

# Accessing The Heights

## HOW TO ACCESS THE HEIGHTS

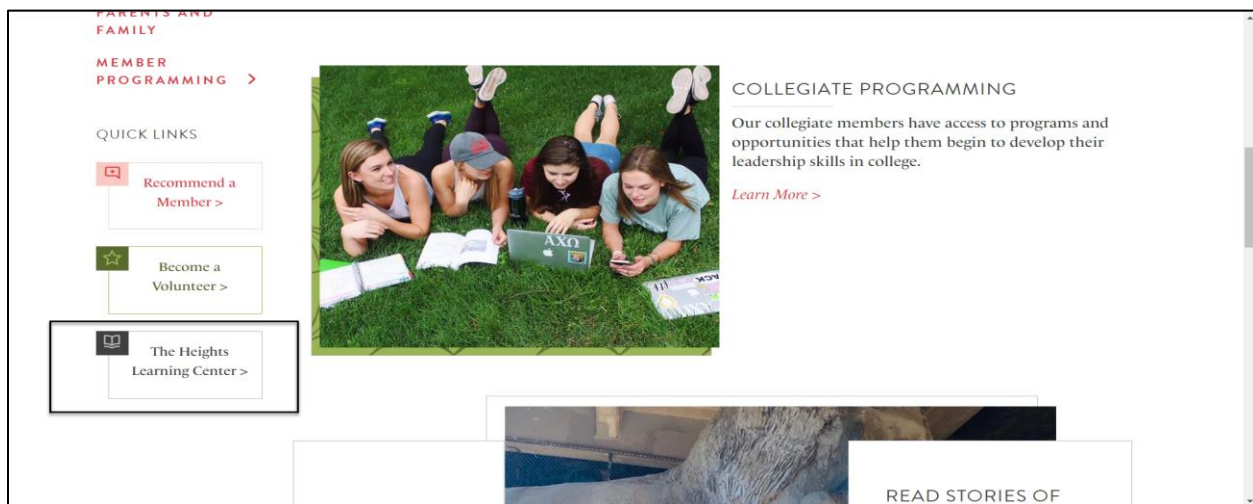
There are a few ways you could navigate to The Heights. The suggested method of navigating to The Heights is discussed first.

### METHOD 1 (SUGGESTED)

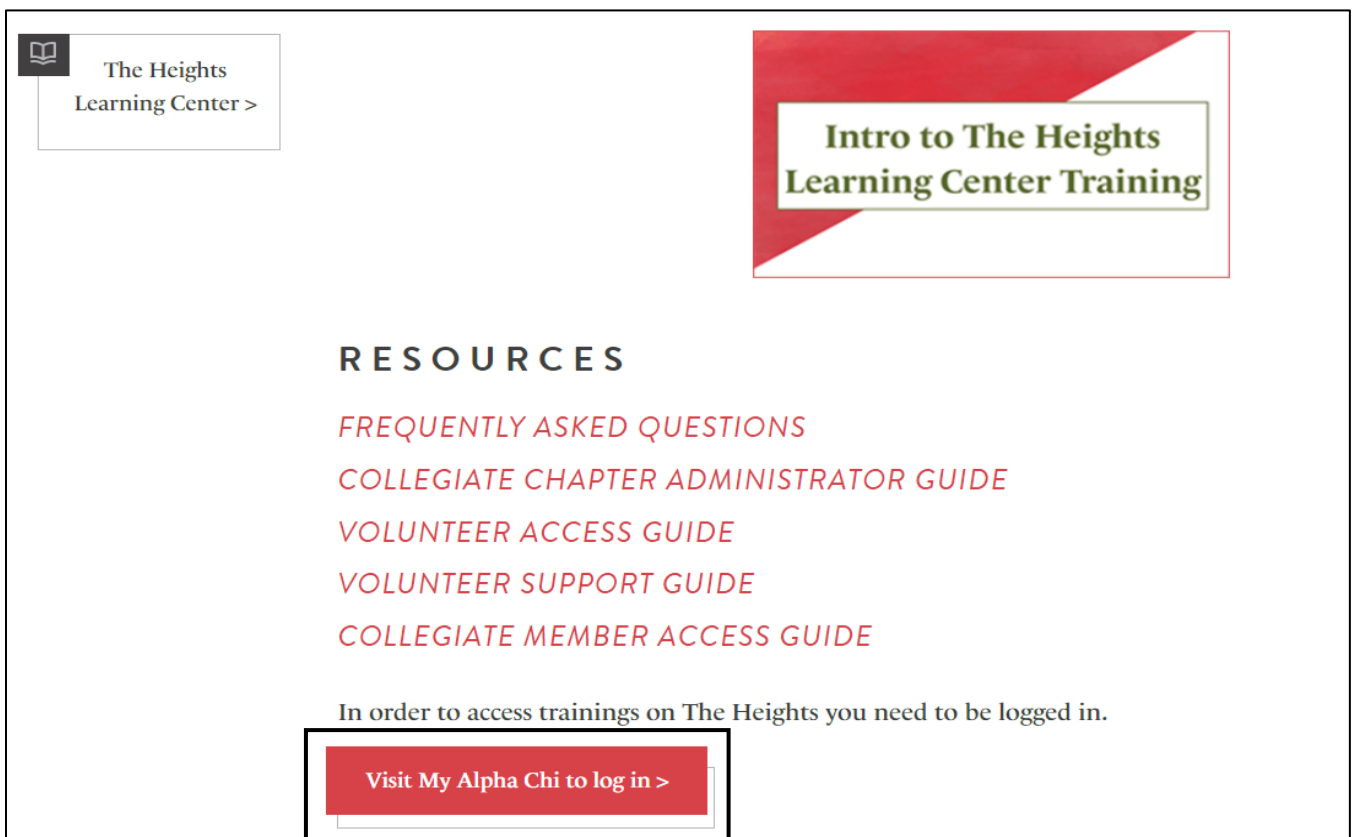
1. From the homepage of alphachiomega.org, click the menu on the top right and select “Collegiate” under “Member Experience.”



