

FAD PLATFORM USAGE GUIDELINES

Last update 19.01.2021

*Brief guide for the correct use of
the distance learning platform
and its contents.*



REFER TO THIS MANUAL
FOR

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[Create an account](#)

[Retrieve your login
credentials](#)

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GLOSSARY

FAD: distance learning platform.

Account: set of information that defines the user and allows access to the FAD.

Username: unique reference linked to your account essential, together with the password, to access the FAD. Normally, the username is equivalent to your codice fiscale or, failing that, to the email address.

Password: customized alphanumeric code of at least 8 characters which is essential, together with the username, to access your account on the platform. The password, generated by the user during the first access or later through the recovery / change procedure, is strictly personal and should not be disclosed to third parties.

Course details: space where information, materials and educational activities related to a training initiative are reported.

Educational materials: materials for educational and information purposes (such as slides, bibliographies, websites, etc.) that are available to users within the course modules.

Educational activities: activities for educational and information purposes that are available to users within the course modules. They are split into live activities (webinar) and on demand activities (eg video recordings of courses, multimedia courses, etc.).

Live Webinar: Interactive seminar that takes place in real time on the FAD.

Video on demand: interactive video, hosted on the FAD, available at any time.

Multimedia course: resource that combines text, audio, video, graphic and multimedia elements according to a different degree of interactivity.

Adobe Connect: free application that is key to join live webinars.

1 – CREATE AN ACCOUNT TO LOG IN TO THE PLATFORM

Step 1.1 – Create an account

- i. Connect to the site fad.fondazione scuolapatrimonio.it
- ii. Create an account "[Create an account](#)"

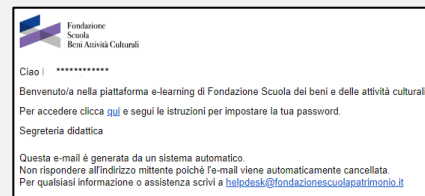
Step 1.2 – Fill the form

- i. Enter your **codice fiscale (lowercase)** or your **email address** in the box
- ii. Read and tick the box **"I have read the privacy policy" (required)**
 - i. Tick the box **"Subscribe to the newsletter" (optional)**
 - ii. Press the **"Continue"** button
- iii. Fill in the additional form, entering your **personal and contact data**

Step 1.3 – Check your email

- i. Open the email with subject **"Fondazione Scuola dei beni e delle attività culturali – Welcome"**
- ii. Click on the link included in the email

Please, note If you do not receive any email, we suggest you to also check the SPAM box.



Step 1.4 – Confirm the email address in the box

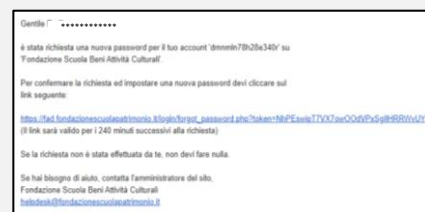
- i. Enter your e-mail address in the box
- ii. Click on the **"Confirm"** button

Step 1.5 – Check your email again

- i. Open the email with the subject **"Password recovery request"**
- ii. Click on the link included in it.

Please, note: The link is valid for **240 minutes**, after which it is necessary to follow the procedure described in the following steps 2.1 and following.

If you do not receive any email, we suggest you to also check the **SPAM box**.



Step 1.6 – Set your custom password

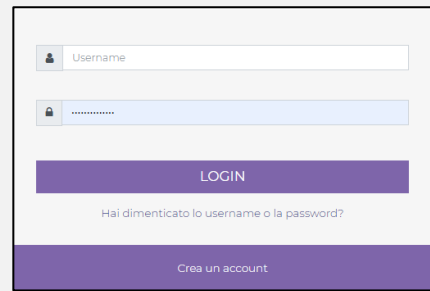
Password must:

- be at least 8 characters long
- contain at least 1 number
- contain at least 1 lowercase letter
- contain at least 1 capital letter
- contain at least 1 non-alphanumeric character, for example *, - or #.

2 – RETRIEVE THE LOGIN CREDENTIALS OF AN ACTIVE ACCOUNT

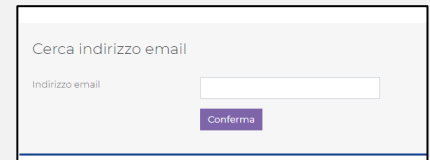
Step 2.1 – Start credentials recovery process

- i. Connect to the website fad.fondazione scuolapatrimonio.it
- ii. Click on the link “[Forgot your username or password](#)” located under the LOGIN key



Step 2.2 – Enter the email address in the box

- i. Enter your e-mail address in the box
- ii. Click on the "Confirm" button



Step 2.3 – Check your email

- i. Open the email with the subject "Password recovery request"
- ii. Click on the link included in it.

