

SAM - Teacher Support System

User Guide

Instituto Chileno Norteamericano (ICHN)



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1. Introduction

SAM (Teacher Support System) is a web platform designed for teachers at the **Instituto Chileno Norteamericano (ICHN)**. This system allows you to efficiently manage daily classroom activities, including:

- Taking student attendance
 - Recording and managing grades and evaluations
 - Documenting academic content for classes
 - Viewing session history and payment estimates
 - Managing replacement classes
 - Academic reports by course
 - Updating personal information
 - Privacy policy compliance under Law N° 21,719
-

2. System Requirements

Supported Browsers

- Google Chrome (version 90 or higher)
- Mozilla Firefox (version 90 or higher)
- Microsoft Edge (version 90 or higher)
- Safari (version 14 or higher)

Internet Connection

A stable internet connection is required to access the system.

Recommended Screen Resolution

- Minimum: 1024 × 768 pixels
 - Recommended: 1366 × 768 pixels or higher
 - The system is partially responsive and can be used on tablets
-

3. Accessing the System

3.1 Login



Teacher

Enter your credentials to sign in

User



15668563-1

Password



.....



I agree to the processing of my personal data in accordance with the [Privacy Policy](#) under Law N° 21.719.

Sign In

[Forgot your password?](#)

To access the system:

1. Open your web browser and go to the URL provided by the institute.
2. On the **Login** screen, enter:
 - **User:** Your RUT (without dots, with hyphen) or passport number.
 - **Password:** Your assigned password.
3. Check the **personal data consent** checkbox. This is a mandatory step confirming your acceptance of data processing under **Law N° 21,719**. You can click the **Privacy Policy** link to review the full policy before proceeding.
4. Click the **Sign In** button.

Note: The system requires explicit consent for personal data processing before allowing login. You cannot access the system without checking this box.

If your credentials are correct, you will be taken to the main dashboard. If this is your first time logging in, the system will redirect you to the password creation screen.

3.2 First Time - Create Password

Create New Password

Set your new password to access the system.

New Password



Enter your new password



Confirm Password



Confirm your new password



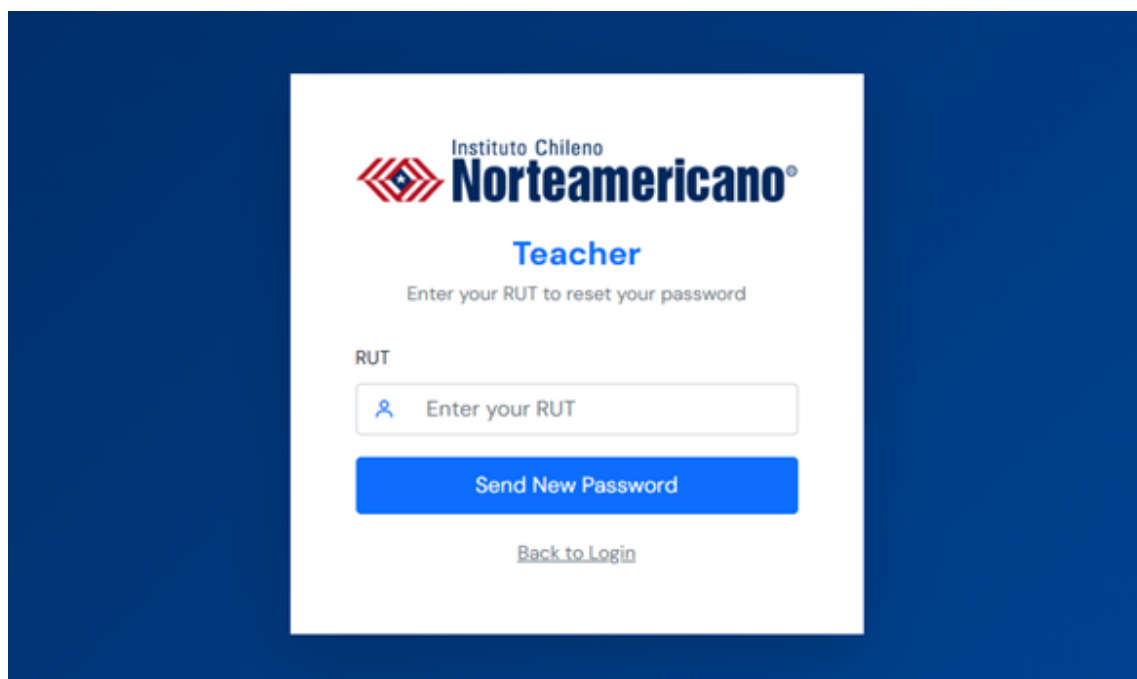
Save Password

If this is your first time accessing the system, you must create a personal password:

