1. Site

⊟ How do I log in to the NESC Academy Online?

NASA employees with active Launchpad credentials can click the Sign-in button in the upper-right hand corner of the site to access additional features.

⊟ Do I have to log in to the NESC Academy Online site to see videos?

No. The NESC Academy offers hundreds of publically available videos. NASA & NASA Contractors can login to view additional futures.

⊟ How are the videos organized on NESC Academy Online?

NESC Academy videos are organized into catalogs grouped into four areas.

1. Videos (All & Latest Videos)

   All Videos contains every video in the NESC Academy Online catalog. Latest Videos contains videos released within the last two months.

2. Disciplines

   NESC Academy videos are grouped into catalogs by discipline.

   The NASA Technical Fellows program consists of Technical Discipline Teams (TDTs), which are led by NASA Technical Fellows. These TDTs are NASA stewards for their technical disciplines and generate discipline-specific content that can be found in each of the NESC Academy discipline catalogs listed under "Disciplines". If you are a NASA Civil Servant or Contractor and wish to collaborate with a NASA Technical Fellow and his technical discipline team further, please visit your discipline's [NASA Engineering Network Community of Practice](#).

3. Other Subjects

   Any video that doesn't fall under a discipline can be found here. Additional content that is not sponsored by the NESC Academy may also be found in this section.

4. Webcasts

   This section contains live, upcoming, and previous webcasts. Workshops, courses, and webcast series can be accessed in addition to any associated documentation.

⊟ How do I search videos?

You can use the red search bar to search across every video in the NESC Academy.

You can also search a specific catalog by using the search field on the right side of the catalog, just above the videos.

⊟ What can I search?

- Presenters
- Presentation Titles
- Descriptions and Abstracts
- Slide Text
- Closed Captions

⊟ Are there any search modifiers I can use?

a. Operators

Use the AND operator to find results with both terms.

Example: NESC AND Academy would return the titles "NESC Academy" and "Academy presentation made for the NESC".

Use the OR operator to find either term.

Example: NESC OR Academy would return "Academy recording" and "NESC presentation".

Use the NOT operator to exclude terms from a search.

Example: "Academy training" NOT "training session" would return any presentations where the title contains "Academy training" and omit results for "training session".

Note: The NOT operator cannot be used by itself, e.g., NOT "training session" would return no results.

Use the + operator to make it so that a word is required.

Example: +Academy presentation would only return results containing the word Academy.

Note: The default operator is AND when searching on multiple terms without quotes and without an operator defined.

b. Using Quotation Marks

When you search using quotes, any results will contain the exact quoted phrase you entered. Word order is taken into account when using quotes, and the full quoted phrase must be present within a single field, e.g., title or description.

Example: "Academy Training" would return "Day 1 Academy Training" or "Academy Training Day 1".

Note: If a title contains multiple special characters, the search string can be entered without the special characters, or the special characters can be escaped. – see Special Characters

c. Grouping

Use parentheses ( ) to group terms into sub-queries.

Example: (Academy OR training) AND session would return "Academy session" or "Training session"

d. Wildcard search

Use the asterisk (*) to do a wildcard search on multiple characters.

Example: A*emy or Acade*y would return "Academy"

Use a question mark (?) to perform a wildcard search for a single character.

Example: Aca?emy would return "Academy"

Note: Wildcard characters cannot be used as the first character in a search string.

e. Fuzzy search

Append a tilde "~" character to the end of a search term to find similar terms.

Example: rocket~ would also return words like "locket" or "pocket"

f. Special Characters

In order to search for a special character it must be escaped. This means using a character that invokes an alternative interpretation on subsequent characters in a character sequence. To escape a character use \ before the character. The special characters that need to be escaped are as follows:

+ - & | ! ( ) { } [ ] ^ " ~ * ? : \

Example: To search for (1+1):2 use \(1\+1\)\:2

⊟ What if I can't find a video I'm looking for?

Please contact the NESC Academy team at larc-dl-nescacademy@mail.nasa.gov.

⊟ How can I be notified when new videos are released that may be of interest to me (specific discipline, etc.)?

The NESC Academy sends out a list of recently released videos on a monthly basis. You can subscribe to that mailing list [here](#).

2. Player

- What are the features/options on the player?

