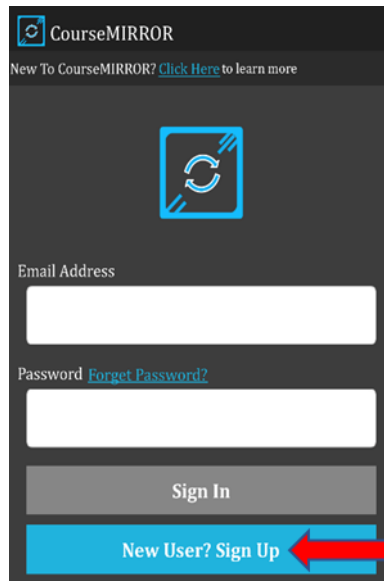| Frequently Asked Questions |
| :---: |
| **iOS Users - CourseMIRROR App** |

1. How can I download the CourseMIRROR app?
Go to Apple Store, search for "CourseMIRROR" and then install it on your iPhone/iPad.

2. How can I sign up or create a user account?

a. Click on "New User? Sign Up" button on the screen.

b. Enter your first and last name (e.g., Jane Doe), email address, password, and then click on "SUBMIT" button.

Tips:

- Create a strong password so that others cannot hack into your account.

- Ensure that you use an authentic email address, otherwise you will not be able to complete the sign-up process.

- Double check that you have re-written the correct email address before continuing.

c. Access to your email account and look for a verification email sent by the CourseMIRROR team. The email contains a confirmation link. Click on the link to verify and activate your account.

Tips:

- If you cannot find the confirmation email, check your spam folder.

- If this problem continuously occurs, please contact the CourseMIRROR team.
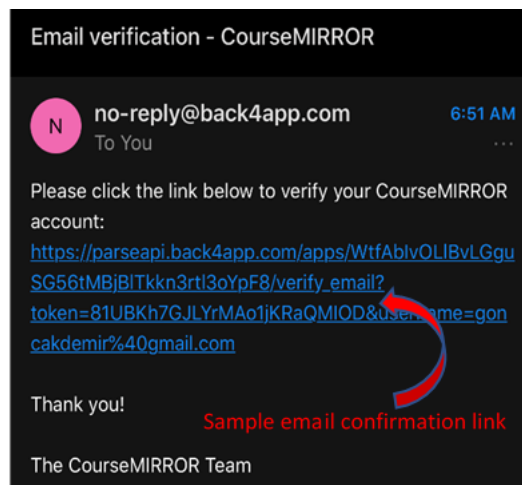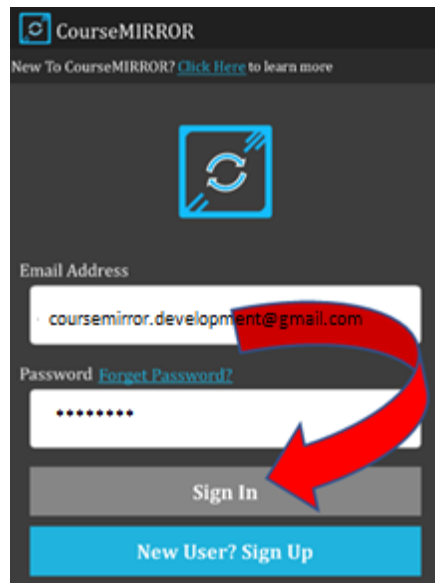

3. What should I do if I do not receive any email confirmation link?

If you cannot find the confirmation email, check your spam folder. Please contact the CourseMIRROR team if you cannot resolve this issue.

4. How to log in the CourseMIRROR app?

Enter your verified email address and password on the screen of the CourseMIRROR app.
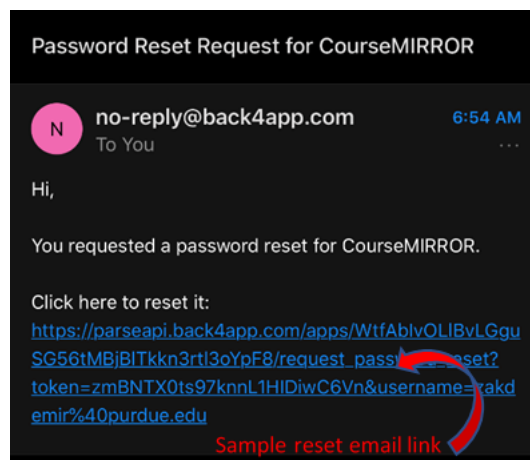Then click on "Sign In" button.