1. On the **Create New Password** screen, enter your new password in the **New Password** field.
2. Confirm the password in the **Confirm Password** field.
3. Click **Save Password**.
4. Once saved, you will be automatically redirected to the main dashboard.

Note: Your password should be easy to remember but secure. There are no minimum complexity requirements, but a combination of letters and numbers is recommended.

3.3 Password Recovery



If you have forgotten your password:

1. On the Login screen, click **Forgot your password?**.
2. Enter your **RUT** in the corresponding field.
3. Click **Send New Password**.
4. The system will send a temporary password to your registered email address.
5. Check your inbox (and spam folder if you don't see it).
6. Use the temporary password to log in, then change it from your Profile.

3.4 Privacy Policy

The SAM system complies with **Law N° 21,719** on Personal Data Protection. You can access the Privacy Policy in two ways:

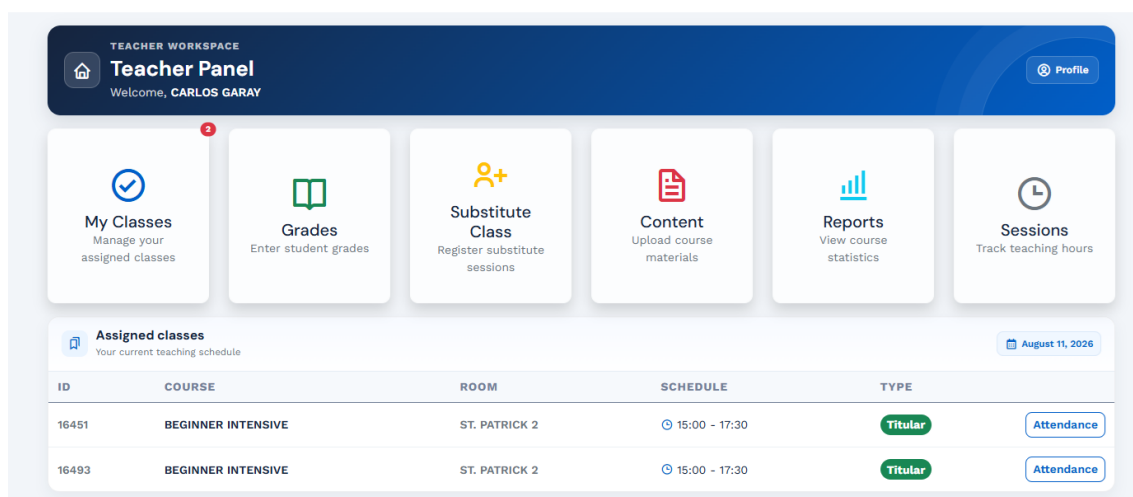
1. From the **Login** screen, click the **Privacy Policy** link next to the consent checkbox.
2. From the **footer** on any page in the system, click the **Personal Data Protection** link.

The privacy page includes:

- **Data Controller:** OTEC Instituto Chileno Norteamericano Ltda.
- **Legal Basis:** Law N° 21,719 on Personal Data Protection.
- **Data collected:** Identification (RUT, name, email), employment data (attendance, courses, grades), and access credentials (encrypted with AES).
- **Purpose:** Academic management, attendance control, grade recording, and institutional communication.
- **ARCO Rights:** Access, Rectification, Cancellation, Opposition, and Portability of your data.
- **Exercising your rights:** Contact at contacto@norteamericano.cl.

Note: The privacy policy is available in Spanish and English. You can switch languages using the **ES / EN** buttons at the top of the page.

