

Revealing® Archaeology User's Guide

Thinking Strings® Interactive Explorations®
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Before you Begin

Any computer program can only be as healthy as the computer on which it runs. Therefore, before getting started with Revealing® Archaeology, take the time to learn about your computer and to understand its operating system. Are you starting with a healthy system? Do you have enough RAM to run the program? When was the last time you defragmented your hard drive? These factors can affect dramatically performance of all software, especially Revealing® Archaeology, a multi-media program.

Do you backup your work in case of a disk failure? Are your backups safe and current? Do you have a plan to restore your drive in case of failure?

Your campus computer center can assist you with configuring your computer and planning a maintenance and backup strategy. A few minutes of time now can save hours or days of misery later.

Most importantly, always remember that, "To err is human, but to really screw things up takes a computer." Backup often!

Installing Revealing® Archaeology on Your Hard Drive

NOTE: If you are not installing Revealing® Archaeology on the hard drive of your computer (for example, if you are working in a university computing facility), please skip ahead to the section of this Users Guide titled "Running Revealing® Archaeology from the CD-ROM."

To install your courseware on your hard drive, insert the CD-ROM in the drive, and double-click the appropriate installer for your computer (Windows®: RA setup.exe; Macintosh® OSX: RA Installer MacX). Read the license agreement and the Read Me text. When the installer has finished placing the necessary software on your hard drive, quit the installer program. Once you have installed Revealing® Archaeology, you can begin using it immediately.

This is the only time you will need to use the installer. The first time you run Revealing® Archaeology, you must have the CD-ROM in your drive during registration.

Running Revealing® Archaeology After It is Installed on Your Hard Drive

Once you have installed your courseware, to start Revealing® Archaeology, all you have to do is:

Windows®: Double-click the Revealing Archaeology shortcut that was created on your Desktop or go to Start Menu, then Programs, then Revealing Archaeology.

Macintosh® OSX: Double-click the Archaeology OS X application that was installed in the Revealing Archaeology folder in your Applications folder on your hard drive. It would be a good idea to make an alias to the Revealing® Archaeology application and place it on your desktop, or in your Dock.

Running Revealing® Archaeology from the CD-ROM

NOTE: Follow these steps only if you are running Revealing® Archaeology from the CD-ROM. If you have installed Revealing® Archaeology on your hard drive, please skip this section.

If you are using Revealing® Archaeology on a shared computer, you must run the application directly from the CD-ROM. To do this, you will need a flash/jump drive, Zip disk, CD-RW, or other removable medium on which to store your user data files. The medium you will use will depend on the hardware available at the computer facility at which you are working. Please obtain the disk before proceeding.

The First Time You Run Revealing® Archaeology from the CD-ROM: Create User Data Files & Register

NOTE: This is the likely scenario if you are working on a university computer or another computer that is not your own. Please note that most universities will routinely delete anything that students place on the server or local hard drives, so, you MUST have a flash/jump drive, Zip disk, CD-RW, or another appropriate medium on which to store your data. A floppy disk is too small to hold your data.

1. You will need both the Revealing® Archaeology CD-ROM and a blank, formatted flash/jump drive, Zip disk, or CD-RW as per the above.

2. Place both the CD-ROM and the Zip disk in the appropriate drives.

3. Launch Revealing® Archaeology from the CD-ROM by doing the following:

A. Double-click on My Computer (skip this step if you are using a Macintosh®).

B. Double-click on the Revealing Archaeology CD-ROM.

C. Double-click on the Revealing Archaeology folder.

D. Double-click on Archaeology.exe (Depending on the settings on the computer you are using, you might not see the “.exe”. It is the one with the orange icon with the gear.) If you are using a Macintosh, double-click Archaeology OSX.

4. The FIRST time you run Revealing® Archaeology, you will need to register your software. So, on the first screen you see, click the REGISTER button.

