

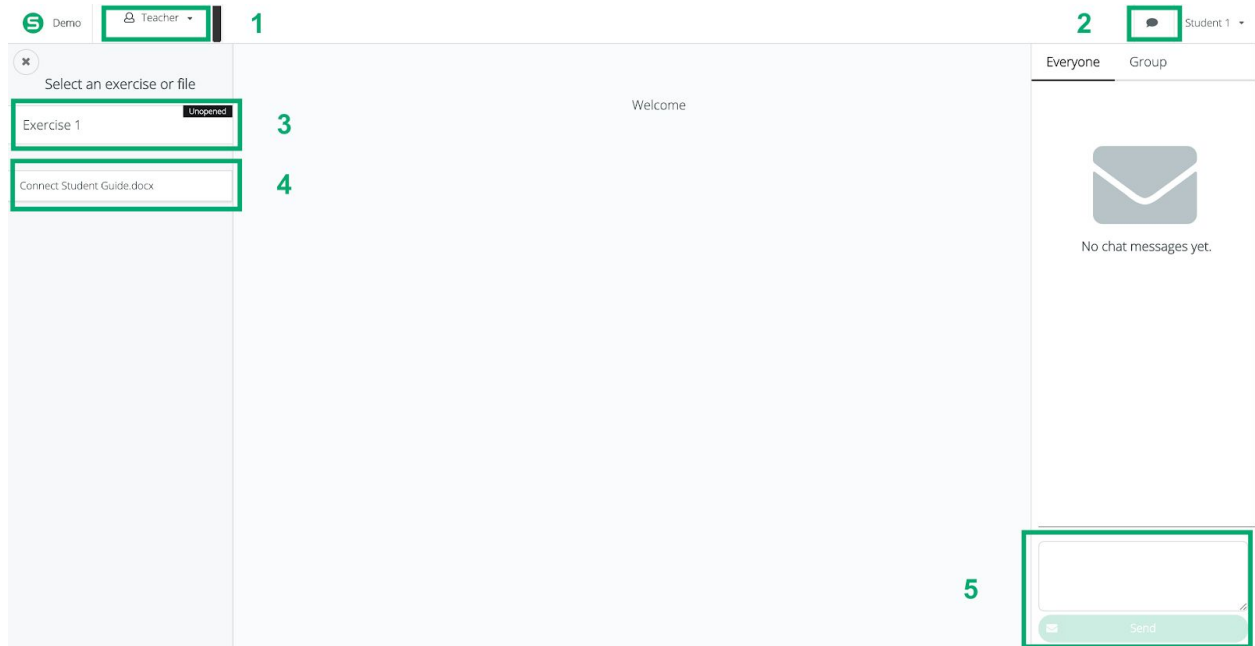
# Sanako Connect Guide for Students

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When reporting your problem for support, please include the following information:

1. Please make sure you are using Chrome browser (or Safari if it's an iPad). When reporting the problem, please write down the **Device type** (Computer, tablet, iPads, etc.) + **Operating system** (Windows, iOS, Android, etc.) + **Browser** used.
2. Detailed description of the problem (what you were doing, is the issue related to streaming, playing, or recording audio, and if its about an exercise, what exercise type, etc.)
3. Screenshot/Screen recording
4. Session URL

# 1. Quick Overview of the Student Interface



1. Send private messages to your teacher
2. Open the chat box with everyone/your group
3. Exercises your teacher has shared with you
4. Files your teacher has shared with you
5. Where you can write chat messages to everyone/your group

## 2. Entering a Session

First, your teacher will share a URL link with you. It will look like this:

<https://connect-beta-us.sanako.com/rooms/9e4a397c-60ac-45c8-902a-cf3b1c2a8f94>

Enter the session by clicking on that link using the **Chrome browser**. If you're using an iPad, please use the Safari browser instead.

After clicking on the link, you will see this message:

Hi! Welcome to *Demo*. What is your name?

Name \*

Continue

You can type in your name/student number and click **Continue**.

