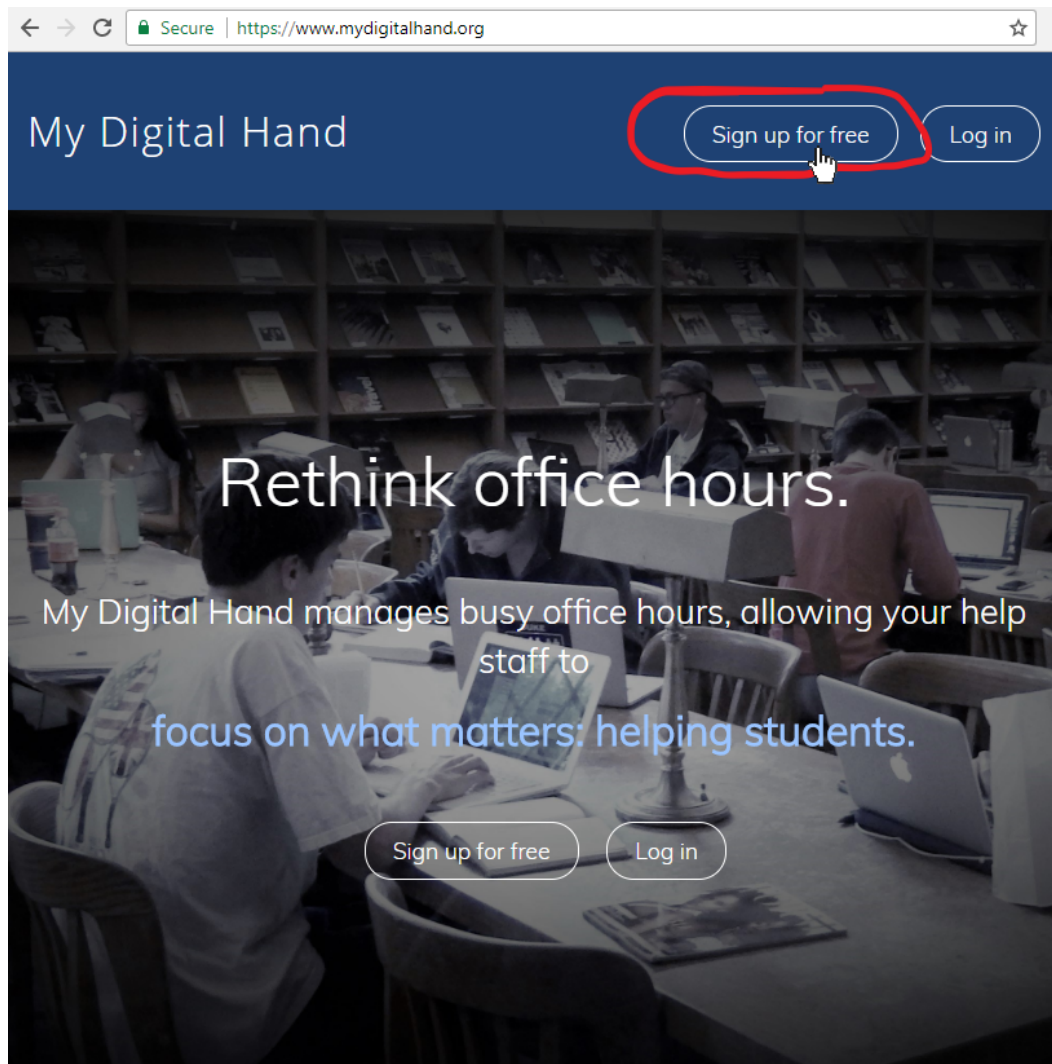
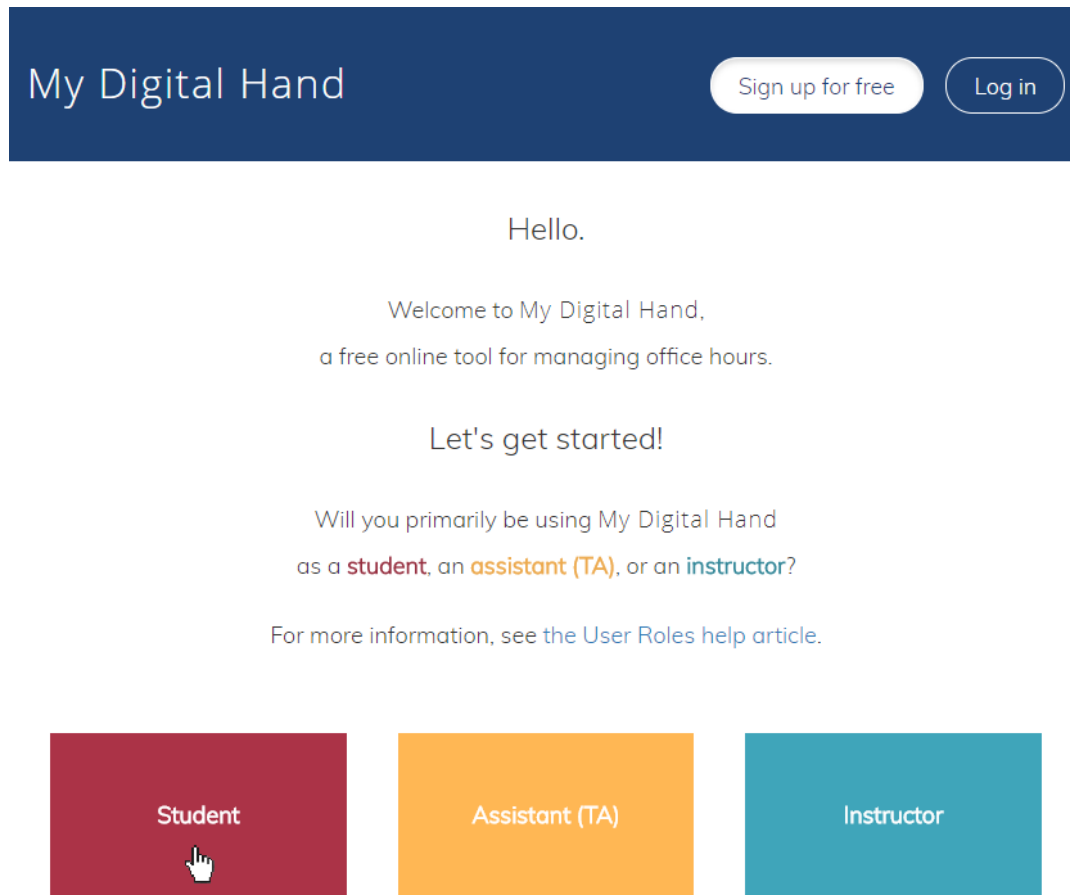


