

Date: **4/27/22**

Graphics and Slide Text:

Course Name:
**Parabola
Troubleshooting**

Module #:

Module Section
Title (Subtopic):

Slide/Screen Title:
Start Screen

Navigation Notes:

*Pressing **Begin Training** continues so the next slide. **Test Skills** jumps ahead to beginning of assessment.*



Narration/Voiceover:

NA

Animation:

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Course Name:
**Parabola
Troubleshooting**

Module #:

Module Section
Title (Subtopic):

Slide/Screen Title:
Introduction

Navigation Notes:

*Show **Begin** button at end of narration.
User presses this button to continue.*



Narration/Voiceover: Ah, yes, our new recruit at Parabola Spy Agency. I'm sorry that you're just on desk duty for now, but once you prove you can perform under pressure, we'll have a field assignment waiting for you. Make no mistake, your current assignment is still incredibly important. We need the Parabola office running smoothly before we can even think about our field agents. In the past, we've had some issues with our desk agents falling behind schedule because they needed to wait for I - T to fix computer problems they were having. If you can manage to solve your own computer problems, you'll become a valuable agent and prove you're reliable under pressure. That's why your first official training is on how you can become a troubleshooting expert. Are you ready to begin?

Animation:

Vyond character talking, show world map and computers

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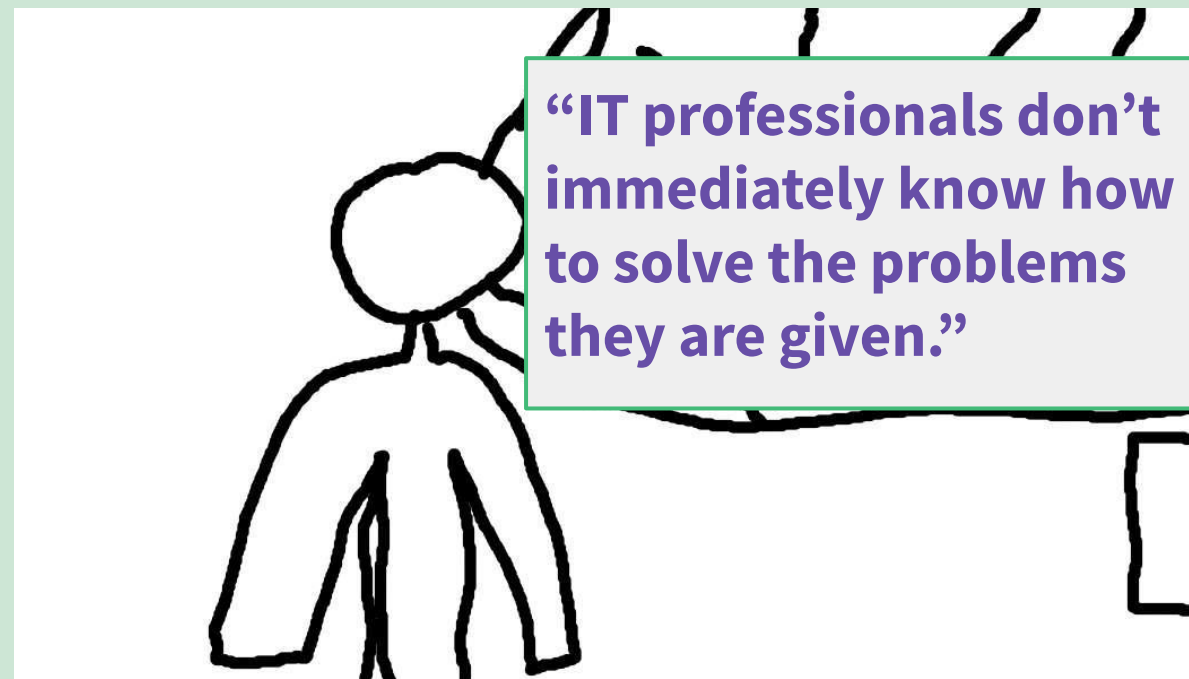
Module #:

Module Section
Title (Subtopic):

Slide/Screen Title:
5 Steps

Navigation Notes:

*Automatically move on to next slide at
end*



Narration/Voiceover: Being a good troubleshooter isn't dependent on knowing a lot about computers and technology. Practice with technology doesn't hurt, but the truth is much of the time I-T professionals don't immediately know how to solve the problems they are given. Instead they employ a problem-solving process to get to a solution that works. We're going to look at a 5 step process you can follow to help you quickly troubleshoot problems and avoid having to call I-T.

Animation:

Vyond character talking, show quote: "IT professionals don't immediately know how to solve the problems they are given."

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Module #:

Module Section
Title (Subtopic):

Slide/Screen Title:
Step 1 - Observe

Navigation Notes:

*Automatically move on to next slide at
end*

Make Observations

What IS NOT working
correctly?

What IS working
correctly?

Narration/Voiceover: First, you need to observe what is happening, and I mean, really observe. It's easy to notice what is not working, but take a moment to look more closely. Are other programs or devices not working? Also, pay extra attention to what IS working properly. This can often give us clues to solve the problem.

Animation:
Magnifying glass moving around

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**Parabola
Troubleshooting**

Module #:

Module Section
Title (Subtopic):

Slide/Screen Title:
**Step 1 Practice
Video**

Navigation Notes:

*Multiple select the correct answers. User presses **Confirm** to move on to the feedback.*

Spinning loading symbol



Error displays and loading symbol stops

Slide in from left

Narration/Voiceover: Let's say we are trying to visit the Parabola webpage. What specific things do you notice here when we try to load it?

Animation: Video shows "loading" circle in browser tab, the "X" button will turn into the "Reload" button and page will display Error 504. Email notification pops up in corner.

