



Student Guide to SoftChalk

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Contents

Introduction	5
System Specifications and Supported Web Browsers	5
View Your Lesson in an LMS or on a website	5
View SoftChalk in Your Learning Management System	5
View SoftChalk on a Website	6
Connection Message	6
Navigate Pages	7
Overview Page	7
Table of Contents	8
Previous and Next Buttons	8
Incomplete Interactive Message	9
Check Answer/Check Answers	10
Quiz Group – Questions Displayed One at a Time	10
Retry Question	11
Activity	11
Complete Activities	11
Complete Activity	12
Partially Complete Activity	12
Incomplete Activity	13
Restart Activity	13
Keyboard Controls	14
Resume Message	15
Last Page – Finish Button	16
ScoreCenter Lesson – Click the Finish Button	16
SCORM Lesson – Click the Finish Button	18
Buttons on the Last Page	18
Feedback and Previous Attempts	19
System Specifications and Supported Web Browsers	20
Troubleshooting	20
Copyright Information	22

Introduction

This guide will give you suggestions and troubleshooting tips for using your SoftChalk. **The URL for this guide is below. As we update this guide, the URL will remain the same.**

<https://softchalk.atlassian.net/wiki/download/attachments/200114368/studentguide.pdf?api=v2>

System Specifications and Supported Web Browsers

Please see the [System Specifications page on our website](#). Viewing content on most computers, smart phones and tablets is supported. Scroll down to the **Viewing SoftChalk Create Content** area.

When you view your SoftChalk lesson, you will see it within a web browser. If you experience issues, please see the section [Troubleshooting](#).

View Your Lesson in an LMS or on a website

You can access SoftChalk lessons in several ways depending on how the content has been delivered:

- [Within a learning management system such as Blackboard, Canvas, D2L by Brightspace, Jenzabar, Moodle and Schoology](#)
- [On a website](#)

View SoftChalk in Your Learning Management System

Log into your learning management system (Blackboard, Canvas, D2L by Brightspace, Jenzabar, Moodle, Schoology, etc.), go into your course and find the content or assignments area.

IMPORTANT: Be sure to see the section [Last Page of Your Lesson](#).

If you experience issues, please see the section [Troubleshooting](#). If your answer is not there, please contact the course instructor.

View SoftChalk on a Website

Open a web browser (Firefox, Chrome, Edge, or Safari) and paste in the SoftChalk link provided to you by your instructor. If you experience issues, please see the [Troubleshooting](#) section.

You may be asked to provide an identification to gain access to the material. Please check for instructions and enter your name or other identifier to **Submit** and **View Content**.

Cloud ScoreCenter

the content you have requested requires authentication.

Instructions

Enter your first initial and last name to access the content. For example: JBond or HPotter.

User Restriction:

User Identifier:

[learn more about softchalk cloud](#)

IMPORTANT: Be sure to see the section [Last Page of Your Lesson](#).

Connection Message

You will see the reminder to click the **Finish** button on the last page to submit your score. Click **Continue** to access the lesson content.

This message indicates your attempt has started and will be recorded for submission.

Reminder

To submit your score, click the **Finish** button on the last page.

Be sure to see the sections [ScoreCenter Lesson – Click the Finish Button](#) and [Feedback and Previous Attempts Button](#).

Navigate Pages

Depending on how the content is set up you may have the navigation options below:

Overview Page

Additional information or a Table of Contents may be included as an Overview page, similar to a title page. Click the button at the top to begin your lesson.

The screenshot shows a lesson overview page for "The Axial Skeleton". The page has a blue header with the title "The Axial Skeleton" and "Lesson 8". A red box highlights a "Start Lesson" button. Below the header, there is a paragraph of text and a bulleted list of objectives. A "Contents" section follows, listing various topics. At the bottom, there is a footer with copyright information and a print icon.

The Axial Skeleton

Lesson 8

[Start Lesson](#)

In this lesson, we will cover the bones of the **axial skeleton** and their markings. By the end of this lesson, students should be able to:

- List the major components of the axial skeleton.
- Identify the cranial and facial bones and their significant markings.
- Recognize the names of bones that make up the orbital and nasal complexes.
- Identify the sutures between skull bones.

