

This document details the steps necessary to install new media for the course(s) you 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 downloaded the installer and media files, your organization can install the new media at any time. *Learners’ access to previously installed Ninth House courses will not be affected.*

### **INSTALLING & VERIFYING MEDIA**

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

You should have received an e-mail confirming your media order, with links to the password-protected download pages. All of the information your IT Department needs is on those pages. If you have not received this e-mail, please contact our Technical Support group ([support@ninthhouse.com](mailto:support@ninthhouse.com) or 1.800.969.9646) to obtain this information.

**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 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 (hold down the Ctrl key to select more than one course), 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.
  - a. Business Essentials: *Building Community*
  - b. 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*<sup>™</sup> 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](mailto:support@ninthhouse.com)

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