Next, Connect will ask for your permission to use your microphone. Some audio functions, like pair discussions and recording exercises, use the microphone on your device. Allow the use by clicking on **Allow**.

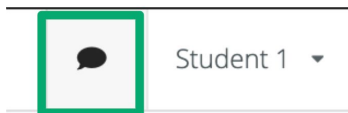
connect-beta-eu.sanako.com wants to

Use your microphone

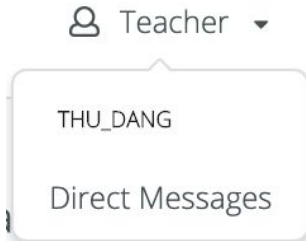
Allow Block

**Note:** if you accidentally clicked on **Block**, you can change that selection later. Please see Section 6 at the end of this document.

You have now entered the session. You can enable the chat from the upper right-hand corner by clicking on this icon:

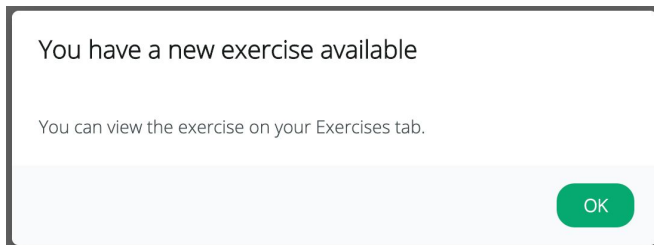


You can also send private messages to your teacher by clicking on the Teacher menu in the upper left-hand corner and choosing **Direct Messages**. These messages are between you and your teacher.



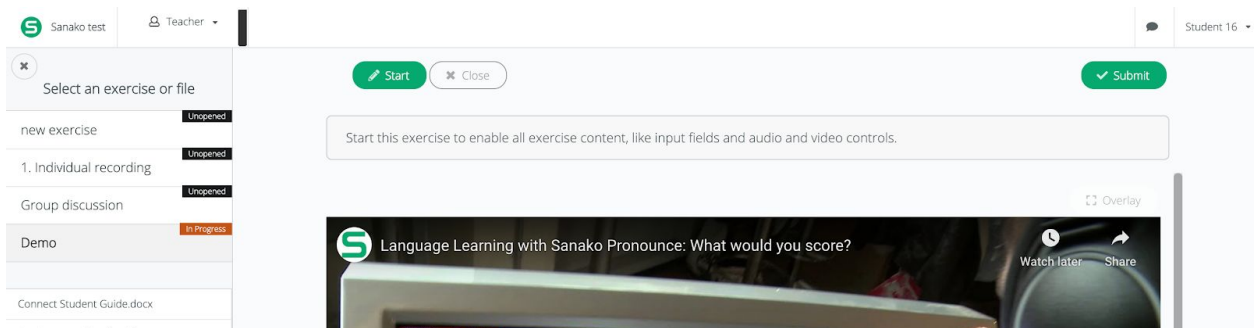
### 3. Exercises

When your teacher shares an exercise with you, you will receive this message:



You can access the exercise from the left-hand side of the interface. Click on the exercise name to open it.

Click **Start** to start working on the exercise and **Close** to switch to working on another exercise



After you are done working on an exercise, always remember to **Submit** it to be reviewed by your teacher.

## 4. Voice recording

### Simple Recorder

Simply click the red microphone button to start the recording.



Use the microphone button to record yourself. You can record for 2 minutes 0 seconds.

Click the button again to stop the recording.



Use the microphone button to record yourself. You can record for 2 minutes 0 seconds.

0:08 / 2:00

You can then listen back to your recording that you have just created.

You have a saved recording. Record and upload a new one to replace this one.



Use the microphone button to record yourself. You can record for 2 minutes 0 seconds.

To record again, you can click the microphone button and record another one. Please be mindful that it is not applicable to cases when your teacher has defined the exercise to be Record-only-once.

You have a saved recording. Record and upload a new one to replace this one.



Use the microphone button to record yourself. You can record for 2 minutes 0 seconds.