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Module #:

Module Section
Title (Subtopic):

Slide/Screen Title:
**Step 1 Practice
Question**

Navigation Notes:

*Multiple select the correct answers (state change on selected answers). User presses **Confirm** to move to next slide*

Graphics and Slide Text:

**Which of these
did you observe?
Select all that you
noticed.**

Watch again

**Spinning “Loading” symbol on the
browser tab**

**Message saying no network
connection**

Error code 504

New email was received

Confirm

Narration/Voiceover:

Animation:
State change for selected answers

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Module #:

Module Section
Title (Subtopic):

Slide/Screen Title:
Step 1 Feedback

Navigation Notes:

*Automatically move on to next slide at
end*



Continue

Narration/Voiceover: We saw a spinning “Loading” icon on the browser tab and “Error 504,” which might mean something important. We also saw that we got an email while we waited for the page to load.

Animation:
Draw a shape over each of the things mentioned in the narration.

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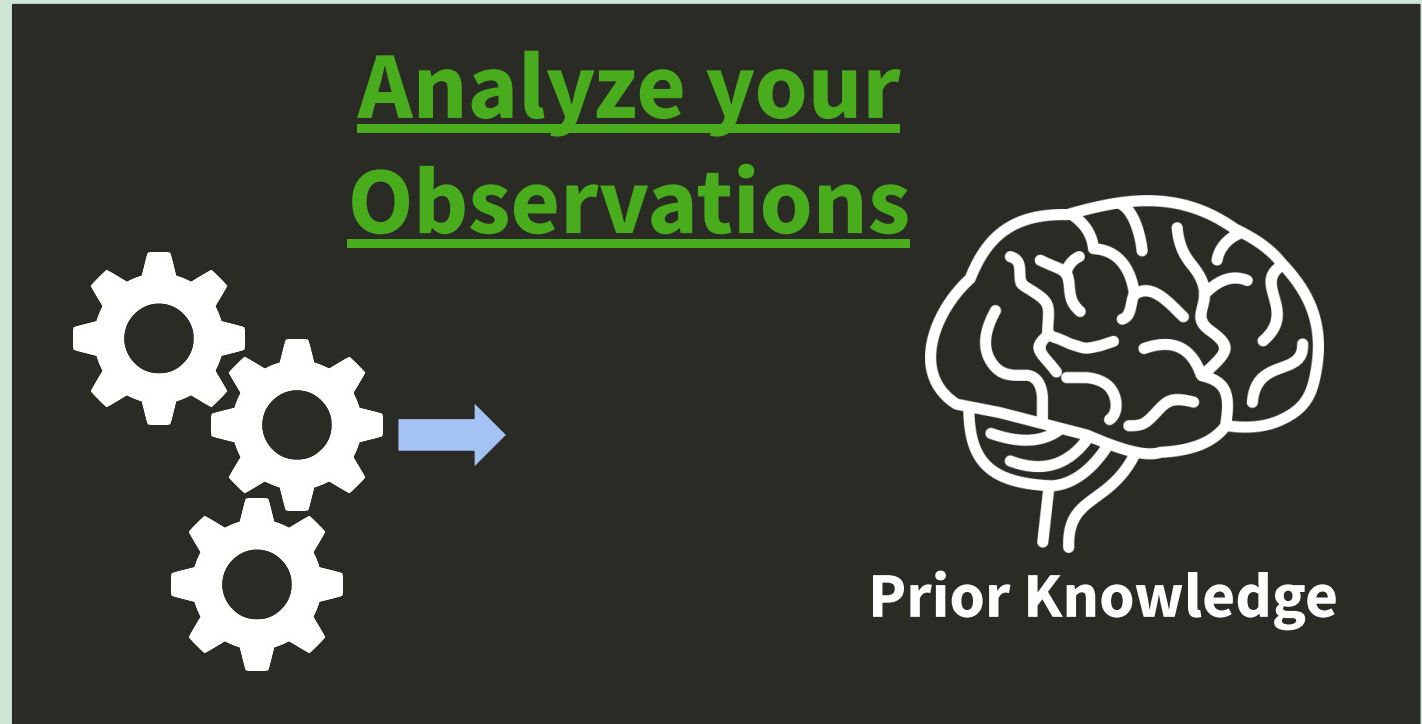
Module #:

Module Section
Title (Subtopic):

Slide/Screen Title:
Step 2 - Analyze

Navigation Notes:

*Automatically move on to next slide at
end*



Narration/Voiceover: Okay, so what does this tell us? Our second step in the troubleshooting process is to analyze what we observed and make some logical conclusions.

It may not seem like it, but computer devices always behave based on logic. They are machines that are only able to do what they are programmed to do. When they aren't doing what we want them to do, there is a logical reason why . . . we just have to figure out what it is.

We should also dive into our prior knowledge and think about if we have encountered similar problems in the past. Do we remember how we solved those problems in the past?

Animation: Add Gears and Brain/"Prior Knowledge" when mentioned in the VO. Gears spin in sync until "a logical reason why." Move 2nd gear over. 2nd & bottom gear stop spinning.

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Title (Subtopic):

Slide/Screen Title:
**Step 2 Practice
Question**

Navigation Notes:

User selects an answer, which triggers the feedback narration. Automatically move on at end of narration.

Based on our previous example, which of these conclusions can we draw?

Our computer DOES NOT have a working network connection

Our computer DOES have a working network connection

Narration/Voiceover: If we are still getting email, then our network connection is most likely not the problem. If our connection was down, we would expect that we are unable to receive emails. We can therefore focus our attention on other possible causes of this problem.

Animation:
Change state of answer box selected.

