



Xcelasone Frequently Asked Questions & Troubleshooting

In accordance with our [Risk Management Philosophy](#), Delta Gamma seeks to educate collegians on making empowered choices through new Health & Wellness initiatives. Thanks to a grant from the Delta Gamma Foundation, we are launching this new educational program.

WHAT IS XCELASONE?

Xcelasone (Excel - As - One) is a new and interactive prevention education program that empowers members to make safer, healthier and more compassionate choices. The program consists of eight modules covering various education topics such as hazing prevention, bystander intervention, alcohol awareness, sexual assault & education and diversity, equity & inclusion.

WHEN WILL XCELASONE REPLACE GREEKLIFEEDU?

Xcelasone has replaced GreekLifeEDU in the Spring 2022 semester. The past process of receiving an access code for the program no longer exists.

HOW WILL NEW MEMBERS ACCESS THE PROGRAM?

New members will log into the program with the same member email and password used to access their Delta Gamma member account. New members must claim their Delta Gamma accounts first in order to access the program. Please refer to page 28 of the [New Member Pursuit Workbook](#) for more specific instructions to log into Xcelasone.

SHOULD A NEW MEMBER CREATE AN XCELASONE ACCOUNT?

No, every new member will have an account once they claim their Delta Gamma member login. The new member's Delta Gamma account is synced to Xcelasone. Do not create a new account on the Xcelasone platform.

WHAT IF I DO NOT REMEMBER MY DELTA GAMMA MEMBER LOGIN CREDENTIALS?

You can reset your member login [here](#). Please allow 24 hours before attempting to access Xcelasone due to your login credentials updating. If you continue to have issues, please contact helpdesk@deltagamma.org.

WHAT IS EXPECTED TO BE COMPLETED PRIOR TO INITIATION?

Beginning Fall 2022, all new members will be expected to complete the Xcelasone program in full (Modules 101 - 205) to be eligible for initiation. The course includes one final survey that allows you to share feedback - this is required as well.

IS THE FINAL XCELASONE SURVEY ANONYMOUS?

All survey responses are anonymous; Delta Gamma will only receive information about our organization as a whole and will not see individual members' names or responses. The survey is required to complete the program.

SOME NEW MEMBERS ARE HAVING ISSUES WITH CONTENT OR VIDEOS LOADING CORRECTLY. WHAT SHOULD THEY DO?

Please refer them to the following troubleshooting methods:

1. Try a different wifi network or LTE – usually is due to a poor connection issue
2. Try a network different browser
3. Clear your browser Cache and Cookies - [View Resource Here](#)
4. If the new member is using their computer, they should try using their cell phone – and vice versa.

WHAT SHOULD I DO IF A NEW MEMBER FINDS ANY OF THE CONTENT TO BE TRIGGERING?

Please reach out to Assistant Director for Health & Wellness, Kollin Fitzpatrick at kollin.fitzpatrick@deltagamma.org. This will be managed on a case-by-case basis.

HOW WILL OFFICERS MANAGE PROGRESS AND COMPLETION OF THE PROGRAM?

The vp: member education or director of new members will be able to easily monitor progress and completion via the Xcelasone Progress report in Anchorbase (Member Education > Reports > Xcelasone Progress).

A NEW MEMBER HAS PROVEN THEY COMPLETED THE PROGRAM, BUT THE PROGRESS REPORT IS NOT CORRECT. WHAT SHOULD I DO?

Due to the nature of syncing third party data management platforms to Xcelasone, there are sometimes errors. As long as you are able to confirm with the individual new member they have completed the program, that is ok.

If you have multiple issues, please reach out to Assistant Director for Health & Wellness, Kollin Fitzpatrick at kollin.fitzpatrick@deltagamma.org.

QUESTIONS OR CONCERNS ABOUT THE PROGRAM?

If you have other questions, please reach out to Assistant Director for Health & Wellness, Kollin Fitzpatrick at kollin.fitzpatrick@deltagamma.org.