4. Dashboard



Upon logging in, you will see the **Dashboard** with the following information:

- **Welcome panel:** Displays your name, the current date, and a direct link to your **Profile**.
- **Quick access cards:**
 - **My Classes:** Register attendance for your titular classes (shows a count of pending classes)
 - **Grades:** Go to grade management
 - **Substitute Class:** Register attendance for your substitute classes
 - **Content:** Upload course materials
 - **Reports:** View course statistics
 - **Sessions:** Track teaching hours
- **Assigned classes:** Table with your assigned classes for the current date, showing:
 - Course ID
 - Course name
 - Room
 - Schedule
 - Type (Titular or Substitute)
 - **Attendance** button: Links to Attendance (for titular classes) or Replacement (for substitute classes)

Tip: Quick access cards have a hover effect (shadow on mouse over) for a better visual experience.

5. Navigation Bar

The top navigation bar is present on all pages (except Login, Create Password, Forgot Password, and Privacy) and contains:

Element	Description
ICHN Logo	Redirects to the Dashboard
Home	Main dashboard
Attendance	Attendance taking for titular classes
Substitute	Replacement classes

Grades	Grade management
Content	Class content
Sessions	Sessions and payments
Profile	Teacher profile
Teacher's name	Link to Profile
Sign Out button (icon)	Log out

6. Taking Attendance

6.1 Selecting a Course

CLASS MANAGEMENT

Attendance

Register attendance for your titular classes

Assigned classes

Choose a titular class to register attendance

August 11, 2026

ID	COURSE	ROOM	SCHEDULE	TYPE	CAMPUS	
16451	BEGINNER INTENSIVE	ST. PATRICK 2	15:00 - 17:30	Titular	MONEDA	Attendance
16493	BEGINNER INTENSIVE	ST. PATRICK 2	15:00 - 17:30	Titular	MONEDA	Attendance

1. On the navigation bar, click **Attendance**.
2. A table with your assigned classes for the day will be displayed.
3. Identify the course you want to take attendance for.
4. Click the **Attendance** button for that course.

6.2 Starting a Class

TITULAR CLASS

Start class

Review the class details before beginning the attendance session

ASSIGNED CLASS

16451 – BEGINNER INTENSIVE

DATE

AUGUST 11, 2026

SCHEDULE

15:00

Press the button below to start the class session and proceed with attendance.

Start Class

1. You will see the selected course information (name and date).
2. Click **Start Class** to begin the session.

3. The system will validate your location (for in-person Plan Central classes, you must be on the institute's network). **EMPRESAS** (enterprise) courses do not require location validation.

6.3 Recording Attendance

#	Student	Present	Late	Absent
1	ALLENDE CIFUENTES, JUAN	☒	☐	☐
2	GARAY MUNOZ, CARLOS	☐	☒	☐
3	MENA MUNOZ, FELIPE	☒	☐	☐

Update Attendance

Schedule: 19:00 - 21:15

End Class

Summary

Total students: 3

Present: 2

Late: 1

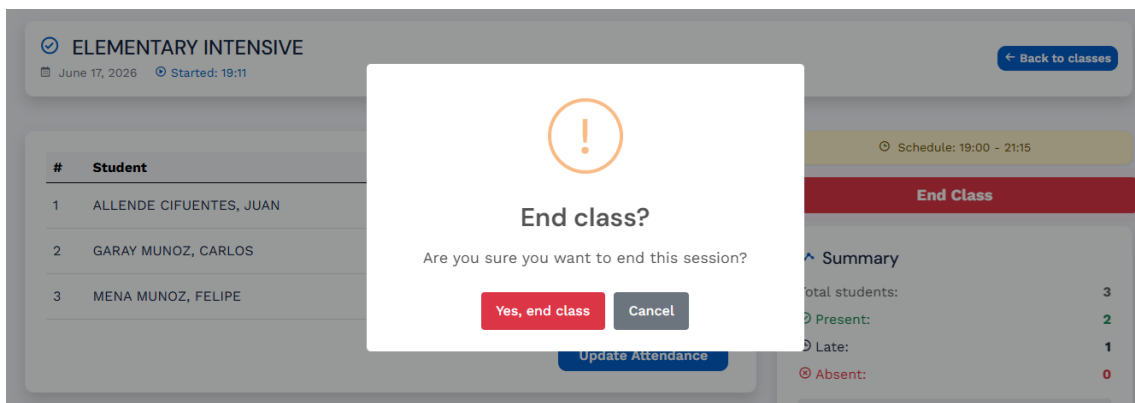
Absent: 0

Once the class has started:

1. You will see the list of students with three circular buttons for each:
 - **Green (P)**: Present
 - **Yellow (L)**: Late
 - **Red (A)**: Absent
2. Click the corresponding status for each student.
3. The selected button will light up with its respective color.
4. The right column shows a **real-time summary**:
 - Total students
 - Present
 - Late
 - Absent
 - Visual progress bar
5. You can change a student's status at any time by clicking a different button.
6. Once all attendance is recorded, click **Save Attendance** to save.