5. On the next screen, choose to Store Your Data On A Zip Disk (the big blue button on the right).

6. Click the BROWSE button.

7. A dialog box will open. Use it to navigate to your data disk. Select the disk on which you will be storing your Revealing® Archaeology data from the pull-down menu that is usually at the bottom of the little gray and white window that opens.

8. Once you have selected your data disk and you can see it in the top white space of the little Window, press OK.

9. A message will appear telling you where your RA_UserData is going to be stored. Check that this is correct and then click the okay button.

10. Please wait patiently as files are copied from the CD-ROM to your disk.

11. Next, the registration screens will appear. You need an active internet connection during the registration process. Please fill in all of the information accurately.

12. When you click the Check box to complete the registration process, you will need to wait a few moments as your software is registered.

13. You will see your Achievement Profile, as well as a status message indicating that your registration message was successfully sent to your instructor’s Interactive Grade Book, when the registration process is complete.

Running Revealing® Archaeology from the CD-ROM with User Data on a Separate Disk if you have already registered.

NOTE: Follow these steps only if you are running Revealing® Archaeology from the CD-ROM. They presume you have already registered your courseware according to the instructions above. If you have installed Revealing® Archaeology on your hard drive, see below.

Please be sure you have both the Revealing® Archaeology CD-ROM and your jump/flash drive or Zip disk with your User Data available.

1. Insert both the Revealing® Archaeology CD-ROM and your User Data disk in the appropriate drives.

2. Launch Revealing® Archaeology from the CD-ROM by doing the following:

A. Double-click on My Computer (if you are using a Macintosh®, skip this step).

B. Double-click on the Revealing® Archaeology CD-ROM.

C. Double-click on the Revealing® Archaeology folder.

D. Double-click on Archaeology.exe (Depending on the settings on the computer you are using, you might not see the “.exe”. It is the one with the orange icon with the gear.) If you are using a Macintosh, double-click Archaeology OS X.

3. When the Revealing® Archaeology display with the Browse and Register buttons appears, click the BROWSE button at the left.

4. A dialog box will open in which you must select the RA_UserData folder that is on your Zip disk.

A. At the bottom of the Window, click the arrow to show the list of all the drives on the computer. Select the drive that contains your data disk.

B. A list of the contents of your data disk will appear.

C. Highlight the folder called RA_UserData at the top of the window.

D. Click the OK button. NOTE: With certain Windows® configurations, this will open a folder in the window. If it does, please highlight RA_UserData and click OK again.

5. A screen that says Revealing® Archaeology will be displayed and you will be asked to enter your password.

6. After you enter your password and click the “Check” button. You will see your Achievement Profile.

Registering Your Software

You must register your copy of Revealing® Archaeology to run the application on your computer. You must have an active Internet connection to register Revealing® Archaeology. Please configure your system to connect to the Internet if you want to register your software.

Once you have registered your courseware, you will be entered automatically in your instructor's Interactive Grade Book®. As you work with Revealing® Archaeology, you will send your progress reports to your instructor over the Internet (see Sending Results below).

The first time you start up Revealing® Archaeology, you will be asked to complete several forms identifying yourself, your copy of the software, and the course for which the software has been assigned to you. If any of this information changes during the semester, you can update it.

Before you begin the registration process, please be sure you know the Pass Key for your class. You get your Pass Key from your instructor.

NOTE: If you do not know the Pass Key for your class, you can register Revealing® Archaeology as a non-student to begin using your software. Then, once you know your Pass Key, you can update your registration information by double-clicking on your name on your Achievement Profile (see below).

Registration Entry Screen 1: User Information

Move from field to field on the registration screens using your tab or arrow keys or by clicking in each field. Complete the following fields on the first registration screen:

First Name (required)
Last Name (required)
Street Address 1 (required)
Street Address 2 (optional) City (required)
State/Province (required)
Zip/Postal Code (required)
Country (required)
e-mail address (required)
Verify your e-mail address (required)
Telephone (optional)
Fax (optional)

After having completed all required fields, click the CONTINUE button or press RETURN to move to the next registration screen.

