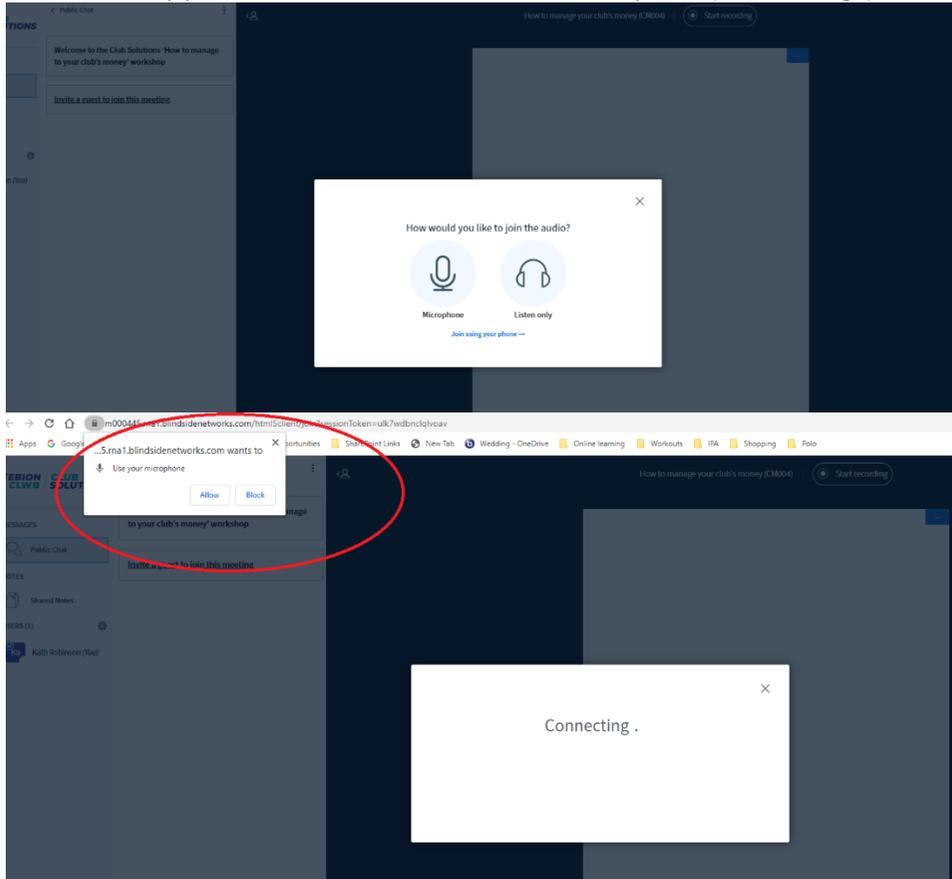
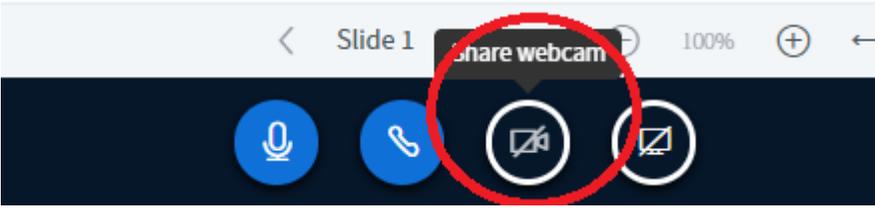
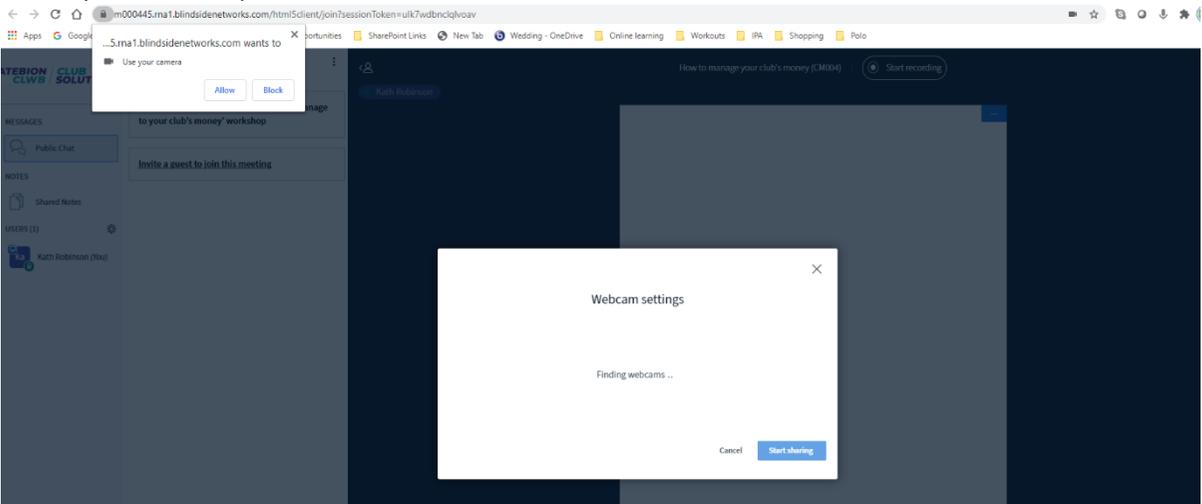
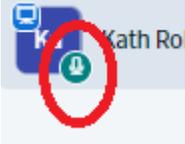
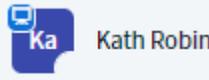