## Creating an account with “My Digital Hand”

1. Go to <https://www.mydigitalhand.org/> and click “Sign Up for Free”



## 2. Select the **Student** button



3. Select **“University of North Carolina at Chapel Hill”** from the pulldown menu under **“School Name”**

My Digital Hand

Sign up for free

Log in

Step One: Select School

School Name

Type the name of your school or university. If you don't see your school in our database, contact your instructor and ask him or her about using My Digital Hand in the classroom.

< Back

Next >

My Digital Hand

Sign up for free

Log in

Step One: Select School

School Name

University of North Carolina at Chapel Hill (unc.edu)3 courses

Duke University (duke.edu)1 courses

North Carolina State University (ncsu.edu)1 courses

AMSA Charter School (amsacs.org)1 courses

University of Utah (utah.edu)1 courses

ADM Middle School (adm.k12.ia.us)1 courses

4. Enter your school email address when prompted and select “Next”. **It is important that you use the email address that is associated with your onyen and not your departmental email address.** For example, enter [balabanr@live.unc.edu](mailto:balabanr@live.unc.edu), not [rita.balaban@cs.unc.edu](mailto:rita.balaban@cs.unc.edu).

# My Digital Hand

Sign up for free

Log in

Step One: Select School

---

School Name

University of North Carolina at Chapel Hill

Type the name of your school or university. If you don't see your school in our database, contact your instructor and ask him or her about using My Digital Hand in the classroom.

Your School Email Address

To register for courses at this school, you must have access to an email address ending in **unc.edu**.

< Back

Next >

5. Select “**EconAid Center**” from the pulldown menu under “Class 1”.

My Digital Hand

Sign up for free

Log in

Step Two: Select Courses

Class 1

< Back

Add another course

Next >

My Digital Hand

Sign up for free

Log in

Step Two: Select Courses

Class 1

Foundation of Programming (COMP 401)  
Instructed by: Aaron Smith Ketan Mayer-Patel

EconAid Center (ECON)  
Instructed by: Kalina Staub Rita Balaban

Intermediate Microeconomics (ECON 410)  
Instructed by: Michelle Sheran-Andrews

Your screen should look like this after you have selected EconAid Center. Select “Next”.



