Student Help Manual for CornerstoneConnect Insight

Accessing Insight

Go to URL https://cornerstone.wustl.edu/cornerstoneconnect.aspx

- Click the link at top right for Insight
- Log in with your WUSTL Key and password
- If you have forgotten your WUSTL Key or password, see http://wustlkey.wustl.edu

**Note:** You must visit the Cornerstone office to activate your Insight account and receive a brief introduction BEFORE you can begin using it to search and register for Mentoring Sessions

The Cornerstone office is open from 8:30 a.m. to 5:30 p.m. Monday through Friday

Home Page
After logging into Insight, the Home page is displayed. Home page features include:

- **Navigation tabs in blue at top**
  - Home: to return to Home page at any time
  - Profile
    - Personal tab
      - View summary of personal information from Student Information System
      - Includes Email address that will be used for Insight notifications to you
    - Privacy tab
      - Opt into receive SMS (text) messages from Insight
        - If you select yes, fill in cell phone number and mobile carrier information
        - Click button “Save Changes” to save
        - Click button “Cancel” to leave window without saving changes
  - At top left, buttons to control your interface with Insight (display on all pages)
    - Open in a separate window
    - View email address for system notifications and account settings
    - Help button: provides specific and tips for several pages in Insight
    - Printer friendly version of page: opens in a new window
    - Change to accessibility mode to allow for compatibility with screenreaders
- **Feedback link**: send your questions and comments about Insight to Cornerstone
- **News Feed**: options to display:
  - Announcements from Cornerstone
  - System Notifications
  - Pending Actions (not currently in use)
  - Reminders (not currently in use)
- **Announcements**: any information important to students using Insight
- Includes “Continue Reading” link for longer announcements
- Button “View All Announcements” for multiple announcements

- Shortcuts to
  - Resource Library
  - My Activity Summary: shows your activity in Insight based on date range

Searching for mentoring sessions

After logging into Insight, click tab Mentoring Sessions at top

![Mentoring Sessions Tab](image)

**NOTE:**
If you don’t see the tab Mentoring Sessions, visit the Cornerstone office to activate your Insight account.

If you have already visited the Cornerstone office to activate your account and don’t see the tab Mentoring Sessions, send a message to cornerstone@wustl.edu

**Basic search**

Basic search allows for searching of Mentoring Sessions by title and keyword.
NOTE: The default view of the page Events shows ALL upcoming events. Keep in mind that RSVPs will be unavailable if a session is closer than 24 hours away.

At Sort By: choose Session Start or Name for sorting options of all upcoming events.

At Show: choose number of sessions to display per page.

At Page, choose page to jump to.

- At Keywords, enter one word that best describes the session you’re looking for. Examples: “Calculus” or “Spanish.” Be careful with your spelling, especially abbreviations.
- You can also try the same search string at Name to search the names of sessions.
- Click button “Search.”
- Results are displayed below.

NOTE: Each of these Basic searches should return a large number of sessions.

Advanced search
To limit your search results to fewer sessions, be more specific.

- Click on button “More Options.”
  - At Session Type, choose the type of session you’re looking for (Appointment Based Mentoring, Help Desk, etc.)
  - Select the start date/time and end date/time to limit the search to particular dates or ranges of dates. If you select a start date only, the search will return all sessions ON OR AFTER that date/time.
  - To choose sessions offered by a particular mentor, type his/her last name at Created By
  - RSVP to Event:
    - Check Yes to display only sessions you have previously RSVPed for
    - Check No to display only sessions you have not previously RSVPed for

**NOTES:** You must register for Appointment Based Mentoring Sessions a minimum of 24 hours in advance. Sessions that are closer than 24 hours from the time you search will not offer an RSVP option but you will be able to see session details.

Use fewer search fields for better results or choose the field that best matches your needs.

Example: if you’re looking for mentoring on a specific course, select that course’s name, if available, at “Appointment Based Mentoring Courses.” Or search for a keyword in that course’s name, example: “Calculus”
Using too many fields in your search may lead to an “impossible” combination. For example, if you search for “Calculus” at Keywords and then type “Intro to Psychological Statistics” for the course name, you won’t receive any hits.

If your search does not return results, try again in several days since mentors are encouraged to set up sessions regularly.

