<br>• Safari 5.1.1+<br>• Chrome 15+ |
| iPad | Native Safari for iOS 6.1+ |
| Android tablet | Chrome for Android 4.0+ |

Note: If your school or organization runs content-filtering software, please make sure an exception is made for our videos streamed through Brightcove media. To test your local content policies, click on the following link and ensure you see a video playing and not a message that the content was blocked:

http://brightcove.vo.llnwd.net/e1/uds/pd/630371431001/630371431001_2312914091001_2012168-Stronge-MC.mp4?pubId=630371431001&videoId=2312893814001

An Internet connection with 500+ Kbps is recommended for streaming videos.

For older systems, it can help to close other tabs, browsers, and programs while streaming your content.

### Do I have to download videos to view them?

No, PD In Focus videos are streamed.

### How can I get extra help?

You may contact customer service at 1-800-933-ASCD (2723), then press 5, or e-mail webhelp@ascd.org.