

Elevate LearningSpace Login (formerly CAE LearningSpace)

1. Go to: elevate.simcenter.gvsu.edu to login.
 2. Use your GVSU username and password to login.
 - If you are not able to log in to Elevate LearningSpace, contact John Sterling (sterlijo@gvsu.edu) to check your Elevate LearningSpace account.
 - If you have an Elevate LearningSpace account and are still unable to log in, contact GVSU IT (616) 331-2101 with username and/or password issues.
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Elevate LearningSpace Tips

- Elevate LearningSpace works best with Google Chrome.
- Do not click the web browser's back button, that will log you out of Elevate. Click on the house button next to the LearningSpace Enterprise logo in the top left corner or the back button next to the house.



- If the house button is not there, click on LearningSpace Enterprise logo next to the house to return to the **Dashboard**.



Elevate LearningSpace Virtual Simulation Encounters

Zoom Troubleshooting for Students

Purpose: To assist with connecting to virtual/remote encounters to participate in virtual/remote events through Elevate LearningSpace.

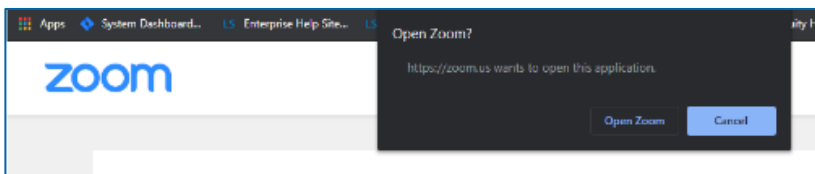
1. Difficulty Launching Zoom

If you are a first-time Zoom user your virtual encounter might not start automatically when launching the meeting from Elevate LearningSpace, try the following:

- Click on **download & run Zoom** to install Zoom's desktop client.
- Once the installation is complete, you will be informed by Zoom with a pop up at the top of your screen.

Disable the pop-up blocker in your browser.

- Click **Open Zoom** to get started.

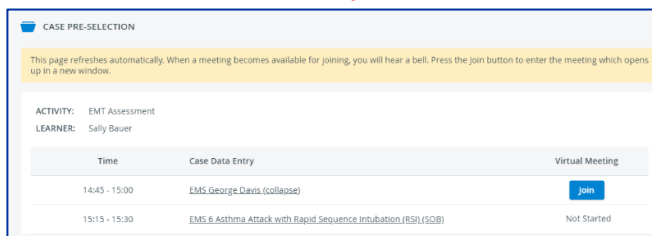


2. Disconnected from Your Virtual Encounter – Rejoin a Meeting Still in Progress

If you experience network or computer issues {the meeting application crashes, you get disconnected from the internet, your device suddenly shuts down, etc.} but participants are still in the meeting, you can rejoin the ongoing session from CAE LearningSpace.

Once your technical issues are resolved:

- Log into Elevate LearningSpace.
- Return to the **Case Pre-Selection** page of your current event from your **Dashboard**.
You will notice that the **Join** button is still active.



- Click on the active **Join** button to return to the ongoing Zoom session.

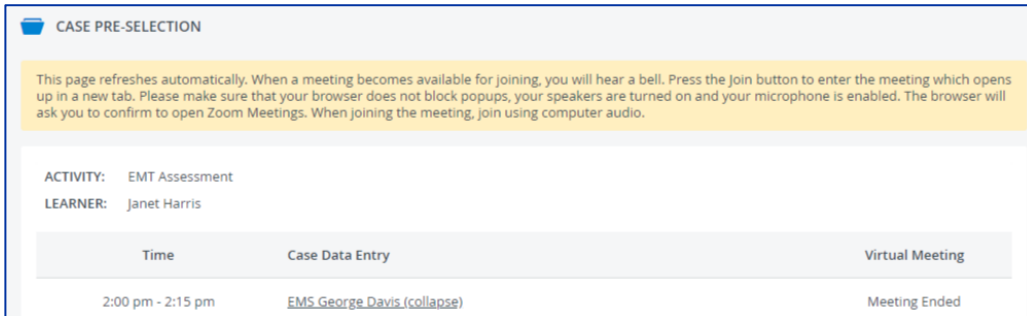
In case you cannot rejoin your meeting upon clicking the **Join** button, it means that the Zoom session has completely ended due to the lack of participants.

