

About Carmen

Carmen is Ohio State's online course management system, which is used by instructors, staff, and TAs to create and share materials. It's named for the song *Carmen, Ohio*—Ohio State's alma mater.

Before You Log In

- **Check your web browser.** For best results, use the recommended browsers on the list linked from telr.osu.edu/carmen-help.
- **Make sure popup windows are enabled.**
- **Check that you have required browser plug-ins installed.** Your Carmen course may require a PDF viewer, such as Adobe Acrobat, or a media player, such as QuickTime or Windows Media Player.
- **To use Carmen's LiveRoom feature, verify that your computer has Java version 1.5.x installed.** To check your version of Java, visit www.java.com and click on *Do I have Java*.

Contact the Help Desk at 688-HELP or carmen@osu.edu for assistance with any supported software packages.

Having Trouble?

Contact your instructor if you have questions about course content.

If you have technical problems, try:

- **On-Screen Help.** Many common problems within Carmen can be resolved by instruction boxes (on the left side of the screen), or by using the *Student Guide to Carmen*, accessible from the **Help** link (in the upper right corner of the Carmen screen).
- **Contact the Help Desk at 688-HELP or carmen@osu.edu.** Be prepared to provide specific details about your computer setup, the problem, and your course.

Logging In

1. Go to carmen.osu.edu and click **log in**.



2. Type your OSU Internet Username (lastname.#) and password (the same password you use to check OSU Webmail).
3. Locate your active course sites under **My Courses**. Click the **[+]** for the quarter and department to reveal links to course sites. If a course is not listed, check with your instructor to see if they are (a) using Carmen, and (b) if so, that they have **activated** the course.

Logging Out

Be sure to **logout** when you are finished using Carmen. Also, when using a lab or shared computer, remember to quit the web browser you were using in order to prevent unauthorized use of your account.

Navigating Carmen

Access course tools. Inside your course site, click the links in the navigation bar (at the top of the screen) to access Carmen tools, such as *Discussions* and *Content*. (The tools you can access within each course are determined by your instructor.)

To go back to your course listing, click the **My Home** link near the upper right corner of the screen. This link will bring you back to the Carmen home page.

Important Tips

- **Adding/dropping courses.** It may take up to 2 days for Carmen to receive updates from the Registrar's system. If an added or dropped course doesn't appear or disappear after 48 hours, contact the Help Desk at 688-HELP or carmen@osu.edu.
- **Can't complete an assignment or quiz?** Contact your instructor **immediately** to say you tried to complete the assignment or quiz. Then, contact the Help Desk at 688-HELP or carmen@osu.edu for assistance in correcting the problem.
- **File naming.** When submitting documents (for example, uploading a document to the dropbox), use only letters and numbers (no symbols such as %, &, ", or ') in file names. If provided, follow your instructor's guidelines on file naming conventions, such as including the assignment number in the file name.
- **Verify file uploads.** When using the dropbox to submit assignments, always make sure you see the **File Submission Successful** message on screen before leaving the dropbox area.
- **Times to Avoid Critical Tasks.** Try NOT to take Carmen quizzes or upload files to the dropbox between 2 and 4 a.m. any day of the week. Routine database updates during that time can slow the system and disrupt efforts to upload files or submit quiz answers.
- **Save Quiz questions as you answer them.** If you change your mind about an answer before submitting the quiz, you can change and resave it.