Registration Entry Screen 2: Are You a Student?

The second registration screen asks one question: "Was this software assigned by your instructor for use with a course?"

If Revealing® Archaeology was assigned to you by your instructor for use with a course and you know your Pass Key,

click the YES button. This will register you in your instructor's Interactive Grade Book® and will allow you to send your results and progress reports to your instructor.

If you are using Revealing® Archaeology on your own or if you do not yet know your Pass Key, click the NO button to bypass the course information registration screen.

Registration Entry Screen 3: Course Information

You will see this screen only if this software was assigned by your instructor for use with a course. If you are using Revealing® Archaeology as part of a course, you must complete the following registration information:

Your Student ID (required). Only your instructor will receive this information. It is the unique identifier you use to identify yourself with your academic institution.

Pass Key (required): Your instructor will give you a Pass Key for the particular class, section, and semester for which you have been assigned Revealing® Archaeology. This Pass Key assures that your progress reports are sent correctly to your instructor's Interactive Grade Book®.

After completing both required fields, click the CONTINUE button or press RETURN to move to the next registration screen.

Registration Entry Screen 4: Serial Number and Password

On the final registration screen, you must enter your serial number and create a password.

Serial Number: Type the serial number that is on a sticker inside your CD-ROM package. The serial number is case-sensitive. You must enter the hyphens.

Password: Type a password you will remember. You will need your password to use Revealing® Archaeology. It is case-sensitive (so check to see if you turned on Caps Lock while entering your Serial Number).

Password Reminder: Type a short phrase that will help you remember your password.

After having completed the three required fields, click the CONTINUE button or press RETURN to complete the registration process.

If you have an active Internet connection, your software registration information will be sent to Thinking Strings and your course information will be sent to your instructor. You will be sent a verification Memo (see below) the next time your instructor compiles registration messages in the Interactive Grade Book®.

Updating Registration Information, Student Information, or Password

You can update your registration information with Thinking Strings and your instructor when necessary (for example, if your e-mail address changes, your password has been compromised, or if you registered as a non-student and now know the Pass Key for your instructor's Interactive Grade Book®).

You must have an active Internet connection to update your registration information.

Go to your Achievement Profile (this will appear when you startup the courseware; or click the Star button at the lower left from anywhere within Revealing® Archaeology).

Double-click your name at the top of the screen. Your current information for all editable fields will be displayed. Update any fields as necessary and then click the CONTINUE button.

Your updated information will be sent to Thinking Strings and your instructor. You will receive a notification Memo when your instructor receives your registration update.

Organization of Revealing® Archaeology

Modules

Revealing® Archaeology contains eight modules that you can use in any order:

- Humanity's Imprint
- Leaving a Trail
- Tracking Down Time
- Charting Time
- Following the Trail
- Detecting Technology
- Provisioning Society
- Preserving the Trail

Sections

Each module is broken into a number of sections. In turn, each section is divided into four basic parts. Each section begins with a single page outlining the learning goals. The presentation continues with narrated text and/or animation pages that explain more fully the concepts that comprise the section. A single summary page that reviews the main points of the section follows these concept pages. Finally, every section concludes with relevant activities grouped together under "Try It" at the bottom of the third column on your Achievement Profile.

Control Bar

The control bar at the bottom of your window holds buttons (and one slider knob) for navigation, narrator control, background music control, the Assistance Palette, the

Achievement Profile, printing pages, and quitting Revealing® Archaeology.

Navigating with the Control Bar

Use the Previous Page (left arrow) and Next Page (right arrow) buttons to move backward and forward through the pages one page at a time.

Use the Page Slider Knob to quickly move to a particular page within the section where you are working. Click on the Slider Track (the horizontal line itself) to jump to a different page in the section in which you are currently working.

Use the Replay Page button (curved arrow) to restart the narrator and/or animation of the current page.

Use the Menu button (up arrow) to move between modules and sections.

