

## Getting Started with Authoring in Claro

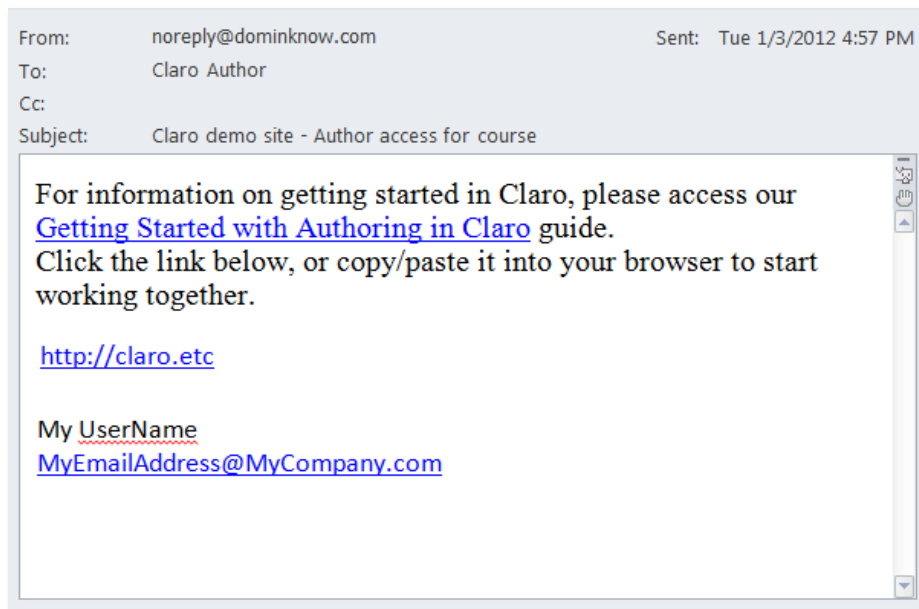
dominKnow's Claro is a new breed of web-based authoring and publishing software designed for teams.

This short guide helps you get started quickly as an author or administrator in Claro. It covers:

- Your invitation email as a Claro user
- Accessing Claro (browsers supported and browser considerations)
- Joining Claro
- Accessing the Claro User Support forum (download the Training Guide Package, get support, share an idea)
- Inviting users (authors or reviewers) to Claro

### The Invitation Email as a Claro user

If nothing was edited in the Invitation Email message, the email you receive looks like this (with your information and your account manager's substituted):



The email comes from the address [noreply@dominknow.com](mailto:noreply@dominknow.com) so ensure that you add that address to your safe senders list or check your spam filters.

Click the link in the email to join Claro.

## Accessing Claro

### Browsers supported for accessing Claro

Claro is an online application that can run on any computer with an Internet connection and supports the following browsers:

- Internet Explorer 8 and higher (NOTE: Add [http://\\*.clarolive.com](http://*.clarolive.com) as a trusted site in Explorer to prevent security errors with the screen capture tool).
- Firefox 3.5 and higher: dominKnow supports non-beta versions only.
- Google Chrome: dominKnow supports non-beta versions only.
- Safari 4 and higher

### Browser considerations

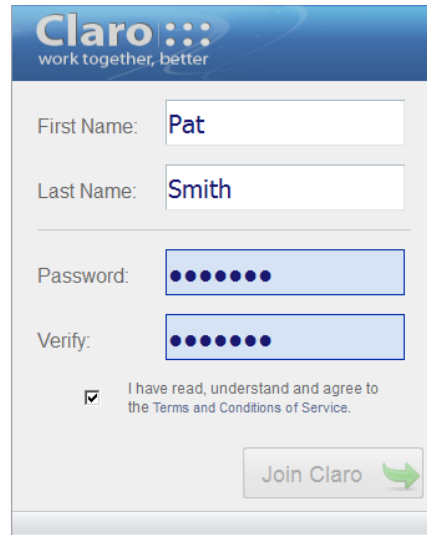
- A high-speed internet connection will ensure the best user experience especially if you are working with video streaming or large files.
- Browser cookies and scripting must be enabled.
- Pop-up blockers should be deactivated.
- Firewall, caching, and proxy servers and programs may need to be temporarily disabled or bypassed if authors experience issues with the system.
- Third-party toolbars may need to be temporarily disabled if you experience issues authoring courses. In many cases toolbars and other add-ons to browsers use up screen space and limit the available authoring area in Claro.
- To help with the overall performance of Claro, your Claro URL should be added as a trusted site. This URL should also be set to bypass your firewall, caching and proxy server rules.
- Claro is designed to function with an SVGA monitor display settings at a minimum of 1024 × 768 pixels. We recommend at least 1280 × 1024 pixels as the display setting.
- Java applets signed by “dominKnow Inc.” should be trusted and allowed to execute. Java is only required for screen capture, recording and desktop sharing. Those features are not available if our Applets are not permitted to run.
- Flash player 10.1 is required.
- Access to microphone and web camera should be enabled. If access to the microphone and web camera is not allowed then the audio and video capture features are not available. These features are used to record narration and allow live instructor video presentations.
- Due to the heavy use of client side JavaScript in Claro, using the product with Script Debuggers (firebug, safari developer tools, chrome developer tools) or traffic analyzer tools (firebug net panel, fiddler tool, etc.) is not recommended