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Module #:

Module Section
Title (Subtopic):

Slide/Screen Title:
**Step 3 - Basic
Fixes**

Navigation Notes:

*Automatically move on to next slide at
end*



Narration/Voiceover: Now that we have some direction for how to solve this problem, we can move to step 3 which is to go through some of the most basic - and most common - fixes to tech issues. Much of the time we run into problems, one of these solutions will work. We can:

Animation:
Vyond animation of our character speaking

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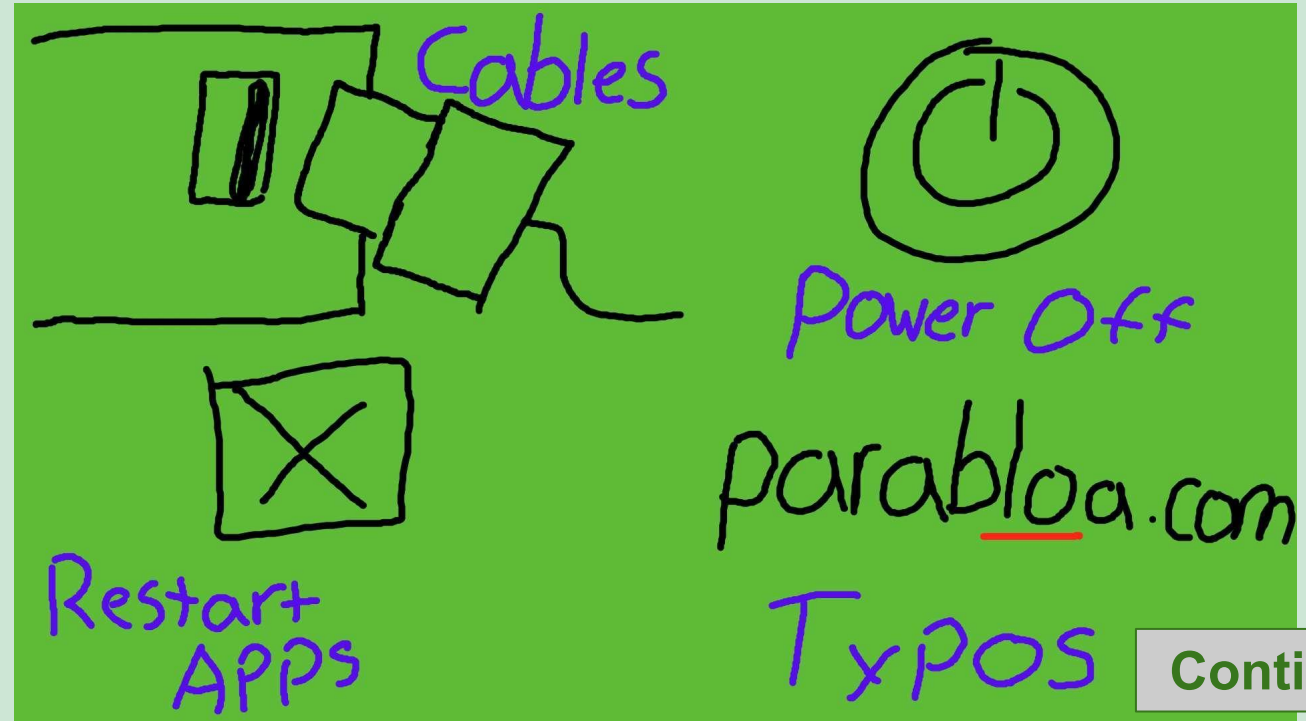
Module #:

Module Section
Title (Subtopic):

Slide/Screen Title:
**Step 3 - Basic
Fixes (Examples)**

Navigation Notes:

*User presses **Continue** when ready to move on.*



Narration/Voiceover: Check for loose or unplugged cables (A cable may have become slightly loose and need to be pushed back in. And sometimes with USB cables, moving the cable to a different port can suddenly make a device start working.)

We can also restart the program we are using, or even restart the entire device.

And if we had to type anything - like a website URL, username, or password - check for any typos. Capital letters can also cause problems on occasion, so check if that Caps Lock is turned on.

Animation:

Add each element of the graphics as mentioned in the VO

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Module #:

Module Section
Title (Subtopic):

Slide/Screen Title:
**Step 3 Practice
Question**

Navigation Notes:

*Multiple select the correct answers (state change on selected answers). User presses **Confirm** to move on to the feedback. **Watch Again** returns back to*

**Which of these might
fix the problem of our
website not loading?
Select all that might
work.**

Watch again

Checking that our keyboard is
plugged in

Restarting our web browser

Restarting the whole computer

Check that we typed the website
URL correctly

Confirm

Narration/Voiceover: So let's go back to our example of the Parabola website not loading. Thinking about what we observed earlier, which of these would be worth trying?

Animation:
Change state of selected answers. The fourth option in the graphics example shows the "Selected State"

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Module Section
Title (Subtopic):

Slide/Screen Title:
Step 3 Feedback

Navigation Notes:

*Display **Continue** after the narration. User presses **Continue** to move on to the next slide.*

**Which of these might
fix the problem of our
website not loading?
Select all that might
work.**

Checking that our keyboard is
plugged in



Restarting our web browser



Restarting the whole computer



Check that we typed the website
URL correctly



Continue

Narration/Voiceover: So let's go back to our example of the Parabola website not loading. Thinking about what we observed earlier, which of these would be worth trying?

Animation:

Change state based on how the question was answered. In the above example, Option 1 = Not selected & Correct; Option 2 = Selected & Correct; Option 3 = Not selected & Incorrect; Option 4 = Selected & Incorrect. Options 2 & 4 should be

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Title (Subtopic):

Slide/Screen Title:
**Step 4 - Complex
Fixes (Setting)**

Navigation Notes:

*Automatically move on to next slide at
end*

Complex Fixes



Narration/Voiceover: Let's say you've gone through all these steps but the problem still persists. We're going to need to look into some more complex solutions. But we can still keep a few things in mind to help us.

