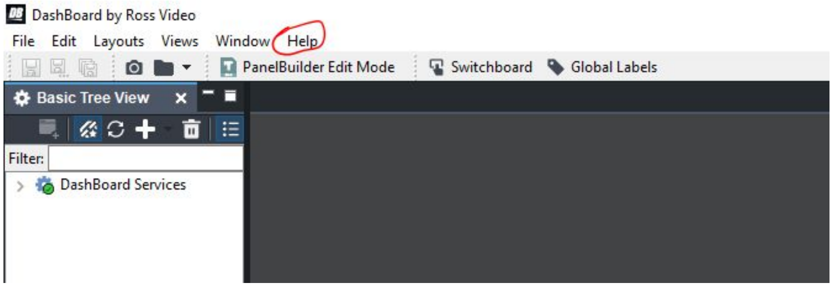
Resources:

There are many resources available to you should you run into a problem building your dashboard. The following is a list in the order that you should access them. In other words, if you have a question (outside of lab time) you should start at the top of this list and work your way down if your problem persists.

1. **Dashboard Help Button**
   The help button located at the top right of the Dashboard interface gives you the option to search the dashboard manual by key words or phrases. Simply click Help>Help Contents then type in a key word for your search. For example, if you wanted to know more about the functionality of buttons you would type "button".



2. **Ross University**
   Located at rossvideo.com, Ross University can be found under the "Knowledge Center" tab. This is a collection of tutorials on basic principles of various ross video products. Here you will find tutorials on carbonite, xpression, graphite and many other products as well as how to integrate them into your dashboards.

3. **Dashboard Documentation Manuals**
   Ross Video has published manuals documenting the all things dashboard, from how to use it to ogScript. These manuals can be found at rossvideo.com by typing in the search bar "Dashboard Documentation". The first option to come up is the one you want - this will lead you to a list of manuals you can download for free. To access the manuals you may need to create a free account.

4. **Ross Video Community Forums - Reading Previous Posts**
   Also located at rossvideo.com, the community forums are extremely valuable when it comes to finding answers to your questions - even if they seem niche. The questions posted there are categorized by subject and there is an entire board dedicated to questions about dashboard in particular. The board is monitored by the creators of dashboard so you know that the answers are reliable. To access the forums visit the "user community" page located on the Ross Video website under the "knowledge center" tab. You will need to create an account to view the next part, but don't worry it's free. Once you have an

account go to the “community” tab and click the “Other +” button. Now you will be able to see all the available forums.

Important Note: PLEASE do not post to the forum without first speaking to your PM/TA!** Our contacts at Ross Video have asked us not to overrun their forums and have specifically trained your PM/TA to answer most of your questions. Do not post to the forums unless your PM/TA specifically tells you to.

5. **Ask your PM/TA**

   If you have tried all of the first three options listed above and still haven’t found an answer to your question, now is the time to reach out to your PM or TA. They have all received dashboard training and they are happy to help you in whatever way they can. If they are unable to answer the question themselves they will either

   a. Ask another PM/TA who might know the answer
   b. Allow you to post a question on one of the Ross Video Forums
   c. Reach out to one of our Dashboard contacts to find a solution