

[upbeat music plays throughout the video]

[Introduction]

Ashley Hammond: Welcome to the CASE learning management system. In this short video, I will provide an overview of some features you can utilize throughout your learning journey.

Specifically, I will cover the following:

1. How to troubleshoot technical difficulties and reach out to a member of our team for assistance.
2. Customizing accessibility features within the learning management system.

Let's get started!

[Part 1: Troubleshooting technical difficulties and connecting with the L & D team]

Ashley Hammond: If at any point you experience technical difficulties, please do not hesitate to reach out to your instructor or a member of our team.

You can do so in several ways by clicking on the chat box widget located at the bottom right-hand side of your screen. From here, you will have the following options:

Our team is available to assist you via the "Chat with us" feature anytime Monday-Friday from 9:00 am - 5:00 pm Pacific Standard Time (or PST).

You can also access our "Help Desk" for a number of step-by-step articles that will assist you in further navigating the learning management system. If you continue to experience technical difficulties, you can also submit a ticket to us and check back on the status of an existing ticket if you've already submitted one.

[Part 2: Exploring accessibility features]

Ashley Hammond: There are many built-in features available within the learning management system that you may wish to customize for a more accessible learning experience. On the left-hand side of your screen, you will locate our accessibility widget. After you click on it, an array of options will be available to you. Use it to create bigger text, change the text spacing, and much more!

[Outro]

Ashley Hammond: To learn more about specifically navigating the learning management system, please see the 'Finding your Way Around: Navigating the Learning Management System' video within this unit.