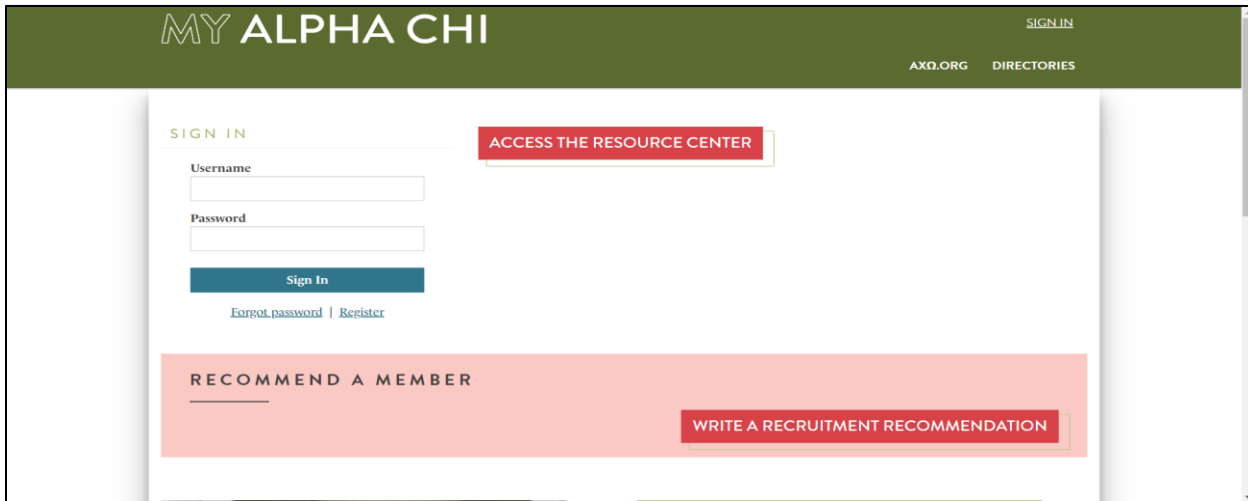
2. Once on that screen, scroll down and select “The Heights Learning Center” from the QUICK LINKS located on the left side of the page.



3. Once on The Heights Learning Center page, you will find all the information you need about The Heights Learning Center. To get to The Heights platform, click the “Visit My Alpha Chi to log in” button at the bottom of the page.