5. What should I do if I forget my password?

a. Click on "Forget Password?" button.

b. Access your email account to find a reset link that is sent by the CourseMIRROR team.

c. Check the new password page on the CourseMIRROR app, enter the new password twice, and click on the "Change Password" button.

d. Use your verified email address and new password on the screen, and click on the "Sign In" button.

6. How can I add a course in the dashboard?

a. Click on "Add Course" button on the top of the screen.

b. Enter the course passcode that was provided by your course instructor, and click on "Add" button at the bottom. If you do not have a "passcode" yet, please contact your course instructor/professor.

c. The course name and its code will appear under the specific semester. Click on the course name shown under the specific semester (e.g., Fall 2020).
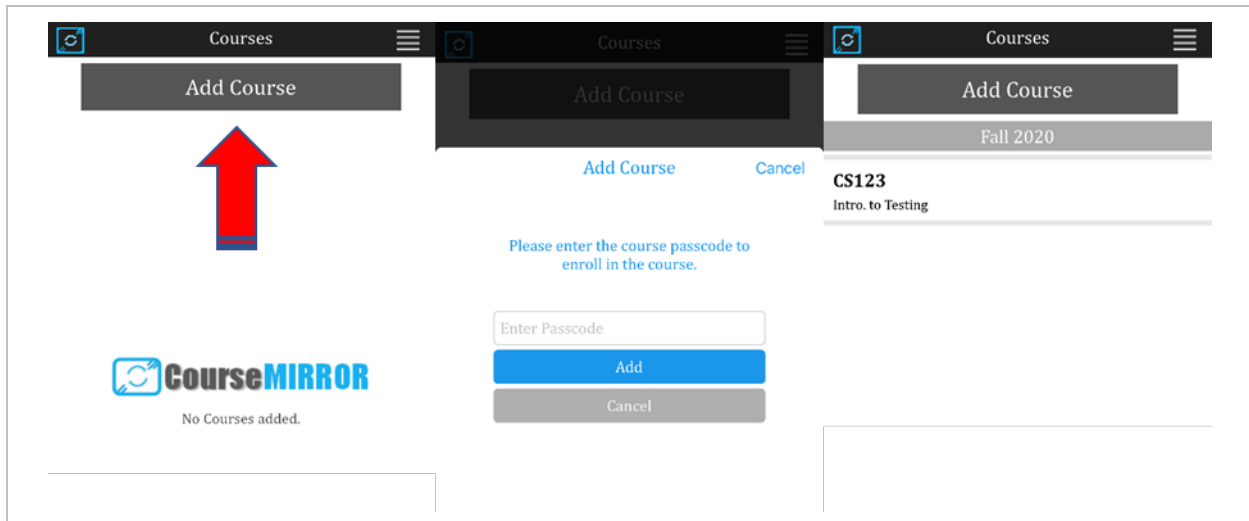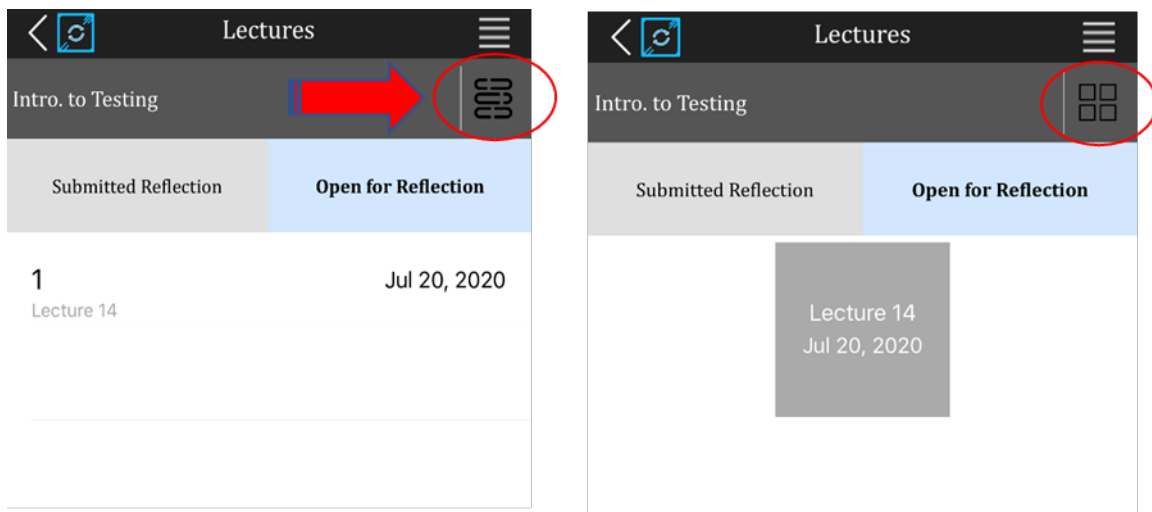
7. How can I view the lectures in the app?