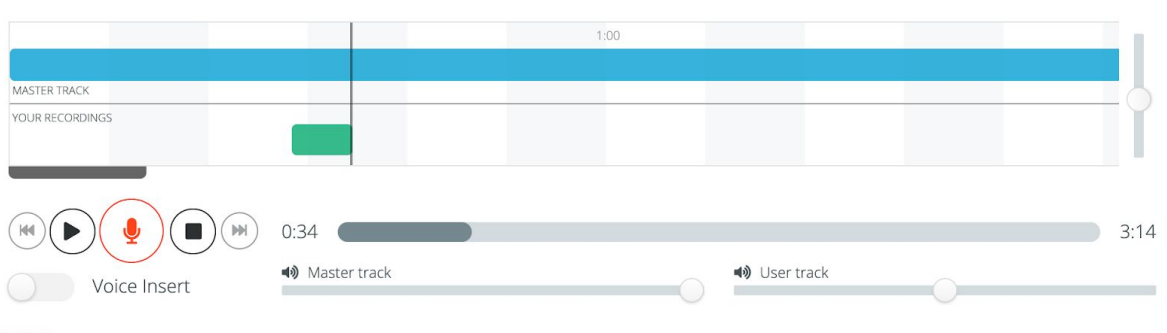
Your new recording:

Do you want to upload it? (You can replace it later)

## Advanced Recorder

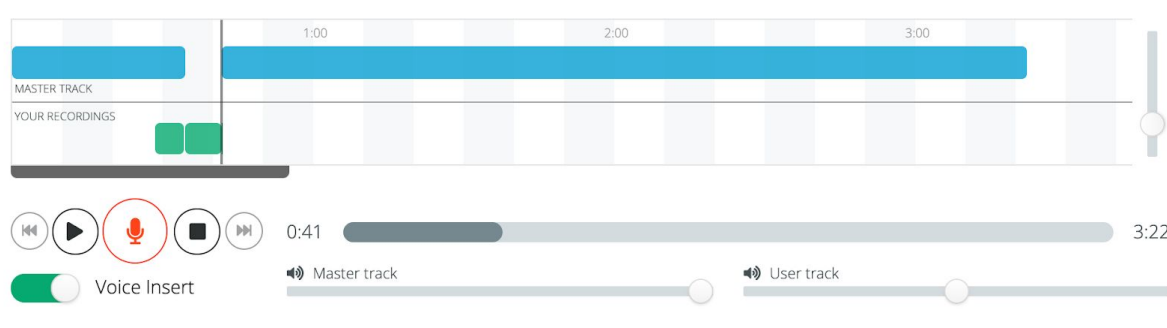
An advanced recorder is used to record your voice on top of a master audio track.

The red microphone button works the same way as the simple recorder. However, your voice will be recorded on top of the master track here.

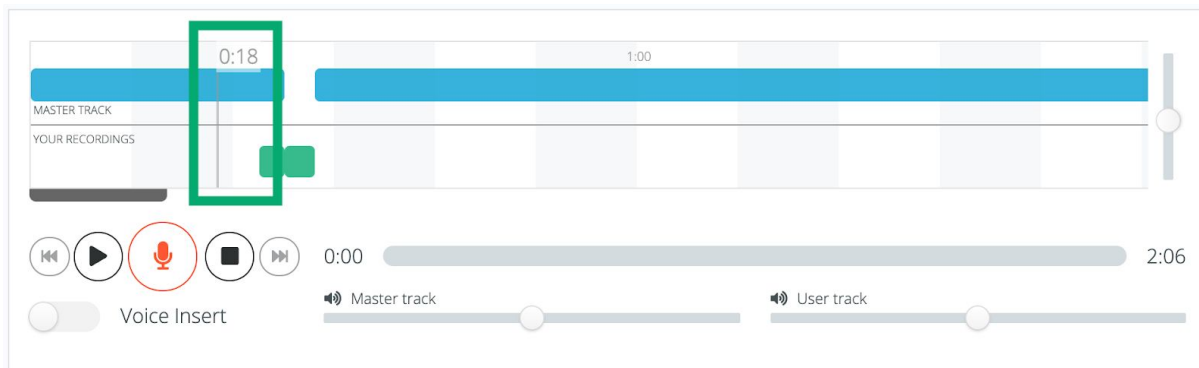


If you want to create a “gap” in the original audio track and insert your voice/answer into it, simply enable **Voice Insert** before clicking the microphone button.

