Decision Time FAQ

Q. How do I access Decision Time?

Enter abdn.decisiontime.online in the address bar of a web browser. You can access it on any device with an internet connection, eg a computer, smartphone or tablet.

Q. What username and password do I use to log in?

Use your university username in the format [userID@abdn.ac.uk] e.g. *s01jb1@abdn.ac.uk* and your University password. You may also be prompted to authenticate using Multi-Factor Authentication (see next question)

Q. I can't log in

There might be several reasons for this:

- You MUST have completed the set-up of **Multi-Factor Authentication (MFA)** for your University account. MFA is an additional layer of security protection which is required by the University of Aberdeen. For more information on setting up and using MFA, see https://www.abdn.ac.uk/toolkit/systems/account-security/

- If you have forgotten your password *and have previously set up MFA*, use the password reset tool https://www.abdn.ac.uk/toolkit/documents/uploads/password-reg-reset.pdf

- If you can't use the password reset tool or are still having issues, contact your committee clerk in the first instance.

Q. Why can't I see the papers for an upcoming meeting?

There might be several reasons for this:

- The papers have not yet been published.
- You have not been given the correct access permissions. Contact your committee clerk.

Q. Can I access Decision Time and my meeting papers without an internet connection?

Yes, so long as you have made the meeting pack available offline beforehand. To do this:

- Access Decision Time > Click the meeting on the dashboard.

- Click/tap **Meeting Options** (top right corner of Dashboard) >Make Available Offline.

- Click/tap **Sync offline.**

- You will be able to read and annotate the papers offline and once you have a connection, your annotations and notes will sync with the online version.

Q. My offline meetings are taking up too much space on my device. Can I remove them?

Yes. To do this:

- Access Decision Time on your device and select the meeting you made available offline.

- Click/tap **Meeting options** (top right corner of dashboard).
- Click the **Delete** button in the Make Meeting Available Offline dialog box.

Q. How do I annotate a paper?

- Select the meeting from the dashboard to display the agenda.
- Click/tap the thumbnail picture of the paper to annotate.
- Use the buttons on the Annotate toolbar at the bottom of the window to highlight text/draw in the paper or add a note.

Q. Can others see my annotations?

No. They are private to you.

Q. I've annotated a paper but the meeting organiser has now updated it with a new version. Will I lose all my annotations?

Not necessarily. If the meeting organiser deletes a document which you have already annotated, they can choose to delete the document but leave your annotated version available to you, or to remove the document completely. If they do the latter, you will receive an email notification to let you know.

Q. There are hyperlinks in a paper but nothing happens when I click/tap them.

If a paper contains links, you will see a link icon with a number in the sidebar at the right of the paper. Click this icon to open the sidebar and click/tap the link from there to launch it in a new browser tab.

Q. Some of the page thumbnails at the left of the paper have yellow sticky note icons on them.

The icons show you which pages you have annotated previously.

Q. I want to add a note to an agenda item (not to a paper)

Tap the **Add Note** button at the right-hand side of the relevant agenda item.

Q. How can I view/access previous meetings?

Click the **Meetings** Button on the dashboard and click **Calendar** at the top of the window to see a monthly view of all your meetings. Use the right/left arrows or drop-down arrows at the top of the calendar to change the month and/or year to view.

Q. Is there a video I can watch to remind me how to use all the features?

Yes. You can access a video of the training provided by John Bell of Decision Time here: https://abdn.cloud.panopto.eu/Panopto/Pages/Viewer.aspx?id=e5e0550b-56d5-4431-a456-af11006c66b2

The video contains a table of Contents so you can jump to the part you want to watch.