Every computer has some form of a settings menu. Try to find where these settings are located and look for options that might have something to do with your problem. Don't be afraid to click on different things. It's very unlikely that you're going to click on something that creates more problems.

Animation:

Move mouse pointer to find settings "Gear" and "Browser Preferences."

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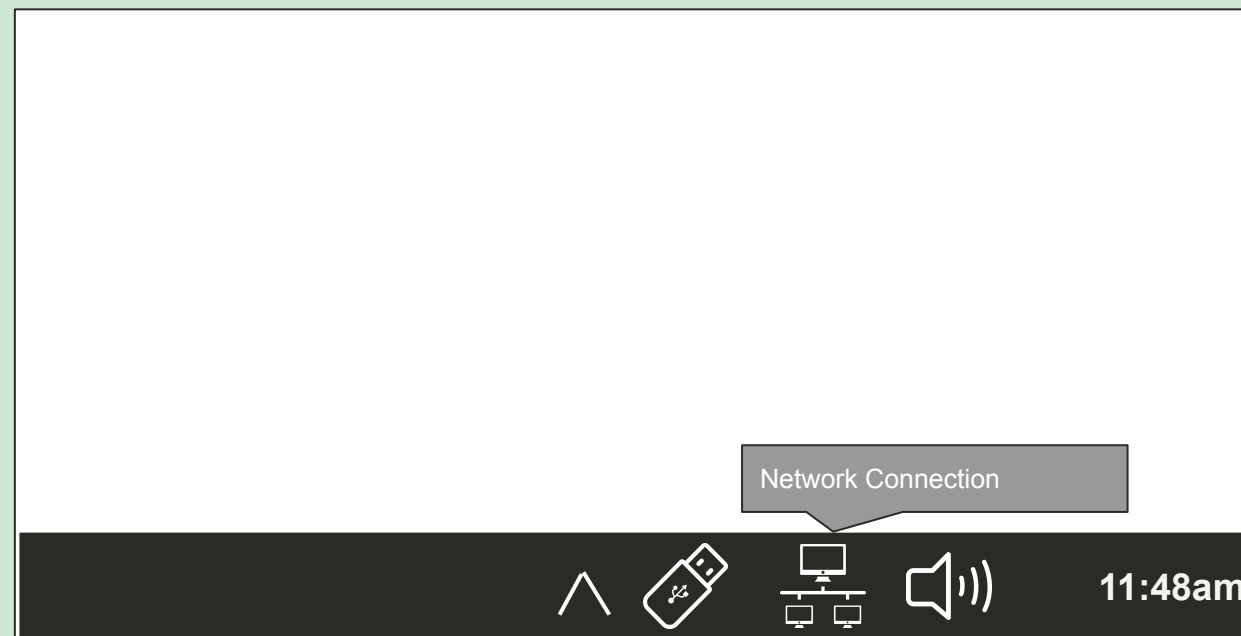
Module Section
Title (Subtopic):

Slide/Screen Title:
**Step 4 - Complex
Fixes (Icons)**

Navigation Notes:

*Automatically move on to next slide at
end*

Complex Fixes



Narration/Voiceover: If you're working on a desktop or laptop, you can often hover the mouse pointer over icons to see what they're for. Since our current problem deals with a network issue, we might find some options or more information when we click on this network icon.

This stage of troubleshooting requires you to be willing to do some Trial and Error. Don't throw your hands up in frustration until you have tried a few menus or icons that might bring a result.

Animation:

Move mouse pointer over the "Network" icon and display "Network Connection" box.

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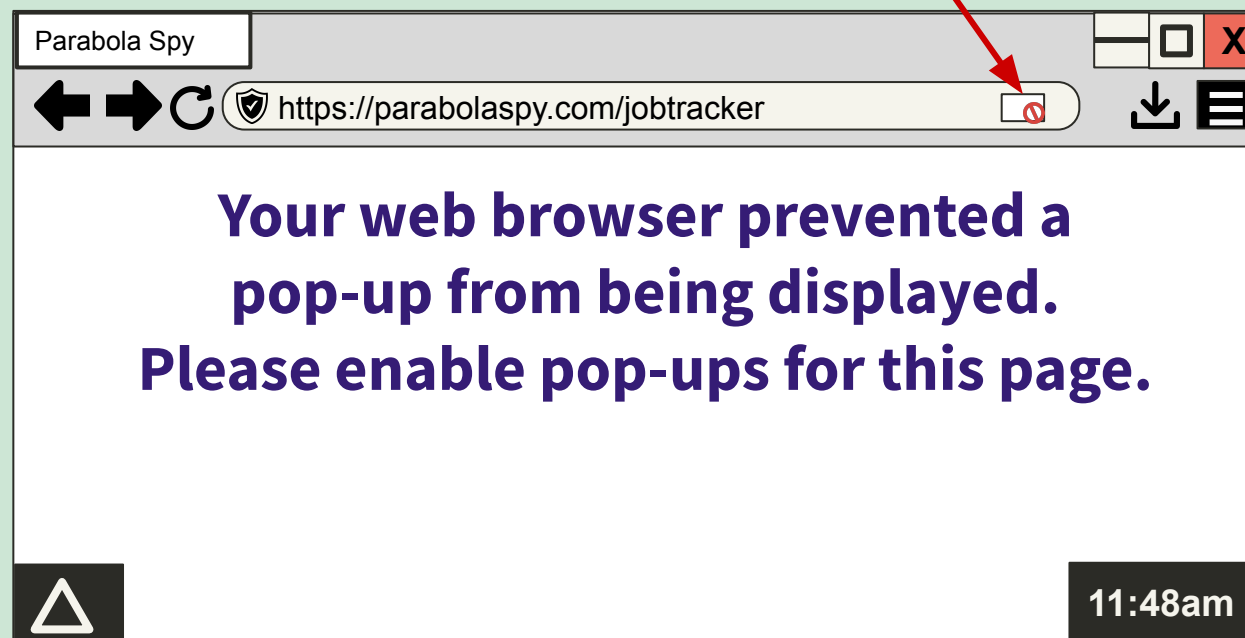
Module #:

Module Section
Title (Subtopic):

Slide/Screen Title:
Step 4 Practice

Navigation Notes:

User can click on different icons. When clicked on the correct icon, play second half of VO, then automatically move on to the nextslide.



