

Your “*Everything You Need to Know*” Resource Guide For Students

Conversations that Matter

The screenshot shows the website's navigation bar with the logo 'Conversations that Matter' on the left. A blue button labeled 'START WATCHING VIDEOS' is on the right. Below the navigation bar are links for 'Features', 'Uses & Benefits', 'Pricing', 'About Norm & Emma', 'Contact Us', and a green 'SIGN UP' button. The main content area features the text 'An engaging online video library of interviews with The Leading Voices in Community Living and Disability Rights' and a green 'SIGN UP NOW' button. To the right, there is an image of a laptop, tablet, and smartphone displaying the website's video player interface, which includes a video player, a sidebar with navigation options, and a video player with a video player.

Come join us for Conversations...that Matter

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LOGGING ON TO CONVERSATIONS THAT MATTER FOR THE FIRST TIME

Hi! Welcome to *Conversations that Matter.*

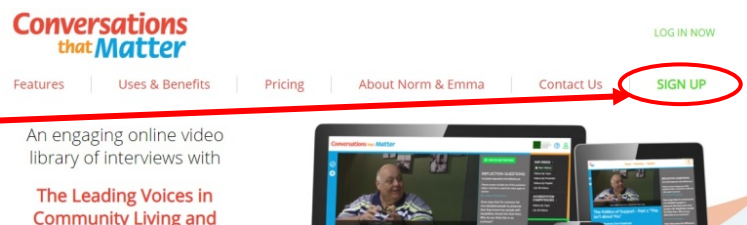
In order to log into Conversations that Matter, you will need 2 things:

1. an email address
2. a password

SUBSCRIBING AND PAYING FOR YOUR SUBSCRIPTION

In order to create an account on Conversations that Matter,

1. Click on the **SIGN UP** link on the top right corner of the screen



2. Click on the green **Click Here to Subscribe** button under "Student Subscription"

Student Subscription

Click Here to Subscribe

3. Select your School or Program from the dropdown list
4. Enter your Student Number
5. Select your instructor or instructors
6. Click on the green **CONTINUE TO NEXT STEP** button

If your school has paid for your subscription,

you'll be taken to this page.

Enter your full name,

your email address,

confirm your email address,

click on the **CREATE YOUR ACCOUNT**

button.

Student Registration Details

Please enter your name and email below to create an account.

School: Community Living College

Instructor(s): Michelle Alvarez

Your Full Name

Your Email Address

CHANGE SCHOOL OR INSTRUCTORS

Please provide your email address in both fields. This email address will be used to create your Conversations That Matter account.

CREATE YOUR ACCOUNT

You will then receive an email containing a long link that will give you a one-time login to the website that will allow you to set up a password.

If you do not receive this email, look in your junk or Spam folder.

Once you have set up their password, you will be able to login to the site with your email address and password.

Conversations That Matter Inbox x



support@conversationsth... 8:22 AM (2 minutes ago) ☆ ↶ ⋮
to me ▾

normkunc@gmail.com.

Thank you for registering at Conversations That Matter. You may now log in by clicking this link or copying and pasting it to your browser:

<https://conversationsthatmatter.org/user/reset/31279/1602688922/hw7Qb1BNECqXLN0YjyQIAkKGIMbGwMrzWaY324-aWmM>

This link can only be used once to log in and will lead you to a page where you can set your password.

After setting your password, you will be able to log in at <https://conversationsthatmatter.org/user> in the future using:

username: normkunc@gmail.com

password: Your password

-- Conversations That Matter team

If your school requires you to pay for your subscription,

you'll be taken to this page.

Click on the green **ADD TO CART** button

Student Registration

Sign yourself up by completing our checkout process. Start by clicking the "Add to Cart" button below. After checking out, you'll receive an email that will provide you with all of the details about your account. We're so happy to have you join our Conversations That Matter.

Norm and Emma

\$20.00

ADD TO CART

Enter your email address.

Confirm your email address.

Select your country

Enter your full name.

