

This document details the steps necessary to install new media for the course(s) you have requested. Visit the Releases page of the Customer Support site for information about this new courseware:

<http://support.ninthhouse.com/releases/> (Ninth House logon ID and password required)

With the exception of Step 2 (indicated by “IT”), all of the steps below are to be completed by you. It is important that the steps be completed in order. Our Technical Support group is available if you have questions.

PREPARING FOR INSTALLATION

Once your technology administrator has the installer and media files (included in this package), your organization can install the new media at any time. *Learners’ access to previously installed Ninth House Network courses will not be affected.*

INSTALLING & VERIFYING MEDIA

STEP 1: Your IT Department is responsible for installing media for new courseware on all Ninth House Network media servers in your organization.

All of the tools they need to do so are included in the Technology Administrator envelope delivered with this guide. Please forward these materials to them as soon as possible.

STEP 2 (IT): Install the new media on all appropriate media servers in your organization at a convenient time. Learners’ access to previously installed Ninth House Network courses will not be affected during the installation of new media.

Your technology administrator will complete this step. However, DO NOT proceed to Step 3 until your technology administrator has notified you that the media installation is complete.

STEP 3: After your technology administrator has completed Step 2, activate the new course(s) with the following steps:

- a) Log on to the Ninth House Network as a super administrator.
- b) Click “Admin” from the Network toolbar.
- c) Under Account Details in the right column, select “Program Defaults.”
- d) Select the course(s) installed in Step 2, select the “Available” check box, and then click “Apply.”

STEP 4: Open the new course(s) to verify availability and audio and video functionality:

- a) Click “Channels” from the Network toolbar to open the Channels Home Page.
- b) Open the *new* course(s) from its corresponding channel home page.
 - Business Essentials: *Building Community*
 - Communication: *Resolving Interpersonal Issues*

- c) If the course(s) starts and you can hear the audio and see video, the course(s) is in working order. Exit the course(s).
- d) If you've added an *eSeries*[™] episode, click "eSeries" from the Ninth House toolbar. Otherwise, skip to Step 5.
- e) Click "Select an Episode," scroll down to the bottom, and click "Launch Episode 7." If the episode starts and you can hear the audio and see video, it is in working order.

STEP 5: If you ordered NetCD discs with the new learning material, distribute those to learners when they arrive. Notify learners that the new course(s) are available on the Ninth House Network!

GETTING HELP

Our Technical Support group is available weekdays from 5:00 A.M. PT to 5:00 P.M. PT.

Phone: 1.800.969.9646

E-mail: support@ninthhouse.com

Web site: <http://support.ninthhouse.com> (logon ID and password required)