Cranium Cafe Frequently Asked Questions

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1. Logging in via LACCD single-sign-on.

- Go to mycollege.laccd.edu and log in with your @laccd account user ID.
  If this is your first time logging in, please click on the 1st time signing in link on the bottom of the page and follow those instructions.

- Once you are signed in and see the Employee Homepage, click on the Online Services & Live Chat icon.

- You may be prompted to select which college you are trying to log into. If so, click your local college.

- o Once you see the Informed Consent page, click Agree to move forward.

○ Once you click Agree, you'll be presented with two options for signing in: LACCD or Guest. Always try the LACCD option first. The only time you should use Guest for registering/signing in is if your @laccd.edu account does not give you SIS access (you will know if you have this by logging in using the LACCD option).

○ Once you log in, you can see that you have the correct college selected on the drop down menu at the top of the page:
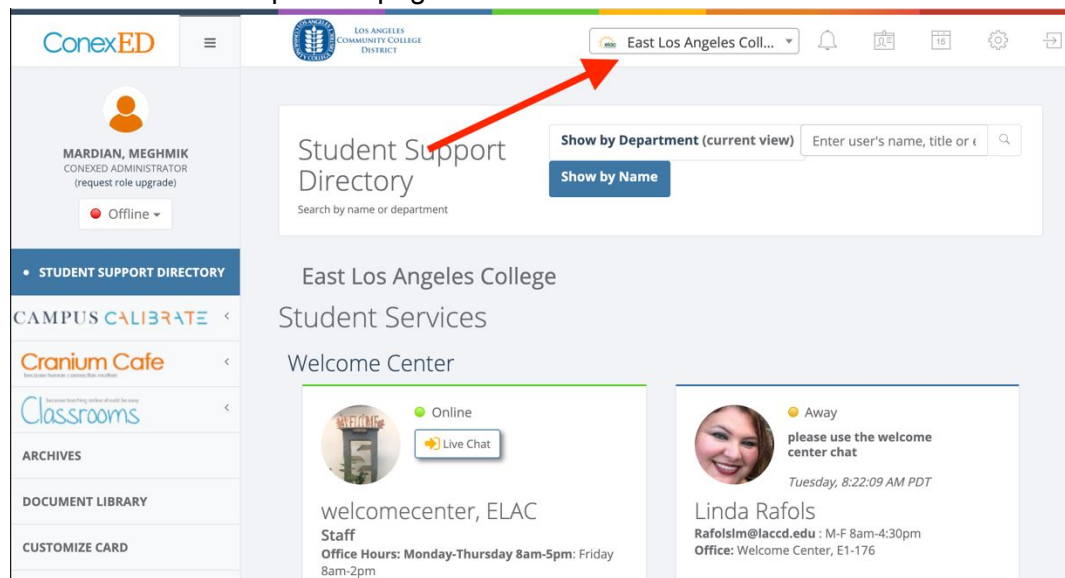
2. I can't see Campus Calibrate or my group/Setting a default institution.
   ○ If you are seeing the LACCD landing page pictured below, make sure you use the drop-down menu at the top to select your local college.
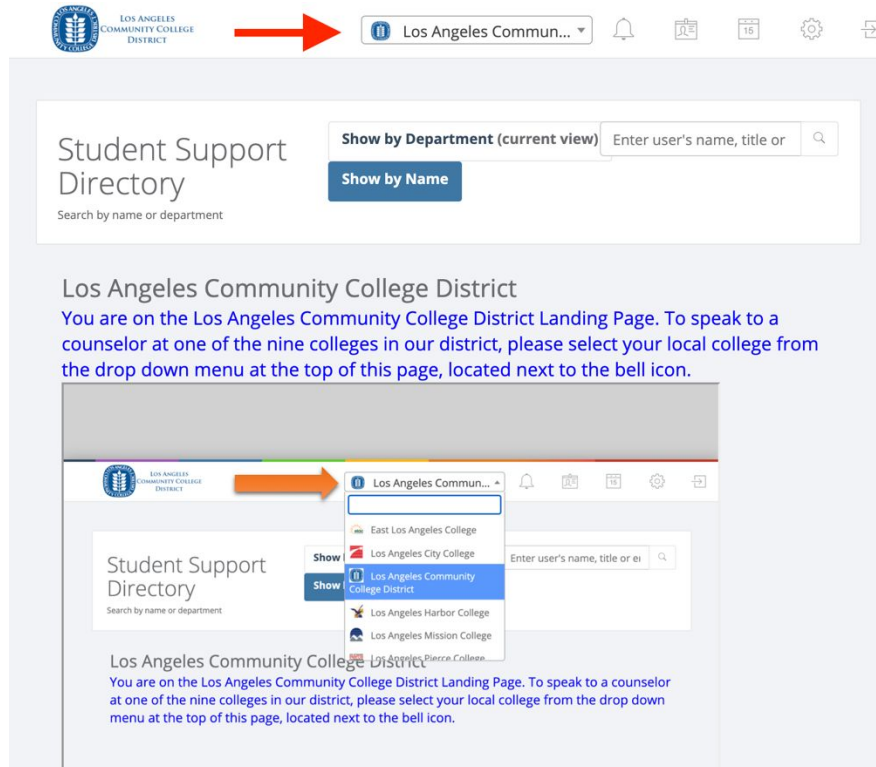
- To avoid doing this every time, you can select a default institution, which is recommended for those who are only working at one college. Click on Account Settings on the left-side menu and change your default institution to the college you'd like to see when you log in.
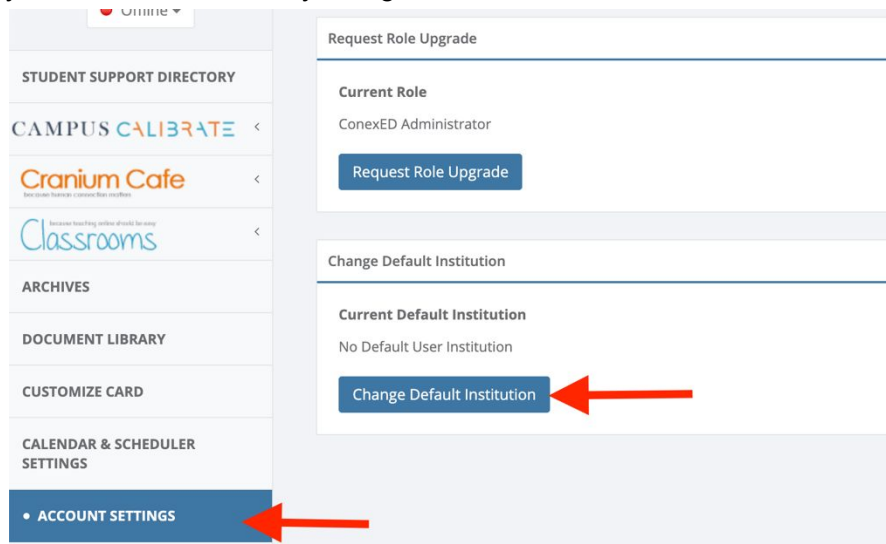
3. **I am logged in to Cranium Cafe but can't receive chats from students.**
    - Check that you are using either Chrome or Firefox as your browser. Other browsers present issues when trying to connect to Cranium Cafe.

