

# Frequently Asked Questions (FAQs)

**How do I change my password?**

**What if I forget my password?**

**How can I search for videos?**

**How do I download and save videos if I have a PC/Mac?**

**How do I find out my membership type?**

**How do I know if I'm logged in?**

**If I am not a member, can I still order a DVD and teaching notes?**

**How do I order a DVD or hard copies of the teaching notes?**

**Will the DVD I order play in my system?**

## **How do I change my password?**

To change your password:

1. In order to change your password, you must first login to the system with your existing username and password. To do this, click on the Log In or Sign Up text located on the Black strip in the upper left hand corner of the website Home page.
2. Under the Account Login section for Already Registered users, enter your username and password, so that the system recognizes you.
3. Once you are logged in, go to the Home page of the website and on footer section at the bottom of the page, you will find the option to Change Password in red letters. This is located in between the Contact Us and Privacy Policy links.
4. Click on Change Password and then enter your Current Password and selected New Password. At this point, your password will be updated in the Leadership in Focus system and be required the next time you login.

## What if I forget my password?

If you forget your password:

1. Click on the Log In or Sign Up text located on the black strip in the upper left hand of the website.
2. Under the Account Login section for Already Registered users, click on the red Forgot your Password? Phrase under Username and Password.
3. Once you click on the Forgot your Password? Phrase, you will be redirected to enter your account email. Once your email is entered, you will receive an instructive email to the email address recognized by the system. Email will contain the link to retrieve a new password.

## How can I search for videos?

If you are looking for a particular sort of video, enter a keyword into the Search box located in the upper right hand corner of the website, and press the Search button. You will get a list of videos that match the keyword you entered listed sequentially. To refine your search, you have two options:

1. Click on the red View Categories button beneath the video that interests you. You will see how this video is classified according to Subject Area, Leadership Role, Business Function, Industry, and Leadership topic. If you want to find other videos that are classified in the same way, click on the individual classifications in red.
2. Look on the bar on the left hand side of the website and you will see the Leadership Topic areas followed by Other Categories, including Subject Area, Leadership Role, Business Function and Industry. If you click on any of these items, you will see the entire list of potential classifications for videos in red type. To find all the videos organized under the particular classification category that interests you, click on that word in red and you will see a list of corresponding videos in the center box.

Once you have identified a video that fits your needs, you can also locate other videos in the collection that concern a related topic or categories. Click the Video Cases tab from the header menu, and then select the topic of your chosen video. A listing of all videos organized under that topic appears. Under your chosen video, click the red Related Videos text link.

# How do I download and save videos if I have a PC/Mac?

## FOR DOWNLOADING AND SAVING A WINDOWS MEDIA FILE TO A STANDARD PC USING WINDOWS MEDIA PLAYER.

Users have the option of downloading and saving files of Leadership in Focus video cases to their computer hard drives, portable flash drives, or DVDs for later use. These high resolution videos can be played in a classroom or conference room using your computers media player. Steps for downloading and saving videos may vary depending on your computer type (PC or Mac), your browser (Internet Explorer, Firefox, etc.), your default media player (Windows Media, Real Player, etc.), and the particular or mix of system preferences you have selected.

The following instructions are intended for PC users with either Internet Explorer or Firefox browsers (Mac users must follow a slightly different procedure, see below). To download a video from the Video Case page on our website, click the Windows Media icon located above the video player. The next steps depend on which browser you are using. Follow the instructions for 1) Internet Explorer or 2) Firefox.

1. If your browser is Internet Explorer, a dialog box will automatically appear. Choose Save. A second dialog box then offers options on where to save the video file, either to the default location (e.g. the Downloads folder on your computer) or elsewhere by choosing Browse Folders in the lower left-hand corner of the box. From the expanded dialog box, you can select a different location, either somewhere on your computer, to a portable drive, or to a DVD. Remember it is large, so you will need adequate memory to save it.
2. If your browser is Firefox, a dialog box will automatically appear. Choose Save File. The file will be saved to a location you have previously selected, or to a default location, such as the computers Downloads folder. You may wish to change the location for saving files prior to downloading. To change the Save File location, from the Firefox toolbar, select Tools > Options and choose Main. In the Downloads section, choose the location (hard drive, portable drive, DVD or other) to which you wish to save downloaded videos. Remember it is large, so you will need adequate memory to save it.

To play the stored file, find it in the folder where you stored it originally, select it, and then it should launch into Windows Media Player.

Before playing any of your saved files in front of a group, we recommend testing them first. Load them on the system in the place where you plan to present. Test that the file will play properly and that the sound system is properly hooked up before you are scheduled to present.

