MOSO FAQ

About MOSO

What is MOSO?

MOSO is an e-learning platform for mentoring and supervision. The software enables users to plan and carry out observation sessions in smaller and larger groups. The group can give feedback as the sessions unfold and give a foundation for discussions and reviews.

Who has made MOSO?

MOSO is a company founded based on research from Norwegian Universities. The initial prototypes of the software was made in a close relationship with university professors in order to optimize the mentoring and supervision process. Feel free to contact us for a list of published papers and books.

How can I get access to MOSO?

In order to set up MOSO correctly for your organization and institution, please contact sales for a product demo or a setup.

How can I get a demo of MOSO?

We can set up a web meeting where we can go through the key features with you. In order to set up a demo environment where you can test the software with a group for a limited t ime, please contact us.

Who can use MOSO?

Any organization who has need to improve the observation and supervision process. Universities teaching and training in areas such as pedagogy, healthcare and law enforcement. Private companies training staff on a regular basis.

Installation and login

How do I download MOSO?

MOSO can be downloaded from App Store for iOS and Google Play for Android. The apps may be improved through updates from time to time so be sure to install updates regularly.

Can I access MOSO from the web browser?

MOSO can be accessed in any web browser using the URL provided for your installation. The URL is the same for the «input address» in your mobile app as for the web browser.

How do I get user account?

A user account is made by the administrator for your installation. Contact us or your faculty staff for information on who can create a user account for you.

How do I get a new password?

Provided you have a MOSO user account you can reset your password in the login dialogue found in the mobile apps or the web version of the software.

Home

Who can change the content to the home screen of the app?

The administrator for your installation can add content for the main screen. Relevant external links to your organization or institution is suggested.

My activities

How do I start a new plan?

Go to My Activities -> My Plans. Click the button with a plus sign on the bottom right hand corner. When the content is edited be sure to save the new plan.

How do I edit a plan?

Go to My Activities -> My Plans. Click the pen button on the right side the plan you want to edit. When the content is edited be sure to save the updated plan.

Who can see my plan?

A plan you have created can be seen by the participants you have invited to your plan. Only users from your organization will be available to be added. The plan will appear under Shared Activities for the participants. They will be able to interact with the plan before and during the observation session.

How can I invite users to see my plan?

When you create or edit a plan you will be able to invite participants. Only users from your organization will be available to be added.

Who can comment on my plan?

Users from your organization who have been invited as participants to your plan can comment on the plan before the observation session. When the observation session is started the participants can comment during the observation session.

Who can see my comments made on other users plans?

The creator of the plan and users from your organization who are participants for the plan will see comments you have made.

What is the difference between planned and my past plans under my activities?

The items listed under planned have not been through the observation session. The items listed under my past plans have been through the observation session.

How do I delete a plan?

For each item in lists there are recycle bin buttons. If you click the recycle bin button you will delete the plan. You only have access to delete plans you have created yourself. Attached documents and resources will still be available under resources.

How do I start an observation session?

In order to start an observation session you first have to click the button labeled «to observation». This will move the plan to the Observation list under Shared Activities for the creator and the participants indicating this plan is ready for an observation session. To start the session you need to click the «start» button. A timer in the top right hand corner of the plan will indicate the time that has passed since the start button has been clicked.

How do I pause an observation session?

Once the observation session has been started you may pause the session by clicking the pause button. You will now get two options, one is to finish the session by clicking the finish button the other is to continue the observation by clicking the start button.

How do I stop a observation session?

Once the observation session has been started you may pause the session by clicking the pause button. You will now get two options, one is to finish the session by clicking the finish button the other is to continue the observation by clicking the start button. The observation sessions that have been stopped will be moved to My Activities -> My Finished Plans for the creator and Shared Activities -> Finished plans for the participants.

Shared activities

What plans can I see from other users?

You can see plans where you have been added as a participant by other users in your organization. The plans are available under Shared Activities. Depending on the current state of the plan it may be available under any of the three sub menus.

Who can give feedback on my observation session?

Any user you have added as a participant can comment and give feedback on a observation session.

How can I comment on other users observation sessions?

Once the planned session has been started you may give feedback to any observation session you have been invited to participate in.

How can others comment on my observation sessions?

Any users who have been invited to participate will find the observation session under Observation in the app.

Who can see my comments made on other users observation sessions?

The creator of the plan and users from your organization who are participants for the plan will see comments you have made.

What is the difference between plans, observation and finished plans under shared activities?

Under plans you will find any plan that you participate in that has not yet been observed
Under observation you will find any plan you participate in that is ready to be observed, is currently an active observation session or is in pause mode.
Under finished plans you will find any plan you have participated in earlier.

Notes

How do I create a new note?

Go to Notes from the main menu. Click the button with a plus sign on the bottom right hand corner. When the content is edited be sure to save the new note.

How do I edit a note?

Go to Notes from the main menu. Click the pen button on the right side the note you want to edit. When the content is edited be sure to save the updated note.

How do I delete a note?

Go to Notes from the main menu. If you click the recycle bin button for a note you will delete it.

Who can see my notes?

Only you can see the notes you have created.

Resources

How do I upload a document to my resources?

Open up your web browser and go to the provided URL and log in to MOSO. Go to Resources on the main menu. Click the button with a plus sign on the bottom right hand corner and then click the document button. Give your document a name and select «My Resources» under Location. Browse your computer for the file you want to upload and click OK in MOSO. The document is now available to you. If you add the document to a plan the document will be available to participants for as long as they have access to it.

How do I add a link to my resources?

Go to Resources on the main menu. Click the button with a plus sign on the bottom right hand corner and then click the link button. Give your link a name and select «My Resources» under Location. Paste the link and click OK in MOSO.

How do I upload a common document?

Open up your web browser and go to the provided URL and log in to MOSO. Go to Resources on the main menu. Click the button with a plus sign on the bottom right hand corner and then click the document button. Give your document a name and select «Common documents» under Location. Browse your computer for the file you want to upload and click OK in MOSO. The document is now available to all other users under «Common documents»

How do I edit the name and location of a document?

Go to the Resources menu. Click the pen button on the right hand side for the document you want to edit the location. Change the name and/or the location for the document and click OK in MOSO.

What is the difference between my resources and common documents?

My resources are documents and links that are only available to the user who has uploaded them. Common documents are documents and links that are available to all users in the group.

Who can see my documents and links?

Only you can see your documents and links if they are uploaded to My Resources. If you add the document to a plan the document will be available to participants for as long as they have access to it.

How can I share a document with other users?

If you add a document from my documents to a plan, you share it with participants of that plan. You can also upload a document as a common document, the document then becomes available to all users in your group.