You can also adjust the volume of both the master track and your voice (user track) from the volume control at the bottom of the recorder as in the picture below.



To record again, move the mouse cursor to before the previous recording and re-record (with the Voice Insert disabled). The new recording will automatically replace the old one.



## 5. Retrieving your user profile

It is recommended that you use the same device and browser for the whole time attending a course on Sanako Connect (Google Chrome is the most suitable one, except for iPads when Safari is the recommended browser). This is to ensure that the system can record all your progress.

In case you have to log in using a different device or browser, you might need to retrieve your profile with the help of your teacher.

This is especially the case when you encounter a message like this from the system:

 Hi! Welcome to *Sanako test*. What is your name?

Name \*

[Continue](#)

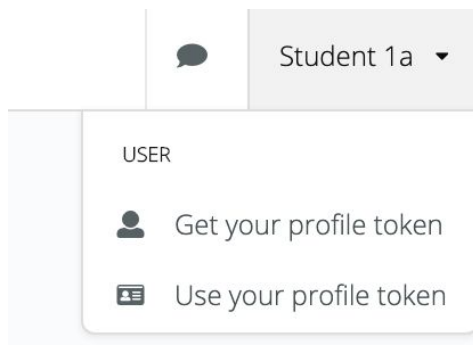
This name is already taken - please write another name

What you need to do then is first ask your teacher to provide you with your profile token, which might look like this:

`8eeb5554-4a26-46e0-af85-6121e6d255e9`

You can proceed to enter a session normally, just with a different name from the one you have used.

Next, choose **Use your profile token** from the drop down menu of the User profile.



Paste in the profile token received from your teacher and choose **Check token**.

### Access your user profile

Input your token to access your previous user profile.

Note that your current profile will be deleted, and you will be logged in as another user!

**Check token >** **Close**

You can then access your original profile by confirming the choice **Yes, access previous profile**.

### Confirm Transfer

Found a profile!

Student 16

Do you want to use this profile? Note that your current profile will be deleted!

**Yes, access previous profile** **< No, go back**

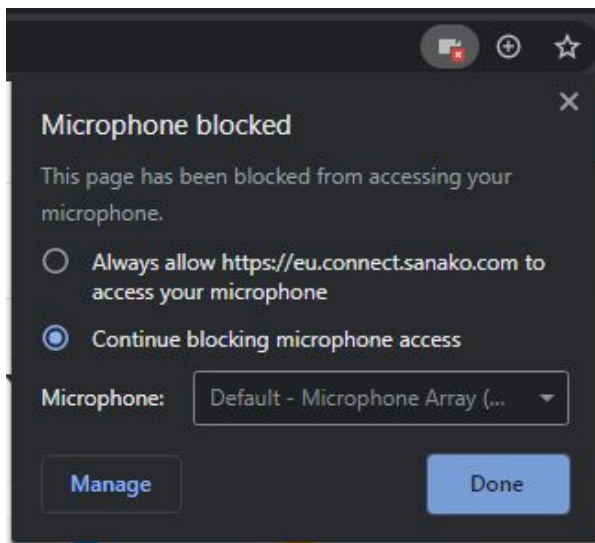
**Note:** You can also save your own profile token at the very beginning by opening your profile drop down menu (after the first time logging in) and choosing **Get your profile token**. That way, you won't need to ask for your profile token from your teacher later.