Contents

- Objectives
- Skeletal Divisions
 - Cranial Division
 - Anterior View of Skull
 - Bones of the Orbital and Nasal Complexes
 - Lateral View of Skull
 - External base of the skull
 - Internal base of the cranium
 - Sutures

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Date last modified: July 13, 2023.
Created with [SoftChalk](#)

[print](#)

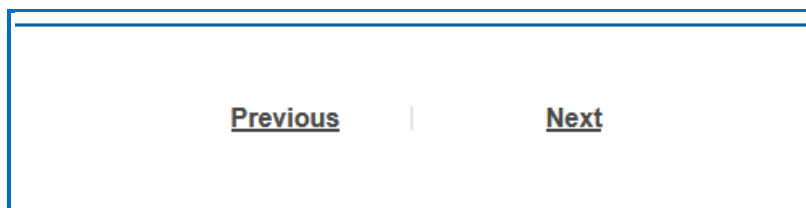
Table of Contents

A **Table of Contents** can be in the navbar or sidebar. You can click on a link to go to a certain part of your lesson. Within the Table of Content, you may see the Overview link (see below) available to return to the Overview page.

The screenshot shows a lesson page titled "The Axial Skeleton" (Lesson 8) with a score of 0 of 52. A "Contents" dropdown menu is open, listing the following sections: Overview, Objectives, Skeletal Divisions, Cranial Division, Anterior View of Skull, Bones of the Orbital and Nasal Complexes, Lateral View of Skull, External base of skull, Internal base of skull, and Sutures. The main content area features a 3D anatomical model of the skull and spine with the word "Skeleton" overlaid. A sidebar on the right contains a "Contents" list with "Overview" selected. Three callout boxes provide instructions: "Return to Overview Page" points to the "Overview" link in the sidebar; "Move to a section in the page" points to "Objectives" in the sidebar; and "Navigate to another page" points to "Cranial Division" in the sidebar. A link at the bottom of the main image reads "Click for a printable handout of the chapter objectives."

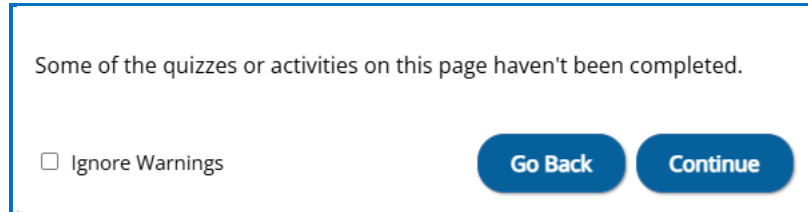
Previous and Next Buttons

Previous (Prev) and Next buttons will be at the top and/or bottom of your lesson to go to different pages.



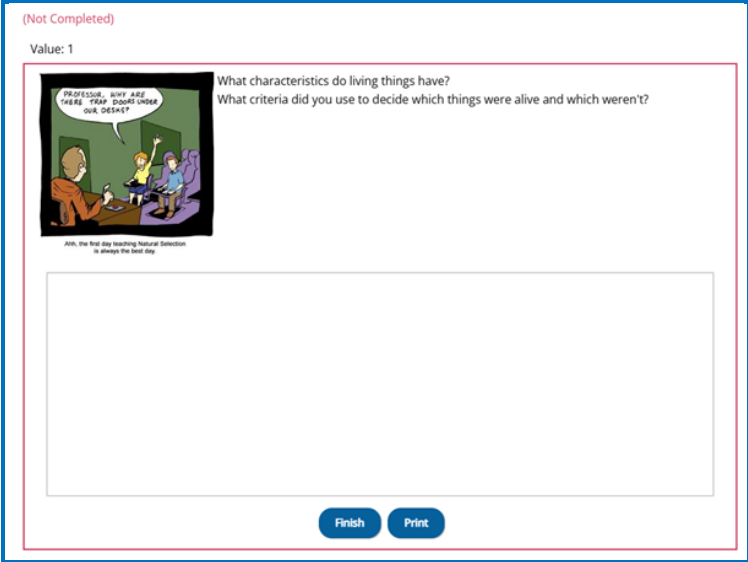
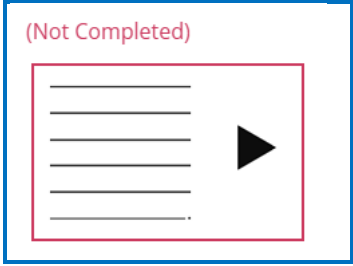

Incomplete Interactive Message

If you click to navigate to another page without completing an interactive on the page, you will receive the popup message below indicating points are available on the page.



The **Continue** button will navigate to the desired page. Click **Go Back** to outline and highlight incomplete interactives on the page. See examples below.

Selecting *Ignore Warnings* will disable the popup message when navigating between pages for the session. However, the **Finish** button at the bottom of the last page will still display a message with links to pages containing incomplete score elements and the message will reappear with a Resumed attempt.

<p>Inline example</p> 	<p>Icon example</p> 
	<p>Clickable Text example</p> 

Check Answer/Check Answers

IMPORTANT: Always be sure to click the Check Answer button or Check Answers button to submit your answer. If you experience issues, please see the section [Troubleshooting](#).

(Not Completed)

Value: 1

Which variable is being tested in the video above?