- ○ If you are logged in to Cranium Cafe on multiple tabs or by using an incognito window or VPN, that can cause issues with connectivity as well. Please limit to one active tab per account only.
- ○ Make sure you are marked as Online under your name.
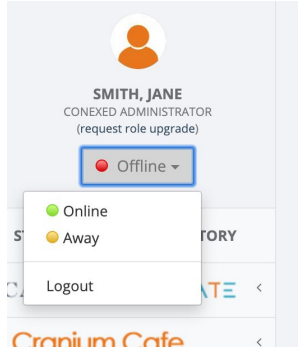
- ○ To be visible to students as ONLINE and available for chat or appointment scheduling, you must have an upgraded Faculty/Staff account (or higher) and be placed in a department and group. Contact your supervisor to ensure they can add you as a group user.

4. How can I set up my ConexED Card?

- ○ On the top right corner of the web page, you will see the ConexED Card logo where the settings are for your account:
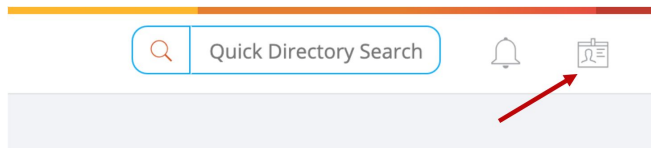
Or you can click on the Customize Card tab on the left-hand menu:
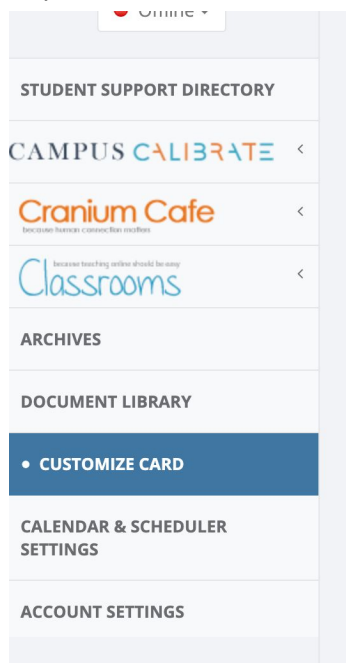
- ○ Check with your Department Admin or Group Manager to see if there have established settings for you to use as a group user.
- ○ Clicking the "Allow Offline Messaging" button will allow students to send you a message when you are not online. This message will go to your email associated with the Cranium Cafe account.

- ○ The default text for the Knock on Door Button is "Knock on Door," but if your group is choosing to call it "Live Chat" or something else, then this is where you would change the text that shows up.

○ If your group or you are doing walk-in chats only, you can change your setting so students can't schedule appointments with you.

Workshop Registration

☐ Make my email visible to other users on my ConexED Card

☐ Make my phone number visible to other users on my ConexED Card

☐ Set status to away when in a Office meeting

☑ Don't allow users to schedule appointments with me

Preview Card

○ This is also where you check the setting to "Set status to away when in an Office meeting" to prevent chat requests while you are in a meeting.

☐ Make my email visible to other users on my ConexED Card

☐ Make my phone number visible to other users on my ConexED Card

☑ Set status to away when in a Office meeting

☐ Don't allow users to schedule appointments with me

Preview Card

5. What is "Knock on Door/Live Chat"?

○ If you plan on making yourself available to students during certain times so that they can message you without scheduling an appointment beforehand, you will be utilizing the Knock on Door option. From the ConexED Card settings, you can change the language to say "Live Chat" if you prefer, but it is the same function. When you have an "Online" status, students will be able to find you from the Student Services Director and initiate a chat with you. You will hearing a ding sound and a message box will pop up with the student's name and message:

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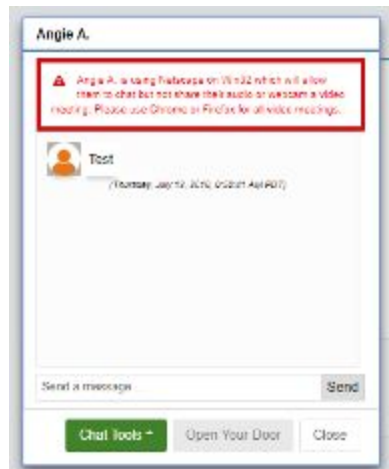
6. What's the difference between a chat and a meeting?

○ Meetings can be pre-scheduled appointments or drop-in appointments. You can also save a conversation that begins in Live Chat or Knock on Door as a new

meeting. Chats are helpful for answering quick questions for students or dealing with issues that are not likely to need a follow-up.