## 6. Changing Microphone Access

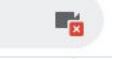
### 6.1. When you accidentally blocked the use of your Microphone

If the teacher or your pair/group can't hear your voice, you might have accidentally clicked on **Block** when Connect requests the use of your microphone. You can check if Connect has the permission to use your microphone by going to your browser's address bar and looking at this icon on the right:



Choose the option **Always allow** and click **Done**. Then click on F5 to refresh your browser. You will be reconnected to the session and your microphone is enabled.

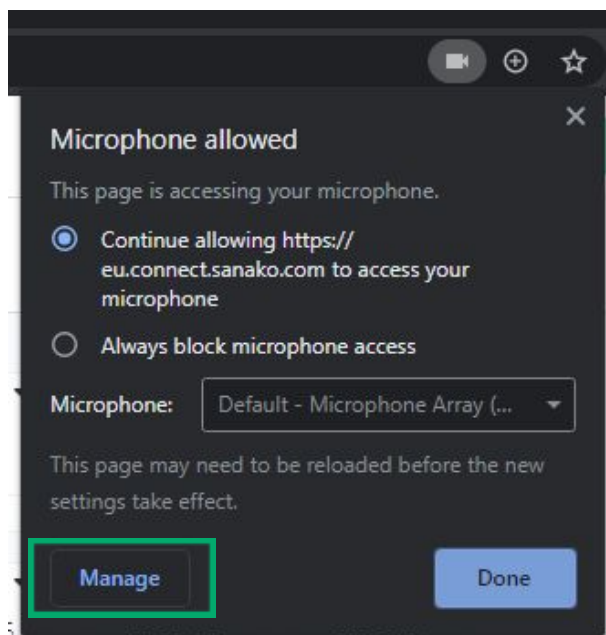
## 6.2. When your device chooses the wrong Microphone for audio input source

If you don't have the icon like this  , you can try checking if your device is using the right microphone for audio input.

To do that, please follow the steps below:

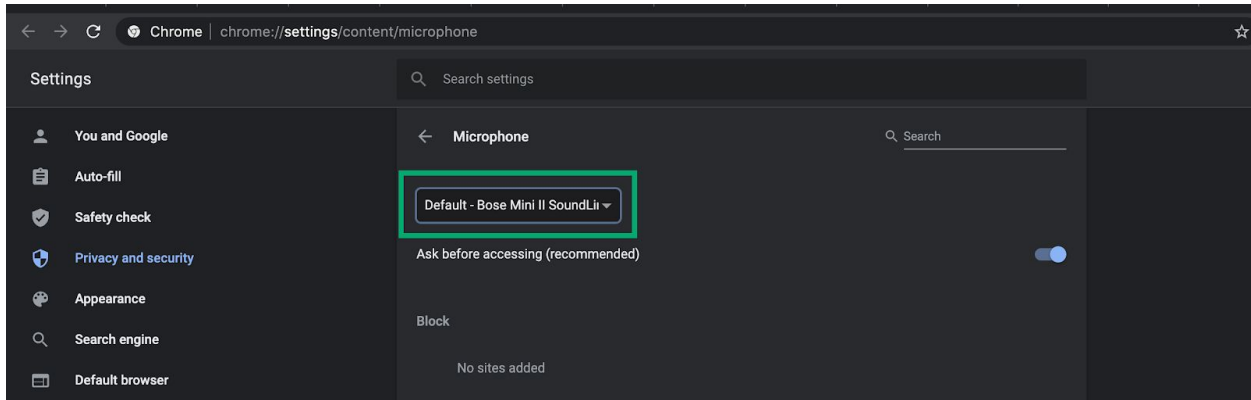
### 1. Access the Microphone setting from the browser bar

Choose Manage from the Microphone permission dialogue.



