



Frequently Asked Questions for Teachers, Nurses and Administrators

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This document covers issues not included in the FAQ for students and patients – in other words, problems related to the Model, Guide, and administrative functions of Personal Video Guidance.

1 Questions

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2 Answers

2.1 I created a new student (or patient) but made some typos. How can I fix them?

If you have administrative access then the best way to fix the mistakes will be using the Manage Team Data button on Home. Then enter the user name, click Load, make the needed changes, and Save. If you are not an administrator, if the typos were in fields other than the user name, click the New Student (New Patient etc.) button on the Home screen again, and enter the first name, user name, and a password. Because the user name is already used the system will not create a new student. Instead you will have a chance to modify your previous entries. If the typos were in the user name field, alert an administrator to fix the problem. In the meanwhile you can create a new student using the correct user name.

2.2 I clicked to skip a question on the Home screen but it was still there next time I logged in.

When you click to skip a question, that choice takes effect when you leave the Home screen. Notice that if you click Skip again, that restores the question. If you did not leave the Home screen but instead closed your browser window, then your clicking of the Skip button did not take effect.

2.3 Can I import videos for use with PVG?

Yes, but the actual import currently needs to be executed by Personal Video Guidance customer support. After customer support imports your video, you will use the Split button in Model to create step-by-step instructions.

2.4 The volume is uneven from one segment to the next.

Many model videos combine segments from multiple sources. The audio volume depends on the microphone used and the recording level at the time of recording. To adjust the recording level click Settings (upper-right corner on the Model and Guide screens). Then click Microphone, and adjust the Recording Volume slider. Currently, there is no easy way to adjust a segment's volume once it is recorded. This feature is planned for future development.

2.5 Can I change a model video for every student who sees that model video?

Every student (patient etc.) has their own copy of each model video on their schedule. Or to be more precise, the video is shared but the model (the step-by-step instructions) is copied for each student. This design facilitates making customized versions of the model video for each student. However, it makes it more difficult to apply a particular change so that all students see it.

Currently, for a small or moderate group of students, the easiest way to apply a change for all of them is to save the new version to the team folder, and then copy and save the new version for each student. Note, however, that customizations made for individual students will be

replaced. If the group of students requiring the change is large, talk to customer support and they will arrange for the changes to be made using a software program.

2.6 Why can't I copy model videos from the Practice Videos and Reply Videos folders?

Videos created in the Practice and Guide programs are different from model videos in a number of internal characteristics. If you want to use these as model videos, however, you can include each segment individually.

2.7 Can I use full-screen display in the Model and Guide programs?

Many browsers have a full-screen mode, often accessible from the View menu. Unlike the full-screen mode produced by Adobe Flash Player, your browser's full-screen mode will allow entry of letters, numbers, and the Enter key.

2.8 How can I remove a model video so the student cannot view it at all?

You are correct that the Edit Student/Patient Schedule dialog permits moving model videos on or off the schedule, but there is no way using that dialog to remove access entirely from the student. To do this you need to delete the model video. Indeed, all versions of the model video (as present in the Model Histories folder) need to be deleted. Before deleting model videos, it is a good idea to note the ID of the video to make restoration easy if desired. You will see the model video ID displayed in parentheses at the end of the video name.

If the model that needs to be removed was created by another teacher, you will need to call customer support. Another approach, however, could be to record another version of the model video after deleting the problematic segments.

2.9 I deleted the wrong model video – how can I get it back?

Customer support can restore the availability of an incorrectly deleted model video. To facilitate this process it is a good idea to note the model video ID before deleting it. The practice routine, video name, and client are other attributes that customer service can use to identify the video that needs to be restored.

2.10 Can I save a model video before I finish recording it?

Yes you can. It will not be assigned to the student's schedule. It will be stored in the Model Histories sub-folder, however, where it can be accessed later to finish recording and/or other changes. The term "(incomplete)" is automatically added and removed from the video name during this process.

2.11 What are the white text areas in the Model Video Segments list used for?

The white text areas hold text that provide additional explanation or context for the segment. Currently this data is visible only when editing the model video in the Model program.

2.12 My problem is not covered here.

A set of tutorials is available in the Tutorials folder in Model that covers the full scope of system functionality – but not all of the details. If the issue you are dealing with is not covered, please discuss it with Personal Video Guidance customer support. If it will be useful for others we'll add it to this FAQ so others will benefit from your experience.