The NESC Academy Online player features the following buttons & controls:

1. Click the ▶ button to resume playback after pausing the presentation. Presentations automatically start playing when launched. Click the ⏸ button to suspend playback.
2. Click the ⬅ button to go back 3 seconds in the presentation.
3. Click the [1x] button to cycle through available playback speeds.
4. Toggle the 🔊 button to turn the audio off and on.
5. Adjust the volume by moving the ▬▬▬●▬▬▬ slider left or right.
6. Click the [CC] button to view closed captions in the primary content area. Click it again to hide the captions. The [CC] button only appears if closed captions are available in the presentation.
7. Click the ⓘ button to view a presentation's details
    a. Presenter(s) – Click a presenter to view his or her biography
    b. Description – When available, and abstract will be posted here
    c. Record date and time – For on-demand content, this date may reflect the date/time of release.
    d. Chapters - Chapters are a listing of a presentation's key parts. Each chapter has a title and includes the time it appears in the presentation. Click a chapter to view the presentation at the specified time.
    e. Links - Click a link to view the associated web page in a separate browser tab, or to download a file such as the slides, confirmation of attendance, or any course materials that may be attached.
8. Click the 🔗 button to provide feedback or view a presentation's polls. In most cases you will be taken to an external survey to provide feedback.
9. Click the 💬 button to send questions to your presenter. When the **Ask Question** form appears, enter your name, email address (optional), the subject your question is addressing, and your question. If you do not want to include the time in the presentation where you had a question, clear the **Time** check box. To send your question, click **Ask Question**.
10. Click the ✉ button to send an e-mail invitation with a link to view the presentation. If you want your invitees to begin watching the presentation at specific time, check the **Start Time** check box in the email form and enter the time.
11. Click the 🔍 button to search a presentation's slides and closed captions. Enter the word or phrase you are seeking and click **Search**. Scroll down the search results list and click on a search result to go to the time it appears in the presentation.
12. Use the seek bar to navigate through the presentation quickly. When you hold your mouse over a specific time using the seek bar button, the slide image for that time is displayed over the presentation.
13. Yellow hash marks on the seek bar represent chapters in the video. Click one to go directly to that point in the presentation. Hover over a chapter to see the chapter's name.

14. Click the ⇄ button to change the stream displayed in the larger window. Clicking this button will cycle through each stream. When you click on a stream additional display options become available.

Notes:

1. If the video for the presentation does not appear, verify the presentation is not an audio-only presentation and that your computer meets the requirements listed here.
2. When you are viewing a live presentation, you cannot pause, skip back, or seek within the presentation.
3. When a presentation is live, the live presentation indicator is shown.

Please watch the video Tour the Player for more information.

3. Playback & Troubleshooting

⊟ Do I need special software to view content (live or recorded)?

In most current browsers, no plugin is required to view recorded content. Older browser versions may require that Flash or Silverlight be installed.

For live webcasts, you can visit this page ahead of time to ensure your browser is properly configured. If it is not, you will be prompted to install any necessary software.

iPhone users should install the "Mediasite Mobile App" from the iTunes Store for the best viewing experience.

For a complete overview of the player please refer to section 2 of this FAQ.

⊟ What browsers work with the NESC Academy Online?

As of October, 2015, the following browsers have been confirmed to work with the NESC Academy Online.

Windows Vista, 7 or 8

- Internet Explorer 8 or later (Requires Microsoft Silverlight 5 for Live Playback)
- Mozilla Firefox (Requires Microsoft Silverlight 5 for Live Playback)
- Google Chrome (Requires Adobe Flash for Live playback)

Mac OS X 10.5.7 or Later

- Apple Safari, Mozilla Firefox, or Google Chrome
- Microsoft Silverlight 5.0 or later required

You can also visit these links for up-to-date information: Desktop | Mobile

The NESC Academy team is also available for support: larc-dl-nescacademy@mail.nasa.gov.

⊟ Are mobile devices supported?

Yes. As of October 2015, the NESC Academy supports iOS and Android playback provided the following requirements are satisfied.

iPad

- iPad2 or later
- iOS 6.1 or later
- Apple Mobile Safari™

iPhone/iPod

- iPhone 4.0 or later, iPod Touch 4th generation or later
- iOS 6.1 or later
- Apple Mobile Safari
- Mediasite Mobile App (free download available from the Apple app store)

Android

- Android™ 4.0 or later (on-demand)
- Android 4.4.x (live)*
- Android browser

* Android live support is limited to Dolphin browser on HLS capable Android devices running 4.4.x or newer

Please refer to this article for additional mobile information.

⊟ Why can't I see the slide feed on my iPhone after touching the play button?