- a. How much the cookie rises
- b. Sugar
- c. Baking Soda
- d. Baking Powder

Check Answer

Quiz Group – Questions Displayed One at a Time

A group of questions may display each question one at a time. Be sure to answer each question and click the **Next** button to advance to the next question. If you experience issues, please see the section [Troubleshooting](#).

After answering the last question, be sure to click **Next**.

Value: 1

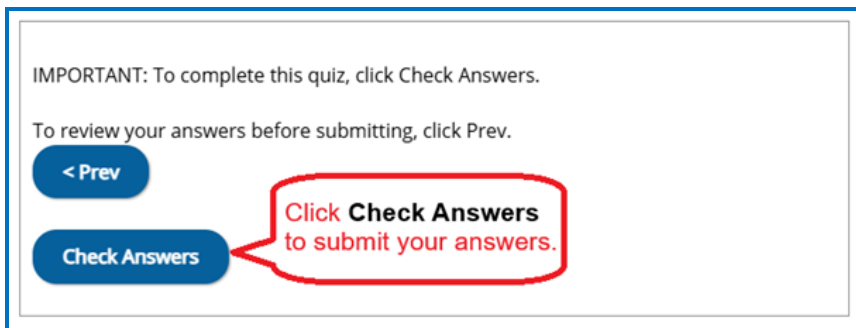
Which of the following is NOT part of cell theory?

- a. Cells come from pre-existing cells
- b. Cells are the basic unit of living things
- c. All living things are made of cells
- d. All organisms are unicellular

5 / 5

< Prev Next >

IMPORTANT: Be sure to click **Check Answers** to save your answers for submission. (If you do not click on **Check Answers**, your answers will **not** be saved for submission.)



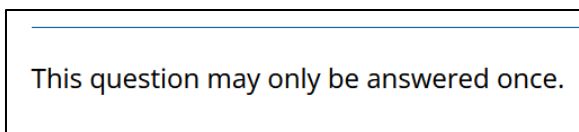
After clicking **Check Answers**, you will see how you did you on your questions.

IMPORTANT: To submit all your answers for your ENTIRE lesson, be sure to see the section [Last Page of Your Lesson](#). You need to click the **Finish** button to submit the score for your lesson. If you experience issues, please see the section [Troubleshooting](#).

Retry Question

You may be able to retry a question. If enabled, you can select another possible answer selection and click **Check Answers** again. Your lesson score will be recalculated with the new attempt score for the question(s).

If the option to retry is not enabled, you will receive the message below when you click on the **Check Answers** button again and your score will not update with the new answer selection.



Activity

Please note that you must complete your activities for the score to be recorded.

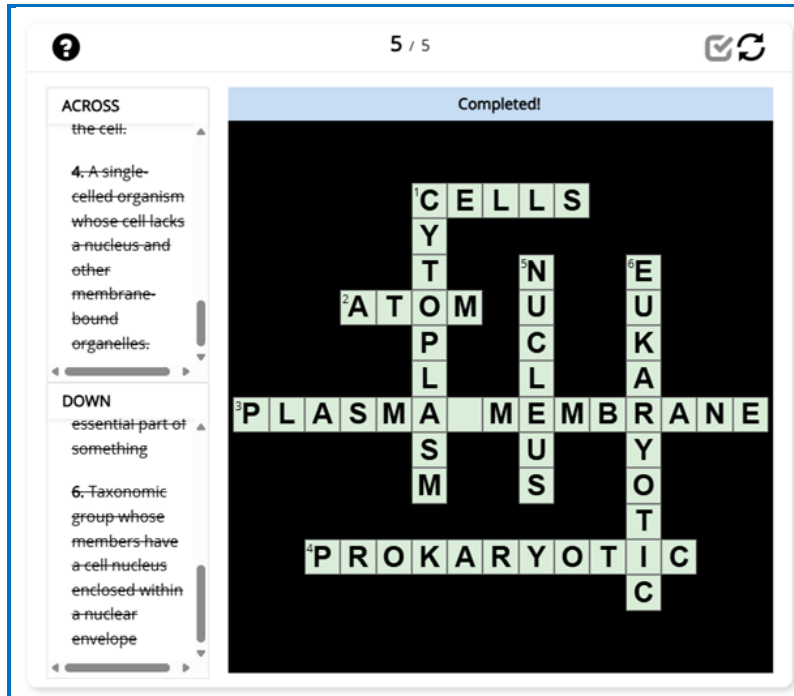
Complete Activities

Be sure to **Complete** each activity for the activity score to be counted with your overall score. See the examples below of a complete, partially complete and an incomplete activity. If you experience issues, please see the section [Troubleshooting](#).

