

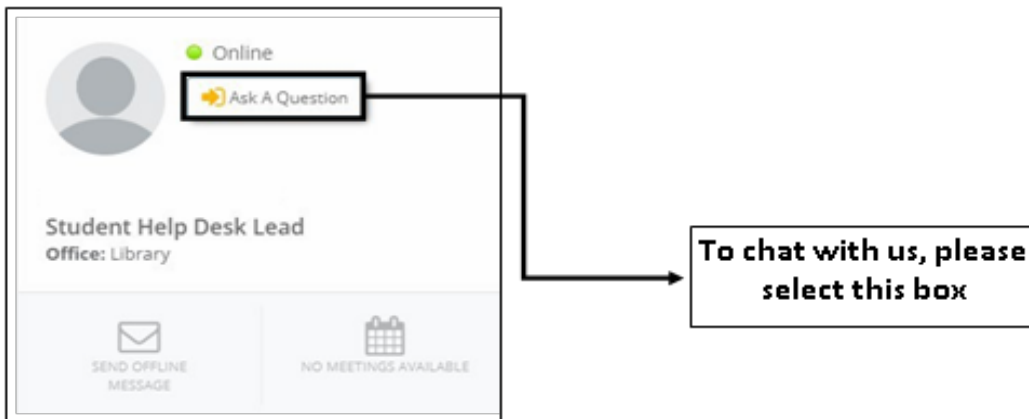
Cranium Café

Live Chat Student Guide

Rancho Santiago Community College District, Santa Ana College

Chatting with Us


Live chat is available via most department pages using a virtual meeting system called **Cranium Café**. You will see virtual business cards for individuals and service areas that will have a button for you to chat with us underneath the “Online” status indicator.



This button may be labeled “Knock on Door,” “Chat” or something similar. In the example below, the button is labeled “Ask A Question.”

Technical Requirements

Cranium Café requires the Chrome or Firefox web browser. If you are on an Apple device, you may get a warning like the one below when using these browsers, but you may ignore it.

 Please use either **Chrome** or **Firefox** for Cranium Cafe meetings.

Send a message ... Send

Open Your Door Close

Note: if at any time during your interaction the chat stops responding, please refresh your browser window.


Login Required

You must login to interact with us through Cranium Café. Select one of two options when the login page pops up depending on whether you are a current student.

Current Students: Select the SAC icon and sign in using your [student email address](#) and password. After you are logged in successfully, please have your Student ID number ready.

Future Students: Please select “Guest Registration” and register a guest account with your personal email address.


ConexED [Not your school's page? Click here.](#)




SANTA ANA
COLLEGE

Choose a login button below to access ConexED

Login

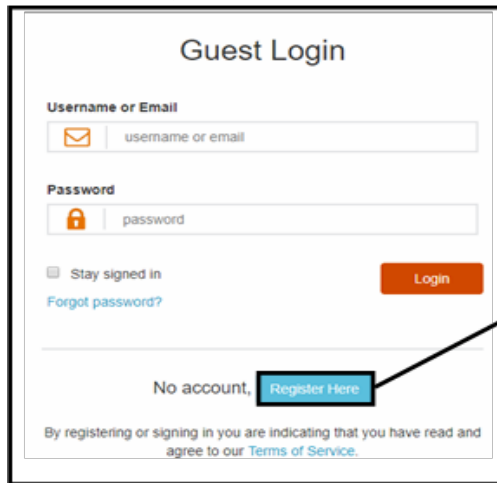


Current Students



Guests

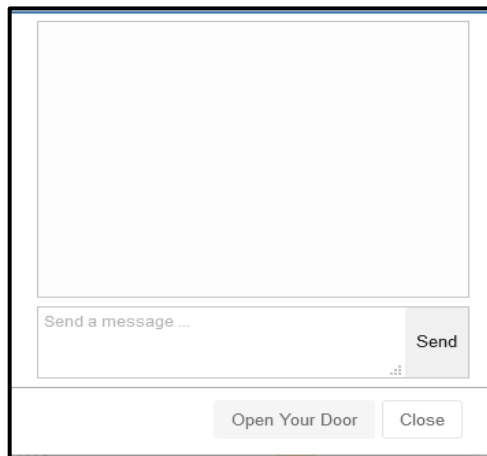
Guest Registration



The screenshot shows a 'Guest Login' form. It includes a 'Username or Email' field with an envelope icon, a 'Password' field with a lock icon, a 'Stay signed in' checkbox, a 'Forgot password?' link, and an orange 'Login' button. Below the login fields, there is a link that says 'No account, Register Here' with a blue box around the text. A black arrow points from this box to the 'Register Here' button. At the bottom, there is a small disclaimer: 'By registering or signing in you are indicating that you have read and agree to our Terms of Service.'

Chat

Once successfully logged in, a chat box will appear.