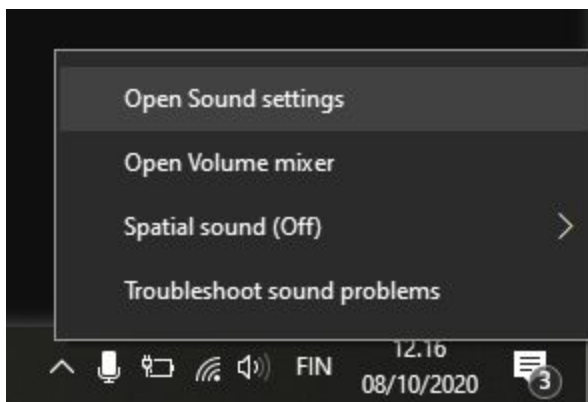
## 2. Check the name of the Microphone that Chrome is using

After clicking Manage, a new tab will be opened on Chrome, click that tab and you will see the Microphone name that Chrome is using as depicted in the following picture.

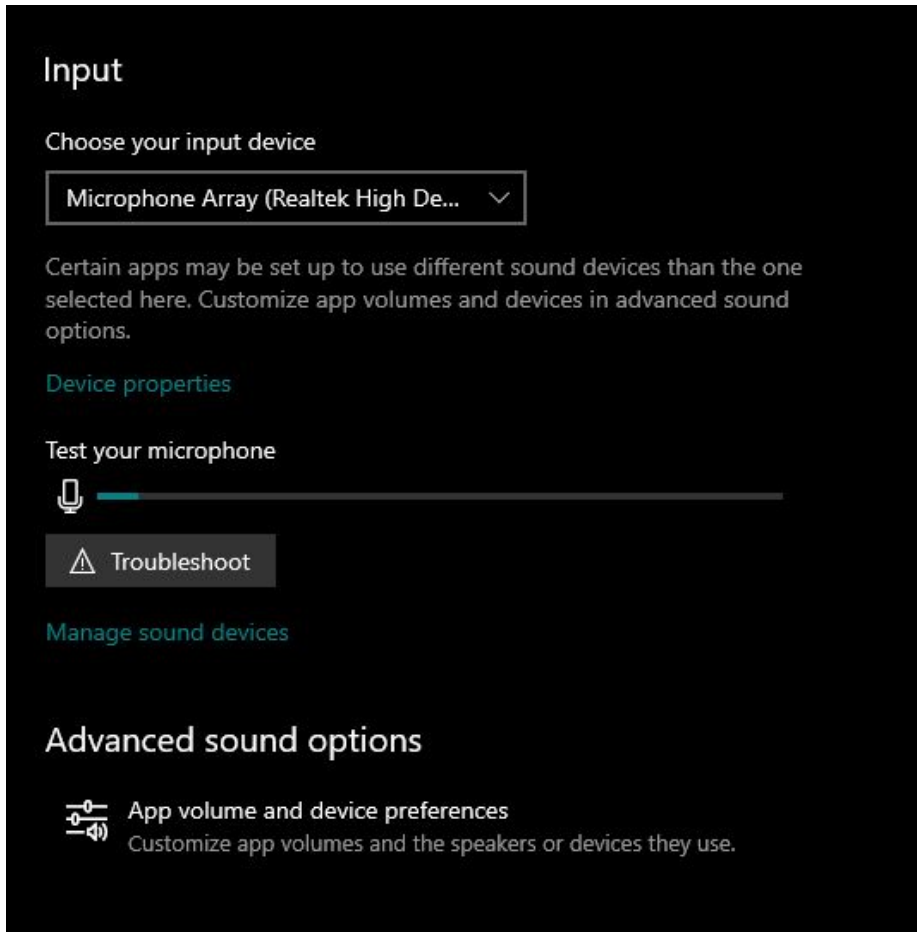


## 3. Check if the Microphone transmitting your voice is the same as the one Chrome is using

Right click on the Speaker icon on the Taskbar and then choose **Sound settings**.



Check which input device is currently active. You can try speaking and see if the green bar on the Test your microphone part is moving or not.



#### 4. Finalize the changes

Ensure that the Microphone used for audio input is the same for both the system and Chrome.

Go back to the browser, and refresh the Sanako Connect tab for the change to take effect.

There are also certain cases that you have to Block microphone access first, refresh and then Allow microphone access again and refresh to make the change working.