Enter your city and Province or State

Click on the green

CONTINUE TO NEXT STEP

button

School:

California State University of San Marcos



Instructor(s):

Jodi Robledo

CHANGE SCHOOL OR INSTRUCTORS

Shopping cart contents

Product	Price	Quantity	Total
Student Subscription	\$20.00	1.00	\$20.00

Order total **\$20.00**

Account information

E-mail address *

Confirm e-mail address *

Please provide your email address in both fields.

This email address will be used to create your Conversations That Matter account.

Billing information

Please make sure that you register your Conversations That Matter account using your own name and email address. The name and email address you use during payment does not have to be the same, if you are using someone else's PayPal account or credit card, for example.

Country *

Full name *

City *

Province *

CONTINUE TO NEXT STEP

or **CANCEL**

You'll be taken to the PayPal website.

7. Click on the **Pay with a credit or Visa Debit card** button

Enter your credit card information

Enter the billing information of your credit card

Select the type of phone you use. Enter your phone number and email address.

Check the confirmation box and click on the **Pay Now** button.

SETTING UP YOUR PASSWORD

Open your email program and you should have received an email with "Welcome to Conversations that Matter" in the Subject field.

Click on the long link in the email.

This will give you a **one-time login** to Conversations that Matter that will allow you to setup your password.

Welcome to Conversations That Matter Inbox x



support@conversationthatmatter.org
to me ▾

Welcome normkunc@gmail.com.

Thank you so much for registering with Conversations That Matter. You may now log in by clicking this link or copying and pasting it to your browser:

<https://conversationthatmatter.org/user/reset/30721/1598376020/rmrg6DVY4VQLVC5ra4XgXdz>

This link can only be used once to log in and will lead you to a page where you can set your password.

After setting your password, you will be able to log in at <https://conversationthatmatter.org/user> in the future using:

username: normkunc@gmail.com
password: Your password

-- Conversations That Matter team

Reply

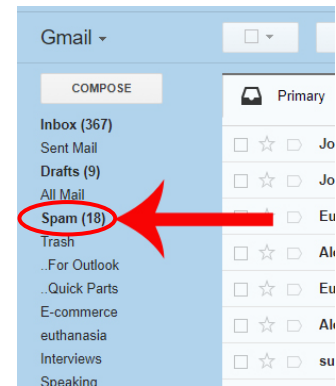
Forward



WHAT IF I CAN'T FIND THE EMAIL WITH MY TEMPORARY PASSWORD?

If you **have not received** your email with your password...

1. **Check your junk mail or Spam folder.** Online mail servers like Hotmail often direct Conversations that Matter emails to the junk mail folder.
2. If you **did not find it in your junk mail, it easy to receive another email** with a new temporary password. Go to the next page for instructions on how to do this.





WHAT IF THE EMAIL WITH MY PASSWORD IS NOT IN MY SPAM FOLDER?

No Problem!!

It's really easy to receive another email with a new temporary password.

Just do this:

1. Go to www.conversationsthatmatter.org
2. Click on **LOG IN NOW** link on the top right side corner of your screen
3. Click on the **Forget your password?** link.



On the next page:

4. Enter your email address
5. Click the **EMAIL NEW PASSWORD** button.



You will immediately receive another email with a link that will take you to a page where you can reset your password.

REMEMBER! If the email doesn't show up in your Inbox, **Check Your Spam Folder!**

6. Click on the link in the email to reset your password.

A request to reset the password for your account has been made at Conversations That Matter.

You may now log in by clicking this link or copying and pasting it to your browser:

https://conversationsthatmatter.org/user/reset/13842/1510166567/iWBsLNuYjSTpNmqe_vNEeY

This link can only be used once to log in and will lead you to a page where you can set your password. It expires after four days and nothing will happen if it's not used.

— Conversations That Matter team

This link will take you to a page in the website where you'll be able to reset your password.