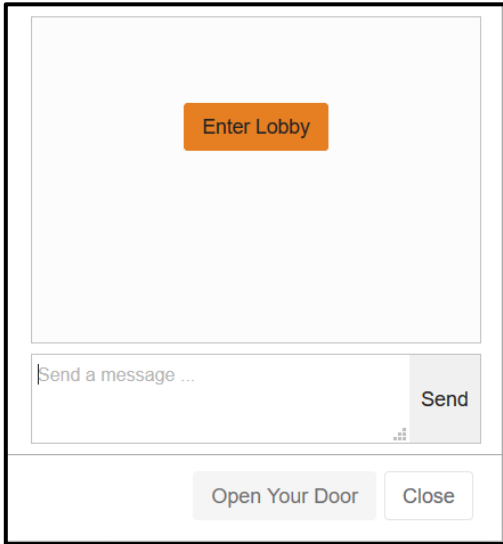


The screenshot shows a chat window interface. It features a large empty text area for messages. Below this is a text input field with the placeholder 'Send a message ...' and a 'Send' button. At the bottom of the window, there are two buttons: 'Open Your Door' and 'Close'.

Important Notice: If a staff member is already in a chat meeting with another student, there may be a delay in responding to you. You may be invited to enter a lobby waiting area.

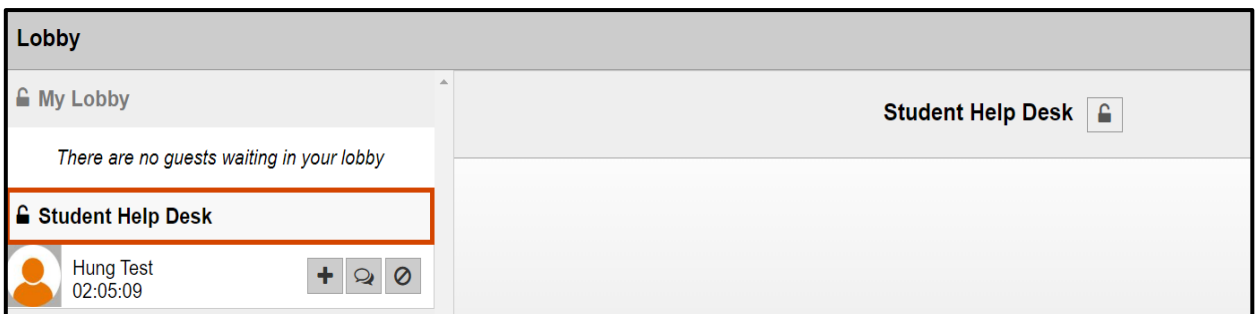
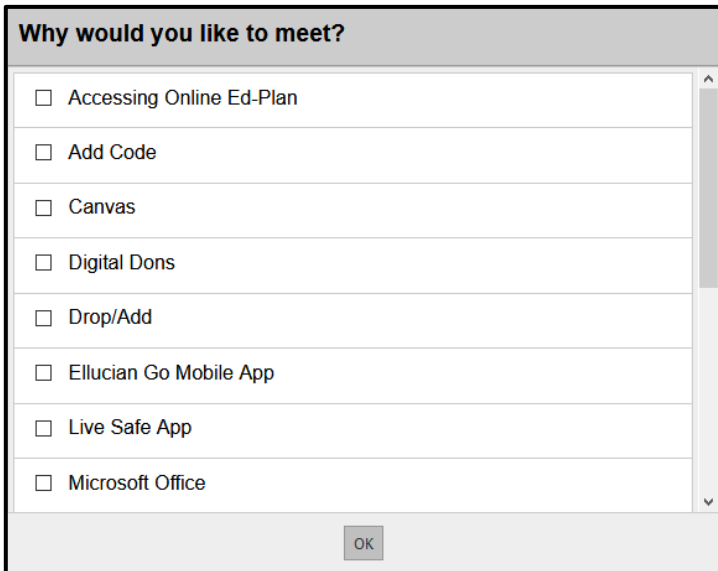
Lobby

If you are invited to enter the waiting area, you will see a button appear in the chat window labeled "Enter Lobby" or "Enter Meeting."



Reason for Visit

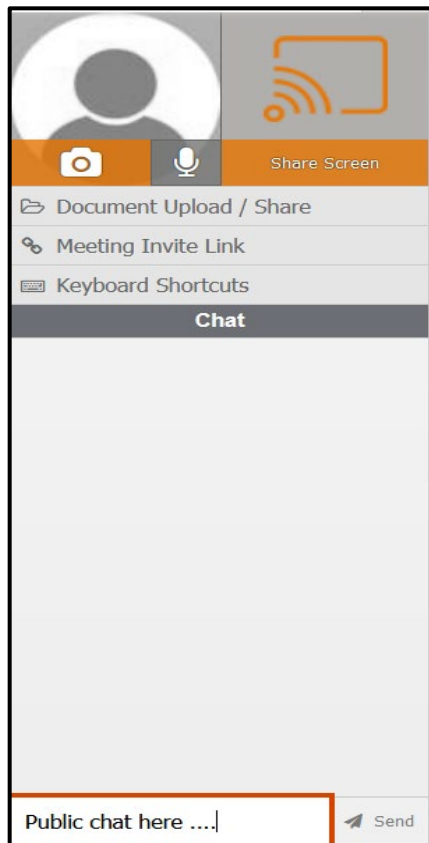
Some service areas may have setup a questionnaire asking for the reason for your visit. If that has been setup, you will be required to answer the questionnaire before proceeding.