Please, note: The link is valid for **240 minutes**, after which it is necessary to follow the procedure described in the following steps 2.1 and following.

If you do not receive any email, we suggest you to also check the SPAM box. If there is no email in the SPAM box, it is likely that the email address associated with your account is different from the one used in step 2.2



Step 2.4 – Reset your custom password

Password must:

- Be at least 8 characters long
- contain at least 1 number
- contain at least 1 lowercase letter
- contain at least 1 capital letter
- contain at least 1 non-alphanumeric character, for example *, -, or #.



3 – SIGN UP TO A COURSE THAT IS AVAILABLE IN THE CATALOG

Step 3.1 – Access the CATALOG menu

- i. Click on the "CATALOG" button to check the courses to which you can freely register.

Please note, The CATALOG is structured in two sections: "Upcoming webinars" and "On demand courses"



Step 3.2 – Consult the CATALOG and select the course to register for

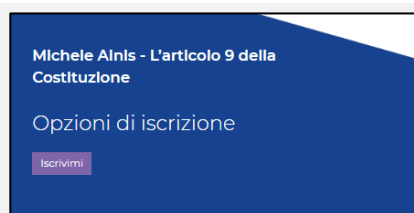
- i. Browse the "CATALOG" menu
- ii. Search for the course you are interested and select it
- iii. Click on the "GO TO COUSE" button



Step 3.3 – Subscribe

- i. Click on the "Subscribe" button

Please note once you have completed the registration procedure to the course, it will show up in the "MY COURSES" section



4 – JOIN A WEBINAR

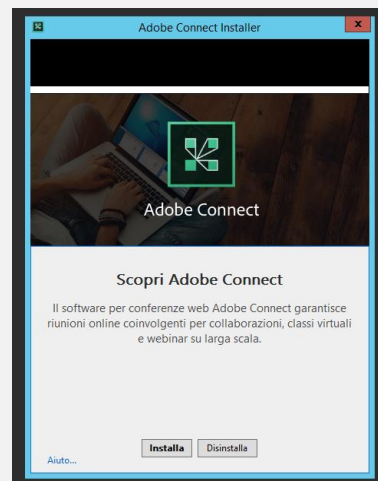
4.1 – PRELIMINARY RECOMMENDATIONS

Step 4.1.1 – Install ADOBE CONNECT

To enjoy a webinar, **you need** to install the **Adobe Connect** application.

Click **HERE** to go to the application **download page** or, alternatively, copy the address shown in the address bar of your browser as per below:

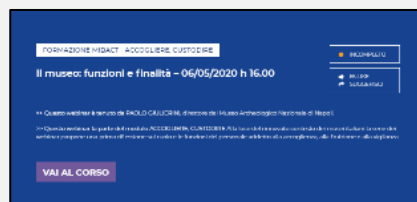
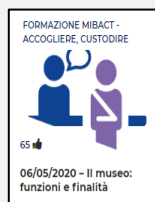
<https://helpx.adobe.com/adobe-connect/connect-downloads-updates.html>



4.2 – INSTRUCTIONS FOR USE

Step 4.2.1 – Select the course of your interest

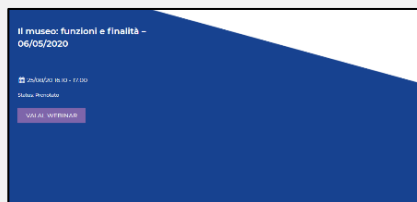
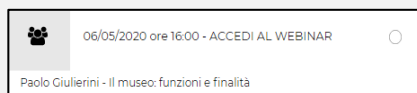
- Enter the menu "MY COURSES"
- Search for the course you are interested in and select it
- Click on the "GO TO COURSE" button



Step 4.2.2 – Look for the button with the 3 men within the course

- Click on the button that shows 3 stick figures
- Click on the "GO TO WEBINAR" button

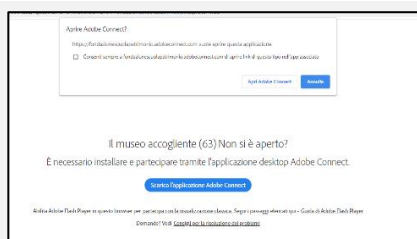
Please note, you can join the webinar starting from 15 minutes before it actually starts



Step 4.2.3 – Enable Adobe Connect

- Click on the "Open Adobe Connect" button

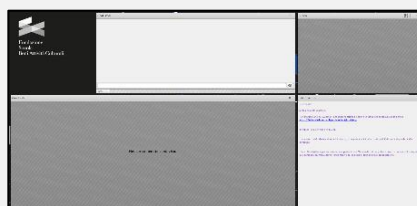
Please note, by checking the box "ALWAYS ALLOW ..." the device will store the settings and it will not be necessary to repeat the procedure in the future



Step 4.2.4 – Wait for the Webinar to start

Wait for the webinar to start and take advantage of this time to configure the audio. You can do this by clicking on the **speaker icon** in the top bar.