For example, if you complete the Crossword puzzle and all your answers are correct, then the score is recorded.

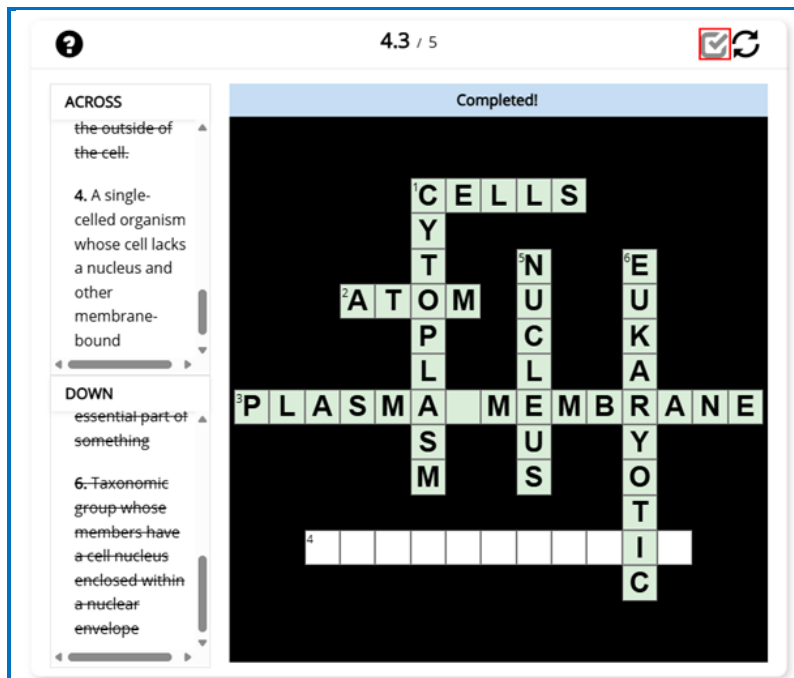
IMPORTANT: If you cannot complete the puzzle, but you want partial credit for your correct answers, click the '**Complete Activity**' button.

Complete Activity



Partially Complete Activity

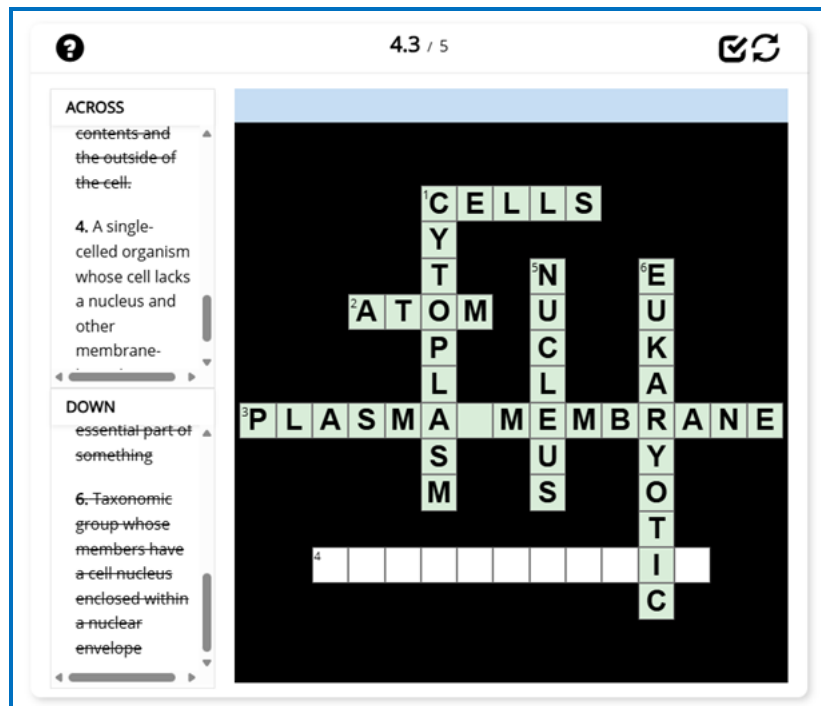
If you are unable to complete an activity but want to receive partial credit for your correct answers, you can click on the **Complete Activity** icon. See below for screenshot of icon within an activity.