Note: Changes are saved immediately when you click **Save Attendance**. You don't need to wait until the end of class.

6.4 Ending a Class

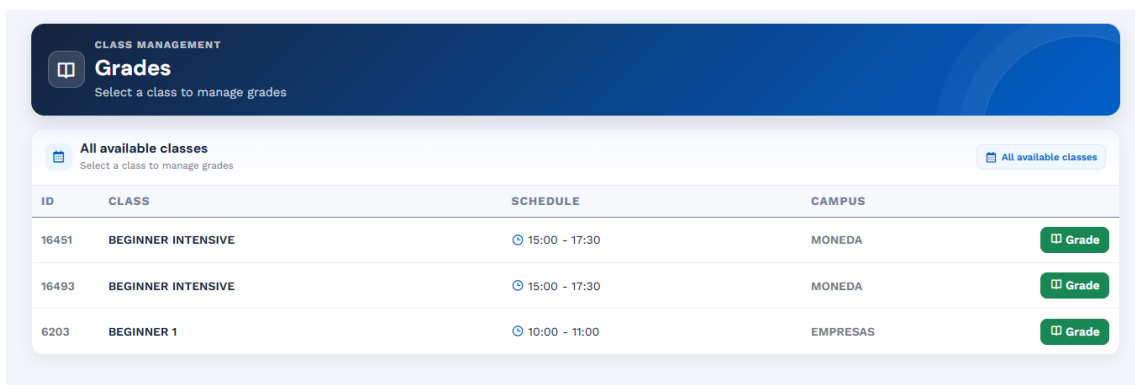


1. When the class is over, click the red **End Class** button (shown with a pulsing animation).
2. A confirmation window will appear: "**Are you sure you want to end this session?**"
3. Click **Yes, end class** to confirm.
4. The session will be recorded and you'll be redirected to the course list.

Important: Once a class is ended, you cannot modify the attendance for that session.

7. Grade Management

7.1 Selecting a Course and Evaluation



1. On the navigation bar, click **Grades**.
2. Select the course by clicking **Grade**.
3. On the grade management screen:
 - From the **Evaluation** dropdown, select the evaluation type:
 - **CA** (Continuous Assessment)
 - **MWT** (Midterm Written Test)
 - **MOT** (Midterm Oral Test)
 - **FOT** (Final Oral Test)
 - **FWT** (Final Written Test)

7.2 Continuous Assessment (CA)

Evaluation

Continuous Assessment
▼

[📖How CA grading works](#)

CA Tests:

2026-06-09
2026-06-10
2026-06-11
+ New CA Test

Selected CA Test - 2026-06-11

#	Student	Grade	Status
1	ALLENDE CIFUENTES, JUAN	88	Approved
2	GARAY MUNOZ, CARLOS	99	Approved
3	MENA MUNOZ, FELIPE	99	Approved

For **CA** evaluations:

1. Select **CA** from the evaluation menu.
2. You will see date buttons for existing CA tests and the **+ New CA Test** option.
3. To create a new test:
 - Click **+ New CA Test**.
 - The system will create a new evaluation with the current date.
4. To view or edit grades for an existing test:
 - Click the desired test date button.
5. For each student:
 - If a grade is already recorded, it will display as text (read-only).
 - If no grade exists, an editable field will appear.
 - Enter a number between **0 and 100**.
 - If the student was absent, leave the field empty (it will save as 0).
6. Click **Save Grades** to save.
7. The right column displays:
 - **Class average**
 - **Highest** and **Lowest** scores
 - Number of **Graded** and **Pending** students

Tip: Click the **"How CA grading works"** link for a quick guide.

