FAQs FOR SAKAI 12
<table>
<thead>
<tr>
<th>Question</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>How do I add and remove my course tabs in Sakai?</td>
<td>4</td>
</tr>
<tr>
<td>How do I log into Sakai and what if I forget my password?</td>
<td>8</td>
</tr>
<tr>
<td>How can I get more in-depth help with Sakai?</td>
<td>9</td>
</tr>
<tr>
<td>When will my course shell be ready to upload materials?</td>
<td>10</td>
</tr>
<tr>
<td>How do I clear my internet browser cache?</td>
<td>11</td>
</tr>
<tr>
<td>How do I find my web browser version?</td>
<td>20</td>
</tr>
<tr>
<td>How can I add a participant to my course site?</td>
<td>21</td>
</tr>
<tr>
<td>How can I add a student to my course?</td>
<td>22</td>
</tr>
<tr>
<td>How is a Sakai course site different than a Sakai project site?</td>
<td>23</td>
</tr>
<tr>
<td>How do I upload a course cartridge?</td>
<td>24</td>
</tr>
<tr>
<td>How can I transfer the Gradebook from previous courses to a new course?</td>
<td>26</td>
</tr>
<tr>
<td>What is the Resources quota?</td>
<td>27</td>
</tr>
<tr>
<td>Why are members of my site seeing a 403 Error Message?</td>
<td>28</td>
</tr>
</tbody>
</table>
Sakai FAQs
How do I add and remove my course tabs in Sakai?

Site Navigation

The Site Navigation across the top of the screen allows you to access all of the Sakai sites in which you are enrolled. You may also return to Home at any time by selecting the Home button on the far left.

Sites drawer.

The top site navigation bar can only display a small number of sites without appearing crowded or expanding to fill several lines. If you have many active sites, selecting the Sites icon will display all of your active sites. Sites are grouped by academic term and type of site (i.e. course or project sites). You may also create sites from this location.

Note: Inactive or Archived sites will not display in the Sites drawer. You can access inactive sites from the Membership or Worksite Setup tools.
Favoring Sites.

Select the star icon (Add to Favorites) next to a site in the list to make it a favorite. This will add it to your persistent navigation buttons at the top of the screen.

Reload to view new navigation buttons.

When you exit the Sites drawer, you will be prompted to Reload in order to view your newly selected favorites.

All of your selected favorites will appear in the navigation bar.
Organizing favorites.

To organize your favorites, go to Sites and select the Organize Favorites tab.

Drag and drop to reorder.

The order in which sites are listed here determines the order in which the buttons appear in the top navigation.

Note: The Home button is fixed and always appears in the same location.
Unfavoriting a site.

To remove a site from your favorites, select the star icon (Remove from favorites) to remove it from the top navigation. You can do this from either the Organize Favorites tab or the Sites tab.

Reload to view current selections.
How do I log into Sakai and what if I forget my password?

Login and Password

Your Sakai ID and password are the same as your Loyola Universal ID and password (the credentials you use to log into LOCUS and your office computer).

Open your browser and type sakai.luc.edu in the “Address:” field and press Enter.

1. Type your Loyola Universal ID (UVID) in the “user id:” field.
2. Type your Loyola password in the “password:” field.
3. Hit Enter or select the Login button to the right of the “password:” field.

Password Self-Service

Don't worry; it happens to everyone at least once. To reset your password:

Login to Password Self-Service to reset your password. If you have never used Password Self-Service, see the Step-by-Step instruction Guide to help you get started. For additional assistance, please contact the Service Desk at 8-4ITS (on campus) or 773-508-4ITS (off campus).

Because you use your Loyola Universal ID and password to log into Sakai, resetting your Sakai password also changes your Loyola password. Use this new password to log into Sakai, LOCUS, Outlook, and your office computer.
How can I get more in-depth help with Sakai?

Loyola provides Sakai Drop-In Sessions and online resources on the ITRS webpage at Sakai Training.
When will my course shell be ready to upload materials?

Course shells creation dates are listed on the Sakai Administrative Schedule page. If you are not seeing your course shell(s) for a term in which you are teaching please contact sakai@luc.edu.
How do I clear my internet browser cache?

When you are using a dynamic website like Sakai, web browsers might show you an outdated version of a page (what is called a "cached" version of the page). By default, browsers keep previous versions of a page to accelerate page loading, but this behavior might prevent you from displaying the newest information.

Below are directions on how to clear your browser cache for Mac and Windows computers.

**Internet Explorer**

In Internet Explorer, in the top right corner, select the gear button to open the settings menu.

Select **Internet Options**.

Under Browsing History, select **Delete**.
Select the checkboxes of the browser history you would like to delete, then select **Delete**.

**Microsoft Edge**

In Microsoft Edge, in the top right corner, select the three dots to open the settings menu.
At the bottom of the menu, select **Settings**.

Under Clear Browsing Data, select **Choose What To Clear**.
Select the checkboxes of the browser history you would like to delete, then select **Clear**.

**Google Chrome (for Mac and Windows)**

In Google Chrome, in the top right corner, select the three dots to open the settings menu.
Select **Settings**.

Select **Show Advanced Settings**.
Select the drop-down menu and select the time you would like to delete the data from, then select **Clear Browsing Data**.

**Mozilla Firefox (for Mac and Windows)**

In Firefox, in the top right corner, select the three lines to open the settings menu.

Select **History**.
Select **Clear Recent History**.