7. ## How can I turn a chat into a meeting?
   ○ If you would like to save a chat as a meeting, click on Chat Tools on the bottom of the chat box, and select "Save chat to a new meeting." Not all chats need to be turned into meetings.
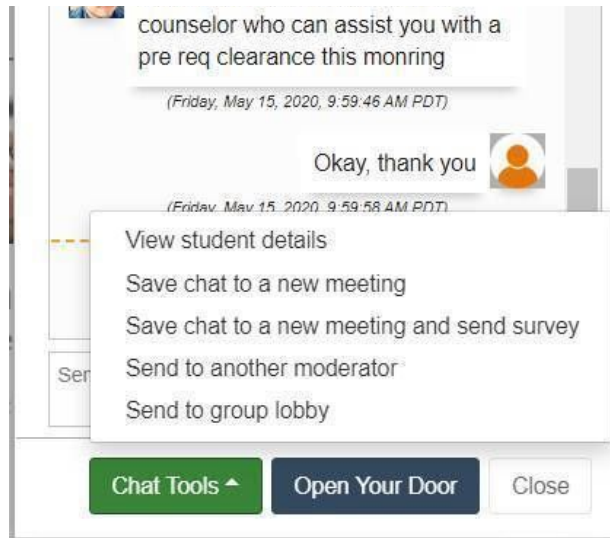
8. ## What can the Chat Tools do?
   ○ The Chat tools will allow you to see student details such as notes from prior meetings, save the chat as a meeting to keep notes for future reference, save chat to a meeting and send the student a survey afterward, send the student to another counselor who can address their concerns, or send them to the group lobby where they can wait to speak with you until you are done with another student.

9. ## Where do I access my appointments?
   ○ If you have upcoming appointments, change your status to Away, and then proceed to your lobby by selecting Cranium Cafe and then My Cafe Appointments.
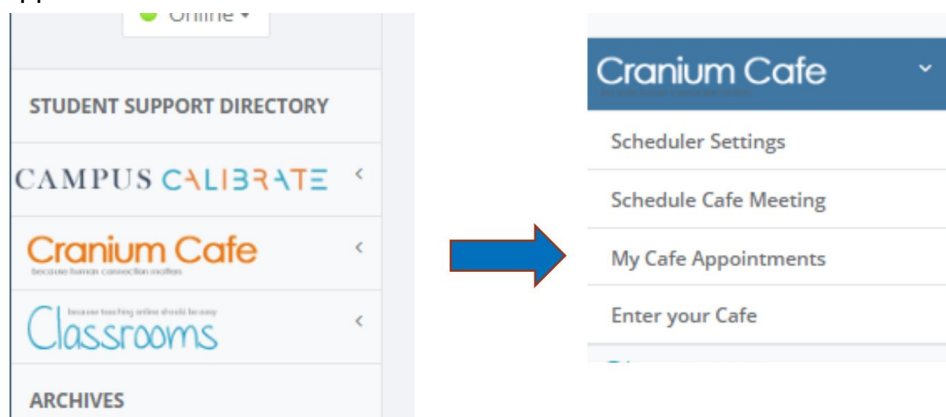
10. How can I receive only 1 chat at a time?

- There is not currently an automated process to limit the number of chats, but users can change their status to AWAY to manually manage the number of student chats coming at one time.
- The setting "Set status to away when in an Office meeting" is specific to Cafe meetings and will automatically change your status to AWAY when you have entered a Cafe meeting (as a moderator or attendee). This can apply from a Knock on Door or scheduled appointment. When you leave the Cafe, your status will revert back to ONLINE and allow additional students to connect.

- Having multiple tabs open in Cranium Cafe can cause your status to revert back to online as well, allowing multiple chats to come through.
- Here are some best practices to avoid a situation with multiple chat boxes:
    i. When you get a chat, make sure you go to AWAY (yellow status)
    ii. Once you are in the chat, do not click CLOSE or it will turn you back to online. If you click close and the student messages you back, you actually don't go to AWAY again, you are brought back to the same chat and you will stay ONLINE so you have the opportunity to get more chats at the same time.
    iii. When you engage with the Chat Tools, it can change your status as well. Every time you select an option, it takes you to a new screen, and when you do that it changes your status to ONLINE which allows another student to engage with you even if you didn't complete the next option.
    iv. If you have multiple screens, you might get the same chat on both screens and when you close one chat box on one screen, it puts you to ONLINE again, so try to stay in one screen
    v. Try asking the student to close their chat box when they are done with the meeting, wait about a minute, and then close it on your end.

11. What are the Archives and how do I use them?

- ○ Cranium Cafe's default setting is to save chats and meeting messages for future reference. The transcripts for these can be located in your Archives.
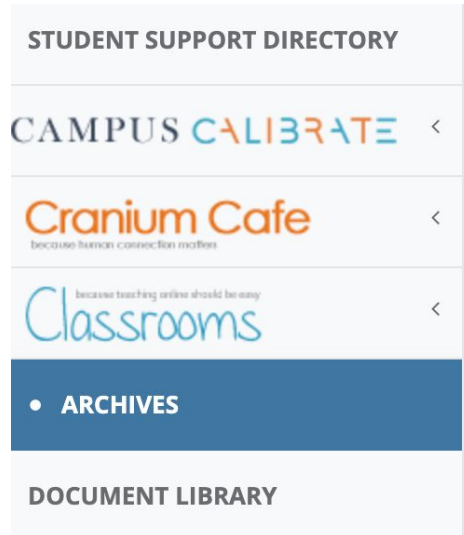
- ○ Once you see the list of messages between you and students, find the conversation you want to review and click on View Chat.

12. What's the Document Library?

- ○ If you have a document (or several documents) that you are often sharing with students during meetings, it would be helpful to upload them to your Document Library beforehand to have them ready and easily accessible. If the document is something you work on together with a student during your meetings, upload it to the Whiteboard area as it will allow you to collaborate with the student (have them fill it out or sign it). The Document Library will help in Cafe meetings, but not if you are chatting with a student using Knock on Door or Live Chat.