7.3 Other Evaluations (MWT, MOT, FOT, FWT)

Evaluation

Final written test

#	Student	Grade	Status
1	ALLENDE CIFUENTES, JUAN		Pending
2	GARAY MUNOZ, CARLOS		Pending
3	MENA MUNOZ, FELIPE		Pending

Save Grades

For non-CA evaluations:

1. Select the desired evaluation type (MWT, MOT, FOT, or FWT).
2. A table with students and grade entry fields will be displayed.
3. Enter each student's grade (value between 0 and 100).
4. Click **Save Grades**.
5. Use the **Back to classes** button to return to the course list.

8. Class Content

8.1 Selecting a Course

CLASS MANAGEMENT

Content

Select a class to manage content

All available classes

Select a class to manage content

All available classes

ID	CLASS	SCHEDULE	CAMPUS	
16451	BEGINNER INTENSIVE	15:00 - 17:30	MONEDA	Content
16493	BEGINNER INTENSIVE	15:00 - 17:30	MONEDA	Content
6203	BEGINNER 1	10:00 - 11:00	EMPRESAS	Content

1. On the navigation bar, click **Content**.
2. Select the course by clicking **Content**.

8.2 Uploading Content

Upload Content

Title
Content title

Description
Content description

Categories
Readings
Exercises
Exams
Presentations
Listening

Click each category to toggle selection

Session date
2026-06-17

Upload

To record academic content:

1. Fill in the **Upload Content** form fields:
 - **Title:** Content title (e.g., "Unit 3 - Past Tense").
 - **Description:** Detailed description of the content covered.
 - **Categories:** Select one or more categories by clicking:
 - Readings
 - Exercises
 - Exams
 - Presentations
 - Listening
 - Interaction
 - Learning
 - Other
 - **Session date:** Select the session date (only shows dates with recorded sessions).
2. A confirmation dialog will appear: **"Are you sure you want to upload this content?"**
3. Click **Yes, upload** to confirm or **Cancel** to return to the form.
4. The content will appear in the right panel.

8.3 Viewing Content

Content

3 item(s)

16-06-2026 | SAM | Readings Listening Replacement

"At vero eos et accusamus et iusto odio dignissimos ducimus qui blanditiis praesentium voluptatum deleniti atque corrupti quos dolores et quas molestias excepturi sint occaecati cupiditate non provident, similique sunt in culpa qui officia deserunt mollitia animi, id est laborum et dolorum fuga. Et harum quidem rerum facilis est et expedita distinctio. Nam libero tempore, cum soluta nobis est eligendi optio cumque nihil impedit quo minus id quod maxime placeat facere possimus, omnis voluptas assumenda est, omnis dolor repellendus. Temporibus autem quibusdam et aut officiis debitis aut rerum necessitatibus saepe eveniet ut et voluptates repudiandae sint et molestiae non recusandae. Itaque earum rerum hic tenetur a sapiente delectus, ut aut reiciendis voluptatibus maiores alias consequatur aut perferendis doloribus asperiores repellat."

10-06-2026 | SAM | Other

Prueba de contenido - Readings, Exercises, Exams, Presentations, Listening, Interaction, Learning, Other[prueba de sistema, "Lorem ipsum dolor sit amet, consectetur adipiscing elit, sed do eiusmod tempor incididunt ut labore et dolore magna aliqua. Ut enim ad minim veniam, quis nostrud exercitation ullamco laboris nisi ut aliquip ex ea commodo consequat. Duis aute irure dolor in reprehenderit in voluptate velit esse cillum dolore eu fugiat nulla pariatur. Excepteur sint occaecat cupidatat non proident, sunt in culpa qui officia deserunt mollit anim id est laborum."

The **Content** panel on the right shows:

- List of recorded content, sorted by date.
- Each entry shows: date, teacher, categories (with color tags), and description.
- Total item count.
- If no content exists, you'll see "No content uploaded yet."

9. Sessions and Payments

MONTHLY WORK LOG

Sessions

PERIOD: 21 Jul. 2026 - 20 ago. 2026

REVIEW MONTH agosto 2026

TOTAL SESSIONS 31

PENDING 23

SCHEDULED HOURS 77,50 hrs

REGISTERED HOURS 9,2 hrs

AMOUNT \$78 CLP

Session details

Planned and registered hours for the selected period.