Toggle Background Music On/Off

To toggle the background music on and off, click the Sound on/off button (speaker) at the right of the control bar and then click "Music" in the Sound menu.

Toggle Narrator On/Off

To toggle the narrator on and off, click the Sound on/off button (speaker) at the right of the control bar and then click "Narrator" in the Sound menu.

Toggle Feedback Sounds On/Off

To toggle the feedback sounds that are played during exercises ("Try It") on and off, click the Sound on/off button (speaker) at the right of the control bar and then click "Feedback" in the Sound menu.

Open the Assistance Palette

To open the Assistance Palette, click the Assistance Palette button (question mark) at the right of the control bar.

Print Page

To go to print the title and text of any screen, click the Print Page button (sheets of paper) at the right of the control bar.

Navigate between Modules & Sections

Click the Menu button (up arrow) at the control bar to move between modules and sections by selecting from pop-up menus.

Go to Your Achievement Profile

To go to your Achievement Profile, click the Achievement Profile button (star) at the left of the control bar.

Quit Revealing® Archaeology

To quit (exit) Revealing® Archaeology, click the Quit button (the "Q" character) at the right of the control bar.

Please Read the Following Section!

Backup Your User Data Files!

You should routinely backup your Revealing® Archaeology user data files. This is an automated process that will only take a few moments. You should store your backup on a removable disk, such as a jump/flash drive, Zip disk, CD, or external hard drive, and you should keep that backup disk in a safe place. Do not store your backup on the same drive that contains your original files. With a current, external backup, your Revealing® Archaeology user data files will be safe if a hard drive failure or other computing mishap should occur. If you can afford to lose only a week's work, then backup once a week. If you can afford to lose only a day's work, then backup once a day. Best of all, backup each time you quit the program.

To backup your user data files if you installed Revealing® Archaeology on your hard drive, click the Backup button at the bottom of your Achievement Profile. You will be asked, "Where do you want to store the backup of your user data?" Click the Browse button. In the dialog box that will open, select the drive and (if necessary) the folder/directory on which you want to store your backup. In a few seconds, you will see a message stating that "Your data have been backed up successfully to (your selected location)." Click the Check button to finish. Remove the disk on which you created the backup and store it in a secure location.

If you are running Revealing® Archaeology from the CD, be sure to regularly make a copy of your RA_UserData folder and all of its contents to a second Zip disk, CD, jump/flash drive, or hard drive.

Navigation

There are many ways to navigate throughout Revealing® Archaeology. You can jump to sections or concepts of your choice from the Achievement Profile, the Search Palette, and the Recent Pages Palette. To move around within a module, use the previous and next page buttons and the page slider control on the control bar at the bottom of your display. To move between sections or modules from any page, click the Menu button (up arrow) at the bottom of the screen and make your selections through the pop-up menus.

Achievement Profile

Your Achievement Profile serves two major functions:

1. The Achievement Profile is an interactive Table of Contents from which you can navigate to any location in Revealing® Archaeology.
2. You track your own progress through Revealing® Archaeology on the Achievement Profile.

Navigating from the Achievement Profile

The Achievement Profile is displayed in three columns. The left column is a list of the modules that make up Revealing® Archaeology. The center column is a list of the sections covered in the currently selected module. The right column is a list of the concepts covered in the currently selected section.

Roll over any item on the Achievement Profile to view a description of its contents.

Click on a module title to display the list of sections in the middle column.

Click on a section in the middle column to display the list of concepts in the right column.

Double click on any item in the center or right columns to jump to that page in Revealing® Archaeology.

Tracking Your Achievements

As you work with Revealing® Archaeology, your progress is tracked automatically. The star at the lower left of every page is white before you begin; once you have completed all of the work on any page you earn a gold star. When you have completed all of the work concerning a particular concept, section, or module, you earn a gold star on your Achievement Profile. Roll over any gold star on your Achievement Profile to view the date on which you completed that item.