13. Using Whiteboard to share documents in meetings.

- ○ After the student fills out the form in the cafe during the meeting, they have to click on save as PDF which downloads the document onto their computer. They then have to upload that saved version of the document back into cafe using the Document Upload/Share option. Then the moderator is able to view the filled-out version of the form by going to the whiteboards tab of the Document Upload/Share section of the cafe.

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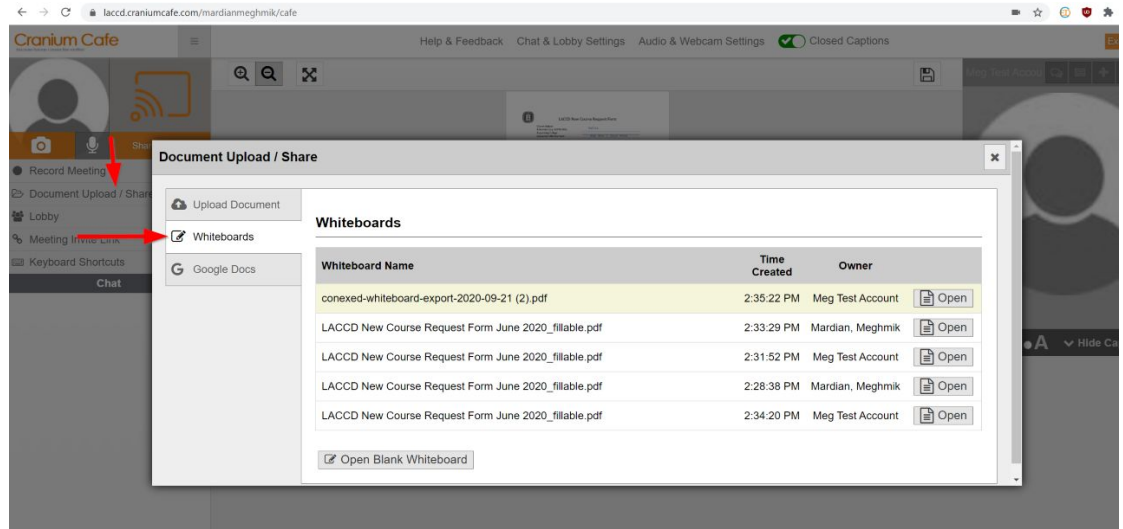
14. How can I set up a department lobby for students to go directly there?

○ The lobby URL can be found under the group's >Settings tab. It does not require setting up. You can send students to the lobby from the chat using Chat Tools or embed the link to the lobby on your group description or website.

○ Faculty and staff should not use this link to log in to the lobby because it will count them as students and not give them faculty access. To be able to chat with students, faculty should access the lobby from the Cranium Cafe link on the left hand side (under Campus Calibrate) by selecting Enter Your Cafe.
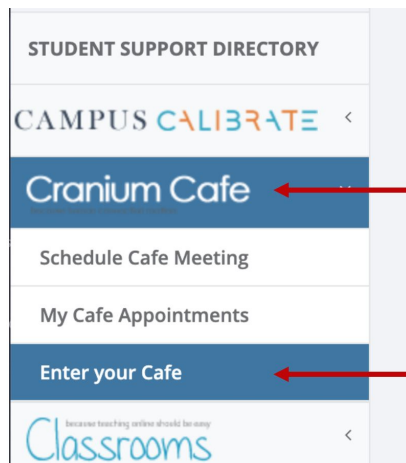
○ When you Enter Your Café, you will actually be taken to your personal lobby. This is where you will meet with students that have made appointments with you or when you turn a chat into a meeting. But if you are trying to access your group lobby to have meetings with students who are waiting there, you will need to click on the lobby function to see all the group lobbies you are part of.

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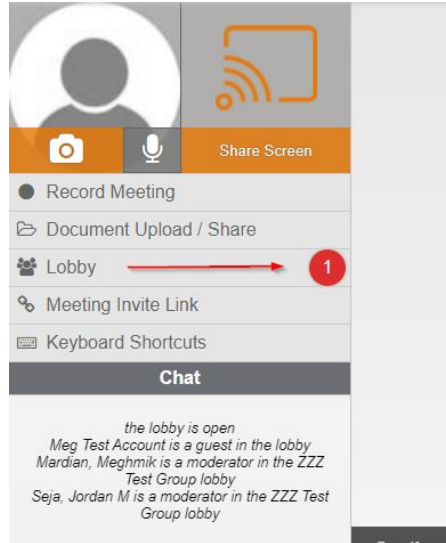
○ Here you will see your personal lobby and the group lobbies. When there is a student in the group lobby that you want to meet with, click the plus button to add them to your café for a meeting or use the chat bubble icon to have a private chat with them in the lobby. Clicking the paper airplane icon will place them from the group lobby into your personal lobby, but it will not start a meeting with them. The last icon will remove them from the lobby.

○
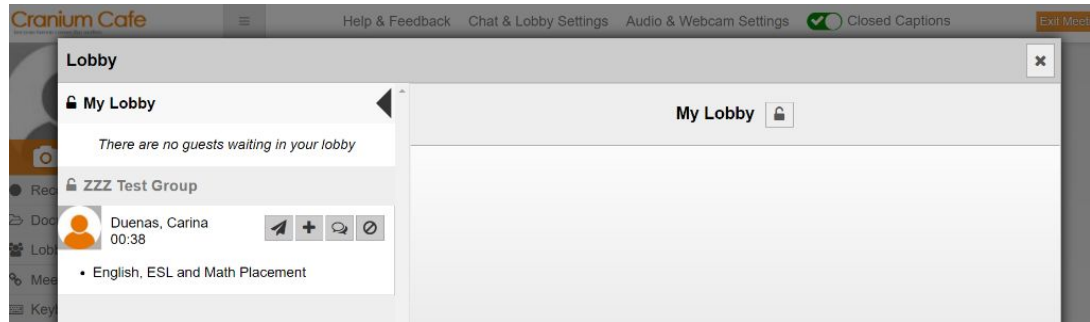
○ To add notes and reason codes during your meeting, you can click on the icon indicated below during your meeting in the café.