DATE	ASSIGNMENT	CODE	CAMPUS	COURSE	SCHEDULE	PLANNED	START	END	REGISTERED
27-Jul.	A Titular	16493	MONEDA	BEGINNER INTENSIVE	15:00:00 - 17:30:00	02:30:00			
27-Jul.	A Titular	16451	MONEDA	BEGINNER INTENSIVE	15:00:00 - 17:30:00	02:30:00			
28-Jul.	A Titular	16493	MONEDA	BEGINNER INTENSIVE	15:00:00 - 17:30:00	02:30:00			
28-Jul.	A Titular	16451	MONEDA	BEGINNER INTENSIVE	15:00:00 - 17:30:00	02:30:00			

This section lets you view your session history and payment estimates:

1. On the navigation bar, click **Sessions**.
2. At the top, select the **month** you want to view.
3. A summary will display:
 - **Total sessions:** Total sessions in the period.
 - **Pending:** Sessions pending registration.

- **Scheduled hours:** Hours scheduled per timetable.
- **Registered hours:** Hours actually recorded.

4. The table below shows details for each session:

- Date
- Type (Regular/Replacement)
- Course code and name
- Campus
- Schedule
- Actual session start and end times
- Session registration status

Note: Session data from both **Plan Central** and **Enterprise** courses is combined in this view. The totals and payment estimates include hours from both course types.

10. Teacher Profile

ACCOUNT SETTINGS

My Profile Account active

Manage your personal information and security preferences

TEACHER ACCOUNT
CARLOS GARAY MUÑOZ

RUT / Passport
15668563-1

Your account information is protected and managed securely.

Contact information
Keep your contact details up to date.

EMAIL
cgaray@norteamericano.cl
Used for account notifications.

PHONE
7174

ADDRESS
MONEDA 1467

Security
Update your password when needed. [Change Password](#)

Changes are saved to your account [Save Changes](#)

10.1 Updating Email

1. On the navigation bar, click **Profile** or your name.
2. In the **Personal Information** section:
 - Your RUT, name, phone number, and address are read-only.
 - The **Email** field is editable.
3. Update your email address if needed.
4. Click **Save Changes**.

10.2 Changing Password

1. On the Profile page, click **Change Password**.
2. A confirmation window will appear: "**Do you want to change your password?**"
3. Click **Yes, change it**.
4. The new password fields will appear:
 - **New Password:** Enter your new password.
 - **Confirm Password:** Confirm the new password.

5. Click **Save Changes** to save.

Note: If you leave the password fields empty, your current password will not be changed.

11. Substitute Classes

The substitute class module has two flows depending on whether you have assigned substitute classes in the system.

11.1 Assigned Substitute Classes (Primary Flow)

The screenshot shows the 'Substitute Attendance' interface. At the top, there's a header with 'CLASS MANAGEMENT' and 'Substitute Attendance' with a subtext 'Register attendance for your substitute classes'. Below this is a section titled 'Assigned substitute classes' with a subtext 'Choose a class to register substitute attendance' and a date selector 'August 11, 2026'. A table displays the assigned classes:

ID	COURSE	ROOM	SCHEDULE	TYPE	CAMPUS
16493	BEGINNER INTENSIVE	ST. PATRICK 2	15:00 - 17:30	Substitute	MONEDA

Below the table, there's a message 'Can't find your replacement class?' and a button 'Register a contingency session'.

1. On the navigation bar, click **Substitute** (also accessible from the Dashboard).
2. A table with your assigned substitute classes will be displayed.
3. Identify the class you want to register attendance for.
4. Click the **Attendance** button for that class.

Note: If no substitute classes are assigned, you'll see a message with a button to register a provisional session (see section 11.2).

11.2 Provisional Session (Secondary Flow)

The screenshot shows the 'Replacement Attendance' interface. It has a header with 'Replacement Attendance' and a subtext 'Enter the course ID to start a replacement session.' Below this is a form with a label 'Course ID' and a text input field with the placeholder 'Enter the course ID'. At the bottom, there's a yellow button labeled 'Search Course'.

If you don't find your class in the assigned list, or need to register a provisional session:

1. Click the button: "**Can't find your replacement class? Register a provisional session**"
2. Two course type options will be displayed:
 - **Plan Central Course**: For regular institute courses.
 - **Closed Enterprise Course**: For corporate or company courses.
3. Select the correct course type based on the information provided.
4. Enter the **Course ID** that was provided to you.
5. Click **Search Course**.