or supported. Having these tools enabled will significantly impact the speed, performance and possibly the output of the product.

## Joining Claro

Fill in the details on the Join Claro window:

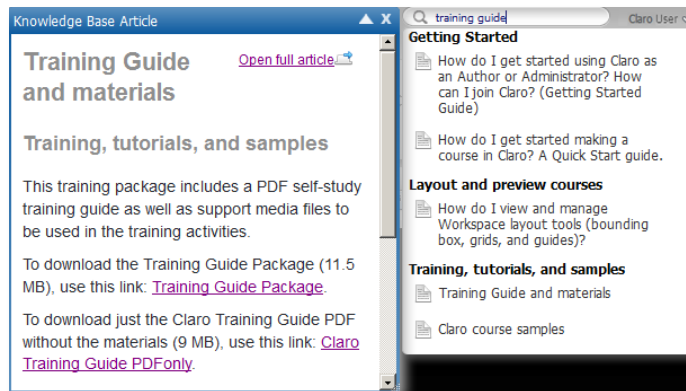
- Type your First Name and Last Name.
- Type a password for yourself and enter it again in the **Verify** box. (NOTE: Choose a strong password. At least 8 characters, with at least one numeral and one special character). Jot it down for later. You use your email address and password each time you sign into Claro.
- Review the **Terms and Conditions of Service** and click the confirmation check box after you have reviewed the information.
- Click **Join Claro**.
- A course list with the course(s) to which you have been assigned appears.



The screenshot shows the 'Join Claro' registration window. At the top is the Claro logo with the tagline 'work together, better'. Below the logo are four input fields: 'First Name' with 'Pat' entered, 'Last Name' with 'Smith' entered, 'Password' with a masked field of 8 dots, and 'Verify' with a masked field of 8 dots. Below these fields is a checkbox that is checked, with the text 'I have read, understand and agree to the Terms and Conditions of Service.' To the right of the checkbox is a 'Join Claro' button with a green arrow pointing right.

## Accessing the Claro User Support forum

Once you are in Claro, please check the Claro User Support forum. The User Support forum includes FAQs, help topics, and a download link to the self-study Claro Training Guide package in the Topic "Training Guide". This helps you get started using Claro quickly.

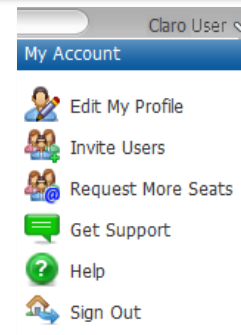


For a fast search of the help topics, type "training guide" in the **Search Help** field at the top of the Claro screen beside your account name. A drop-down list appears with topics matching the search.

Click the **Training Guide and materials** link to open the topic.

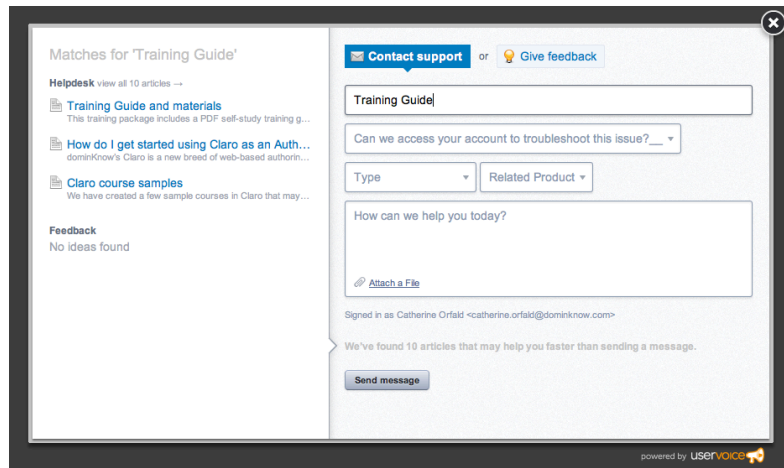
To access the full Claro User Support forum:

1. Click your name in the upper-right corner to open the **User Account** drop-down menu.



2. Click **Get Support**.

3. In the User Support window that opens, type a question or topic in the message area, such as “Training Guide” shown in the image here. Click the top match for these words, “Training Guide and materials”.