After clicking on a particular course, check all the lectures which are listed with names and dates.

8. Are there any different view options for the lecture' screen?

Yes, there are grid and list view options for the lectures on the top right corner of the application screen.

9. What does "open for reflection" indicate?

It indicates that there are certain lectures which have open access for you to write your reflections. Click on those open lectures to start writing your reflections.

10. How can I write my reflections?

a. Click on the lecture that you want to provide your reflections on.

b. Start writing your reflections for the prompts/questions.

11. What kind of questions will be asked during the reflection writing process?

There will be two kinds of questions: (1) open-ended, and (2) multiple-choice. Sample questions are shown below.

Describe what was confusing or needed more details in today's class

how confusing (survey item)

| Slightly |
| Somewhat |
| Moderately |
| Mostly |
| Completely |

Previous   Next   Previous   Next

12. Is it possible to pause, and continue writing reflections later on?

The app will be allowing you to "save your draft" at the end of your reflection writing process. However, please be aware that you will not be able to save what you have written during the process of your writing.

Please rate how confusing:

Slightly

Somewhat

Moderately

Mostly

Completely

Save Draft   Submit

Previous

13. How can I know that the quality of my reflection is satisfactory?

Ensure that the application will be giving you some scaffolding statements/feedback when you are writing your reflections on the open-ended questions. The feedback that will appear in "open for reflections" button will show you signals in red, orange, blue, and green colors. The color changes as the reflection becomes more specific. Please move to the next question once the signal turns to blue and/or green.

Describe what was confusing or needed more details in today's class Please tell us what you found confusing or unclear in today's class ■ Metallic bonding	Describe what was confusing or needed more details in today's class Your feedback is valuable, please provide additional details. Lots of details to memorize.
Describe what was confusing or needed more details in today's class Sounds good, can you please tell us why it is confusing? Assignment deadlines are not presented in an organized manner in the syllabus.	Describe what was confusing or needed more details in today's class Great, thanks! The discussion about the similarities and differences between friction and gravity were confusing. I also struggled to understand the solution of the practice problem since the professor did not show us each solution step while solving in the class.

14. How can I submit my reflection?

Click on the "Submit" button once all the reflection questions are completed. You will see a "Thank you" message indicating that your submission was successful.
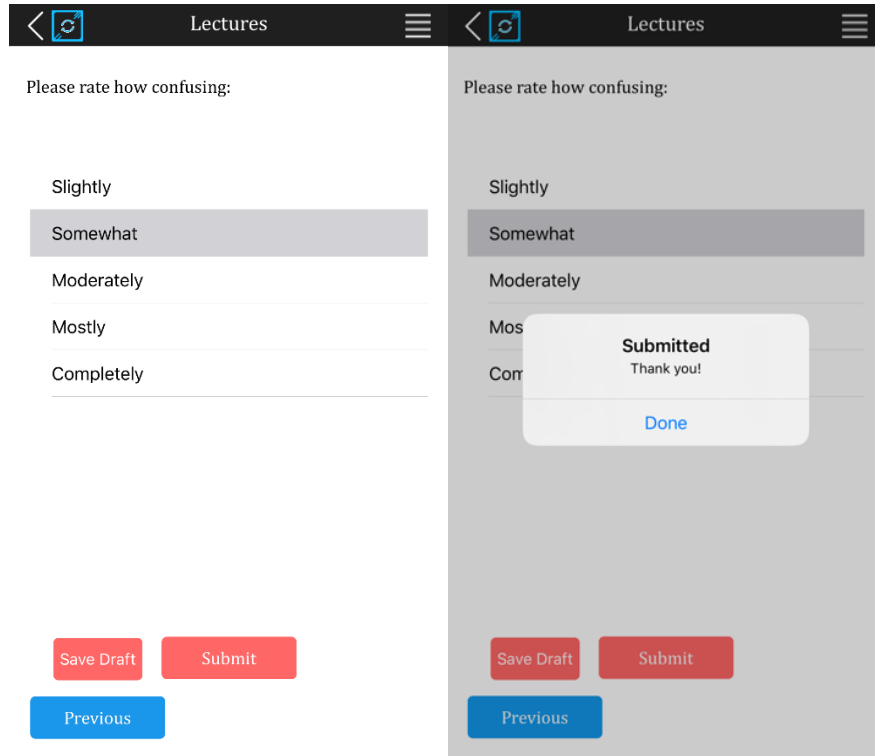
15. Is it possible to review my reflections after submission?

Yes. Go back to the lectures screen by clicking on the angle bracket on the top of the screen and click on "Submitted Reflection" to review your reflections after your submission.