Important: If you select the wrong course type, the system will display "No course found with that ID".

11.3 Starting the Class

ELEMENTARY INTENSIVE
June 17, 2026

🕒 14:00 - 16:15

Press the button below to start the replacement session.

The session will be marked as **pending authorization**.

Start Replacement Class

1. Verify the course information (name, date, schedule).
2. Confirm it is the correct course.
3. Click **Start Class** (primary flow) or **Start Replacement Class** (secondary flow).
4. For secondary flow sessions, the session will be marked as **Pending Authorization**.

11.4 Taking Attendance

#	Student	Present	Late	Absent
1	ALLENDE CIFUENTES, JUAN	P	L	A
2	GARAY MUNOZ, CARLOS	P	L	A
3	MENA MUNOZ, FELIPE	P	L	A

🕒 Schedule: 14:00 - 16:15

End Class

Summary

Total students: 3

🟢 Present: 2

🟡 Late: 1

🔴 Absent: 0

Update Attendance

The attendance process is similar to a regular class:

1. On the **Attendance** tab (active by default), you'll see the student list.
2. Select each student's status:
 - **Green (P)** - Present
 - **Yellow (L)** - Late
 - **Red (A)** - Absent
3. Click **Save Attendance** to save.
4. The right column shows the attendance summary.

Note: The **Pending Authorization** badge is only displayed for provisional sessions (secondary flow).

11.5 Recording a Comment

The screenshot shows the 'Content & Comment' interface. On the left, under 'Course Content', there are two entries. The first entry is dated 16-06-2026, by user SAM, with tags 'Readings', 'Listening', and 'Replacement'. It contains a paragraph of Latin text. The second entry is dated 10-06-2026, by user SAM, with the tag 'Other', and contains a paragraph of Spanish text. On the right, the 'Replacement Comment' section is active. It has a 'Categories' dropdown menu with options: 'Listening', 'Interaction', 'Learning', and 'Other'. Below the categories is a text field with the placeholder 'Write your observations about this session (required before ending the class)...'. At the bottom of this section is a blue 'Save Comment' button.

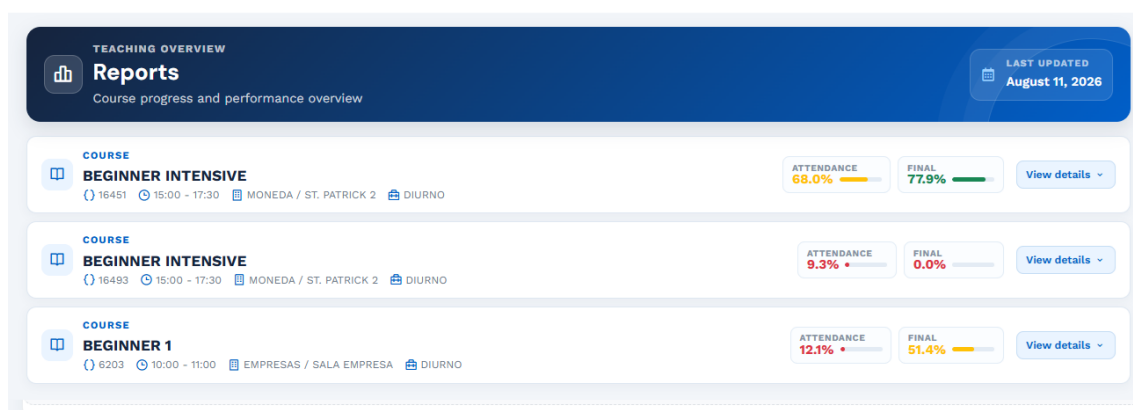
Before ending the class:

1. Switch to the **Content & Comment** tab.
2. Review existing course content (if any).
3. In the **Replacement Comment** section:
 - Select one or more **categories** for your comment.
 - Write your observations about the session in the text field.
 - Click **Save Comment**.
4. Once the comment is saved, you can end the class with **End Class**.

Important: A comment is **required** before ending a substitute class. Both attendance and comment must be completed.