4. Click the link to download the “Training Guide Package” and get started with the self-study training guide as well as all the support media files to be used in the training activities.

### Share an Idea for Claro

You can also **Give Feedback** about what you’d like to see in Claro through the **Support** Forum. If a similar idea is already there, you can view and vote for it.

These ideas and votes help guide our development team as we add features to Claro.

We appreciate your ideas and feedback!

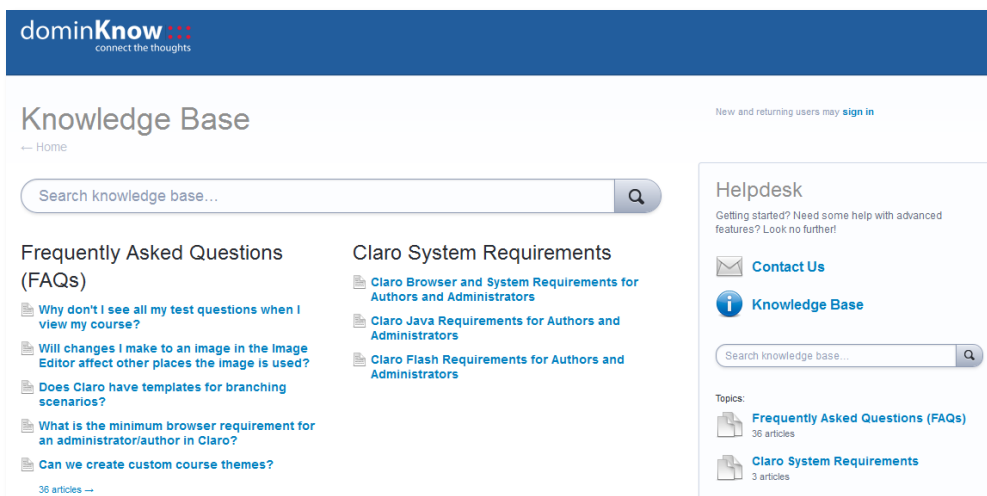
### Getting support in Claro

For the most efficient support, use **Search Help** or **Contact Us** in the Support forum in Claro. When you enter a subject in Contact Us, the support forum pulls up matches for your words as you type. This delivers immediate access to existing information that may already answer your question.

If you don’t find the solution in a matching article, your email goes directly into our tracking system for the fastest service.

Alternatively, you can open the **Help** knowledge base articles from the **Application Menu** or your User Account menu in Claro. A new window opens in your browser.

You can browse the table of contents or search for a topic.



If you prefer, you may also email [support@dominKnow.com](mailto:support@dominKnow.com).

### *Invite users as authors or reviewers to Claro*

You can invite as many Reviewers to Claro as you want. You can also invite more authors if you have permission and the account level to add more. (NOTE: If your Claro is integrated with an LMS, these tasks may be handled by the LMS application.)

To invite users to Claro:

1. Click your user name in the upper-right corner to open your **User Account** drop-down menu.
2. Click **Invite Users**.
3. Select the role for the users you are inviting.
4. Type the email addresses for the intended users and click the **Add** button.
5. Select the Account to add the user to from the drop-down list.
6. Click **Invite All**.
7. Change or add your own wording to the subject and body of the Invitation Email message (see below for a suggestion). You can also format your text. A link to your Claro site is automatically added to the Invitation Email message when it is sent.
8. Click **Send** when you're done.
9. **Close** the Invite Users box.

#### **What type of Claro account do you have?**

Some tools, features, and permissions depend upon the Claro account you have. Tools are grayed out (appear disabled) if you cannot use them (according to your account level).

To clarify what type of account you have, contact your administrator or account manager.

## Suggested text for Invitation Email

**NOTE: Leave the text and link for the guide in the Invitation Email and paste or type any other text you want after it.**

*You've been invited to join Claro as an author or reviewer for your organization.*

*You'll be asked to complete a few details for your user account and then you are ready to begin.*

*For authors only:*

*Once you join Claro, check out the Claro User Support forum. Use the quick Search Help field or click your name in the upper-right corner to open your "User Account" drop-down menu and click "Get Support".*

*The User Support forum includes FAQs, help topics, and a download link to the self-study Claro Training Guide package in the Topic "Training Guide". This helps you get started using Claro quickly.*

Welcome to Claro!

The dominKnow team