The use of **headphones** is recommended. The microphone, instead, is not necessary.



5 – TAKE AN ON DEMAND COURSE

5.1 – PRELIMINARY RECOMMENDATIONS

Step 5.1.1 – Get ready for use

To make the most of an on demand course, it is good to:

- Connect your device to the internet via **Ethernet cable**
- Preferably use the **Google Chrome browser**
- Close any additional web applications



5.2 – INSTRUCTIONS FOR USE

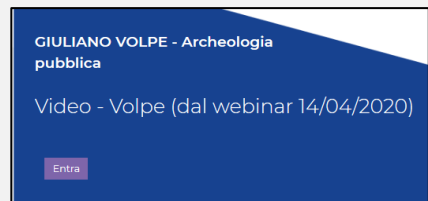
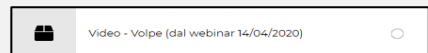
Step 5.2.1 – Select the course of your interest

- Enter the menu "**MY COURSES**"
- Search for the course you are interested in and select it
- Click on the "**GO TO COURSE**" button



Step 5.2.2 – Look for the cube-shaped button in the course

- Click on the button with the cube symbol
- Click In the "**ENTER**" button



Step 5.2.3 – Watch and complete the course

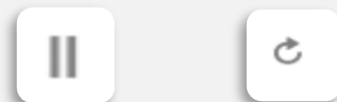
The video starts automatically after a few seconds.

At the bottom, the **scroll bar** shows the progress of the course. The "**pause**" function (bottom left) allows you to temporarily suspend the use of the course, without leaving the session. The "rewind" function (bottom right) allows you to "**restart**" the course from the beginning

WARNING!

DO NOT ICONIZE THE VIDEO WINDOW AND DO NOT PUT IT IN THE BACKGROUND : the system detects the correct completion of the video **ONLY IF** it is reproduced in **full size**.

YOU WILL NOT BE ABLE TO MOVE THE SCROLLER until you have completed the course at least once.



5.3 – ADDITIONAL INSTRUCTIONS

Step 5.3.1 – How to interrupt / resume use

If necessary, you can exit the course by clicking the **X** symbol that appears in the video window. By clicking on the symbol you have the option:

- to **exit**. In this case the platform, through a bookmark, will store the minutes. This will allow you to resume use from the moment the course was stopped;
- to **return** to the course.



6 – FAQ

Here are some of the most frequently asked questions from our users. To simplify navigation and identification of the topics, the questions have been grouped into subject areas.

ACCESS TO THE PLATFORM AND ACCOUNT MANAGEMENT

How can I access the Foundation's FAD platform?

To access the Foundation's FAD platform, simply create a personal account. Select the item "[Create an account](#)" on the platform's entry page and follow the guided procedure. Once the account has been created, to access the platform, use your social security number (**codice fiscale**) or your **email address** as username and your personal password.

We kindly remind you that access to the platform, as well as to all its contents, is totally free.

I don't remember my account username

On our FAD the username is equivalent to your **codice fiscale** or your **email address**

I would like to change the USERNAME to access my account, is it possible?

It is not possible for you to change the username associated with your account. If you need to change it, write to helpdesk@fondazione scuolapatrimonio.it.

I don't remember my password / I would like to change my password

To recover or change your password, select the item "[Forgot your username or password?](#)" that is on the platform's entry page and follow the guided procedure. Where requested, remember to enter the email address associated with your account.

If after a few moments you do not receive the password / username recovery email, check the SPAM folder of your inbox or, alternatively, repeat the procedure making sure you enter the email address associated with your account correctly.

I would like to change or add some information in my account, how can I do it?

To change or add more information in my account section, select the "**edit**" item under your name on the platform. Enter or edit your profile information, then click the "**Save changes**" button.

It is important to fill in and keep updated the various items that form your profile in order to receive the right communications and the best recommendations about the platform's content.

SUBSCRIBE / UNSUBSCRIBE TO COURSES

How can I sign up for courses on the platform?

The courses hosted on the platform can be FREE or RESTRICTED ACCESS.

FREE ACCESS COURSES. The free access courses are available in the "**CATALOG**" section. To subscribe to a course, browse the "CATALOG", click on the cover of the course you are interested in, then click on the "**Go to the course**" and "**Enroll me**" buttons that will appear later. From this moment you will find the course, together with all the courses you are already enrolled in, in the section "**MY COURSES**".