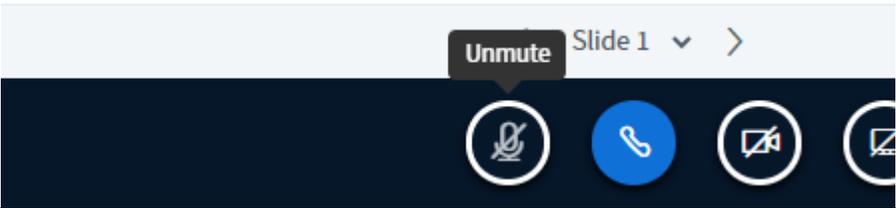
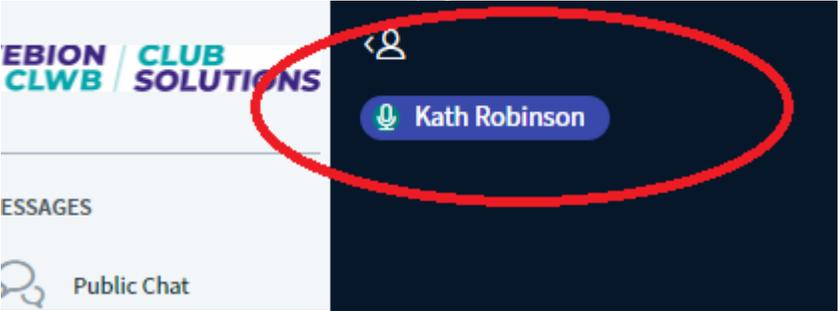
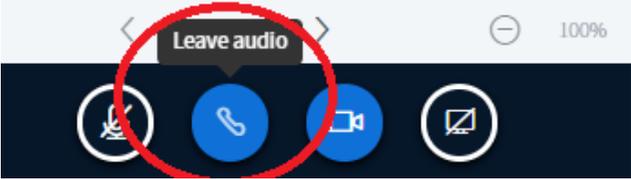
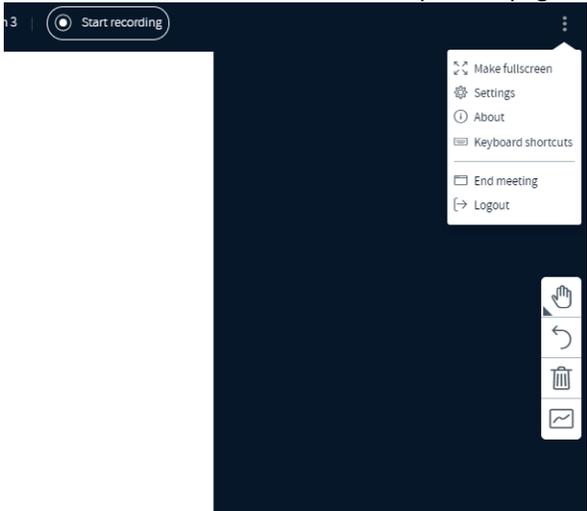