Incomplete Activity

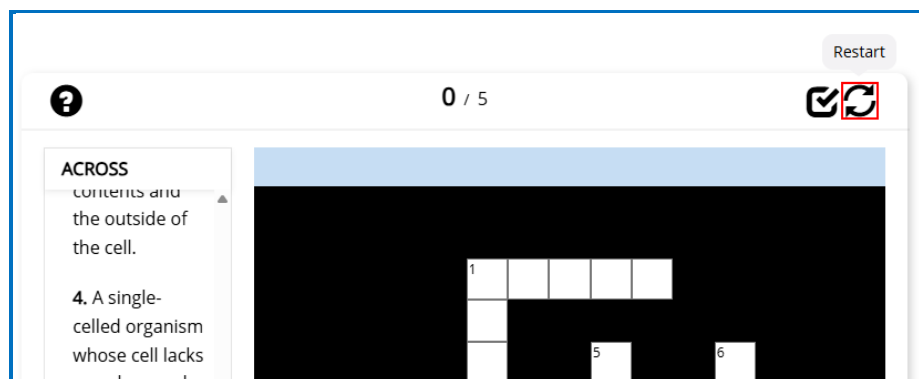
When the activity has not been finished or when the Complete Activity button has not been clicked, the activity score is **not** added to the overall score and the activity is left **Incomplete**.

IMPORTANT: You **MUST complete the activity** to save and post the activity score.



Restart Activity

You may be allowed to restart an activity. When you see the restart icon , you can click the icon to reset the activity. The activity score will change back to zero, and the activity score will be removed from the overall score. Complete the activity again and the lesson score is automatically updated with the new activity score.



Keyboard Controls

Activity	Keyboard Commands
Connections Activity	ALT + R = Restart ALT + S = Check Answer Space = Select Card TAB = Navigate cards
Crossword Activity	ALT + R = Restart ALT + S = Complete Activity Arrow Keys = Navigate through Letters/Cells TAB/Shift + TAB = Navigate through Clues
DragNDrop Activity	ALT + R = Restart ALT + S = Complete Activity Alt + Q = Quit Focus Looping ESC = Reset Selection TAB = Next Item Space/Enter = Select/Flip
Flash Card Activity	ALT + R = Refresh Right Arrow = Next Left Arrow = Previous DEL = Remove CTRL + space = Flip ALT + S = Shuffle CTRL + Shift + E = Export
Hot Spot Activity	Alt + N = Skip Hotspot ALT + R = Restart ALT + S = Complete Activity Alt + Q = Quit Focus Looping
Image Map	ALT + S = Toggle Hotspots
Image Matching Activity	ALT + R = Restart ALT + S = Complete Activity Alt + Q = Quit Focus Looping ESC = Reset Selection TAB = Next Item SPACE/ENTER = Select/Flip
Labeling Activity	ALT + R = Restart ALT + S = Show Answers SPACE = Drag Label ENTER = Drop Label
Memory Activity	ALT + R = Restart ALT + S = Complete Activity SPACE = Select Card TAB = Navigate Cards


Ordering Activity	SPACE = Select/place Card TAB = Navigate Cards ESC = ESCape Card Ordering Arrows = Move Cards
Pairs Activity	ALT + R = Restart ALT + S = Complete Activity Spacebar = Select Card TAB = Navigate Cards
Slideshow Activity	Right Arrow = Next Left Arrow = Previous ALT + + = Zoom In ALT + - = Zoom Out ALT + F = Full Screen
Sorting Activity	Space/Enter = Open Card from Deck / Sort Card / Select Card TAB = Navigate Categories ESC = Escape Card Sorting
Timeline Activity	TAB = Move to Event Title/Description/OK Spacebar = Toggle Full Event Title/Description display / Select OK
Word Search Activity	TAB/SHIFT + TAB = Navigate words Arrow Keys = Navigate Letters ESC = Reset Space = Select Letter/Show Hint

Resume Message

You can close the assignment at any time before completing your attempt by clicking the Finish button at the end of the lesson. When you return, you will Resume your attempt with previous answer selections saved.

Reminder

To submit your score, click the **Finish** button on the last page.

