



21st CCLC NASA Projects



y4y.ed.gov/STEMChallenge/NASA

NASA Projects: Frequently Asked Questions

Q: What is the NASA Challenges Web Link:

A: y4y.ed.gov/stemchallenge/nasa

Q: I cannot find the calendar for NASA Student Events?

A: Let's first make sure you are setup for NASA Member Access. Send your e-mail address you used when creating your Y4Y Account to Y4YNASA@seiservices.com We will make sure your e-mail address is added to the NASA Member account. Once that is set then you can;

1. Go to <http://y4y.ed.gov/stemchallenge/nasa>
2. Click Login on the Top Right
3. Add your Y4Y Login and Password
4. You should be able to scroll down the page to the calendar of events!

Q: How do I setup a test call for the NASA Events?

A: Test call will be setup with you once you register for a student connection. You will be contacted to setup a time and date for the test call.

Q: What Time Zone are the Event Calendar Entries?

A: All Events are EASTERN TIME

Q: How do the NASA SME/Student events get scheduled?

A: NASA will be adding events to the Event Calendar at <http://y4y.ed.gov/stemchallenge/nasa>. When you see the event you want to join click on that event and fill out the form. You will then be contacted to setup a test call if you have not done one already.

Q: Where do I find the On demand/archived Webinars?

A: The Recorded webinars are located at this link:
<https://y4y.ed.gov/stemchallenge/nasa/archived-webinars>

Q: I have an Evaluation Question who do I contact?

A: Please e-mail grc-21-cclc@mail.nasa.gov for help with Evaluation questions.

Q: Can I get a student event added for a certain day or time?

A: Please e-mail grc-21-cclc@mail.nasa.gov and the NASA scheduler will do their best to work with your time frame.



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UPLOADING MY STUDENT VIDEOS

It is recommended that you use the Google Chrome browser when uploading your student video submissions. Some other browsers may fail during the upload process.

Q: Where do I upload my Students final videos?

A: We have attached a PDF file that will help you through the process (Y4YNASA_Uploadingvideo). Please make sure that you are signed into the NASA Stem Challenge pages. If you do not see the upload section at the bottom of the page make sure the login you used is registered as a NASA Member.

Vidyo Troubleshooting

Basic Vidyo Troubleshooting

If a customer is experiencing issues connecting as a guest to a Vidyo room, please ensure the following:

- Copy and paste the URL into the browser to make sure the entire link is being followed.
- Try using a different browser.
- Ensure that the plug in has been properly installed, if so, the customer may need to reboot their computer.
- Test network – Send the link to personal cell phone and try to connect to the link using cell phone network provider versus the local network. If the customer successfully connects utilizing the cellular network, then it is most likely an issue with their firewall ports and their network support will need to open up the ports listed within the attached document.

If none of these things work, they should contact the NASA Teleconferencing Center for support at 877-857-6272 from the hours of 6am – 6pm CDT.