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○ To end a meeting with a student once they are in your café, either they can choose to exit the meeting or you will have to click on the paper airplane icon on their photo/video to put them back in the lobby. Then you will have to go into your lobby and remove the student from there.

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iii.
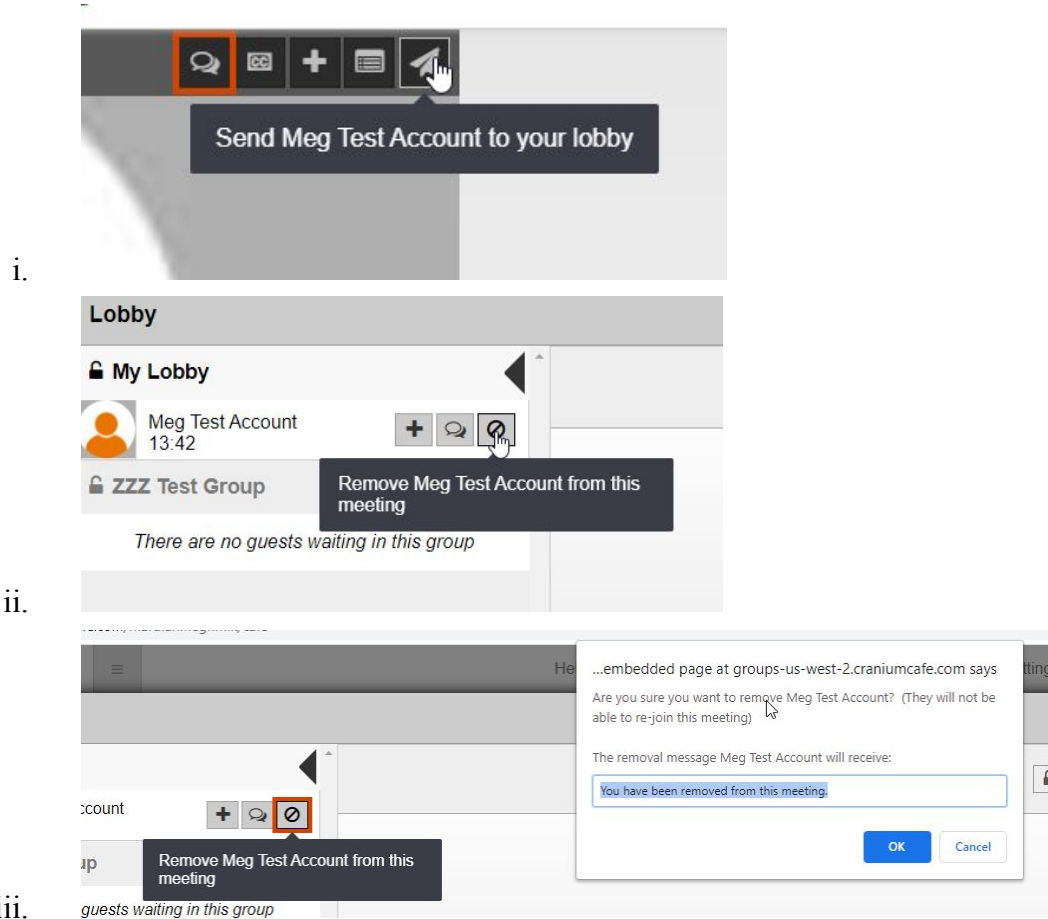
15. Is there a wait limit for the lobby?
   ○ Not at this time. Students should not be kicked out of the lobby.
16. Is there a max number of students that can wait in the lobby?
   ○ Not at this time.
17. How to use the lobby function to chat with students or hold meetings:
    ○ When a new student knocks on door and you are already speaking to a prior student make sure to send them to the lobby, where the students will be in a queue, waiting for the next available staff to service them.
    ○ Steps:

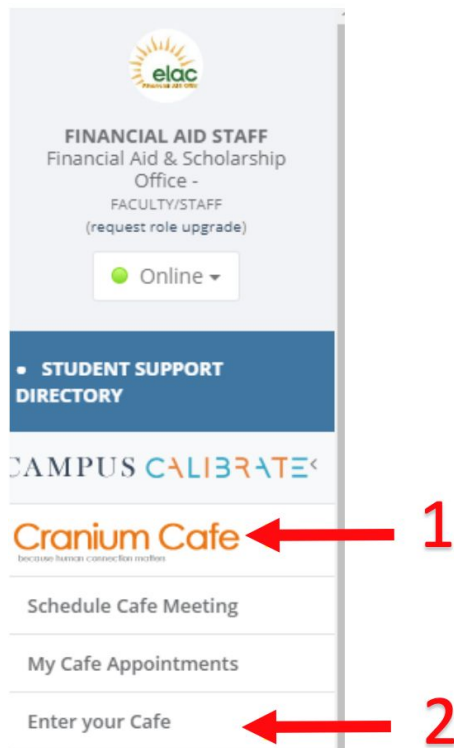i. On the bottom of the chat box in "Chat Tools" select "Send to lobby."
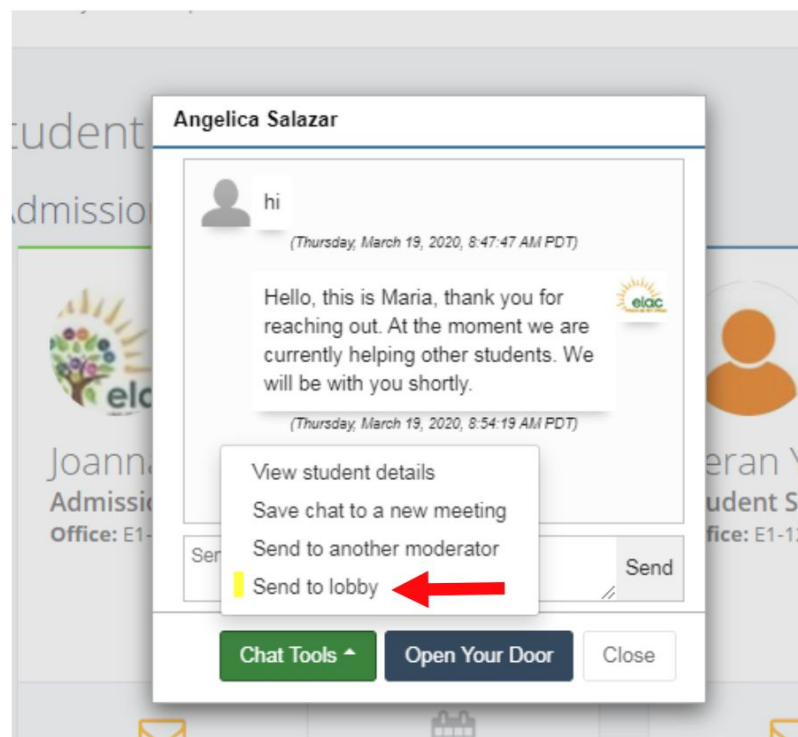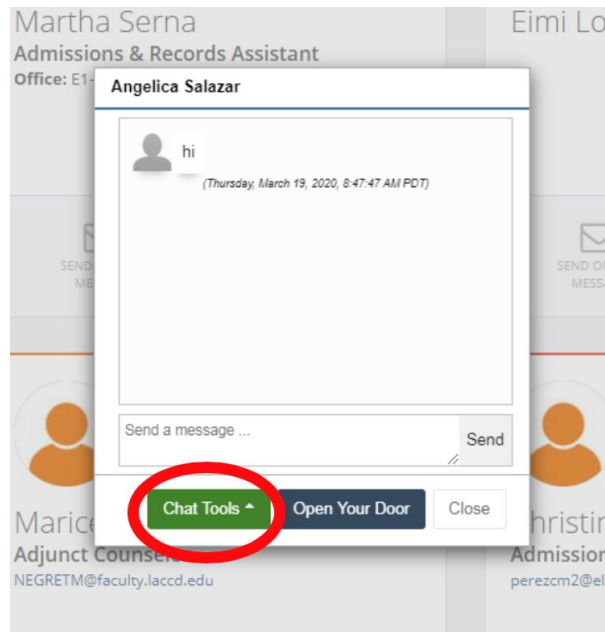
ii. A Pop-up should generate, select "Send (student's name) to Lobby."
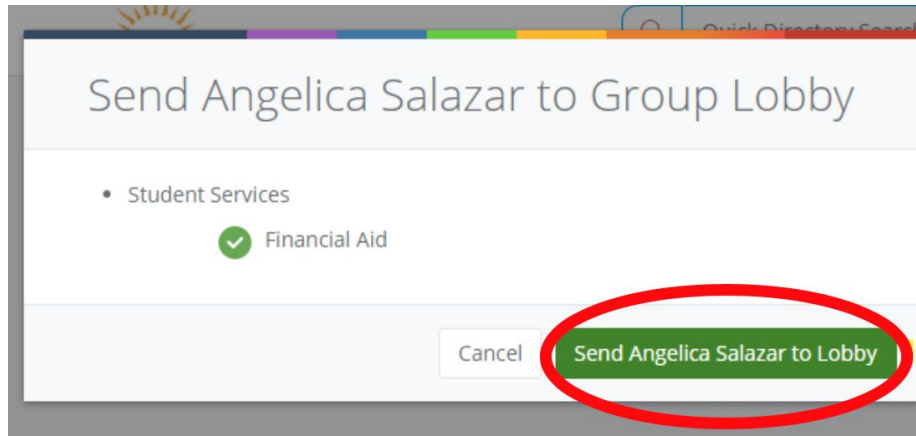
*NOTE: Student will disappear from your screen once you select "send (student's name) to Lobby"

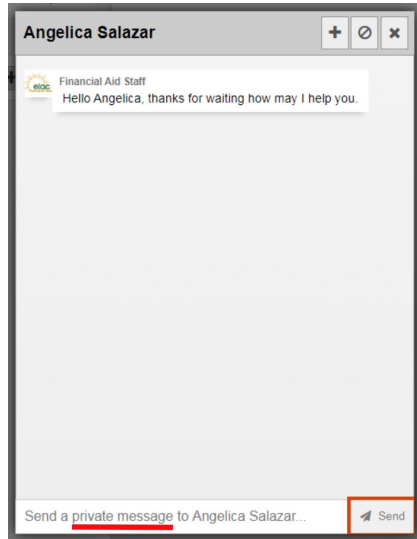iii. On the left-hand side click on "Cranium Café" first and then "Enter your Café" to enter the lobby.