Narration/Voiceover: Let's say we are trying to load a web page and get this message. Click on the icon that will allow us to correct this problem.

Nice work! It's common to see icons in this area of a web browser that tell you if certain elements are being blocked, or if the browser is preventing access to your microphone or camera. Clicking on this usually gives you the option to allow access.

Animation:

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Graphics and Slide Text:

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Module #:

Module Section
Title (Subtopic):

Slide/Screen Title:
**Step 5 - Internet
Search**

Navigation Notes:

*Automatically move on to next slide at
end*



Narration/Voiceover: Okay, you've gone through these four steps, and maybe your problem still isn't solved. Now it's time to call in the IT group, right? Not quite yet. We have one more trick up our sleeve, and it's the most powerful one yet.

When you really don't know what to do, turn to the Internet. Well, if your computer won't get on the Net, maybe you need to find another device that is working, but you can be very confident that you are not the first person to experience the problem you're having, and someone out there has certainly figured out how to solve it.

Animation:

Vyond animation of character. Show title and "Sleuth" webpage appears after the word "Internet" in the VO.

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Module #:

Module Section
Title (Subtopic):

Slide/Screen Title:
**Step 5 - Internet
Search
(continued)**

Navigation Notes:

*Automatically move on to next slide at
end*

SLEUTH

fixitall.org

[Error 504 Gateway Timeout](#)

The HTTP error 504 signals that the website's server has not sent a response to the client's web browser in within a designated amount of time. This could be . . .

webdeveloperknowhow.com

[504 - Gateway Timeout](#)

Indicates that the server has timed out.

howtousetheinternet.com

[Fixing Error 504 - Gateway Timeout](#)

Typically the 504 error signals that the the problem is on the website's server, not the user's computer. Trying again after a short period of time will usually result . . .

Narration/Voiceover: In your Internet search, describe the problem you are having, type in any error messages you see, and read through some results. In this case, we can learn that the "error 504" message means that there was a problem on the website's server, and if we try it again in a few minutes, it will usually work.

Animation:

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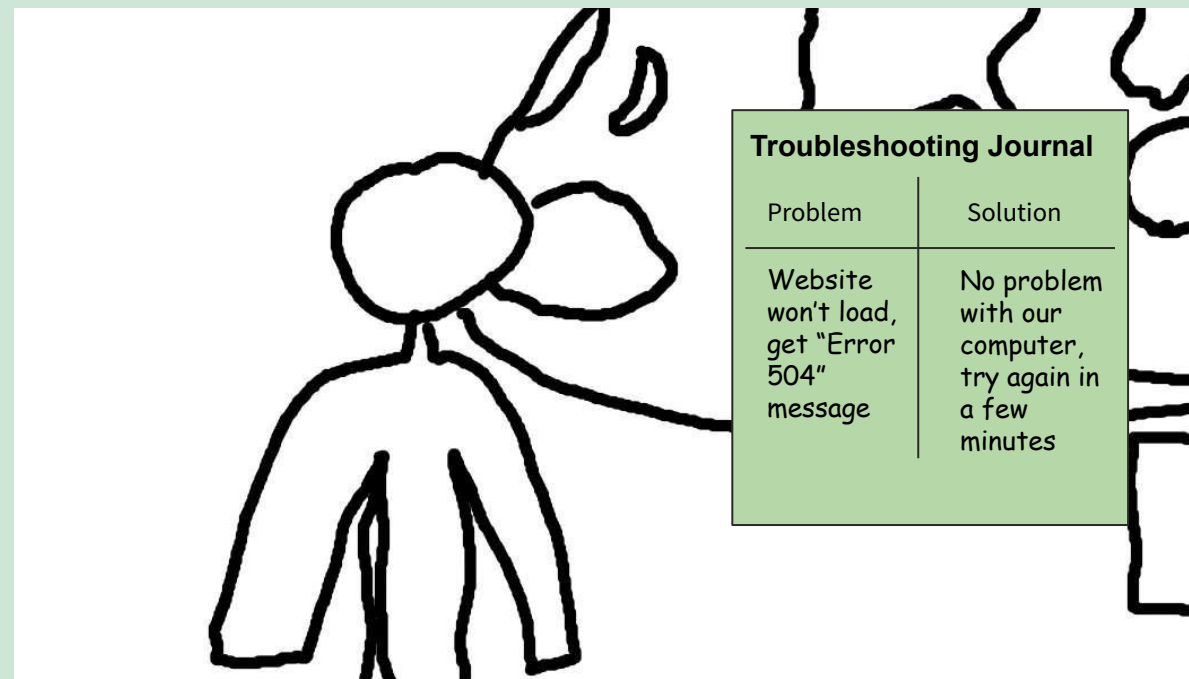
Module #:

Module Section
Title (Subtopic):

Slide/Screen Title:
Journal

Navigation Notes:

*Automatically move on to next slide at
end*



Narration/Voiceover: It also might be worthwhile to keep a journal of problems you have run into and how you solved them. This way if you ever encounter the same problem again, you can look back at the steps you took to fix it the first time.

Animation:
Vyond animation of character. "Sleuth" webpage appears after the word "Internet" in the VO.