4. You will be redirected to my.alphachiomega.org. Log in with your username and password.

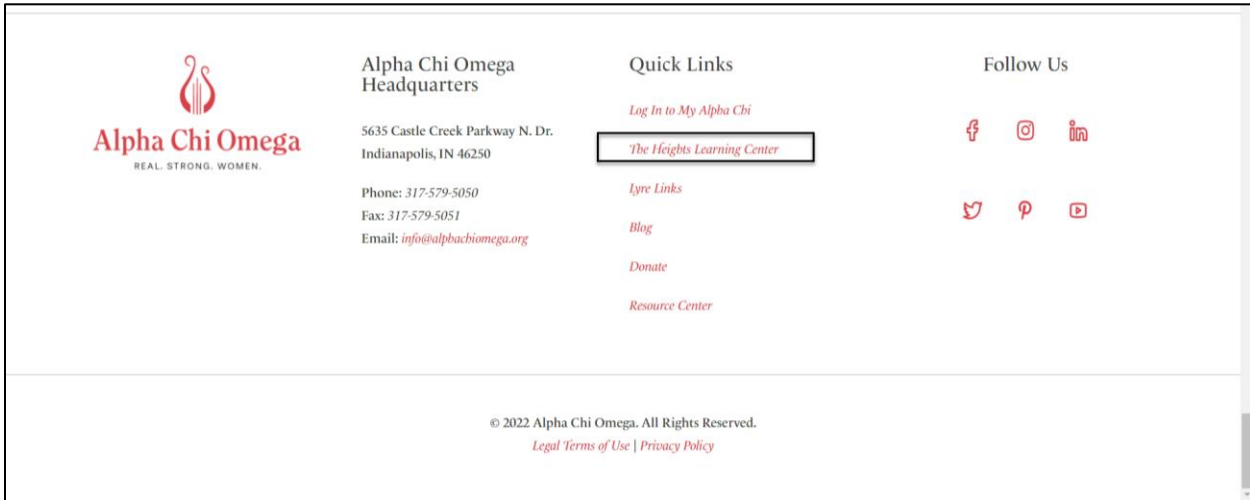


5. After logging in, scroll down to click the box to access The Heights Learning Center.



## METHOD 2

1. You can also get to The Heights Learning Center website page by clicking the Quick Links found at the bottom of every page of alphachiomega.org. Then, follow the steps in Method 1 to be redirected to My Alpha Chi, log in and access The Heights Learning Center.

