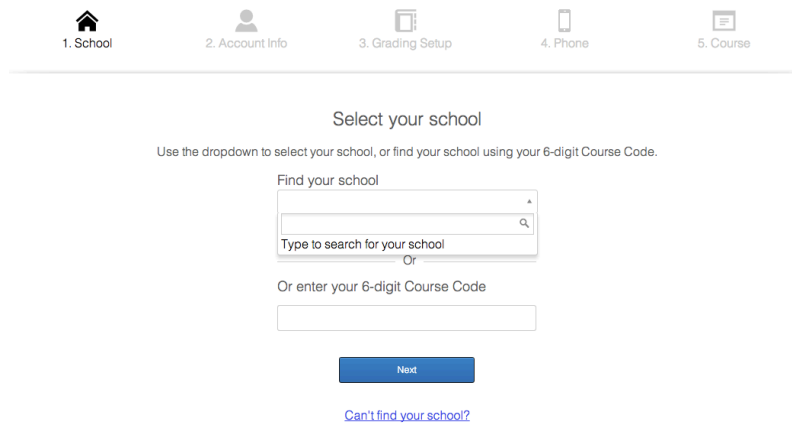


# Student Quick Start Guide

Welcome to Top Hat! This guide will help you register a student account and understand how to use Top Hat for your class.

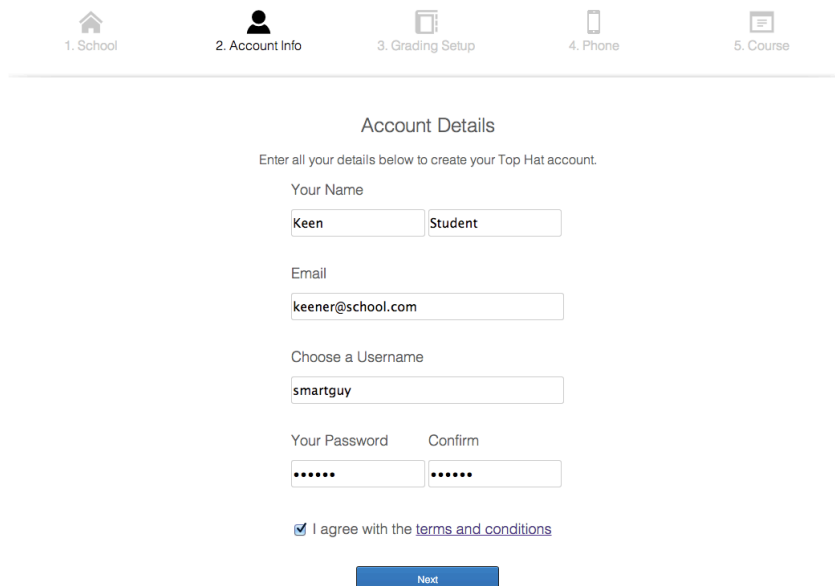
## Creating an Account

- Open a web browser and navigate to [app-ca.tophat.com/register/student/](http://app-ca.tophat.com/register/student/)
- Creating an account:
  1. Enter your school's name in the drop-down box. Make sure you select the University of Calgary!



The screenshot shows the 'Select your school' registration step. At the top, there is a progress bar with five icons: 1. School (active), 2. Account Info, 3. Grading Setup, 4. Phone, and 5. Course. Below the progress bar, the heading 'Select your school' is centered. Underneath, it says 'Use the dropdown to select your school, or find your school using your 6-digit Course Code.' There are two input options: a dropdown menu labeled 'Find your school' with a search icon and a text box labeled 'Or enter your 6-digit Course Code'. Below these is a blue 'Next' button and a blue link that says 'Can't find your school?'.

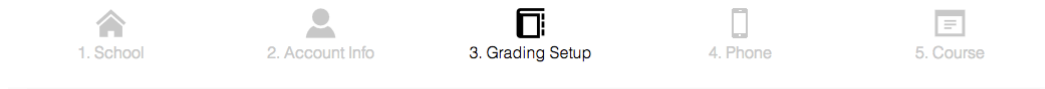
2. Enter your name and email address then choose a username and password. Don't forget to check the box to agree with our terms and conditions!



The screenshot shows the 'Account Details' registration step. At the top, there is a progress bar with five icons: 1. School, 2. Account Info (active), 3. Grading Setup, 4. Phone, and 5. Course. Below the progress bar, the heading 'Account Details' is centered. Underneath, it says 'Enter all your details below to create your Top Hat account.' There are four input fields: 'Your Name' (with 'Keen' and 'Student' entered), 'Email' (with 'keener@school.com' entered), 'Choose a Username' (with 'smartguy' entered), and 'Your Password' and 'Confirm' (both with six dots). Below these is a checked checkbox with the text 'I agree with the terms and conditions'. At the bottom is a blue 'Next' button.



3. Enter your student ID number. Be sure to enter your school-issued student ID number. This will assist your instructor when it comes time to upload any of your grade data and ensures you are properly credited.