iv. At the Lobby there will be a red circle showing that there is a new student. Once it's clicked the student's name(s) and the waiting time will be displayed.
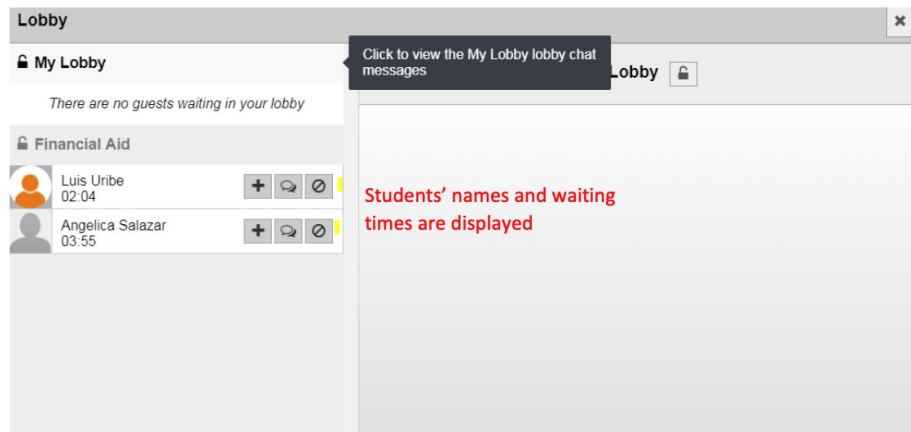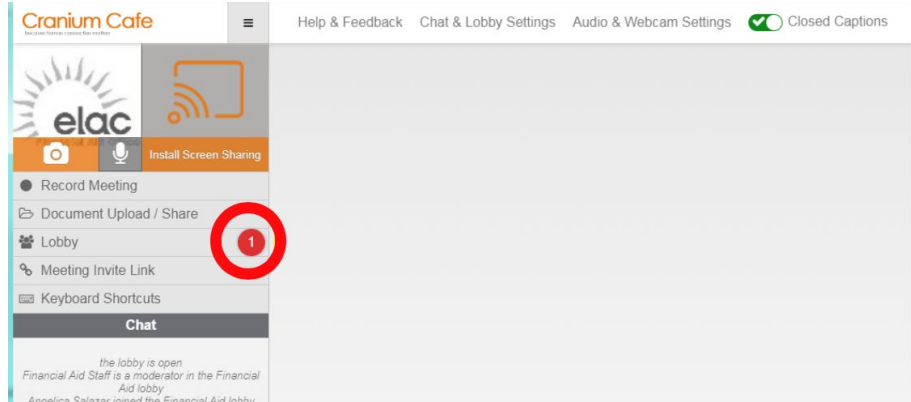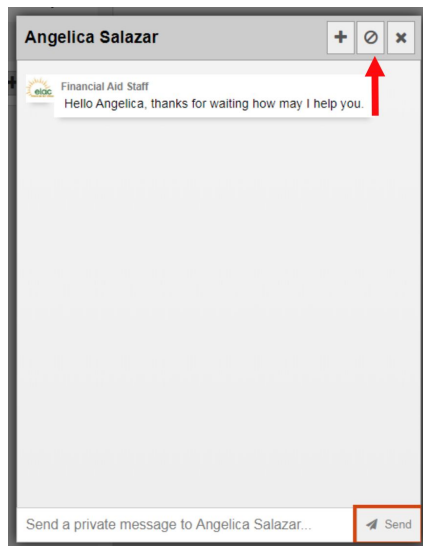
v. To select a student from the lobby and begin a conversation, select "Private chat" box.
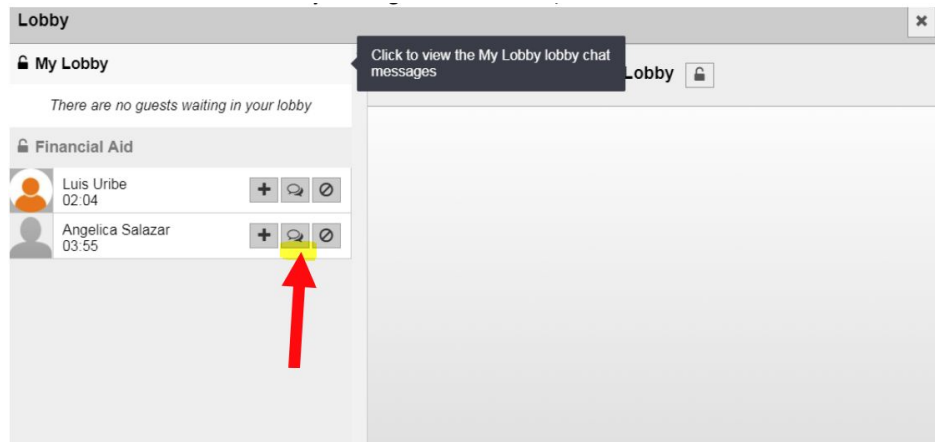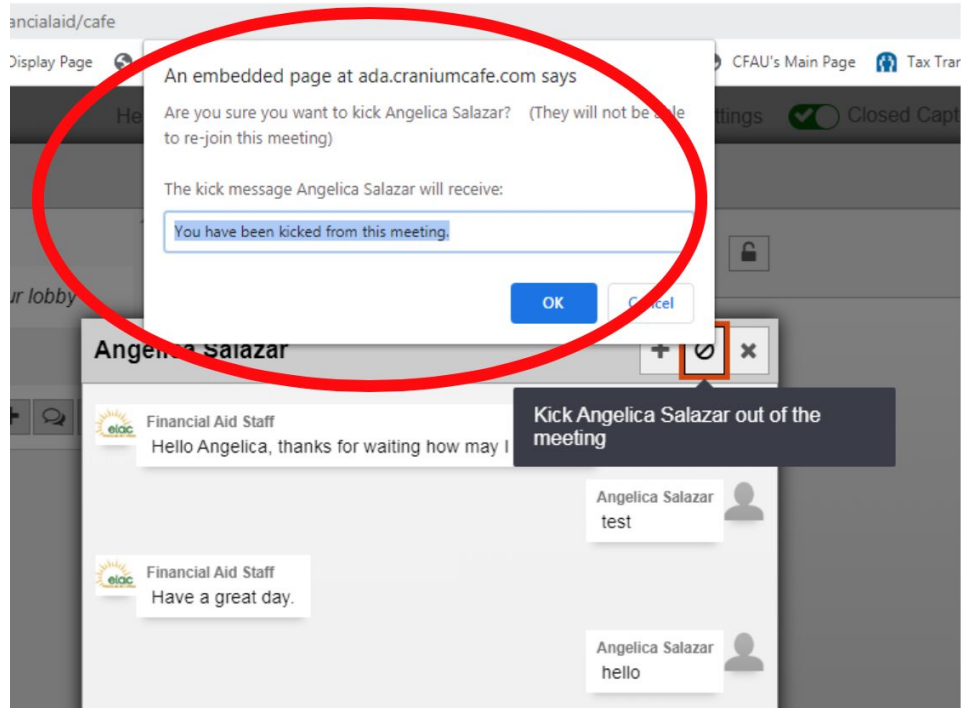
*NOTE: Ensure that "private message" is displayed in the text box