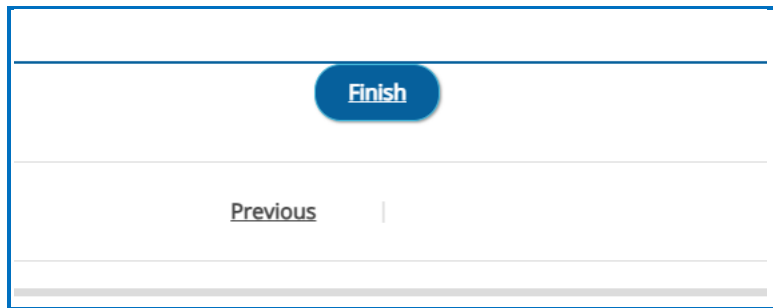


Last Page – Finish Button

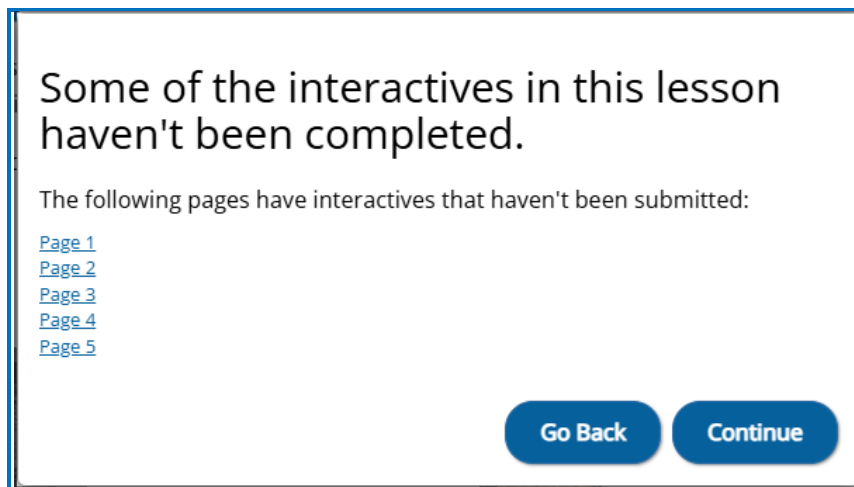
Your instructor may want to collect a score for the lesson. **IMPORTANT:** Always be sure to go to the last page of your lesson. See if there is a button to submit your score.

ScoreCenter Lesson – Click the Finish Button

When accessing a tracked lesson, you will see a **Finish** button at the bottom of the last page of your lesson. Be sure to click **Finish** to submit your score.

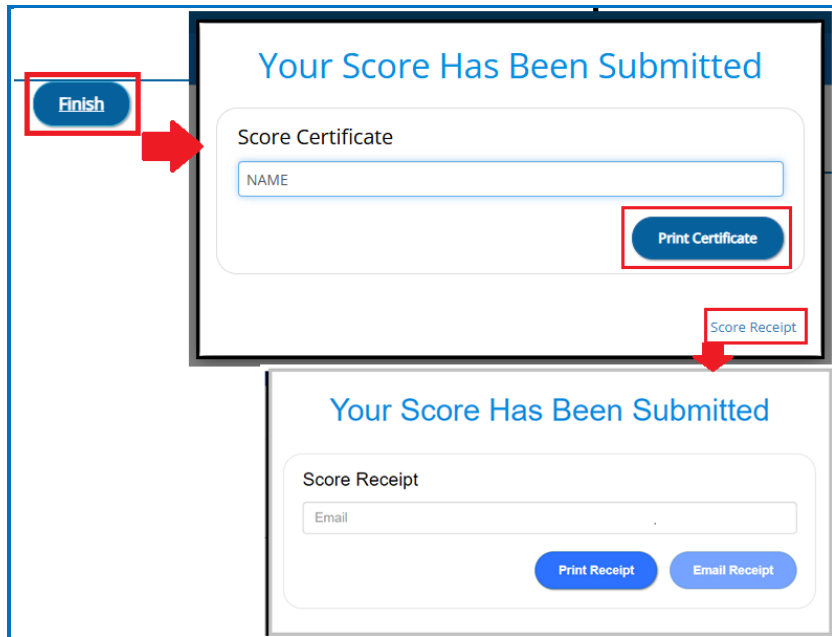


You will receive a message alerting you if there are interactives that have not been completed before submitting your attempt. The message will include page links to take you directly to the incomplete interactive.



IMPORTANT: If you do not click **Finish**, then your lesson attempt will be incomplete, and your lesson attempt will not be calculated for your grade. See the section [Troubleshooting](#) if the **Finish** button is grayed out or you have other issues with the Finish button.

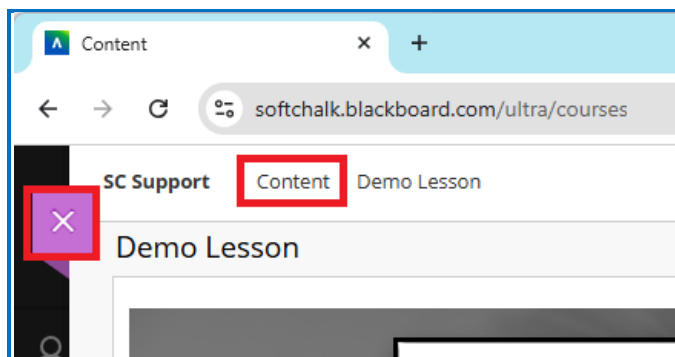
After clicking **Finish**, you should see the screen below. You can click **Score Receipt** to print or email yourself a receipt with your score. You may need to click **Finish** to **Print Certificate**.