### Setup Grading

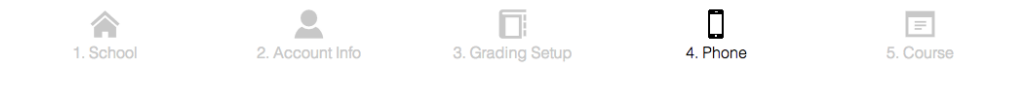
Providing your Student ID will make it much easier to get graded in Top Hat.

Your Student ID

Next

Skip, I will add it later

4. Enter your mobile phone number. This will link your phone to your account, should you ever submit an answer to Top Hat via text message. The system will send you a verification text message as confirmation. If you don't own a mobile phone and will be participating with a laptop or tablet device, don't sweat it! Simply click "Skip, I don't want to use my phone."



### Add My Phone

Answer questions in class using (SMS) Text Messaging



You will be sent a verification code to your mobile phone

Mobile Phone Number

Send Verification Code

Skip, I don't want to use my phone

#### Phone Verification

Verify your phone so that your submissions will be recorded accurately.

#### Your number is safe

Your number will be kept private. No one will have access to your phone number.



- Find your course from the available list of classes. You can search by the last name of your instructor or by the name of the course. Once you find your course in the list, simply click the “Enroll” button to continue.

1. School      2. Account Info      3. Grading Setup      4. Phone      5. Course

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Find Your Course

To begin your search, enter the name of your course or professor.

Name	Code	Subject	Professor	Requirements	Enroll
Algebra 153-09			Ann Zatsman	Top Hat Subscription	<a href="#">Enroll</a>
Applied Differential Equations			Jeff Selden	Top Hat Subscription	<a href="#">Enroll</a>
Bio 482			Jeffrey Spring	Top Hat Subscription	<a href="#">Enroll</a>
BIOL 4101	728150		Stephen Munroe	Top Hat Subscription	<a href="#">Enroll</a>

- Since the University of Calgary pays for your Top Hat subscription, you will not be prompted to pay for creating a Top Hat account

**Congratulations!** You’ve just created your Top Hat student account!

You will receive a confirmation email with your account information.



## Accessing Top Hat

Once you have an account, you can log in by visiting [tophat.com/login](https://tophat.com/login) from your web browser and typing in your username and password. This will take you to the Top Hat lobby where you will have access to all your course information.

## Answering Questions

Now that you're enrolled in your course, it's time to answer a few questions! You can use any of the following methods:

### Laptops and personal computers

You can submit answers by accessing the Top Hat web interface using a web browser. There are known compatibility issues with Internet Explorer, so we highly recommend using Google Chrome, Mozilla Firefox, or Apple Safari instead.

### Android and iOS devices

If you're using a compatible Android or iOS device, please visit the Google Play market or App Store to download the latest version of our app. Please note that these devices will only display active questions (no homework questions). Your gradebook will also not be accessible from those devices, you will have to log in from a browser to view it.

### SMS submissions

You can submit answers in class using any phone by sending a message to your course's texting number. The number is displayed on the right side of your screen as well as your instructor's screen. Each question is assigned a unique **4-digit ID**; this is also displayed on your instructor's screen.

For example: our phone number in Canada is **+1 (647) 931-6504** and if you'd like to send "A" as an answer to a question with **1234** as an ID, all you have to do is send a message to that number with the text: **1234 a**. Notice that the space between the code and your answer is optional. We recommend you add our number to your contacts list to make submitting answers in class faster and more efficient.

**You should always receive a confirmation message** that the submission has been received, if you don't please check the number and make sure you have good reception. **We highly recommend that you retain a record of your SMS submissions and do not delete your messages from your phone.**



## Common error messages

**The 4-digit ID is not in use. Please verify that the identification code is correct.**

This happens when you submit an answer to a question that has already been closed by your instructor. This sometimes happens due to a weak signal, let us know if this seems to be a persistent issue.

**You must be enrolled in this course to submit answers. Please enroll from a computer.**

This message most likely means that you haven't completed the enrollment process. Please access Top Hat from a computer and make sure that you're enrolled in the correct course. This can also happen if you've entered the wrong SMS ID, please check to see if the 4-digit ID number is correct.

## Checking your grades

If you'd like to see how you're doing in a course, access Top Hat from a computer or web-enabled device and click the **Gradebook** link towards the left side of the screen. **We highly recommend that you keep track of your grades and check the gradebook often.** The gradebook will show you a list of all active, answered and unanswered items in the course. The bottom row also has some important statistics:

**Percent Average (% avg.):** This is the overall graded average reflected by the total number of points received (correctness & participation) divided by the total number of possible points available.

**Correctness Points:** The correctness points that you received in comparison to the course total.

**Participation Points:** The participation points that you received in comparison to the course total.

**Percent Answered (% answered):** This average reflects the total number of graded items (i.e. Questions and Graded Discussions) that you attempted in relation to those items that you missed. Please note that this doesn't reflect your participation grade since non-credit questions are also counted in this calculation.

## Support

Your instructor is extremely busy and is simply a user of our system, just like you!

Please do not waste valuable class time by asking your instructor technical questions, we have a team dedicated to that. To reach us, click **Support** at the bottom left corner of your screen, email [support@tophat.com](mailto:support@tophat.com) or visit [support.tophat.com](https://support.tophat.com) to access our support forum. You will be able to search our knowledge base, stay up to date with our news, and even suggest features!