The iPhone and iPod Touch require the "Mediasite Mobile App" in order to view the video and slide feeds simultaneously.

⊟ Why doesn't playback start automatically on my mobile device?

When using a cellular data connection, you will have to press play to start the video. This is by design to avoid potential impact to data plans due to the large size of some content. Presentations should start automatically when connected to a Wi-Fi network.

⊟ Is Linux playback possible?

Please consult this article for more information on viewing NESC Academy content on Linux.

⊟ Troubleshooting Tips

If you are unable to view a presentation, please visit this site to confirm your system meets the minimum requirements. If any of the requirements are in an error state, please follow the instructions provided.

If all requirements are satisfied and you are still unable to view the content, please refresh your browser. If you are still unable to view the content, please try an alternate Web browser.

If you are experiencing audio that is not in sync with the video, it is likely the result of bandwidth or network congestion but could also be related to a proxy server or other network filtering. If you are connected to a Wi-Fi network, and a hardwired network is available, try switching to the hardwired network.

Ensure that your system and/or speaker volumes are adjusted properly.

If you continue to experience trouble, there is likely an issue unique to your location, network or configuration. Please contact your local IT support staff, or visit the following page where a list of common technical issues can be found.

The NESC Academy team is also available at larc-dl-nescacademy@mail.nasa.gov.

⊟ Who can I contact if I am having trouble viewing videos on the website?

You may contact the NESC Academy team at larc-dl-nescacademy@mail.nasa.gov.

4. Webcasts

⊟ How do I know when a live webcast will be broadcast?

The best way to stay informed of upcoming webcasts is to subscribe to the NESC Academy mailing list. We send email notifications about upcoming webcasts and a monthly digest of recently released videos.

The NESC Academy website also features up-to-date information on upcoming webcasts as well as recorded webcasts.

⊟ How do I get a copy of the slides or other materials related to the session?

While watching a video you can click on the 🛈 icon located toward the bottom right of the player window. This will provide links to presentation slides or additional material related to the presentation, if available.

⊟ How do I provide feedback/comments?

Following a live webcast, we will email all registered participants a simple online feedback questionnaire. Fill out the questionnaire to provide feedback; a comments section is also available.

You can also email comments or feedback to the NESC Academy team at larc-dl-nescacademy@mail.nasa.gov

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⊟ What if I am not available to view a live webcast?

All webcasts will be recorded and made available on the NESC Academy website some time after the recorded event. If you would like to view the webcast, but will not be available, please register anyway so that we can notify you when the recorded version is becomes available online.

⊟ Minimum System Requirements for viewing the webcast

These are the minimum requirements as of October 2015:

Windows

- Windows 8, Windows 7, Windows Vista
- Microsoft Internet Explorer 8.0 or later, Mozilla Firefox, or Google Chrome
- Adobe Flash for live webcast playback in Chrome, Microsoft Silverlight 5 for live webcast playback in all other browsers
- Broadband Internet connection

Mac

- Mac OS X 10.5.7 or later
- Apple Safari, Mozilla Firefox, or Google Chrome
- Microsoft Silverlight 5.0 or later (viewers are prompted to install this when attempting to view a presentation)
- Broadband Internet connection

Please consult this article for regularly updated information on supported operating systems and browsers. For mobile devices, consult this article.

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5. Registration

⊟ Am I required to register before viewing a live webcast?

Yes. All NESC Academy webcasts require registration. We will use this information to provide the webcast link, send reminders, and notify you if unexpected changes occur that might impact the date or time of the webcast. We will also send an optional survey following the webcast so that you can provide feedback to help us improve upon the experience. Registration is not required to view recorded webcasts.

⊟ How do I Register?

In the webcasts section of the NESC Academy home page, you will see a list of upcoming webcasts. If a webcast is open for registration, you will see a Register for Webcast button next to the webcast. You will then be taken to the NASA Engineering Network (NEN) to register. Note that registration is only available for NASA Civil Servants and Contractors with internal network access or a VPN, and an active Launchpad account.

6. Q&A

⊟ How does Q&A work?

Questions may be submitted during the live webcast or while viewing the recorded version. Questions submitted during the live webcast will be answered on air by the presenter, usually at the end of a presentation. Please note that time may prohibit the number of questions that can be answered on air. In most cases, the presenter will respond to unanswered questions via email when time permits.

⊟ How do I submit a question?

To submit a question, click the button at the bottom right of the player and the Ask a Question dialogue box will appear. Please be sure to include your name and email address so that we can contact you if follow up is necessary.