Scholar Help & FAQs

Scholar help has been redesigned and upgraded in the past calendar year! A Google Search Engine has been added as well as Google Analytics to see which help pages are accessed the most. We added screenshots to our documentation as well as videos and handouts from Scholar sessions. Due to our close working relationship with 4Help, we are able to provide the latest and most updated help articles and publish articles on some of the most frequently asked questions about Scholar.

To access Scholar Help,
1. Log in to Scholar.vt.edu
2. On the bottom left of every column, find and select Help
3. A Scholar Help pop up window will appear.

To use Scholar Help,
Once in Scholar Help:
1. Select the desired item or tool in the Table of Contents listed on the left side, or
2. Type in the search term or question in the search box at the top of the window and select Search.

3. The search results will display in the right hand pane.

To access the FAQs in Scholar Help,
1. Once in Scholar Help, select FAQs in the Table of Contents listing on the left.
2. Select FAQs-Overview.
3. A list of FAQs should now appear in the right hand pane.

Still need help?
- Online Help:
  - See the Instructor Checklist for a step-by-step walk through of how to create a site and setup the site for students. [http://help.scholar.vt.edu/InstructorsChecklist.html](http://help.scholar.vt.edu/InstructorsChecklist.html)
  - For Live Help:
    - Click Request 4Help in Scholar and fill out a 4Help ticket.
    - Call 4Help at (540) 231-4357.
    - Sign up for a One-on-One session through FDI ([www.fdi.vt.edu](http://www.fdi.vt.edu)) or send an email request to One-on-Ones@scholar.vt.edu.
      - One of the Scholar trainers will contact you to set up a time to meet.
Students & Scholar Help –

“Important Information for Students”

Unlike faculty members, students do not have access to Scholar classes. Most students are expected to log in and learn how to use the system for themselves. Although OLCS does provide help documentation and articles for students, students do not often use these resources. Having instructors provide students with the important basics of Scholar will not only help the course run more smoothly for the students, but will also save time and effort for the instructors as well.

One way to help students is to provide students with the Important Information for Students website: http://help.scholar.vt.edu/ImportantInformationforStudents.html, which includes the following topics:

1. Assignment Submission
2. Top Test Taking Tips for Students
3. Using Inline Editor in Forums, Assignments, and assessments
4. Scholar Frozen or Slow? Use Reset Arrows
5. Membership Tool
6. Changing or Hiding Site Tabs in Scholar
7. Profile Tool