e-CLASSES
Contact North | Contact Nord

Contact North | Contact Nord e-CLASSES Web Conferencing

Participant – Quick Reference Card –Version 8.2

Welcome to Contact North | Contact Nord. Use this **Quick Reference Card** to help you with adjusting your audio, speaking in the session, and learning to use the tools in your e-CLASSES session. *You may want to keep this card nearby for reference*.

Before You Begin

- **Ensure your headset or microphone & speakers, webcam (if applicable) are plugged in *before* you join your session.**

- Before the session starts, use the ***Adjust audio*** and ***Test Video*** **buttons** in the centre area to test your audio and webcam.

- Once the leader starts the session, if needed, use *Audio Setup* by clicking the **arrow beside the top left Muted/On.**
  Click the **arrow beside the top left Camera button** to test your webcam and preview your image.

Participant Tips

- Ensure all other applications not needed are closed during your session.
- Browse course content before a session begins.
- Make sure you can clearly hear the Leader and others at all times. Run the ***Audio Setup*** if you encounter problems.
- Click the ***Hand*** button to request a microphone or ask a question.
- Click the green ***Yes*** or red ***No*** buttons as a non-verbal way to share feedback or answer questions and comments.
- Use ***Chat*** to communicate with the Leader if you experience technical problems with your audio equipment.
- Click the step out button, 🧑‍🚫 when you must leave the session temporarily. Remember to click again to step back into the session.
- To speak, on a **keyboard press and hold the Ctrl key (PC) or Control key (Mac). On the interface, click the *red microphone* beside your name in the Attendees Panel or click the *Muted* button** (the leader must enable your microphone and webcam before you can use it in the session).

HELP DESK
Contact North | Contact Nord Technical Assistance Hotline: 1-888-850-4628

Immediately alert the Contact North | Contact Nord Technical Help Desk if you experience a technical problem.   If attending at a Contact North | Contact Nord centre, immediately alert the staff for assistance.

See additional e-CLASSES Student Resources at http://studyonline.ca/getting-started/student-resources

Participant Interface, Version 8.2

1) Click the **Mute/On button** to turn on/off your microphone (if enabled by leader). Test your audio settings (Audio Wizard) by clicking on the **arrow just beside** Mute/On.

2) Click the **Camera button** to start/stop transmitting your webcam (if enabled by leader). Test your webcam settings by clicking on **the arrow just beside** the Camera button (Video Wizard).

3) Click the **green pen button** to hide/show the **Markup** tools (only accessible if your microphone is enabled by the session leader).

4) Use **Emoticons** to communicate in your session. **Raise your Hand, Answer Yes or No, Laugh, Applaud, Step Out**.

5) Names of all attendees (Leader and Participants) are indicated in the **Attendees Panel**.

6) Send a **Chat** message to *All Presenters* or to *All* in the session. Your message will be sent to everyone in the session, unless you specify to send to *All Presenters* in the drop-down menu. 6a) Dock/undock and move the chat panel to a convenient location. 6b) Right click to display time stamps and save your chat conversation.

7) A session can show up to 8 simultaneous webcam images. You can undock the **Video Panel** and move it, display webcam images vertically or horizontally.

8) Information presented in the session (slides, images, web pages, whiteboards, etc.) will be displayed in the **Media Window**.

9) The **Network Status** indicator shows the status and quality of your Internet connection.

10) Adjust **Settings**, including setting audible alerts to notify you when events occur.

11) Click on the **Exit** button to leave the session.