While you wait to be assisted, you have the option to chat amongst other peers in the chat tab located below the lobby. Some departments may have a welcome message with Frequently Asked Questions for students to review while waiting in the lobby.

Café Meetings

A staff member may have you enter their meeting space, called their Café, either through a direct link, an “Enter Meeting” button or from the lobby waiting area. When you are in a Café, you will see several tools on the left side of the screen.



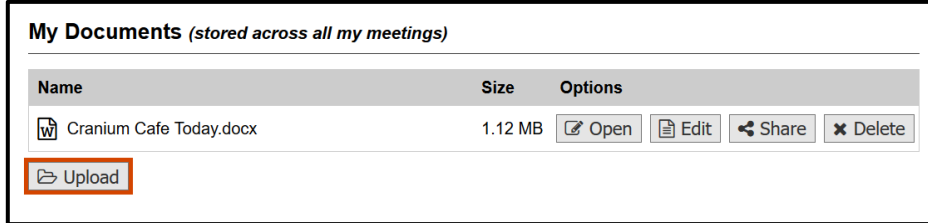
Camera & Microphone: The camera and microphone are not normally used. iOS devices must use the [ConexEd app](#) to use these features.

Screen Share: Use only if advised to by staff. To share your screen, you will be prompted to “add extension” after selecting “Install Share Screen”. If using an iOS device, you must download the [ConexEd app](#) to share your screen.

Document Upload/Share: After choosing this you can select the “Upload” button and choose a document to share. After you upload a document, you have the following options:

- **Open:** places the document on the Whiteboard
- **Edit:** opens the document in an edit pad

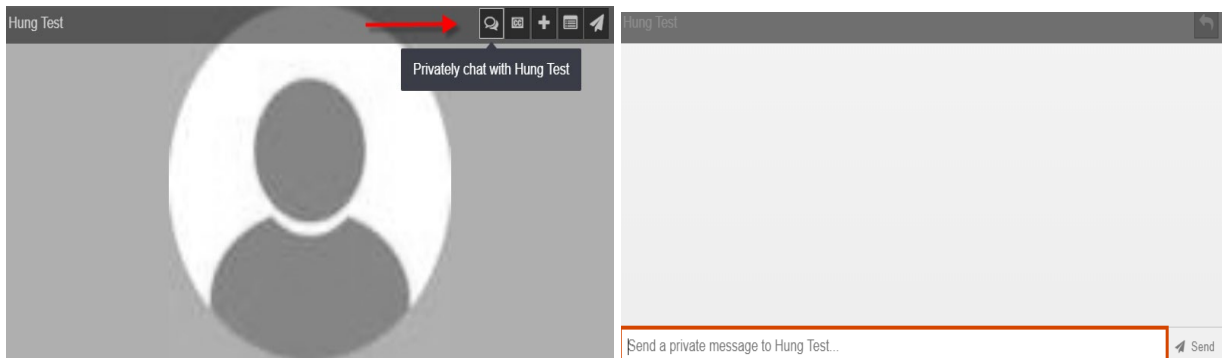
- **Share:** shares a link to the document so that it can be downloaded
- **Delete:** removes the document from your library



Meeting Invite Link: Select to send the meeting link to someone by email.

Keyboard Shortcuts: This option shows keyboard shortcuts for the chat meeting tools.

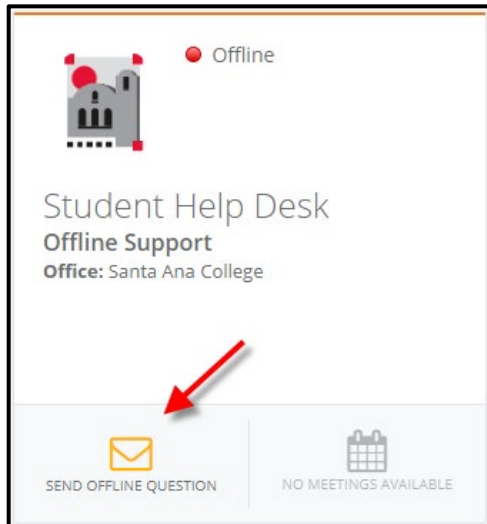
Chat: The chat box in the lower left is the public chat for the café. Everyone in the café can see the conversation. You have an option to chat privately with just one person in the meeting using the private chat button on that person's title bar.



You may leave the meeting by using the “Exit Meeting” button in the top right corner.

Offline Message

If the status on a card is “Offline” or “Away” and you cannot chat with the person or area that you need to, you may have the option to submit a message via internal email. The button to do so is in the lower left corner of the card, if enabled. The default label is “Send Offline Question” but please note that the button's label may vary.



Additional Help

For more information on how to use Cranium Café, please visit <https://blog.conexed.com/help-center/>