7. Enter your email address.
8. Enter your new password.
9. Re-enter your new password.
10. Click the **SAVE** button.

This link in this email expires after 4 days, so reset your password as soon as you get the email.

Username *

Norman Kunc

Spaces are allowed; punctuation is not allowed except for periods, hyphens, apostrophes, and underscores.

E-mail address *

A valid e-mail address. All e-mails from the system will be sent to this address. The e-mail address is not made public and will not be used for any other purpose.

Password

Password strength: Weak

Confirm password

To make your password stronger:

- Make it at least 6 characters
- Add lowercase letters
- Add uppercase letters
- Add numbers
- Add punctuation

To change the current user password, enter the new password in both fields.

Change

SAVE CANCEL ACCOUNT



I TRIED TO LOGIN BUT I GOT AN ERROR MESSAGE SAYING MY EMAIL ADDRESS OR PASSWORD WASN'T RECOGNIZED.

If you got an error message saying that your email or password wasn't recognized, it likely means that **you're trying to login with an email address that is different from the email address that was used to subscribe you to the site.**

Try logging in using the email address you used in PayPal or another email address you may have.

Conversations that Matter

Sorry, NO-ONE@GMAIL.COM is not linked to an account with Conversations That Matter. Student and Agency users, you may need to contact your instructor, school or agency administrator to find out with which email address you are linked.

Reset Your Password

Enter an email address below if:

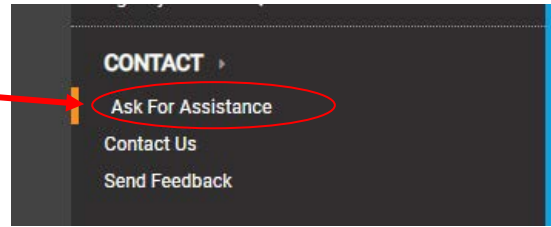
- You do not know your password
- You do not know which email address to use to log in

If your email address is linked with an account on our website, you will receive an email with instructions on resetting your password.

Email

E-MAIL NEW PASSWORD

If that doesn't work, click on the **Ask for Assistance** link on the right side of the screen.



Type in what problem you're having into the text box.

Select the type of machine or device you're using (ie. PC, Mac, iPhone, Android, etc.)

Indicate what browser you're using (i.e. Chrome, Safari, etc.)

Enter your full name,

your email address,

and click on the

SUBMIT REPORT

Ask for Assistance

Please fill out the form below to provide us information we can use to assist you with any problems you've had using the Conversations That Matter website.

If you have forgotten your password or are having other problems logging in, please use the [password reset form](#) link.

Problem

Type of Machine

Browser Firefox Chrome Internet Explorer Safari Mobile browser Other

Your Name

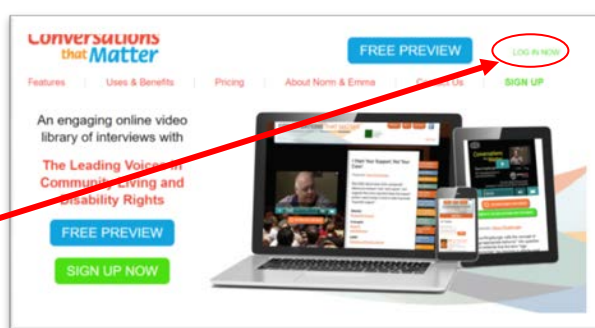
Your Email

SUBMIT REPORT

LOGGING IN TO CONVERSATIONS THAT MATTER

Once you have your email address and password:

- Go to the Conversations that Matter website at www.conversationthatmatter.org
- Click on **LOG IN NOW** link on the top right side corner of your screen.



- Enter your email address.
- Enter your password.
- Click the **LOGIN** button.



