Frequently Asked Questions and Links to the Answers. These are the most **frequently asked questions** about your section of IS 101.

Click on each hyperlink below to find answers. When you wonder how to handle something or get around a problem, start your troubleshooting on this page. 90% of the time you will find the answer here and then you will not have to wait one or two days to hear from the instructor. Remember, part of being a good candidate for online classes is that you are willing to work on your problem solving skills.

If you have a question that is not answered here, please send me a Canvas email. Put a key word in the subject that describes your problem (be specific, do not just say “lost”).

In the message state your problem and where you looked to find an answer. This way I can not only help you but I can improve this set of FAQs to better serve all students.

If some of the links seem old, be sure to **Refresh** your browser (you may be looking at an old copy of the FAQs that is in your Cache). But if you do that and still find outdated material among these FAQs, please let me know so I can fix them ASAP. Thank you!!

Look here for the most recent copy of the [syllabus](#).

**Overview of IS101** at CSN (7 min video by Dr. Taormino)

A **tour of the Fightmaster section** of IS 101 (12:45 min video, slightly outdated)

I registered late for this class. Did I miss anything? Yes, you might have missed hearing that you may not start work on assignments until the orientation assignment is finished, see box on our Canvas home page for IS 101).

How to **find Technical Help** when the computer/software doesn’t seem to be working correctly.

How to find your **grade** (6:30 video) Note, this video discusses points for Fall 2016 but the method of checking is still valid. Simply substitute the percentages shown on page 5 of the current syllabus.

What are the required **IC3 exams** like?

Local IC3 Testing [Options](#) at CSN

Here are some helpful **exam taking tips** to read a day or two before your scheduled exam

How to set up a [Certiport account](#)

Testing **Outside of Las Vegas**?

What are exam **vouchers**?

How can I print the [International Certificate](#) that I earned?

Did you pass any IC3 exams in a prior semester? [Notify your professor](#) to get credit.

Do you have an expired Certiport voucher? Get help by following these [instructions](#)
Watch the IC3 + CSN Success Story video (3 min) and look for the Wall of Fame, coming to CSN CIT classrooms to honor the many students who have earned international certifications in IC3 as well as many other technical areas.

What are SIMnet Lessons? And how do they generate grade points

How to earn points using SIMnet Projects.

What is CONNECT? How is this adaptive learning tool (your personal tutor) used most effectively? (16 min video by Dr. Taormino), also found on the Canvas Home page

How can I use CONNECT to review for exams? Create your very own Practice Quiz or Recharge!!

How are the worksheets that are part of each assignment used and scored?

Find out how to use the Snipping Tool to document worksheet lab exercises.

How To Submit worksheets

Virtual Office is available most Tues & Wed from 1:00 – 4:00. Read this description and come join us. You will all “hear the door open” each time I set up our Conference room.

Who is Professor Fightmaster? (2:42 min video)

More FAQs coming soon. Check back often to get the latest scoop!!