You can sort the list of sessions by Session Start Date and Title

Start over with a new search by clicking button “Clear”

**Viewing additional session information**

- Click on the title of a session for more information including:
  - Name of academic mentor (coming soon)
  - Full description
  - Any attachments the mentor has added to the session

**RSVPing for sessions where available (Appointment Based Mentoring sessions)**

- At search results page: click on button “RSVP”
  - Button changes to “Cancel RSVP”
• Click the title of the session and then click button “RSVP”
  o Window automatically returns to the list of search results
  o That session’s RSVP button changes to “Cancel RSVP”

**NOTE:** When you RSVP to a session, consider it a **confirmed appointment** and keep it. If you *must* cancel your reservation, you can only cancel up to 24 hours before the session start time.

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**Canceling an RSVP for a session**

• At search results page: click on button “Cancel RSVP”
  o Button changes to “RSVP”
• Click on the title of a session that you have RSVPed for
  o Click button “Cancel RSVP”
  o Window automatically returns to the list of search results

**NOTES:** You may not cancel a session closer than 24 hours before it starts

  At Mentoring Sessions, click on button “Add to Calendar” to download this session to your VCalendar-compatible software (MS Outlook)

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**System notifications to students about mentoring sessions**

• You will receive a confirmation Email message (and text message, if you have opted to receive text messages from Insight) when you RSVP for a Mentoring Session
• You’ll also receive a reminder Email and text (if opted in) one day before your Mentoring Session
• The mentor for sessions you have reserved may also be in contact with you via Email with additional information or in case of session cancellation

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**Opting into SMS text message notification from Insight**
On any page, click My Account at top right and choose Notifications/Privacy

- Click yes
  - Enter cell phone number
  - Select Mobile Carrier from pulldown menu
  - Please read Text Message Disclaimer
- Click button “Save Changes“ to save
- Click button “Cancel“ to leave window without saving changes

Resources Tab

From time to time, Cornerstone will provide documents and other resources to all students using Insight

- Click tab Resources
- Searching Resources
  - At Type, select search criteria from pulldown menu if applicable
  - At Keywords, enter keywords to search
  - Click button “Apply Search”
- Click name of resource in list to view or download it
Documents Tab

Occasionally, Cornerstone may upload documents specific to an individual student which can be found at the tab Documents (if available)

- Click button “View” to view a document
- Click button “Delete” to delete a document

General information about CornerstoneConnect Insight

Reminders regarding access to log into Insight:

To log in, go to URL https://cornerstone.wustl.edu/cornerstoneconnect.aspx

- Click the link at top right for Insight
- Log in with your WUSTL Key and password
- If you have forgotten your WUSTL Key or password, see http://wustlkey.wustl.edu

To log out of Insight, click button “Logout” at top right

All users will be automatically logged out of CornerstoneConnect Insight after 20 minutes of inactivity. You may immediately log in again

Browser requirements for using Insight

- Most recent version of Mozilla Firefox, Internet Explorer or Google Chrome

Note: When logged into Insight, opening a second Insight tab or window in the same browser does not require additional log in: your log-in credentials are transferred to the second and subsequent tabs or windows in Insight

To close your Insight session, click the button “Logout” and close your browser completely

Getting help with Insight

- On screen hints
  - Some screens include hints at top with answers to frequently asked questions
- On screen help button
  - Available by clicking question mark at top right of screen
- Comprehensive documentation (this document)
  - Link to latest version available at http://cornerstone.wustl.edu/cornerstoneconnect.aspx
Troubleshooting tips for using Insight

- If you experience issues logging into Insight
  - Clear your browser’s cache
    - In Google Chrome, click Customize and Control Google Chrome at top right
      - Choose Tools
      - Click “Clear Browsing Data”
      - Select “Past Hour”
      - Check boxes for:
        - Browsing History
        - Download History
        - Cookies
        - Cached Images and Files
      - Click button “Clear browsing data”
    - In Internet Explorer:
      - Choose Tools
      - Click Delete Browsing History
      - Check boxes for:
        - Preserve Favorites website data
        - History
      - Click button Delete
    - In Mozilla Firefox:
      - Choose Open Menu at top right
      - Choose Options
      - Under Cached Web Content, choose button “Clear Now”
      - Click button “Okay”
    - Close the browser completely
    - Restart and browser and attempt to log in again
  - In general, frequently clearing your browser’s cache helps Insight operate smoothly
  - If you experience an error message when using “Log in as” feature, logout and close the browser completely
    - Log in again and continue
  - If you experience issues or error messages when attempting to log out of Insight, close the browser to end your Insight session completely
  - If the above tips don’t help, try checking to see if there is a more updated version of the browser
    - If so, download and install it
    - Then log into Insight and trying again with updated browser
  - Insight’s selections for search filters and batch options are “sticky”
    - Be sure to clear your search filters and uncheck or clear any options when you’re done working with them