3. All Participants Disconnected from Encounter

If every meeting participant is affected by network or computer issues, the Zoom meeting will end due to the lack of participants.

Once your technical issues are resolved:

- Log into Elevate LearningSpace.
- Return to the **Case Pre-Selection** page of your current event from your **Dashboard**.
- After returning after a technical issue, most of the time, your pre-selection page will show you that your meeting has ended.



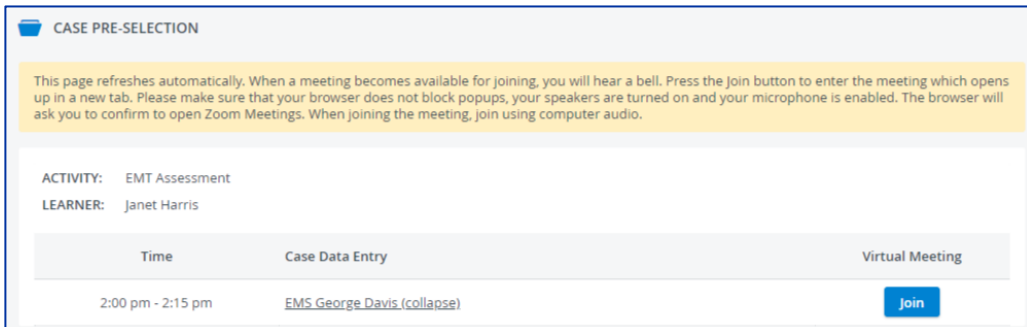
CASE PRE-SELECTION

This page refreshes automatically. When a meeting becomes available for joining, you will hear a bell. Press the Join button to enter the meeting which opens up in a new tab. Please make sure that your browser does not block popups, your speakers are turned on and your microphone is enabled. The browser will ask you to confirm to open Zoom Meetings. When joining the meeting, join using computer audio.

ACTIVITY: EMT Assessment
LEARNER: Janet Harris

Time	Case Data Entry	Virtual Meeting
2:00 pm - 2:15 pm	EMS George Davis (collapse)	Meeting Ended

- Returning to your pre-selection page, you may find that the **Join** button is still active on your page.



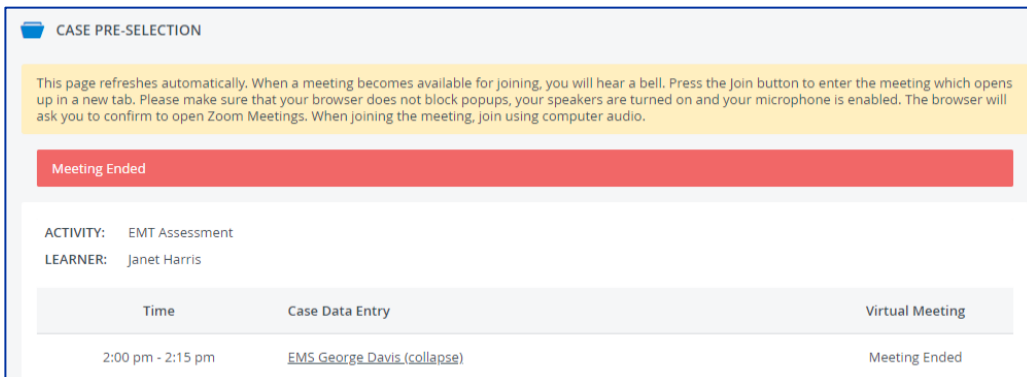
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LEARNER: Janet Harris

Time	Case Data Entry	Virtual Meeting
2:00 pm - 2:15 pm	EMS George Davis (collapse)	Join

- If you try reconnecting with the **Join** button to a Zoom meeting that has ended, the following message will appear:



CASE PRE-SELECTION

This page refreshes automatically. When a meeting becomes available for joining, you will hear a bell. Press the Join button to enter the meeting which opens up in a new tab. Please make sure that your browser does not block popups, your speakers are turned on and your microphone is enabled. The browser will ask you to confirm to open Zoom Meetings. When joining the meeting, join using computer audio.

Meeting Ended

ACTIVITY: EMT Assessment
LEARNER: Janet Harris

Time	Case Data Entry	Virtual Meeting
2:00 pm - 2:15 pm	EMS George Davis (collapse)	Meeting Ended

- Wait for the SP to relaunch the meeting. Once the SP starts the virtual encounter again, the **Join** button will appear automatically.