## FOR DOWNLOADING AND SAVING A QUICKTIME FILE TO AN APPLE MACINTOSH COMPUTER

The following instructions are intended for Mac users. To download a video from the Video Case page on our website, click the QuickTime icon located above the video player. You may

need to do this more than once if your system did not activate. It should load the player immediately and start playing the video.

1. To save the video, you can control-click anywhere on the video and it should give you a menu of options. (If you do not get a menu when you press control-click, you may need to wait for the video to play a while longer, or finish playing altogether, until the menu appears.)
2. From the menu, select File, and then Save As. At this point, you can define where you would like to save the file. Remember it is large, so you will need adequate memory to save it.

To play the stored file, find it in the folder where you stored it originally, select it, and then it should launch into QuickTime Player.

Before playing any of your saved files in front of a group, we recommend testing them first. Load them on the system in the place where you plan to present. Test that the file will play properly and that the sound system is properly hooked up before you are scheduled to present.

## **How do I find out my membership type?**

To determine the appropriate membership type for you, go to the Membership page on the website. To access this page, click on the large, r Log In or Sign Up text located on the Black strip in the upper left hand corner of the website Home page. On the right hand side of the page under “Not Registered Yet?” click on the Sign Up button. You will see a thorough explanation of how you can access the Leadership In Focus resources. After reading the explanation on the website, if you have any questions on the User account that would be most appropriate for you, please contact [leadershipvideos@gsb.stanford.edu](mailto:leadershipvideos@gsb.stanford.edu).

Prices vary according to method of use, but in general, the User Accounts include:

- a. Corporate: Accounts designed for organizations or companies that would like to use the videos with a select group of employees or colleagues. This account is a group account and provides a set of Administrative controls with features to invite users, monitor usage, and control the availability of videos within the organization.
- b. Professional Consultants and Trainers: Account designed for use by individuals or small teams of individuals who would like to use the resources for their own business of leadership development or training. Videos and Teaching Notes can be downloaded and saved for group discussions, presentations or one on one coaching sessions.
- c. Academic Users: Account designed for academic educators who are teaching in an academic setting and not using the resources for their own business or personal profit. Videos and Teaching Notes can be downloaded and saved for discussions and presentations in class.

- d. Stanford GSB Alumni: Account designed for personal use only by graduates of the Stanford GSB interested in improving his or her own leadership skills and decision making processes. Videos cannot be downloaded or used in group presentations.
- e. Individuals: Account designed for personal use only by individuals interested in improving his or her own leadership skills and decision making processes. Videos cannot be downloaded or used in group presentations.

## **How do I know if I'm logged in?**

You will know you are logged in if the Log In or Sign Up text located on the Black strip in the upper left hand corner of the website is missing and you have a Log Out / My Account (or Membership type mentioned) option in the upper right hand corner of the site. Other than this subtle difference, the website does not change in appearance once you have logged in.

You will know you are not logged in if you see the large, Log In or Sign Up text located on the Black strip in the upper left hand corner of the website. If you are not logged into the website, you are limited in what you can see and download from the website. To get a feel for how the videos are designed, you can watch five full-length videos featured on the Home page, along with accompanying teaching notes. In addition, you can watch the first segment (Challenge and Background) of any video in the collection although you cannot view other segments, or download any video files or teaching notes.

## **If I am not a member, can I still order a DVD and teaching notes?**

Yes. Anybody can order video and teaching resources from the Leadership in Focus program. The price will be significantly higher for non-registered users of the Leadership in Focus program, but once ordered, the purchaser will have licensing rights to use the video in any way he or she desires.

## **How do I order a DVD or hard copies of the teaching notes?**

If you would like to order a DVD or hard copies of the teaching notes, you will need to purchase them, regardless of the type of membership you have. If you are a member, ensure you are logged in before you make your order since the cost will depend on your membership. The cost you pay basically covers the fulfillment costs to produce, package, and ship the DVD and teaching notes.

To purchase a DVD and teaching notes, simply go to the case you would like to order, click on the Red button in the upper right hand corner labeled, Add to Cart and select the option

DVD/teaching Note and it will add the item to your shopping cart. If you would like to order other DVDs or printed teaching notes, you can add them to your cart in the same way and the system will add them together for a cumulative order. If you order multiple items at one time, you will save money on shipping. Once you add your shipping information, you can pay by check or credit card. Once the payment has been processed, you should receive your order according to the shipping method you selected.

## **Will the DVD I order play in my system?**

Yes. The DVD is produced so that it will play in any international system designed to accommodate a DVD. This includes computers and DVD players. The DVD is the safest way to ensure the video will play repeatedly, regardless of system.