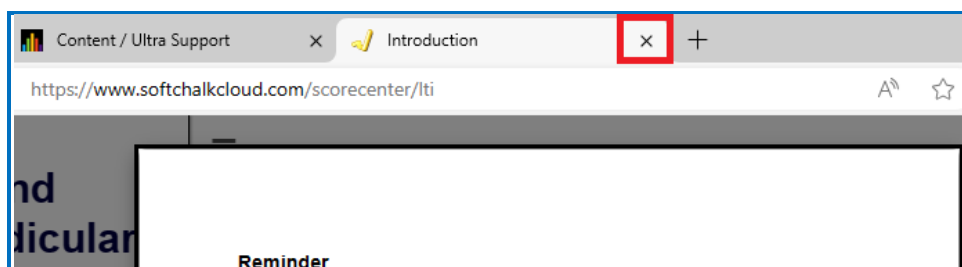
Depending on the learning management system that your institution has, you may be able to view your SoftChalk lesson grades within your learning management system. (Ask your instructor about accessing your grades.)

To return to your course in an LMS, and your lesson was NOT launched in a separate window, then you can navigate back to your assignments using links within the LMS.

For example, in the Blackboard screenshot below, you can click on either the **Content** link or the **X** button.

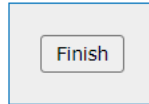


If your lesson was launched in a separate tab, then you **click the X close button** for the lesson window.



SCORM Lesson – Click the Finish Button




If you are accessing a SCORM lesson, you will see a **Finish** button at the bottom of the last page of your lesson. Be sure to click **Finish** to submit your score.



Buttons on the Last Page

You may have one or more of the following buttons on the last page of your lesson (see the table below). If you have BOTH a **Finish** button and another button, click the **Finish** button LAST.

If you experience issues, please see the section [Troubleshooting](#).

Button	Description of the Button
	<p>Finish</p> <p>Clicking the Finish button submits the score for your lesson to your learning management system (or, in some cases to a ScoreCenter in SoftChalk Cloud depending on what your instructor has done).</p> <p>See the section Troubleshooting if the Finish button is grayed out.</p>
<p>Type your name or identifier:</p> <input data-bbox="306 1409 844 1455" type="text"/> 	<p>Email Score</p> <p>Be sure to type either your name or your identifier (ask your instructor if he/she wants your information in a certain format).</p>
<p>Type your name or identifier:</p> <input data-bbox="306 1724 844 1770" type="text"/> 	<p>Print Certificate</p> <p>If you pass the lesson (i.e., get a score that your professor determines is a passing score), then you can print a certificate of completion.</p> <p>After clicking Print Certificate, click on your right mouse button to print the certificate.</p>

<p style="text-align: center; color: #0070C0;">Type your name or identifier:</p> <div style="border: 1px solid #ccc; width: 100%; height: 20px; margin-bottom: 10px;"></div> <hr style="border: 1px solid #0070C0;"/> <div style="text-align: center; margin-top: 10px;"> Print Score Summary </div>	<p>Print Score Summary</p> <p>After clicking Print Score Summary, click on your right mouse button to print the certificate.</p>
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Feedback and Previous Attempts

If you have already completed an attempt and the instructor provided feedback, navigate to and click on the SoftChalk link again. The **Feedback and Previous Attempts** button will be available in the Connection message.

Reminder
To submit your score, click the **Finish** button on the last page.

Feedback and Previous Attempts
Continue

SoftChalk ScoreCenter > Attempts

Grading Details

Item Name: SoftChalk_Sample

Grading Method: Most Recent	Score Possible: 100.0
Maximum Attempts: Unlimited	Grade: 100.0

Attempts

Date: 2023-11-21 16:23:07 UTC
Status: Completed
Earned Score: 100.0
Duration: 0:17:09

Comments:
Great job on this assignment!

Essay Feedback

Essay Quizpopper1 ▼

Essay Quizpopper2 ▼

Question: How much time passes in the story? If the story were in another time, would it change? How?

Score: 50.0

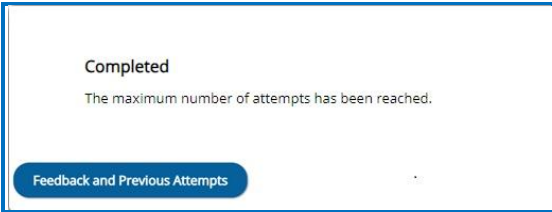

Your writing is well-organized and follow a logical sequence. Overall, you provided evidence match your point and included correct sentence structure, grammar, and punctuation.

System Specifications and Supported Web Browsers

Please see the [System Specifications page on our website](#). Viewing content on most computers, smart phones and tablets is supported. Scroll down to the **Viewing SoftChalk Create Content** area.

When you view your SoftChalk lesson, you will see it within a web browser. If you experience issues, please see the section [Troubleshooting](#).