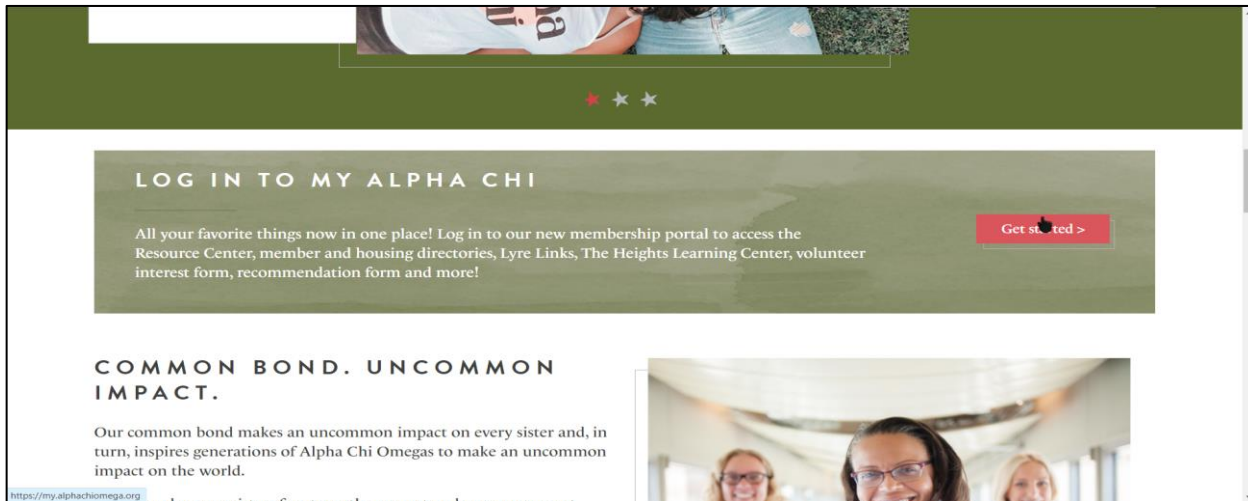


### METHOD 3

1. You can go directly to My Alpha Chi by clicking the person icon on the homepage of alphachiomega.org ...

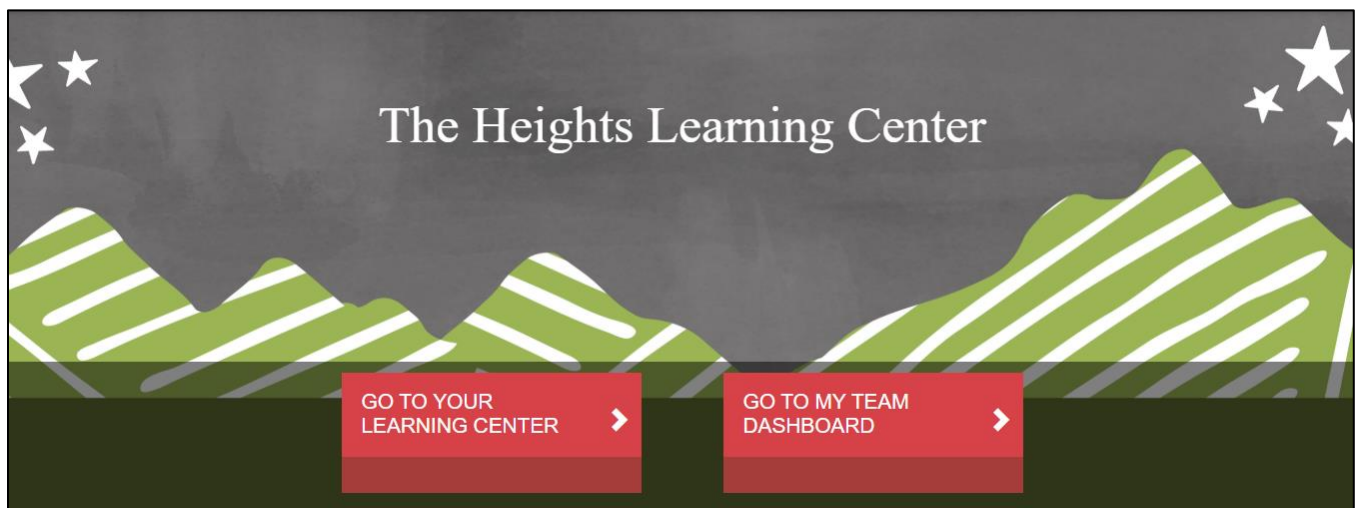


... OR by scrolling down Alpha Chi Omega’s homepage until you see the olive box that says, “LOG IN TO MY ALPHA CHI.” Click the “Get started” button to be redirected.



## WHAT TO DO ONCE YOU’RE IN THE HEIGHTS

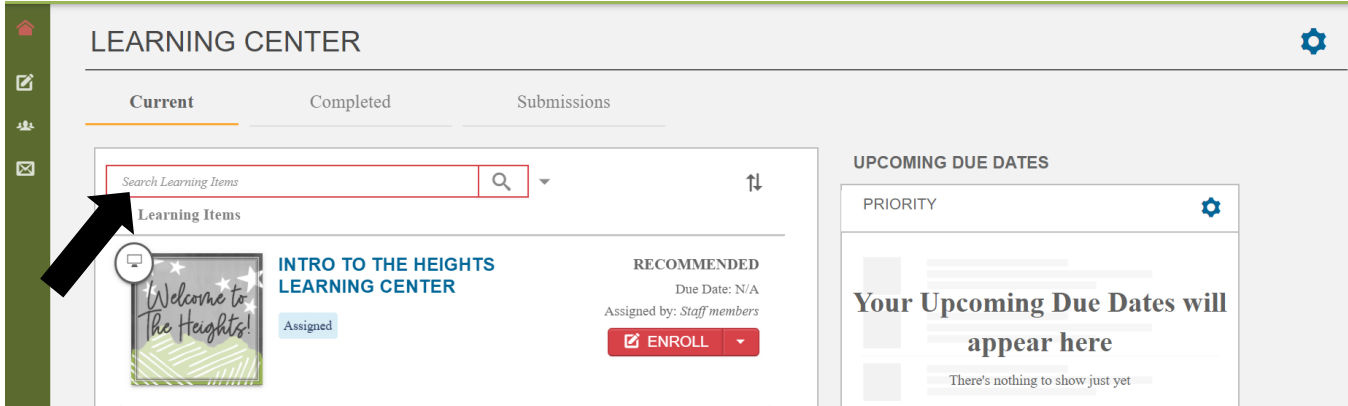
The Heights homepage will look like this. You will have the GO TO YOUR LEARNING CENTER button. Select members, that are officers, will also have the GO TO MY TEAM DASHBOARD button.