My Digital Hand

Sign up for free

Log in

Step Two: Select Courses

EconAid Center

Instructed by:  Kalina Staub  Rita Balaban

< Back

Add another course

Next >

6. You will be guided to the following screen. Enter your real first and last name into the prompts. **The “Display Name” field is optional – use it if you want the staff members to call you something other than your first name.** Type a password that you’ll remember. When you’re finished, select the **“Create Your Account Now”** button.

# My Digital Hand

Sign up for freeLog in

## Step Three: Create Your Account

First Name

Your real first name should go here.

Last Name

Your real last name should go here.

Display Name (Optional)

This is the name that the system will use to refer to you. This field is optional; if you skip it, the system will use your full name.

Email

balabanr@live.unc.edu

You will use this email to log in to your account. For security, you will be required to confirm this email address.

Password

Type your password here...

Enter a password for your account. Passwords must be at least 6 characters in length.

< Back

Create Your Account Now ➔

If you are successful, you will see the following:



Final Step: Email Confirmation

---



Your account has been successfully created.

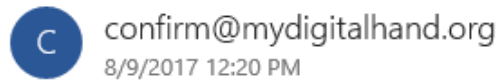
You must confirm your email address before using My Digital Hand.

Please check your email for a confirmation link.

[Click here to return to the home page.](#)



7. Check your email, and find the confirmation email shown below. The email subject should be **“Confirm your My Digital Hand account.”** View the email and select the link as shown below.



**Confirm your My Digital Hand account**  
To: balabanr@live.unc.edu

Hello, Dr. Balaban!

You recently added an email address to your My Digital Hand account.

We require all email address registered with My Digital Hand to be confirmed. To confirm balabanr@live.unc.edu, simply visit the following link:

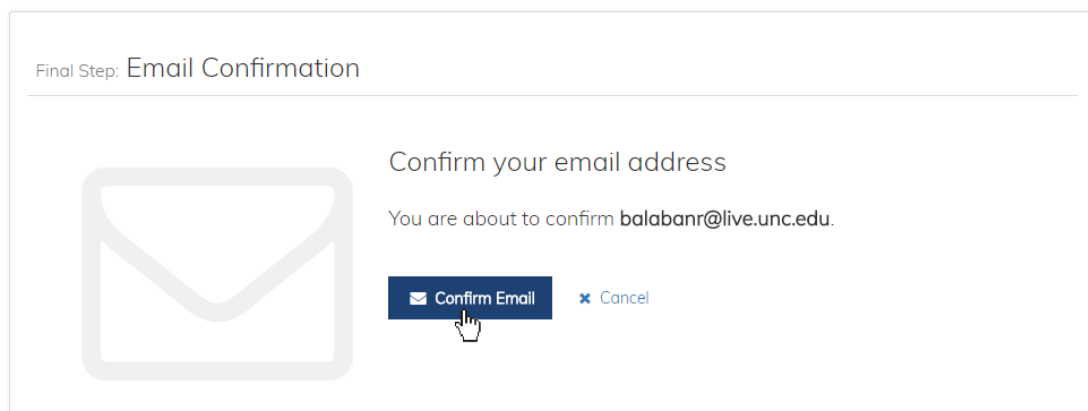
[Confirm balabanr@live.unc.edu on My Digital Hand](#)

If you do not have a My Digital Hand account, please ignore this email.

Thank you!