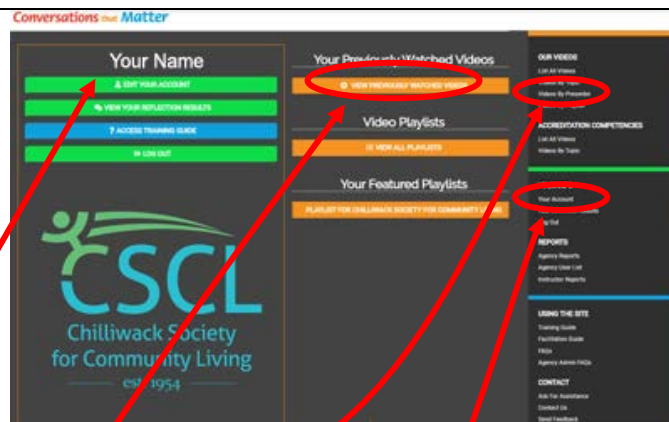
Congratulations!

If you're reading this, it means that you've successfully logged into Conversations that Matter.

Every time you log in, you'll be taken to your opening page where you can:

1. Click on the **EDIT YOUR ACCOUNT** button to change your name (if you got married), change your email address, or change your password.
2. Click on the **YOUR PREVIOUSLY WATCHED VIDEOS** button to see a list of the videos you've already watched.
3. Click on the **Video by Presenter** link to begin watching videos.

You can get back to this page at any time by clicking on the **Your Account** link on the right side of the page.



HOW TO SELECT & WATCH A VIDEO

Now it's time to select a video to watch!

There are many ways to select videos to watch:

1. You can look at a list of **All the Videos** on the site by clicking on the [List All Videos](#) link on the side of the page.

or

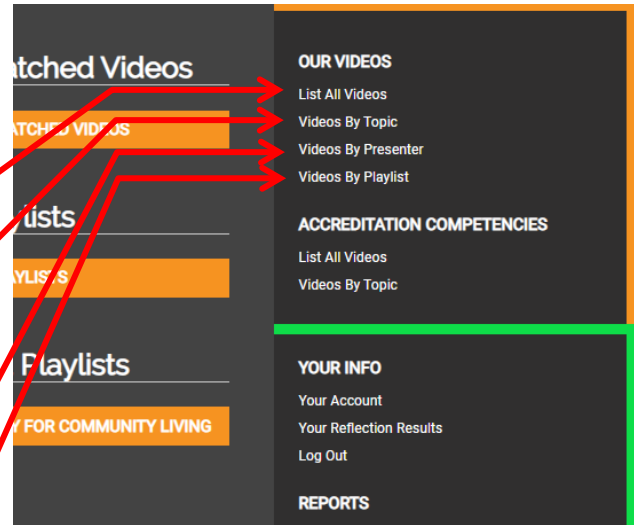
2. You can watch videos on a specific topic by clicking on the [Videos By Topic](#) link on the side of the page.

or

3. You can watch videos of a specific presenter by clicking on the [Videos By Presenter](#) link on the side of the page.

or

4. You can watch videos of a specific playlist by clicking on the [Videos By Playlist](#) link on the side of the page.

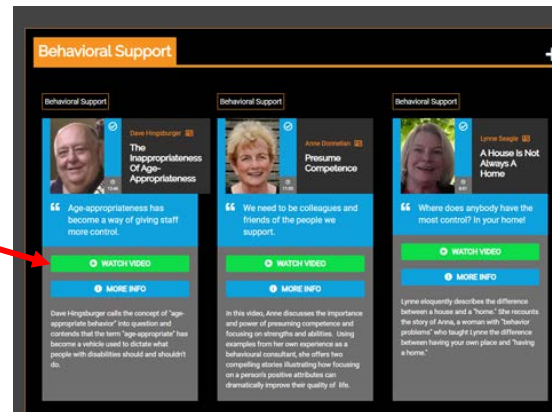


When you click on **Videos By Topic** or **Videos By Presenter**, you'll go to a webpage that shows a list of boxes of either the topics or presenters on the site.




When you click on the desired topic or presenter, you'll be taken to a list of these videos with their descriptions.

Click on the **WATCH VIDEO** button to begin watching that video.





