Setting Up a New Plaid Account Through myPIKE

The following instructions are intended for use by <u>all PIKE new members</u> when creating a Plaid account via their myPIKE portal. Once established, your linked Plaid account will be used to access the **Highwire** course that must be completed prior to initiation into Pi Kappa Alpha. Additionally, Plaid will be used to complete all mandatory **Plaid Health & Safety Journey** courses throughout the undergraduate membership experience.

Once you have completed steps a. through e. as outlined below, your Plaid account can be accessed at any time by selecting "Plaid" from the ribbon at the top of your myPIKE portal. In addition to assigned modules, you are welcome to enroll in and complete any of the courses available in your Catalog on your own!

> ⚠️ **BEFORE YOU BEGIN:** If you need to step away or take a break from any of the accessible courses on Plaid, be sure to click the "EXIT COURSE" button and log back in to resume later – if it remains open in the background, <u>your course will time out</u> and you will need to contact support@beingplaid.com to manually restart from the beginning!

We recommend using the <u>Google Chrome browser</u>, as there are known compatibility issues with Safari.

a. To access courses, turn off your pop-up blocker or allow pop-ups from **beingplaid.com** and **cloud.scorm.com.** Click **here** for instructions on allowing pop-ups in Chrome.

b. Login to **myPIKE** and select "Plaid" from the ribbon at the top of your screen:
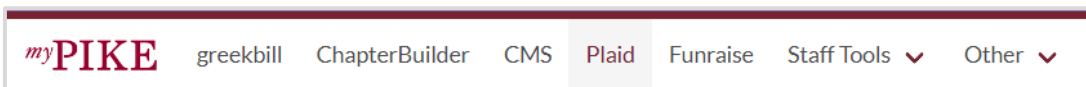

c. If you have not previously created a Plaid account, you will see the following message:
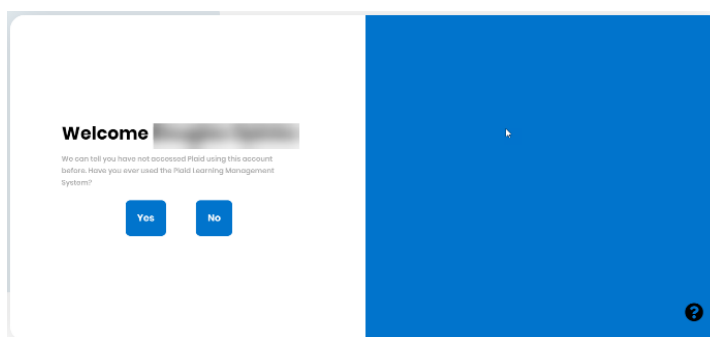
d. Click on the "**No**" button.

e. Your Plaid account will be automatically created and you will be taken to your Dashboard, with all the programs you are eligible to complete appearing in the **'CATALOG'** section.

f. Once you select the **Highwire** course from your Catalog, it will then move up to the **'YOUR ENROLLMENTS'** section.

  – If the course does NOT appear, first check that the `Show All` filter is selected in the top-right corner of the box. If this problem persists, contact **support@beingplaid.com.**
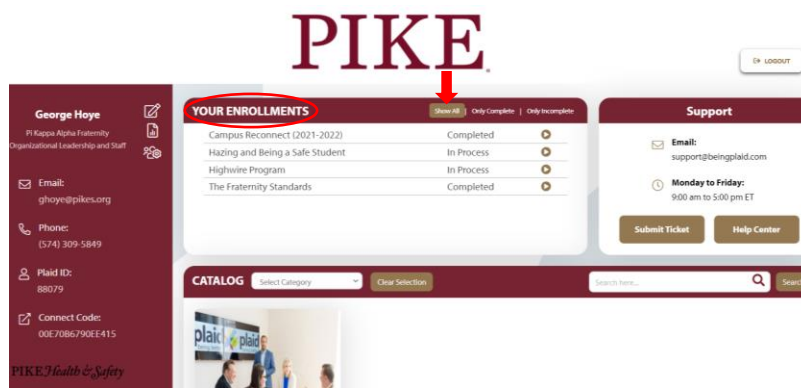
g. Once enrolled, click on the "Play" ▶ button to the far right of the program's name. The program will appear in a new window.

h. Click the `LAUNCH COURSE` button to start the course. The course may launch in a pop-up window. If it appears that the screen just refreshed and nothing happened, the course was likely blocked by a pop-up blocker. In this case, look for a notification your browser's navigation bar asking you to approve the pop-up.

i. **At the beginning of some Plaid courses, you may be prompted to participate in a brief pre-assessment survey.** All responses shared will be kept confidential and your identity will not be linked to anything you share in these assessments.

> ⚠ **NOTE:** If you are prompted to complete a Knowledge Check at the end of a course, <u>**YOU MUST SCORE AT LEAST AN 80% TO PASS AND BE MARKED COMPLETED.**</u> If you fail to achieve an 80% or higher, you will need to have your course manually reset by contacting **support@beingplaid.com,** and the entire module must be retaken.
>
> *In short… **Pay attention!***

j. **Contact Plaid Support** if you have trouble creating an account, enrolling in the courses, or completing the required courses.

TROUBLESHOOTING ⚙

<u>The International Fraternity cannot directly assist with tech-related issues.</u>

Plaid handles ALL customer support concerns and provides solutions to issues in a timely manner. Cases are responded to within an average time of 24 hours during the week. During evening and weekend hours, solutions are available on the Plaid support page. Plaid staff will respond to overnight and weekend concerns first thing during working hours.