RESTRICTED ACCESS COURSES. The courses with restricted access are part of training initiatives that the Foundation organizes in collaboration with other bodies / institutions. The courses with restricted access are not present in the Catalog section. To join these courses, make sure to reach out to the promoters and get directions.

How can I cancel my enrollment in a course?

To unsubscribe from an open access course, go to the "**MY COURSES**" section, enter the tab dedicated to the course you no longer want to attend and click on the "**Unsubscribe**" button on the right side of the screen.

To unsubscribe from a restricted access course, contact the promoters of the initiative.

PLEASE NOTE. In the case of live webinars, where capacity is limited, unsubscribing is a responsible gesture when you are sure you cannot attend. In this way you will give way to another person.

FOLLOW A LIVE WEBINAR

What type of configurations should I set on my device (computer / tablet / smartphone)?

To participate in webinars, you need to download and install the free **Adobe Connect** application on your device. To find out where to download it and for all the other information related to webinars, please check the appropriate section of the short [User Guide](#).

How do I join a webinar?

In order to participate in the webinars you are subscribed to, connect to the [FAD platform](#), access the tab dedicated to the meeting and click on the button with the 3 stick figures. You can connect to the webinar starting from **15 minutes before it starts**.

The webinar is about to start but I cannot log in. What can I do

You can connect to the webinar starting from **15 minutes before it starts**. If there are less than 15 minutes left and you can't log in, **reload the page**. At this point click on the button with the 3 stick figures and then on the "Go to WEBINAR" button. We kindly remind you that in order to access the webinar correctly, you must have previously downloaded and installed the free **Adobe Connect** application

I followed the webinar, but the system does not mark the activity as completed. Why?

The platform records the status of participation in live activities only at the end of the day. Then wait the day after the meeting to check your participation status in the webinar.

If the day after the webinar you keep noticing an inconsistency between what was recorded by the platform and your actual participation, write to helpdesk@fondazione scuolapatrimonio.it.

WATCH A VIDEO ON DEMAND

What type of configurations should I set on my device (computer / tablet / smartphone)?

To enjoy the ON DEMAND videos, you do not need to install special applications on your device.

However, we recommend you to connect your device to the internet via an **ethernet cable**, close all unnecessary local and web applications, then preferably use **Google's Chrome** browser

I have opened the video on demand but I cannot go back and forth on the scroll bar.

To be able to move the scroll bar, you must have completed watching the video at least once and in full.

You can still complete the viewing of the video on demand in several stages by pausing or stopping it. The system will record your progress, allowing you to resume viewing at a later time.

Can I watch the video on demand by putting the playback window in the background?

No, you cannot, if you open other tasks or put the playback window in the background while playing the video on demand, **the system will not detect your progress**. If played in the background, even if the video is finished, it will not be finished and you will be able to resume watching it only from the moment you stopped playing it in the foreground.

I can't finish watching the video on demand as it stops before the end.

Before being uploaded to the platform, all videos on demand are subjected to a technical control procedure that ensures correct formatting and preservation over time.

The sudden and early interruption of a video is often due to the quality of the internet connection of the device used or the overload of this. In similar cases, we recommend that you connect your device to the internet via an **ethernet cable**, check the stability and connection speed by **testing**, close all unnecessary web and local applications, then preferably use the **Google Chrome** browser .

I watched the video in full, but the system does not mark the activity as completed.

The system detects the state of use of the video only if it is played in the foreground. If you open other activities or put the playback window in the background while playing the video, **the system will not detect your progress.** If played in the background, even if the video is finished, it will not be finished and you will be able to resume watching it only from the moment you stopped playing it in the foreground.

If the video is reproduced correctly, keeping the window always in the foreground, any problems in recording progress can be caused by weak or unstable connections, which do not allow the system to send signals strong enough for it to be able to record them.

In similar cases of failure to record the progress or complete progress of the activity, we suggest you connect your device to the internet via **an ethernet cable**, close all unnecessary web and local applications, then preferably use the **Google Chrome browser** . Once the video is on, we also recommend you to stop viewing the video from time to time and check that the system records the progressive progress.

If, despite the suggested measures, you continue to encounter problems, write to helpdesk@fondazionescuolapatrimonio.it.

CERTIFICATES

I have fully followed the multimedia course, will I be issued a certificate?

The certificates for the free access courses get accessible and downloadable once the course has been completed and the didactic activities within it are correctly completed. The button for downloading the certificate will be available within the course sheet. In training programs with restricted access, any certificate issued by the platform does not replace the one issued by the promoter of the initiative.