



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

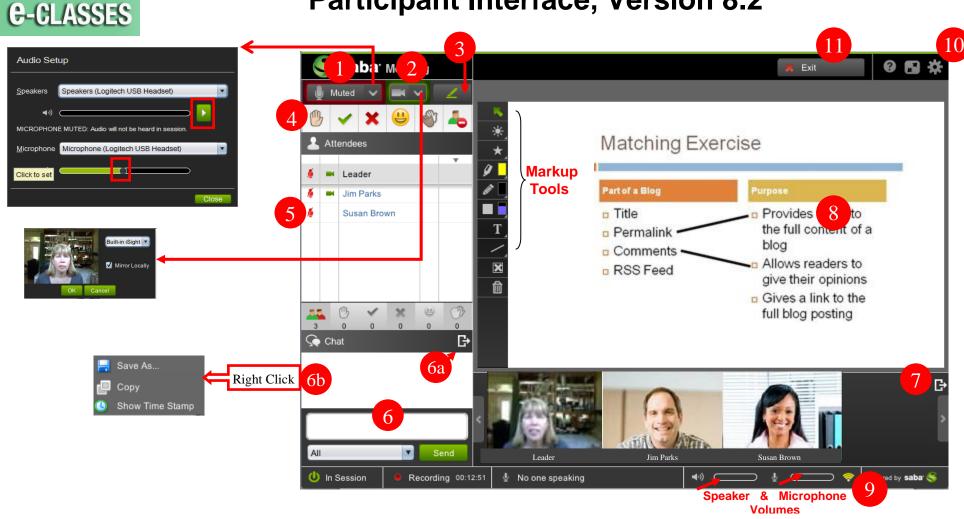
- Ensure all other applications <u>not needed</u> are closed during your session.
- Browse course content before a session begins.
- Make sure you can clearly hear the Leader and others at all times. Run the Audio Setup if you encounter problems.
- Click the Hand button to request a microphone or ask 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





- 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.