5. When you end the class:
 - **Primary flow** (assigned class): The session is closed and saved normally.
 - **Secondary flow** (provisional session): The system will automatically send a notification email to the corresponding campus with a summary of the class:
 - **Plan Central:** The email is sent to the corresponding campus (Moneda, Providencia, La Florida, or Online).
 - **Enterprise:** The email is sent to `sedeempresas@norteamericano.cl`.

12. Academic Reports



This section shows a consolidated summary of all your courses, including both **Plan Central** and **Enterprise** courses in a single view. The **Campus** field will display "EMPRESAS" for enterprise courses.

1. Access from the Dashboard (**Reports** card).
2. For each course, the following is displayed:
 - **General information:** Code, name, campus, room, schedule, course dates.
 - **Students:** Number of students and course capacity.
 - **Attendance:** Average attendance with progress bar (green = good, yellow = fair, red = low).
 - **Grades by evaluation:** For each evaluation type (CA, MWT, MOT, FOT, FWT):
 - Average with visual progress bar.
 - Pending indicator if no grades are recorded.
 - **Weighted final grade:** Weighted average according to each evaluation's weight.
3. From each course, you can directly access:
 - **Attendance:** Take attendance
 - **Grades:** Manage grades
 - **Content:** View content

13. Signing Out

To sign out securely:

1. In the top-right corner, click the **Sign Out** button (exit icon).
2. You will be redirected to the Login screen.

Recommendation: Always sign out when you finish using the system, especially on shared computers.

14. Frequently Asked Questions

Can I modify attendance after saving it?

Once attendance is saved, you can modify it as long as the class is still active (not ended). After ending the class, attendance is locked.

What do the evaluation acronyms mean?

- **CA:** Continuous Assessment
- **MWT:** Midterm Written Test

- **MOT:** Midterm Oral Test
- **FOT:** Final Oral Test
- **FWT:** Final Written Test

How do I know if a class is a substitute?

On the Dashboard and class list, substitute classes appear with a yellow "**Substitute**" badge, while titular classes appear in green with a "**Titular**" badge. The Attendance button also changes: for titular classes it links to Attendance, for substitute classes it links to Replacement.

Can I use the system on my phone?

The system is partially responsive. It works best on tablets and computers. On mobile phones, some tables may appear compressed.

How often is the payments section updated?

The sessions section reflects recorded hours registered in the system.

What if I can't find my course in the list?

For titular classes: Verify that it is a day with scheduled classes and that the course is correctly assigned to you. For substitute classes: Use the "Can't find your replacement class? Register a provisional session" button to search manually by course ID.

What is the difference between a Plan Central course and an Enterprise course?

- **Plan Central:** Regular institute courses (open). Location validation is required to start a class. Data is stored in the main `sige_sam_V3` database.
- **Enterprise:** Corporate or closed courses for companies. No location validation is required to start a class. Data is stored in a separate database (`sige_sam_empresa`). The campus is displayed as "EMPRESAS".
- Both course types appear together in course lists, reports, and sessions. The system handles the distinction transparently for the user.

What is the difference between the two substitute flows?

- **Primary flow:** Your substitute classes are already assigned in the system. Select from the list and take attendance directly.
- **Secondary flow:** Use when your class is not in the assigned list. You must manually search by course ID. These sessions are marked as "Pending Authorization" and require an email notification to the campus.

What is the consent checkbox on the login screen?

The SAM system processes personal data (RUT, name, email, attendance, grades) in compliance with **Law N° 21,719**. The consent checkbox confirms that you accept this data processing. You can review the full policy in the **Privacy Policy** section (section 3.4) or via the footer link.

15. Troubleshooting

I can't log in

- Verify that your RUT is entered correctly (with hyphen).
- Use the **Forgot your password?** option to reset your password.
- If the problem persists, contact the system administrator.

The page doesn't load properly

- Try refreshing the page (F5).
- Clear your browser cache.
- Try another supported browser.

Error when starting a class (in-person)

If you receive an error when starting an in-person class, make sure you are connected to the institute's WiFi network.

If you are at a different campus, contact support.

I didn't receive the password recovery email

- Check your spam or junk mail folder.
- Verify that your email is correctly registered (check in Profile).
- Request a new send after a few minutes.

The system shows "No classes assigned"

- Verify that it is a day with scheduled classes.
- Confirm that courses are correctly assigned in the system.
- If the problem persists, contact coordination.

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