Date:

Graphics and Slide Text:

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Module #:

Module Section
Title (Subtopic):

Slide/Screen Title:
Good Luck

Navigation Notes:
*Automatically move to next slide after
narration.*



Narration/Voiceover:
Alright, it's time to put your skills to the test and see how well you can troubleshoot your way through a couple problems. Good luck!

Animation:
Vyond Animation

Date: Graphics and Slide Text:

Course Name:
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Module #:

Module Section
Title (Subtopic):

Slide/Screen Title:
Challenge 1

Navigation Notes:
*When **Confirm** is clicked, display incorrect or correct pop-up screens. Show “Hint” pop-up if **Show Hint** is clicked. Use variables to show which steps are correct. **Next Challenge** loads next slide.*

First, let's review. Put these steps of our Troubleshooting Process in order.

- 1 [Redacted]
- 2 [Redacted]
- 3 [Redacted]
- 4 [Redacted]
- 5 [Redacted]

Analyze
Search the Internet
Try basic fixes
Make observations
Try complex fixes

Confirm

Something's not quite right.
Go Back **Show Hint**

You have these steps correct:
Step 1
Step 2
Step 4

Go Back

That's correct!
Next Challenge

Narration/Voiceover:
Alright, it's time to put your skills to the test and see how well you can troubleshoot your way through a couple problems. Good luck!

Animation:
When **Confirm** is clicked, display incorrect or correct pop-up screens. Show “Hint” pop-up if **Show Hint** is clicked.

Date:

Graphics and Slide Text:

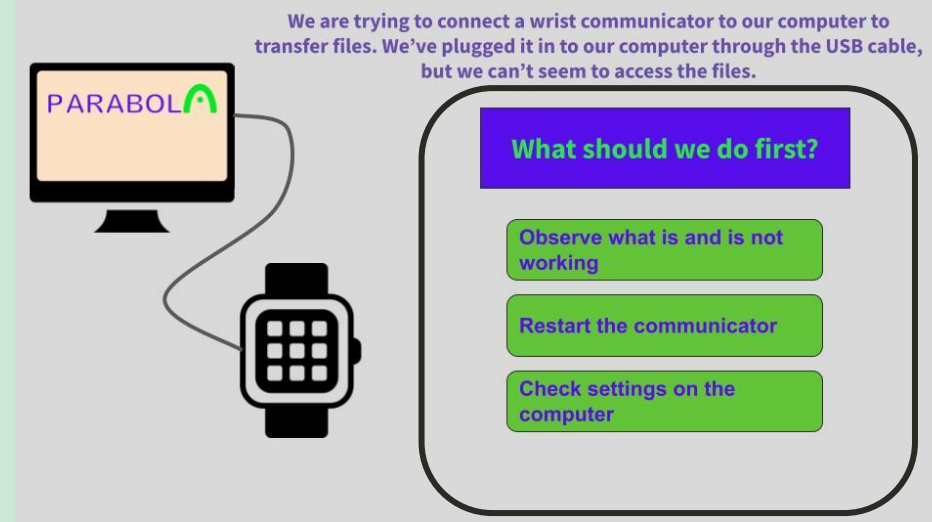
Course Name:
**Parabola
Troubleshooting**

Module #:

Module Section
Title (Subtopic):

Slide/Screen Title:
Challenge 2

Navigation Notes:
*See following page for flowchart of the questions. Incorrect answers display the feedback given; the user pushes **Back** to return to the previous question.*



This might work, but let's not get ahead of ourselves.

Back

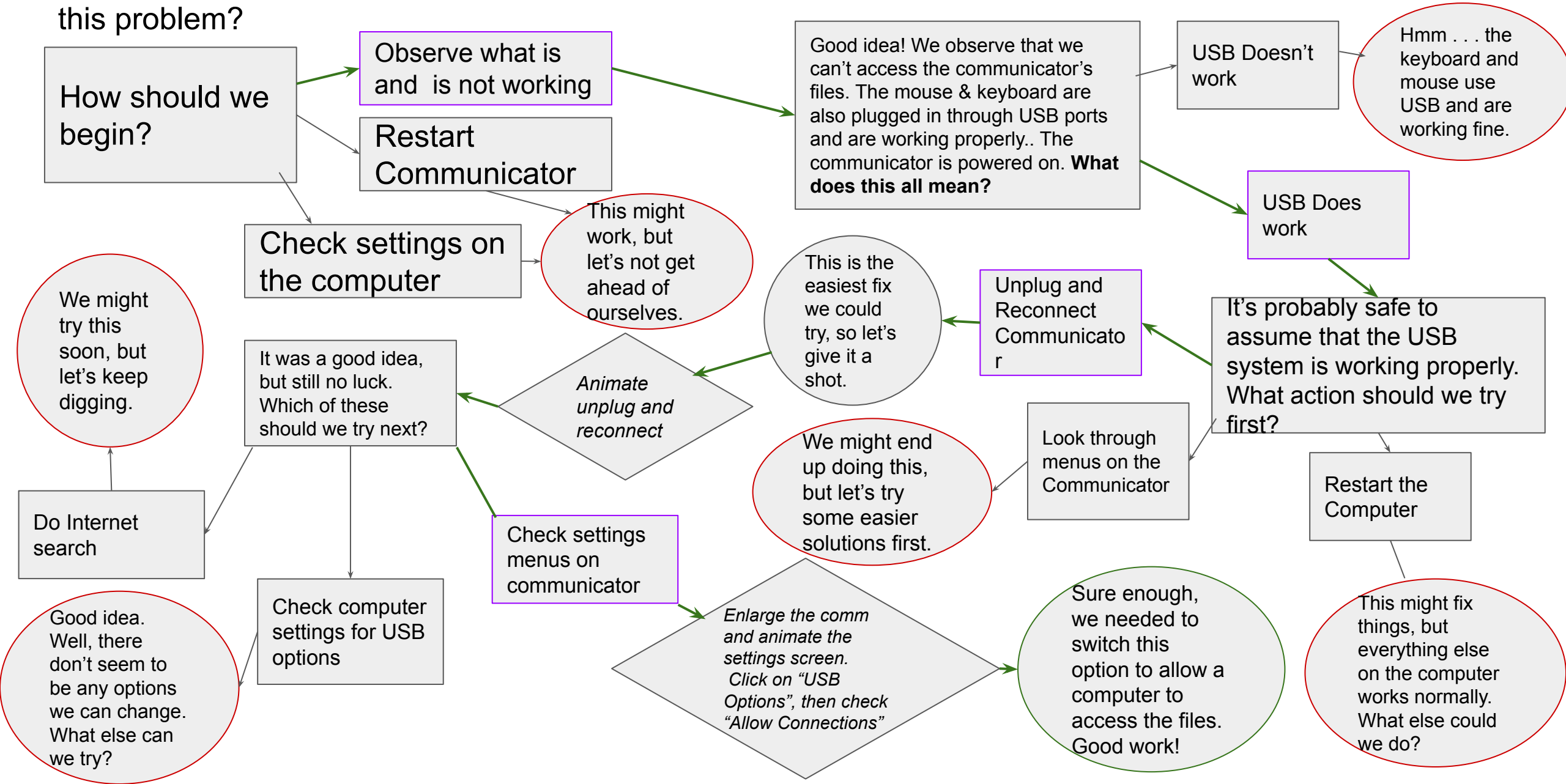
Narration/Voiceover:

We are trying to connect a wrist communicator to our computer to transfer files. We've plugged it in to our computer through the USB cable, but we can't seem to access the files. How should we begin to solve this problem?

Animation:

See following page for animation details.

We are trying to connect a wrist communicator to our computer to transfer files. We've plugged it in to our computer through the USB cable, but we can't seem to access the files. How should we begin to solve this problem?



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Module #:

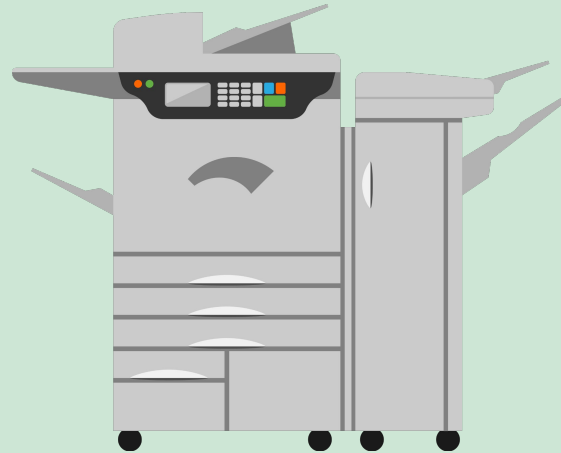
Module Section
Title (Subtopic):

Slide/Screen Title:
Challenge 3

Navigation Notes:
*See following page for diagram of
clickable triggers. Open “Zoomed”
screens when clicked on certain areas.
Move to Conclusion slide when complete.*

You’re trying to print some briefing papers on the Copy Supreme 4000 printer, but it never prints. Click on objects or screens that you would like to inspect more closely until you can fix the problem.