Send Your Status Information to Your Instructor

To send your status information to your instructor, click the Send Status button (envelope) at the right of the control bar on your Achievement Profile. You can send progress reports to your instructor over the Internet. As you send your reports, your progress is displayed in your instructor's Interactive Grade Book®. The status report sent to your instructor contains all of your results EXCEPT for your responses on the Review Palette (see below). Each time your instructor has processed your status report you will receive notification by a Memo (see below).

Print Your Status Information

To print your current status information, click the Print Progress Report button (stack of papers) at the right of the control bar on your Achievement Profile.

Memos from Your Instructor

When your instructor receives your Revealing® Archaeology registration and progress reports, verification Memos are sent to you. Additionally, your instructor might send Memos to you with information about your class, your work, due dates, or other such matters.

To go to the Memo screen, click the Memos button (pencil) at the right of the control bar on your Achievement Profile.

Click the Get Memos button to receive any Memos sent from the Interactive Grade Book®. You must have an active Internet connection to receive Memos.

Once you have received Memos, click a Memo in the list to display its contents below. Click the Delete Memo button to delete the selected Memo.

The Assistance Palette

The Assistance Palette contains seven tabs: Bibliography, Glossary, Help, Notes, Recent Pages, Review, and Search.

Open, Close, and Position the Assistance Palette

By default, the Assistance Palette will open automatically each time you start-up Revealing® Archaeology. To deactivate the auto-open feature, click the small black and white target at the upper right of the Assistance Palette.

Position the Assistance Palette wherever you want to by dragging it. Close the Palette by clicking the little button at the upper left of the palette.

To open and close the Assistance Palette, click the Assistance Palette button (question mark) at the right of the control bar.

Navigate through the various functions by clicking the seven tabs across the top of the palette.

Click the top title bar of the Revealing® Archaeology main window to bring it in front of the Assistance Palette. If you are using Windows, you can leave the Assistance Palette open while you are using any module of Revealing® Archaeology. If you are using Mac OSX, you must close the Assistance Palette for all of the features of the main screen to function.

Bibliography

The Bibliography tab of the Assistance Palette offers you a searchable bibliography of thousands of pertinent references.

To find the references you want, type a word, author's name, year of publication, or any combination of these in the text entry box at the top of the palette and then click the Search button or press [return/enter]. To narrow your search, enter multiple words or authors.

All of the references that match your search criteria are displayed in alphabetical order by author's last name.

Browse through your found list with the scrollbar and the up and down arrow buttons on the right of the palette.

Print your found list of references with the Print button.

Copy references (into your Notes or a word processor, for example) by selecting them and using the copy command [command/ctrl-C].

Glossary

Definitions of hundreds of terms are provided in the Glossary tab.

To look up a specific term, type it in the search field at the top of the palette. You can also view groups of words by typing the first letter(s) of the terms. To scroll through all of the glossary terms, leave the search field blank and press RETURN or click the SEARCH button. Double-click on a term to hear it pronounced.

Glossary terms are displayed in the left column. Click on the left panel to be able to scroll through the terms. To view a definition, click on the term in the left column. To hear a pronunciation of the term, double click on the term in the left column.

Help

The Help tab of the Assistance Palette contains a searchable user's guide.

When you open the Help Palette, a scrollable list of major help categories is shown on the left. Click on any Help category to display a list of topics on the right. Click on a topic to learn more about it and to see a list of related topics. Click on a related topic to go to it. Click on the up arrow button to move back to the Help Contents page from a help topic display.

Click the left and right arrow buttons at the top of the palette to scroll through the help displays in the sequence in which you viewed them.

Click the Home button to move back to the beginning of the Help palette.

To find Help on a particular topic, type any word(s) in the search text entry field at the top of the palette and then press [return/ enter] or click the Search button. A list of relevant help topics will be displayed on the right of the palette. Click on a topic to view it.

Notepad

You can keep notes in the Notepad of the Assistance Palette. You can type text or use the copy [command/ctrl-C], cut [command/ ctrl-X], and paste [command/ctrl-V] functions. You can copy and paste text from other Assistance Palette applications such as the Glossary and the Bibliography.