## YOUR LEARNING CENTER

All trainings that you have been assigned will be in your Learning Center. In addition to tracking training modules in your Learning Center, you can see upcoming due dates and social media updates from Alpha Chi Omega.

You will also see the Current, Completed and Submissions tabs. These tabs are how you can track your individual trainings. If a module is not started or in progress, it will appear under the Current tab. Once a module is completed, it will move to the Completed tab. At this time, the Submissions tab will not be used.



## THE HEIGHTS FREQUENTLY ASKED QUESTIONS

*This section includes some questions you might encounter from fellow advisors and collegians and how to answer them.*

### GENERAL FAQs

**Who do I contact if I have challenges signing in or if I forget my password to the website?  
What if I have other questions?**

Contact [theheights@alphachiomega.org](mailto:theheights@alphachiomega.org) if you are having trouble signing in, need a password reset for the website or have additional questions, and staff will be happy to help!

**What if I see a white screen when I log into The Heights?**

There is a possibility you were recently added to Lyre Links in our system. Please allow a full 24 hours for our systems to sync and permit your access to The Heights.

*If you are seeing this page and you believe you should have access or it is an error, please contact us at [theheights@alphachiomega.org](mailto:theheights@alphachiomega.org) so we can look into the issue.*

## The Heights Learning Center

The Heights Learning Center is where Alpha Chi Omegas go to learn. Here, you'll find everything from executive board officer training to soft-skills development and everything in between. These trainings are designed with you in mind and feature engaging, interactive and impactful content to ensure your success. At this time, The Heights has educational content for all collegiate chapter executive board officers, collegiate and alumnae new members and volunteers including collegiate chapter advisory boards, province officers, collegiate volunteers, alumnae volunteers, alumnae chapter presidents and potential alumnae members.

**It looks like you do not have access to The Heights Learning Center.**

If you believe you should have access to The Heights and need additional assistance, email us at [theheights@alphachiomega.org](mailto:theheights@alphachiomega.org).

If you're a volunteer and need additional assistance as it relates to your volunteer role, email us at [volunteer@alphachiomega.org](mailto:volunteer@alphachiomega.org).


## TROUBLESHOOTING

### COMPUTERS


If advisors or collegians are having trouble accessing The Heights from their computers, here are some troubleshooting questions and tips to work through with them.

**1. What browser are they using?** The preferred browser for The Heights is Google Chrome. While other browsers are likely to work, some functionality may be lost. For the purpose of this guide, we will reference how-to steps in Google Chrome.

**2. Are pop-ups being allowed?** Pop-ups will need to be enabled in order to access learning activities within The Heights. Steps for enabling pop-ups in Google Chrome (the preferred browser) are below.

- a) On your computer, open Chrome.
- b) At the top right, click the three dots  then “Settings.”
- c) In the left menu, click “Advanced.”
- d) Click "Privacy and security" and then click “Site Settings.”
- e) Click “Pop-ups and redirects.”
- f) For the first item in the list of settings, flip the switch to the on setting so “Allowed” appears instead of “Blocked.”

**2. Have they cleared their cookies in a while?** Here are the steps to do so.

- a) On your computer, open Chrome.
- b) At the top right, click the three dots .
- c) Click “More tools” and then click “Clear browsing data.”
- d) At the top, choose a time range. To delete everything, select “All time.”
- e) Next to "Cookies and other site data" and "Cached images and files," check the boxes.
- f) Click the Clear data button.

**3. Restart their device.** Sometimes, we all need a good restart! Have them power down their device and give it a few seconds, then restart and try again!

### ADDITIONAL NOTES

- These steps will also work on an iPad running the most recent versions of iOS, as well as any other iOS device.