The My Digital Hand Team

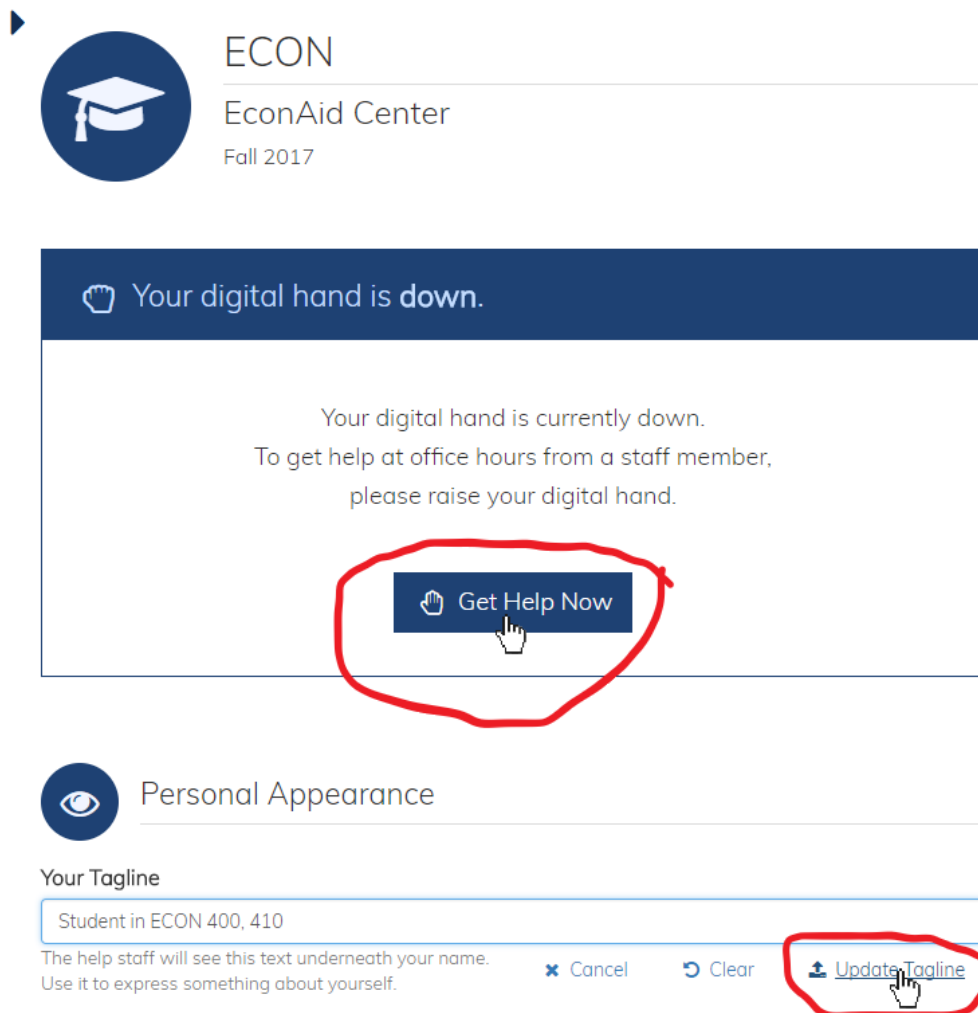
8. Click on the **“Confirm Email”** button.





Now that you have successfully created your account, you are ready to ask for help during office hours. These instructions are provided on the next page.

## Asking for Help during office hours.

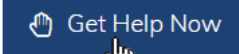
1. Log on to <https://www.mydigitalhand.org/> (or return to the home page) and select the “**EconAid Center**” course. When you log on, you can see which staff members are currently in the EconAid Center and which subject they can help you with. Under each instructor’s name will be a message saying whether they are “**available**”, “**helping a student**”, or “**away**”.
2. For us to best serve you, list all ECON courses in which you are currently enrolled in the “**Your Tagline**” field. Click “**Update Tagline**” to save changes.
3. Now it’s time to raise your digital hand to indicate that you want help by clicking the “**Get Help Now**” button.




 **ECON**  
EconAid Center  
Fall 2017

 Your digital hand is **down**.

Your digital hand is currently down.  
To get help at office hours from a staff member,  
please raise your digital hand.




 Get Help Now

 **Personal Appearance**

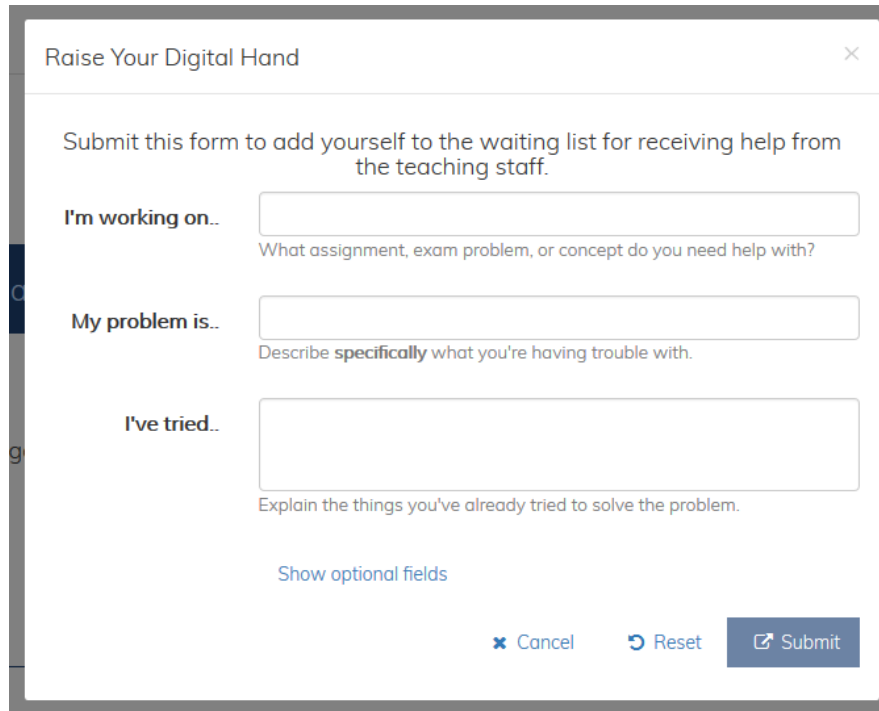
Your Tagline

Student in ECON 400, 410

The help staff will see this text underneath your name.  
Use it to express something about yourself.