Select the drop-down menu and select the time you would like to delete the data from, then select **Clear Now**.
Safari (for Mac)

In Safari, select History and select **Clear History**.

Select the drop-down menu and select the time you would like to delete the data from, then select **Clear Now**.
Select Clear.

Are you sure you want to clear history?
You can't undo this action.

☐ Also reset Top Sites

Cancel  Clear
How do I find my web browser version?

If you are trying to figure out which web browser version you are using, you can check it by going to whatismybrowser.org.
How can I add a participant to my course site?

Instructor assignments come from LOCUS, so the support team cannot add a colleague as an instructor in your course.

Since Sakai Teaching Assistants have access to the course Gradebook, we are unable to give a Student in your class, a staff member, or any undergraduate student the role of a Teaching Assistant.

To have a participant enrolled in your course in the role of Teaching Assistant, Course Builder, Librarian, or Tutor through the Sakai Enrollment form within the ITS Self-Service Portal.
How can I add a student to my course?

Enrollment in the course in LOCUS will automatically trigger enrollment in the corresponding course shell in Sakai. All instructor and student enrollment must be completed through LOCUS. Registration changes (add/changes/drops) in LOCUS are usually reflected in Sakai approximately 24 hours later.
How is a Sakai course site different than a Sakai project site?

**Course Site**

A course site is the official worksite for a particular academic course and is linked to LOCUS to automatically populate its roster. Course sites contain a selection of tools and resources provided by the instructor so that students may access course materials, interact with other site participants, and submit work.

**Project Site**

A project site is not limited to a specific academic term, and can be used to collaborate with colleagues inside and outside of the Loyola community for group work, committees, and research projects. Examples of uses of project sites are university committees, registered and sponsored student organizations, student groups, communities, organizations, collaborative research projects, training initiatives, and groups of instructors who will be teaching lab sections. All Loyola students, faculty, and staff users can create a project site.

For more information on the similarities and differences, please visit [Sakai: Course Sites and Project Sites](#).
How do I upload a course cartridge?

Instructors can import a previously exported IMS Common Cartridge (.imscc) file into a course site. This is useful for bringing in content from other Sakai sites, publisher materials, or content from other learning management systems.

First, verify the active tools in the destination site.

Make sure the course site contains a blank Lessons tool and any other tools referenced by the imported content (e.g. Tests & Quizzes, Forums, Assignments.).

Go to Lessons.

From the More Tools drop-down menu, select the Import CC/CP option. This will display the Import Common Cartridge File dialog.
Select Choose File.

Select the Choose File button to locate and select and upload the import file from your computer.

Select Save.

Select **Save** to import the contents of the selected IMS Common Cartridge file (.imscc) into your site.

**Notes:**

- **Text items are not imported as displayed text but rather as links to text files. Instructors may want to copy then paste the text content into the item textbox (Select Edit).**
- **Embedded images, audio and video files are imported but not displayed via the import process, however the files are imported to the sites Resources. Instructors may want to re-embed the images, audio, or video (Select Edit).**
- **All linked Forums, Assignments and Quizzes are imported and reproduced in the new site's Forums, Assignments and Test & Quizzes tools.**
- **All "required" and "Don't Release Item Until All Prerequisites are Completed" page properties are removed from the imported items. Instructors may want to edit the items and restore any requirements.**
- **Student comments and student pages are not included in the imported package.**
How can I transfer the Gradebook from previous courses to a new course?

Go to Site Info.

Select the **Site Info** tool from the Tool Menu of your site. Site Info offers several options for managing your course site.

Select Manage Tools.

Select Gradebook.

Select Continue.
What is the Resources quota?

Each site's Resources has a quota. That is, the limit to the amount of Resource storage space (in megabytes MB or gigabytes GB) allowed by the institution. Users can see how much storage space is currently being used in Resources and view the allowed quota. All courses in Sakai at Loyola have 1GB of storage space.

Go to Resources.

Go to Resources.

Select the Resources tool from the Tool Menu of your site.

Select Check Quota.

This displays the Resources Quota page.

Quota is displayed.

This site is currently using 0% (0.7 MB) of its 1 GB quota.

The amount of storage space currently being used and the site's quota will be displayed.
Why are members of my site seeing a 403 Error Message?

A 403 error message indicates that there is a problem with the permissions for the content within the course. Below are two methods to resolve the issue causing the 403 error message.

Cause #1: The Resources tool is locked

Resolution: Unlock the Resources tool (follow the steps below)

⚠️ Locking the Resource Tool will remove participant's ability to view all content. Making a Tool invisible hides the tool for course participants but still provides access to the material through other tools (such as the Lesson page tool).

Go to Site Info.

Select the Site Info tool from the Tool Menu of your site.

Select Tool Order.

Select Tool Order from the top menu bar.
Enable Access to this Tool.

Select the gear icon to go to the tool settings. Then, select **Enable Access to this Tool** from the drop-down menu.

Select Save.

Cause #2: Students do not have permission to read resources in the Resources tool

Resolution: Provide students with permission to read resources within the Resources tool

⚠️ Removing view permission from within the Resource Tool will block students from being able to access the content. Students must have the permission to Read Resources.

Go to the Resource Tool.

Select the **Resource Tool** from the Tool Menu of your site.
Select Permission.

Select Permissions from the top menu bar.

Check Read resources box for students.

In the student column, check the box for Read resources. This permission will allow students to read all content included within the Resource Tool.

Select Save.