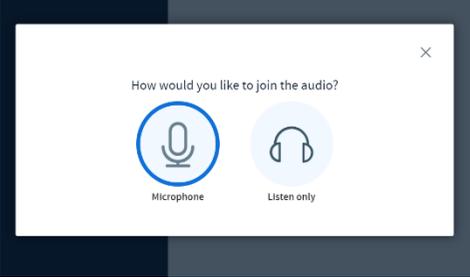
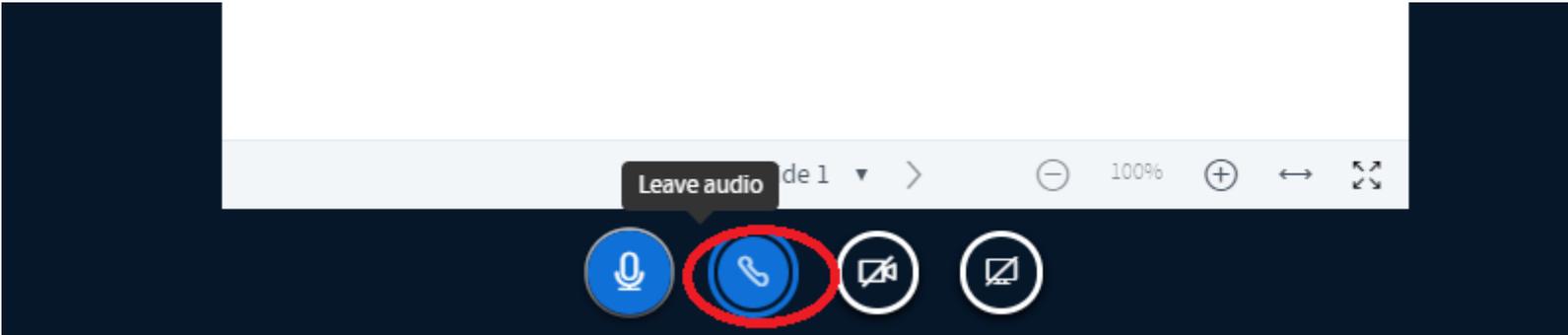


Frequently Asked Questions – Technical Support - Delegates

Area	Question	Response
Browser	What browser is the best to use?	We recommend that you use Google Chrome. We have had issues with Firefox and Microsoft Edge as some learners have not been able to see the slides
Logging in	When I log in, what option do I select?	When logging in, please select the microphone option. Please ensure you have access to a microphone – this is now a function inbuilt in most devices / laptops. 
Device	What device should I use?	Please use a laptop or tablet. For full functionality, we strongly advise using a laptop. Smartphones can be used but functionality will be limited. You may not experience the true value of the virtual classroom.
Annotation tools	What annotation tools will I have access to?	Please find below a list of annotation tools you will have access to. The 'T' is a text tool and you will be required to click on the screen and drag to create a box, you can then immediately write text. Other tools that will be relevant to you will be the line, circle, square and pencil tool. The 'undo' arrow allows you to remove the last item you annotated. The delete icon allows you to delete all annotations you have created. 

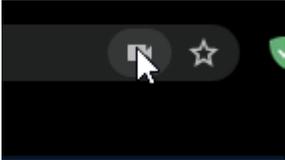
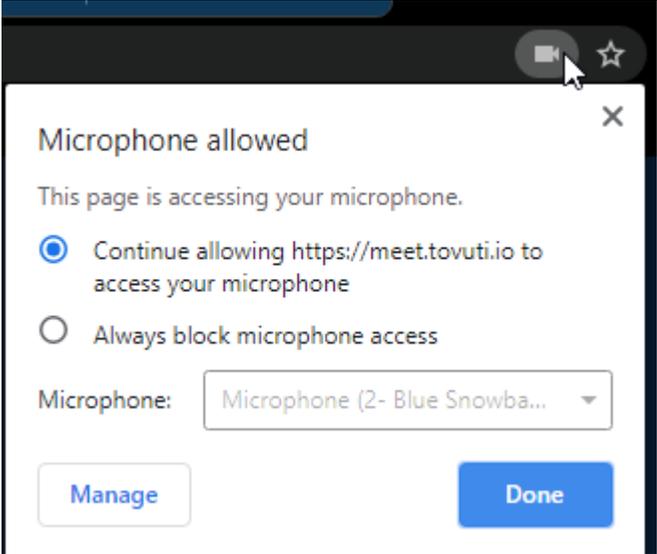
Updated: June 2020

Revision date: July 2020

Area	Question	Response
Technology challenges during the session	I am experiencing technology challenges during the session, who do I contact?	Please speak to the tutor who is leading the course.
	I cannot hear sound during the session	<p>You may need to log out and log back in again, selecting the microphone option when you re-join. Alternatively you should have an audio option at the bottom of your screen to select. This will allow you to re-join via microphone.</p>  <p>The screenshot shows a dark blue interface with a light grey bar at the top containing a 'Leave audio' button, a dropdown menu showing 'de 1', and volume controls set to 100%. Below this bar are four circular icons: a microphone (blue), a telephone handset (blue and circled in red), a camera (white), and a screen share (white).</p>
	I can't hear audio and have an error message saying, 'ice negotiation fails'?	Please ensure you are using Chrome. Also check your any Chrome adblocker extensions. If these are enabled, it may be a firewall issue.
	I am logged in twice and	The tutor will understand which device is most active (this will be dictated by a highlight of your name on the delegate list when you speak). They will then remove the device which is least active.

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Area	Question	Response
Headset	can hear an echo? My headset does not seem to work when I am logged into the virtual classroom?	<p>When connected to the Virtual Classroom and encountering audio issues, check to make sure the headset you are using is the selected microphone in your browser. In Chrome for example:</p> <p>Click the Camera icon next to the bookmark star:</p>  <p>Make sure the microphone you are using is the correct microphone:</p>  <p>If not, select 'Manage' and select the correct microphone for use:</p>