vi. To end the chat, the student will close the browser or staff can click on "Kick (student's name) out of the meeting."
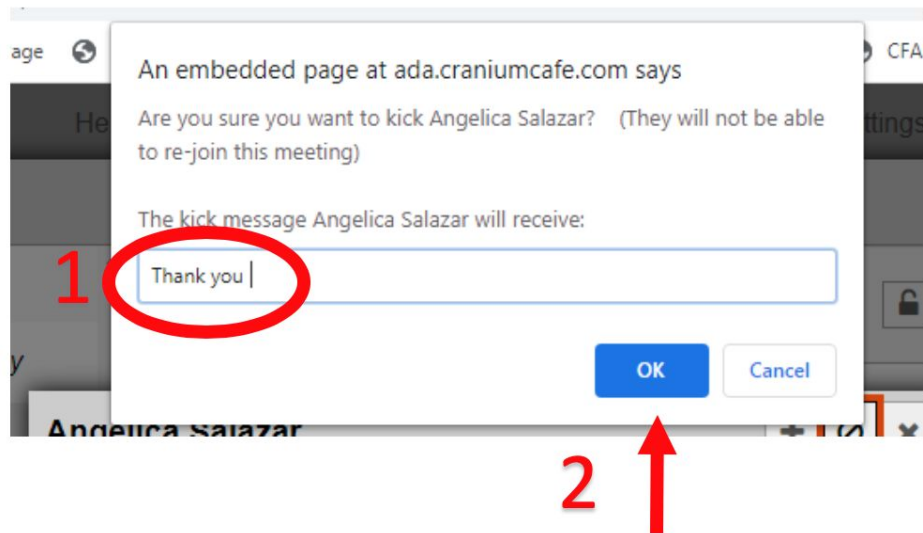
vii. This pop – up will automatically be generated once you click the "kick out" button.
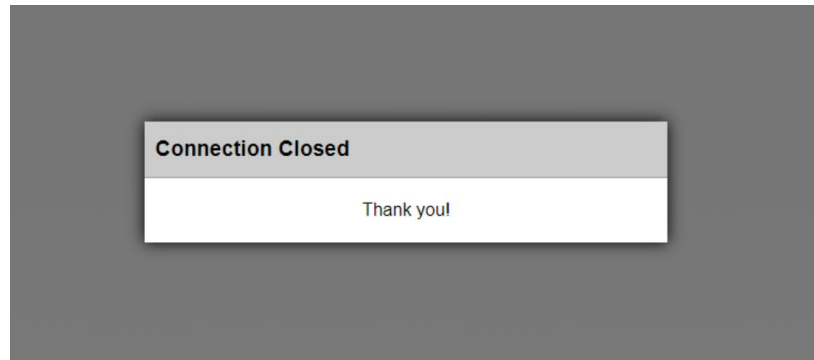

viii. Make sure to change the message to something professional because the student will see this.
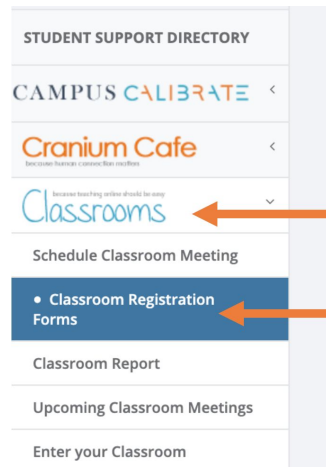Staff View:

Student View:

18. How to use the Classroom feature for meetings and workshops?

- ○ Classrooms can be used to schedule orientations or workshops virtually. This is a good way to reach multiple students at once.
- ○ To schedule a Classroom meeting, select the Classrooms option from the main menu, and then select Classroom Registration Forms:

- ○ On this page, click on Add Registration Form and use the template to complete the form that students will need to fill out for the workshop.
- ○ Once the registration form has been completed, click on Schedule Classroom Meeting

- ○ On this page, create the details for the classroom meeting including the day, time, topic, and description. Make sure that you do associate the meeting with your department/group, so other group users can also see who has signed up and have the ability to cancel registration for a student who reconsiders. If a group is not associated

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with the meeting, only the creator of the meeting can access registration, cancellation, and reports for the meeting.

○ Once you are done, attach the registration form you created for this meeting

○ After the classroom meeting has been created, changes can be made to it from the Upcoming Classroom Meetings tab on the menu:

There is also a Classroom Link that can be shared and posted on college sites to help students find the classroom meeting and register.

- When it is time for your Classroom meeting, you can Enter Your Classroom from the Classrooms menu, and afterward, you can export your Classroom Report from the same menu as well (shown above).

19. What is the Check-In Kiosk?
    - This feature will be used when faculty/staff return to the colleges and resume in-person appointments. It is not something we can use for online appointments.

20. What do we do if one account needs different access in different areas?
    - At this time the role is user specific and not based on group association.

21. If a counselor works in multiple areas, can they turn off one area while working in another so they are counseling the correct student group?
    - Not at this time. The Online, Offline, Away status is user specific and not specific to a group.
    - To ensure you are available for appointments for the correct group of students for a specific college or group, you should make sure your office hours within each group are distinct and not overlapping.

22. Some counselors have reported that their status have automatically changed from away to online or vice versa.
    - Some of the reasons that could be causing this issue include using a VPN, having multiple tabs or browsers open in Cranium Cafe, or using a browser that's not Chrome or Firefox.