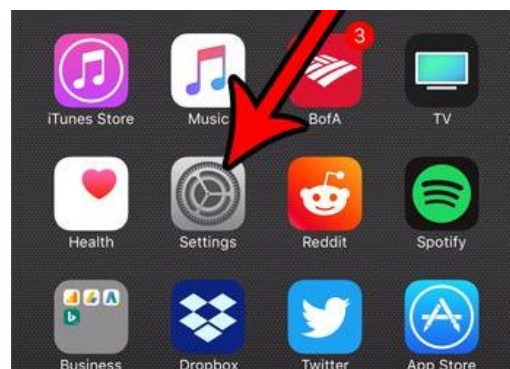
- When the pop-up blocker is turned off, pop-up windows will typically open as separate tabs in Safari. To switch from one of these pop-up windows back to the original webpage, you will need to tap the tabs icon in the menu at the bottom of the screen and select the appropriate tab there.
- If you are using a Mac computer running Safari and you would like to allow pop-ups there, then you can go to Preferences > Security then uncheck the box to the left of “Block pop-up windows.”
- The Safari browser on a Mac also lets you choose pop-up settings for specific websites. This includes a block and notify option, which causes a notification to appear in the address bar when a site tries to open a pop-up window.
- The General section of the Safari menu where you go to change the Safari pop-up setting contains some other useful settings as well, such as how links are opened, and whether you can see a tab bar when the device is in landscape orientation.
- Other web browsers on your iPhone, such as Mozilla Firefox, Google Chrome and Microsoft Edge, have their own pop-up blocker settings. For each of these browsers you can change the pop-up blocker settings by navigating through the Settings located within the browser itself.
- If you aren’t able to find the Safari or Settings apps because they aren’t on your home screen, you can swipe down anywhere on the home screen and search for the app instead.

## MOBILE (PHONE/TABLET)

In order to access modules via your mobile device, you will need to enable pop-ups. Steps for Apple iPhones and iPads using Safari, as well as Android devices using Chrome, are below.

### APPLE IPHONE OR IPAD

1. Open the Settings app.



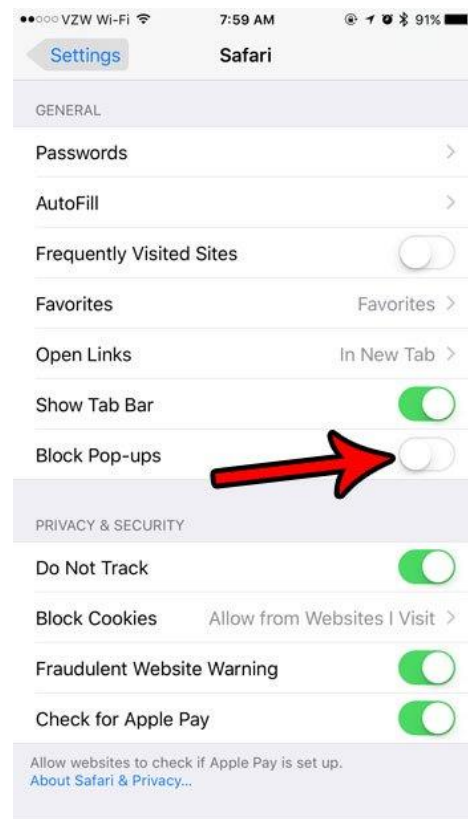


2. Scroll down and select the Safari option.





3. Scroll down and tap the switch to the right of “Block Pop-ups.” Note that the button should be in the left position (where the green does not appear) to allow pop-ups to come through. I am allowing pop-ups in the picture below. You can always come back here later and toggle this setting if you would like to block pop-ups again.

Note that this setting will remain unless you go back and adjust the setting again. This means that other webpages you visit be able to display pop-ups until you elect to turn the pop-up blocker back on. And while certain websites will try to display pop-ups for legitimate reasons, others may be more malicious.




## ANDROID DEVICE

### Turn pop-ups on or off:

1. On your Android phone or tablet, open the Chrome app .
2. To the right of the address bar, tap the three dots  and then “Settings.”
3. Tap “Site settings” and then “Pop-ups and redirects.”
4. Turn pop-ups and redirects on or off.

### Allow pop-ups from a specific site:

Not all pop-ups are ads or spam. Some legitimate websites, such as The Heights, display web content in pop-up windows.

1. On your Android phone or tablet, open the Chrome app .
2. Go to a page where pop-ups are blocked.
3. At the bottom, tap “Always show.”