 Cancel  Clear  [Update Tagline](#)

4. A popup will appear asking for more information about why you are visiting the EconAid Center. Fill in as much information as possible and click **submit**.

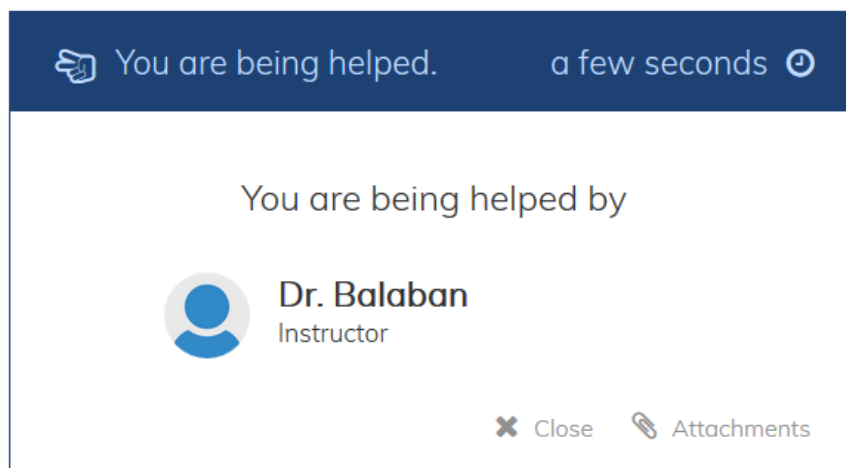


The screenshot shows a web form titled "Raise Your Digital Hand" with a close button (X) in the top right corner. Below the title, a message reads: "Submit this form to add yourself to the waiting list for receiving help from the teaching staff." The form contains three text input fields with labels and placeholder text:

- I'm working on..** (placeholder: "What assignment, exam problem, or concept do you need help with?")
- My problem is..** (placeholder: "Describe **specifically** what you're having trouble with.")
- I've tried..** (placeholder: "Explain the things you've already tried to solve the problem.")

Below the third field is a link that says "Show optional fields". At the bottom right, there are three buttons: "Cancel" (with an X icon), "Reset" (with a circular arrow icon), and "Submit" (with a checkmark icon).

5. When you submit the form, a ticket is opened for you and is immediately sent to the instructors in the EconAid Center. As soon as an instructor is free to help you, you will receive a notification on your My Digital Hand home page. When you see the message, please proceed immediately to the instructor's table in the EconAid Center.



6. After the instructor helps you, he or she will close the ticket. Before exiting the EconAid Center, please leave feedback on your experience by answering our brief, 3 question survey. The survey will appear on your screen when you're finished getting help. Alternatively, you can always find the survey by clicking on the "History" tab.

The screenshot shows the EconAid Center interface. At the top, there is a blue circular icon with a white graduation cap, followed by the text "ECON", "EconAid Center", and "Fall 2017". Below this is a "History" tab with a circular icon containing a refresh symbol. Under the "History" tab, a profile picture of a woman is shown next to the text "Dr. Balaban helped you.". A red-bordered box highlights a warning message: "You still have to leave feedback for this experience" with a red exclamation mark icon and a blue link "Click here to leave feedback now". Below the warning, there is a list of activity items, each with a circular icon: a refresh icon for "Today at 7:29 PM", a clock icon for "Helped for 22 minutes" and "Waited for 6 minutes", and a paperclip icon for a list of questions and suggestions.

ECON  
EconAid Center  
Fall 2017

History

Dr. Balaban helped you.

**You still have to leave feedback for this experience**  
[Click here to leave feedback now](#)

Today at 7:29 PM

Helped for 22 minutes  
Waited for 6 minutes

Asked about... econ480 problem XX  
My problem was... understandin econ  
I tried... Watching videos  
Suggestions: blah blah blah

7. Once you have left your feedback, you can either close your browser or logout of My Digital Hand.

If there is high demand in the EconAid Center, then we will try to limit interactions to 10 minutes each. We kindly ask that if you wish to receive more help from the instructor, that you reenter the queue by submitting another help ticket.