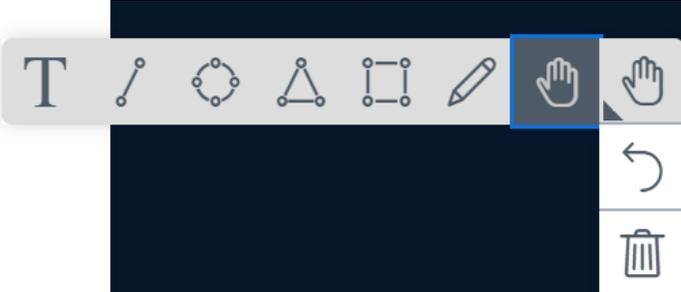
Technical Support for Delegates

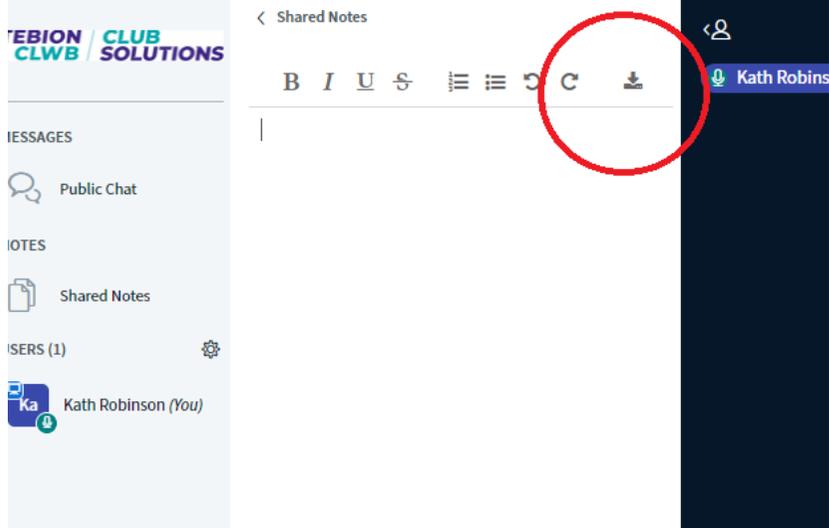
Area	Question	Response
Browser	What browser shall I use to log in?	To obtain the best functionality, we recommend using Google Chrome.
Device	What device should I use?	We would recommend using a laptop. You can also access the classroom via tablet and phone but functionality might be limited. If you are using a work laptop, please check your security settings as sometimes software such as the virtual classroom can be blocked.
Logging in	When I log in, what can I expect to see?	<p>You will be asked to select an option – microphone or listen only. The microphone allows you to interact. You will be asked by your browser to allow access to the microphone (second image)</p> 

Area	Question	Response
	<p>I would like to share my webcam; how do I do that?</p>	<p>There is an icon at the bottom of the screen when you join the virtual classroom that looks like this:</p>  <p>You may be asked for permissions to share which can be seen below.</p> 
<p>Audio</p>	<p>How do I know if I have audio?</p>	<p>The microphone next to your name is highlighted in green:</p>  <p>If you have no audio (or have selected listen only), you will have no microphone next to your name</p>

Area	Question	Response
		
	<p>How do I know if I'm muted?</p>	<p>The microphone will have a red symbol</p>  <p>To unmute yourself click the microphone at the bottom of the page:</p> 
	<p>How can I see who is speaking?</p>	<p>Just look for the icon at the top of the page</p> 
	<p>What if I cannot hear?</p>	<p>We would ask you the following questions:</p> <ul style="list-style-type: none"> • Are you using Google Chrome? • Have you joined via microphone? <p>Have you checked that there are no pop up blockers/extensions that have not been answered, granting permission.?</p>

Area	Question	Response
		<p>If these options do not work, we would encourage you to click the leave audio button at the bottom of the presentation.</p>  <p>Alternatively, we recommend you log out and log back in again, selecting the microphone option when you re-join</p>
Changing the view	I want to see the presentation on a full screen	<p>Please click on the three dots at the top of the page and click on make full screen.</p> 
	I want to reduce the size of the presentation	Please hover over the top of the presentation and reduce the size accordingly
	I want to move the videos to have them placed in a different area	Just click on the video(s) and drag and drop them accordingly on the screen.

Area	Question	Response
Tools	What annotation tools do delegates have access to?	<p>Please find below a list of annotation tools. 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.</p> 
	Shared notes – how do I best use these?	<p>Shared notes can be seen on your left hand side as an option under the public chat.</p> <p>If you go into a breakout room, you will need to highlight any text you have written in the shared notes, and press copy. Once you are back in the main room, you can paste these in the shared notes.</p> <p>Shared notes can also be shared and distributed after the workshop. Please view the image below to understand how to download the shared notes. Please speak to the course tutor if required.</p>

Area	Question	Response
		
	<p>Can I save items featured in the public chat?</p>	<p>Yes the system allows for the chat feature to be saved and shared at the end of the workshop. Please speak to the tutor to ask about this further.</p>