Troubleshooting

Issue	Solution
<p>General/undefined issue</p>	<p><i>If you have issues in one browser, please try another web browser.</i></p> <p>You can also try clearing your cache. The following article can explain how to clear your web browsers cache, cookies, and history: Clear your web browser cache, cookies and history</p>
<p>The maximum number of attempts has been reached.</p> 	<p>Your assignment may have a limit to the number of times you can access and complete an attempt.</p> <p>An attempt starts when you open the assignment and click the Continue button in the popup message.</p> <p>An attempt is completed when you click the Finish button at the bottom of the last page.</p> <p>After starting an attempt, you can close your web browser at any time and return later to Resume your attempt.</p>
<p>Browser settings prevent access.</p> 	<p>Your web browser needs to allow cookies from https://softchalkcloud.com site.</p> <p>Enable cookies in your current web browser using the directions found in My Lesson is not connecting to ScoreCenter. What should I do?</p>

Finish Buttons - Not Appearing or Working Properly or your Score is Not Submitting Properly

This is a ScoreCenter or SCORM lesson that should have a Finish button to submit scores.

- There is no Finish button on the last page of the lesson
- A disabled Finish button (i.e., "grayed out" button) appears at the end of lesson
- There is a Finish button on the last page of your lesson, but you click on the Finish button, and nothing happens.
- There is a Finish button on the last page of your lesson, but you click the Finish button, and you get a message: *Error submitting to ScoreCenter.*

1. **See the previous page – Trouble connecting to ScoreCenter lessons.**
2. **If you have a SoftChalk Cloud account, make sure you are logged out. (If you close your browser, you are NOT logged out automatically.)** Go to <https://softchalkcloud.com> and click **Logout** in the upper right corner. (If you see the word Login in the upper right corner, then you are logged out.)
3. **Your web browser pop-up blocker may be blocking the content.**

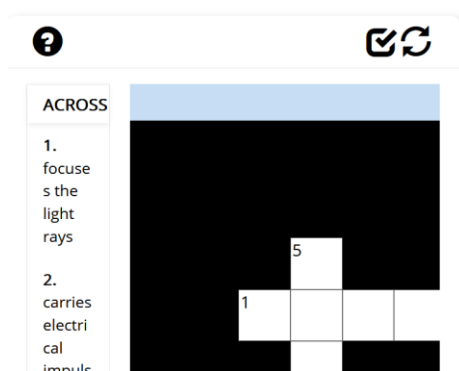
To Allow Content from Your Blackboard server (or other LMS server):

In **Firefox**, select **Tools/Options/Content** and beside the Block pop-up windows, click the **Exceptions** button. Enter the web address for your learning management system (for example Blackboard) and click **Allow**. Click **Close**. Click **OK**. Close your browser and re-open your browser.

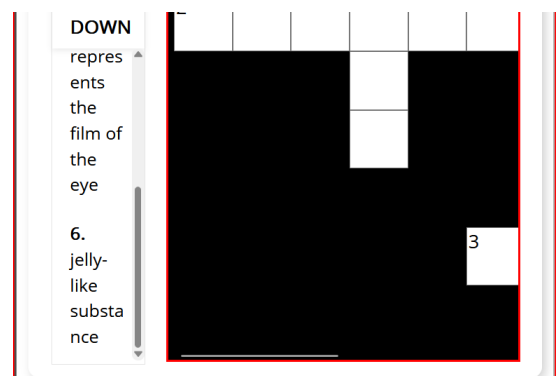
4. Be sure you are a supported browser (see the [System Specifications page on our website](#)).
5. If you have gone through the above checklist, you may need to **uninstall and do a "clean" install of your web browser** or try a different web browser. (When doing the "clean install," do not include add-ons or other items.) You can do a Google search on how to uninstall programs on your computer. Then do a search for your browser installer such as "Firefox Installer."

Part of my **activity looks cut off** (see an example below of a crossword)

Crossword Activity



- Rotate your device.
- Reset the zoom feature on your browser
- Look for scrollbars:



<p>Scoring Issue</p>	<p>Make sure you:</p> <ul style="list-style-type: none"> • Received the Connection message. See the section Connection message. • Click the Check Answer buttons. See the sections Check Answer/Check Answers Buttons and Quiz Group – Questions Displayed One at a Time. • Complete all your activities. See the sections Finish Button for Activities and Complete Your Activities. <p>If you think you have an inconsistent score, please contact your instructor with the following info:</p> <ul style="list-style-type: none"> • Detailed description of any actions taken • Lesson hyperlink • Screenshot of issue/error/score
<p>Email Score or Print Certificate Does not work</p>	<p>If you get a security warning screen, click No.</p>

If you have difficulty after reading this guide, please contact the course instructor or technical team at your institution. Administrators can contact SoftChalk to help troubleshoot.

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