WATCHING A VIDEO


Click on the  GREY PLAY BUTTON **begin watching** the video.




When you move your mouse over the video, a **control panel** will appear at the bottom of the video.

Click on the  GREY PAUSE BUTTON to **pause the video**.

Click on the  GREY PLAY BUTTON to **resume watching** the video.


You can drag the right end of the **BLUE SLIDER**  back and forth to **go to different parts** of the video.

You can click on the  **ICON** in the bottom right corner of the video to change the video to **FULL SCREEN** or back to a **SMALLER SCREEN**.



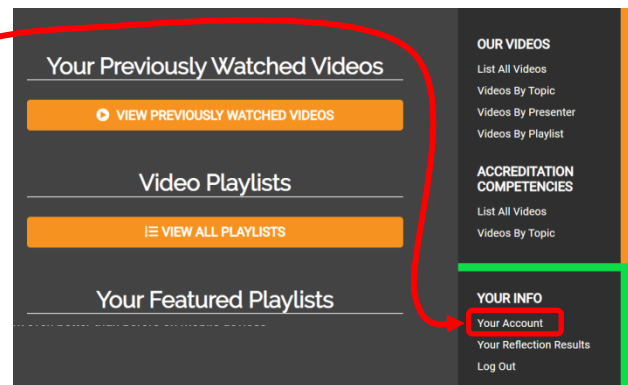
MARKING A VIDEO AS "WATCHED"

Once you've finished watching a video, you have the option of marking that video as "watched" **so you'll always know which videos you've watched.**

To show that you've watched this video, click on the  icon.

Once you've clicked the icon, it will turn white with a blue check mark. This shows that you've watched this video.

If you click on the **Your Account** link and then click on **VIEW PREVIOUSLY WATCHED VIDEOS** button, this video will show up on the list of videos you have watched.



PLEASE NOTE:
You need to mark a video as "watched" in order for it to show up on your instructor's report.



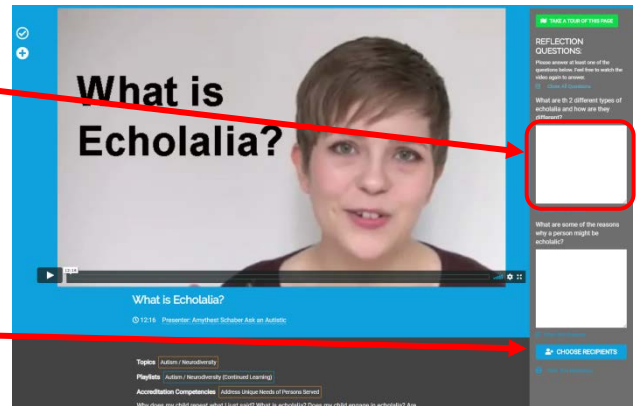
COMPLETING THE REFLECTION QUESTIONS

Once you've finished watching a video, you may be required to answer the reflection questions for that video.

To do this, click on the [Answer All Questions](#) link

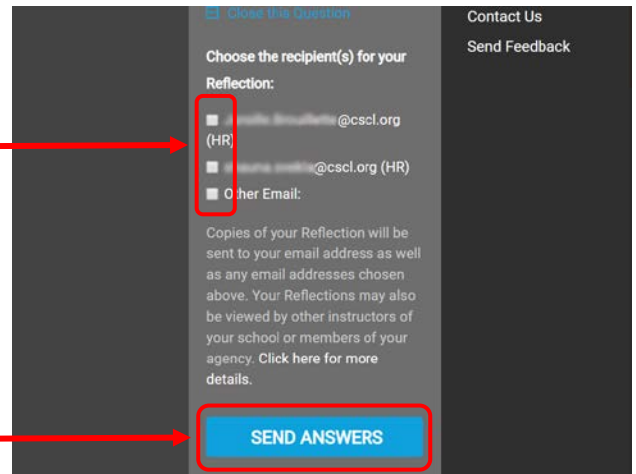


Type your responses into the text boxes.