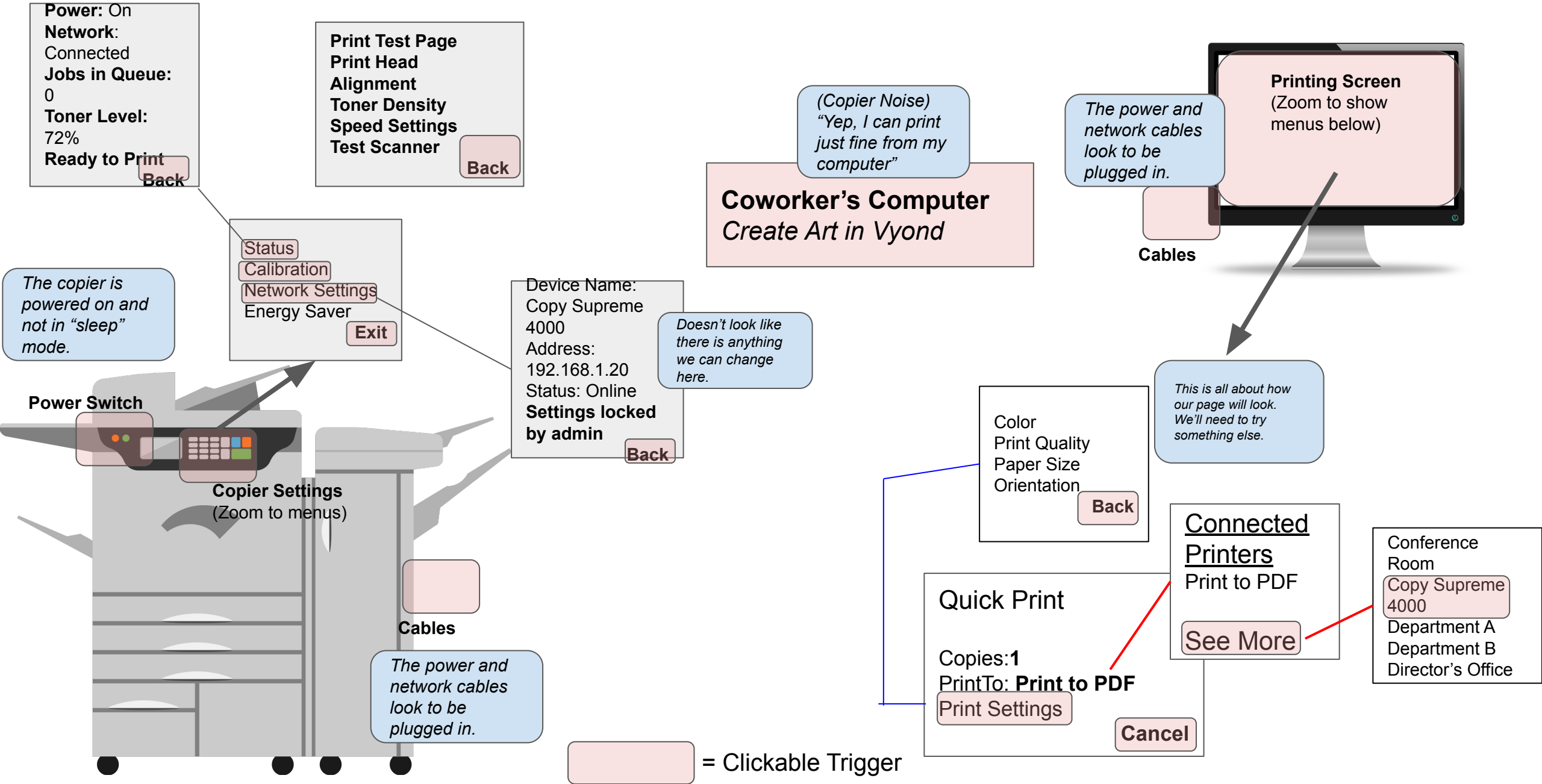
Coworker’s Computer
Create Art in Vyond



Narration/Voiceover:

Animation:
Build artwork for scene in Vyond. Follow guide on following page for when to display new screens.

You're trying to print some briefing papers on the Copy Supreme 4000 printer, but it never prints. Click on objects or screens that you would like to inspect more closely until you can fix the problem.



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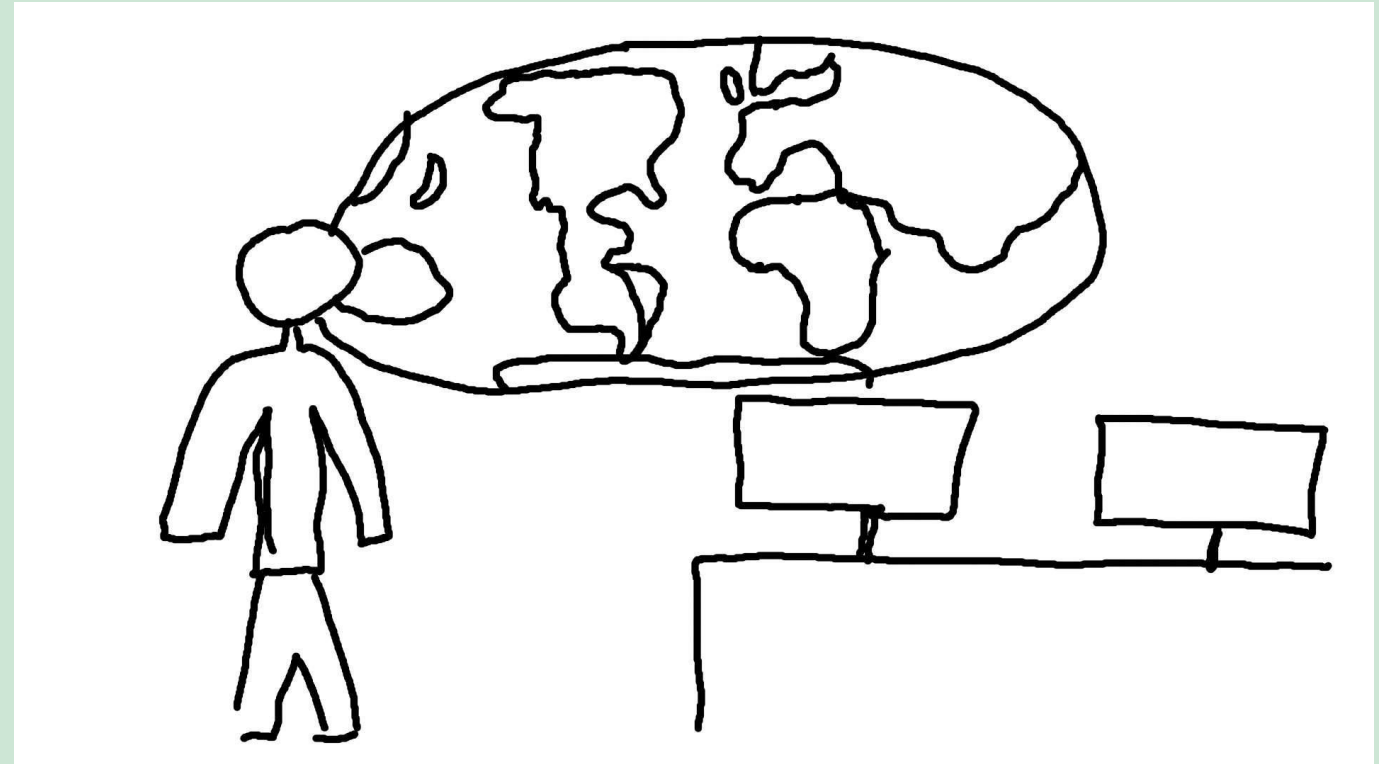
Module #:

Module Section
Title (Subtopic):

Slide/Screen Title:
Conclusion

Navigation Notes:

*Return to Start Screen following
narration.*



Narration/Voiceover: Congratulations on completing your Troubleshooting Training! You proved that you can figure out how to solve computer problems on your own. Remember this training as you embark on your next mission.

Animation:
Vyond character talking, show world map and computers