To create a new note, click the New button. When you create a new note, it is stamped with the current date.

Your notes are stored chronologically by creation date. You can scroll through your notes by dragging the page slider or clicking the previous and next buttons situated at the top of the Notepad. You scroll vertically through a single, longer note with the scrollbar at the right of the note.

You can search your notes. Type the text you want to find in the text entry field at the top of the Notepad Palette and then click the Find button. This will take you to the next occurrence of the text for which you searched. The word for which you searched will be highlighted. Click anywhere to clear the highlight. The text of the notepad is searched from the cursor to the end of the notes and then wraps back through the beginning.

You can print your notes with the Print button at the top of the Notepad.

Recent Pages

The Recent Pages tab of the Assistance Palette provides you with a list of all the pages you have visited during your current session with Revealing® Archaeology. The pages are listed in the order in which you visited them, with the most recent page at the top of the list.

Each page is indicated with the name of the module in which it is contained and the title of the page. You use the scrollbar at the right of the palette or the up arrow and down arrow keys on your keyboard to scroll through the list, or click on a page title to select it.

To jump to a page in the Recent Pages list, double-click on it.

Review

The Review tab offers you a series of multiple choice questions that you can answer at any time to test your knowledge. Go to the Review tab to answer questions concerning the module in which you are currently working. When you change modules, the Review questions change.

NOTE: Your performance on the Review is NOT sent to your instructor's Interactive Grade Book®. Use the Review to test your own knowledge of the material in a given module.

At the bottom right of the Review tab, there is an indicator of your number of correct responses / the number of questions you answered in your current review session.

To answer a question, click on your response from the choices at the bottom of the palette. If your first response is correct, your tally of correct responses will increase. If your response is incorrect, you can click on the other choices to learn the correct response (of course, your tally of correct responses will not increase!).

If your response is incorrect, you might want to go to the Search tab and find a page on which you can learn more about the topic.

To reset your responses and begin to test your knowledge again, click the Reset button.

Use the left and right arrow buttons to move backward and forward through review questions. NOTE: If you pass over

a question without choosing a response, your tally will not change.

Search

Use the Search tab to search for words or phrases throughout Revealing® Archaeology.

Type a word or phrase into the search text entry field at the top of the Search tab and press [enter] or [return] or click the Search button. A list of all the pages that contain the word or phrase for which you searched is displayed. The name of the module in which it is contained and the title of the page are shown.

Use the scrollbar at the right of the palette or the up arrow and down arrow keys on your keyboard to scroll through the list, or click on a page title to select it.

To jump to a page in the Search list, double-click on it.

Special Features

Image Captions To display the caption of a background image, place the cursor over the image, hold the option (Macintosh®) or alt (Windows®) key and click. The main text will be cleared from the screen and the image's caption will be displayed. Click anywhere to clear the caption and continue working.

References and Web Sites Roll over the page title to see bibliographic references, web sites, and other useful information. To clear the display, just roll off the page title.

Context-Sensitive Glossary Roll over the text on any screen. When the cursor changes to a pointer, that means the term you have rolled over is defined in the glossary. Click the term to read its definition. If the narrator is turned on, you'll hear the term pronounced.

Podcasts

The narrated text of Revealing® Archaeology is available in podcast form at no charge. Please note that the podcasts are offered as a courtesy only. No technical support is provided.

The podcast contains compressed (but still large!) audio files in AAC (.m4a) format. Make sure your Internet connection is up to the job (a high-speed connection is recommended), and that your portable music player is able to play back files in AAC format.

To find this podcast, you can use the link provided on the Thinking Strings website to get to the iTunes® Music Store:

<http://thinkingstrings.com/Product/RA/index.html>

NOTE: If you do not have iTunes® on your computer clicking the button iTunes®/1-click button on the Thinking Strings web page will take you to a page where you can download it.