Then click the **CHOOSE RECIPIENTS** button.

Click on the box beside to person or people you want to send your reflections to.



Then click the **SEND ANSWERS** button.

SELECTING VIDEOS FROM A PLAYLIST

A playlist is a number of specific videos arranged in a certain order..

When you first login or when you go to **YOUR ACCOUNT** page, you'll see all the playlists that are available to you.

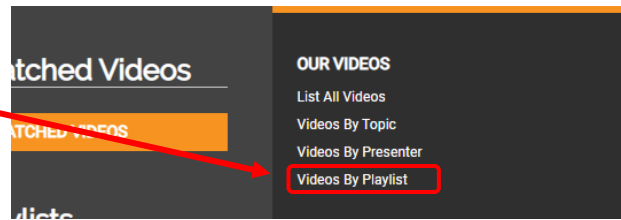
There are playlists that have been set up by Conversations that Matter

There also may be a playlist that has been set up for your program or class.

Click on the orange playlist button to see the list of videos in that playlist.

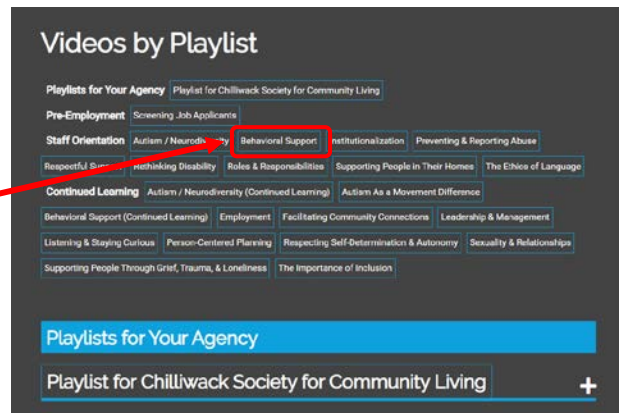


You can also see a list of available playlists by clicking on the **Videos By Playlist** link on the right side of the page.



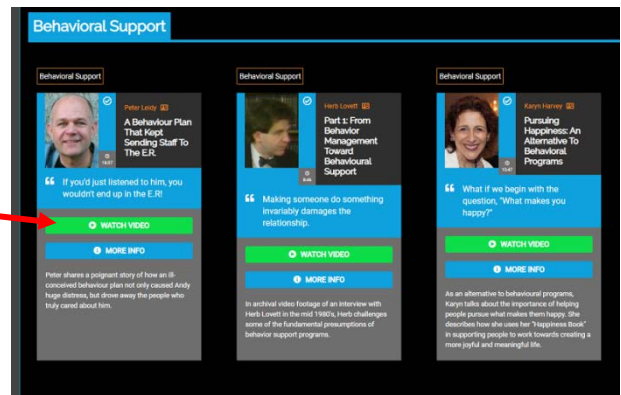
You will be taken to a page that shows all the playlists that are available to you.

When you click on one of the playlists,



you will be taken to a list of videos in that playlist.

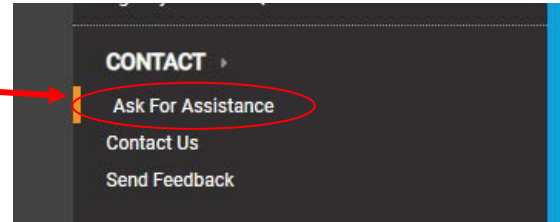
Click on the **WATCH VIDEO** button to begin watching that video.





WHAT IF I STILL NEED HELP?

If everything you have tried hasn't work, click on the **Ask for Assistance** link on the right side of the screen.



Type in what problem you're having into the text box.

Select the type of machine or device you're using (ie. PC, Mac, iPhone, Android, etc.)

Indicate what browser you're using (i.e. Chrome, Safari, etc.)

Let us know what video you were watching

Enter your full name,

your email address,

and click on the

SUBMIT REPORT