After iTunes® launches, click the “Subscribe” button. The podcast’s first chapter (Humanity’s Imprint) will be downloaded into iTunes® on your computer. Click “Get” on each line to download additional chapters of the podcast. Make sure to synchronize your iPod after downloading. That will move the podcast to your iPod, and you’ll be ready for portable listening.

If you prefer not to download iTunes®, please download Quicktime 7 and install it on your computer for optimal performance.

File/Folder Structure

The program and data files for Revealing® Archaeology must be kept in their correct locations to assure the proper functioning of your courseware.

If you have installed Revealing® Archaeology on your hard drive: When you install Revealing® Archaeology, the program files are contained in a folder called RA, which is contained inside a folder called Revealing® Archaeology. If you are using Windows, the Revealing Archaeology folder is inside your Program Files folder. If you are using a Macintosh, the Revealing Archaeology folder is inside your Applications folder. When you register Revealing® Archaeology, a folder called RA_UserData is created inside the folder called RA. Your data files are contained in this RA_UserData folder. Once you have registered your courseware, your RA_UserData will contain these three files: user.cst, RADontDeleteMe, and RA.V12. If you delete or move any of these files, or change the name of the RA_UserData folder or any of the files, your courseware will not work.

If you are Running Revealing® Archaeology from the CD-ROM: The program files are contained on the CD-ROM, the file structure of which you cannot change. You store your data files on a jump/flash drive, Zip disk, or CD-RW. Your data files are contained in a folder called RA_UserData. Once you have registered your courseware, your RA_UserData folder will contain these three files: user.cst, RADontDeleteMe, and RA.V12. If you delete or move any of these files, or change the name of the RA_UserData folder or any of the files, your courseware will not work.

Customer Support

Frequently Asked Questions

You will find the answers to Frequently Asked Questions (FAQ) on the Thinking Strings web site, along with helpful “hints” sheets that you can print out and keep by your computer while you are learning the program. Find them at:

<http://thinkingstrings.com/Support/support.html>

Contacting Thinking Strings Support

If you experience difficulty using Revealing® Archaeology or have questions, comments or suggestions concerning the software, we want to hear from you. Please e-mail our Customer Support Team at:

support@thinkingstrings.com

When you contact Support please provide your full name, academic institution, the title of the courseware you are using, and your serial number.

For virtually all situations, we will respond to your e-mail request within 24 hours on weekdays.

If we feel that a telephone conversation will accelerate resolution of the issue you describe in your e-mail, we will ask you to notify us of a telephone number and at least two alternate times we can reach you while you are at the computer. If you like, include this information with your initial e-mail request so that we can call you if necessary. Be sure to indicate your time zone along with the times you indicate.

Uninstall Revealing® Archaeology

Before removing Revealing® Archaeology from your hard drive, it would be a good idea to be sure you have a current BACKUP of your data.

To backup your data before you uninstall your courseware, you can launch Revealing® Archaeology and then click the BACKUP button on your Achievement Profile. Or, you can move your RA_UserData folder and all of its contents from its current location in the RA folder inside the Revealing Archaeology folder that is in your Program Files folder (Windows®) or Applications folder (Macintosh®). Be sure to put the RA_UserData folder and its contents in a safe location outside of your Applications or Program Files folder, either on your hard drive or on another disk or drive.

To Uninstall Revealing® Archaeology (Macintosh®): Please delete the folder called Revealing Archaeology (and all of its contents) that you will find inside the Applications folder on your hard drive.

To Uninstall Revealing® Archaeology (Windows®):

1. After you have made a backup of your Revealing® Archaeology user data, delete or move the folder called RA_UserData (and all of its contents) from its location within the Revealing Archaeology Program File folder. You can use the Windows “Search” function to locate this folder or double-click along the following path to get to it: My Computer, C: (local disk or hard drive), Program Files, Revealing Archaeology, RA.

2. Remove the Revealing® Archaeology application by going to your Start Menu, then Programs, then Revealing Archaeology, then “Remove Revealing Archaeology.”