

HOW TO...



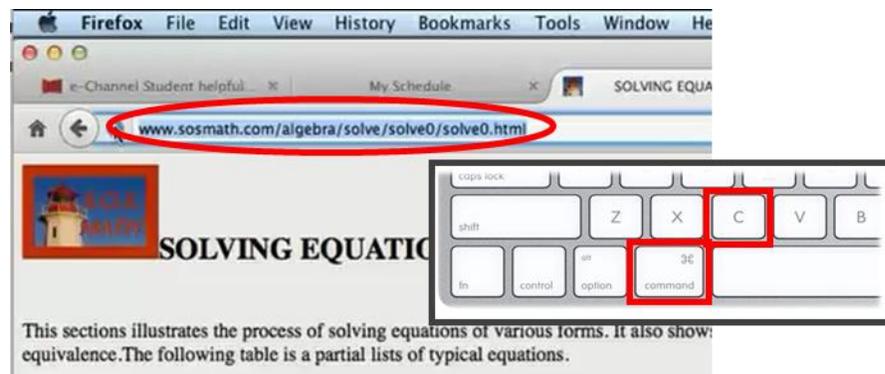
Tips for Using a Mac with e-CLASSES Saba Meeting Web Conference (NEW – August 2018)

The Saba Meeting App for Mac allows you to join and participate in your e-CLASSES session from your Mac computer. Supported browsers on Mac are Mozilla Firefox, Safari, and Chrome (note that to use Chrome you must also install the Chrome Connector). While Saba Meeting is more streamlined to Windows / PC, the following information offers tips for Mac work arounds.

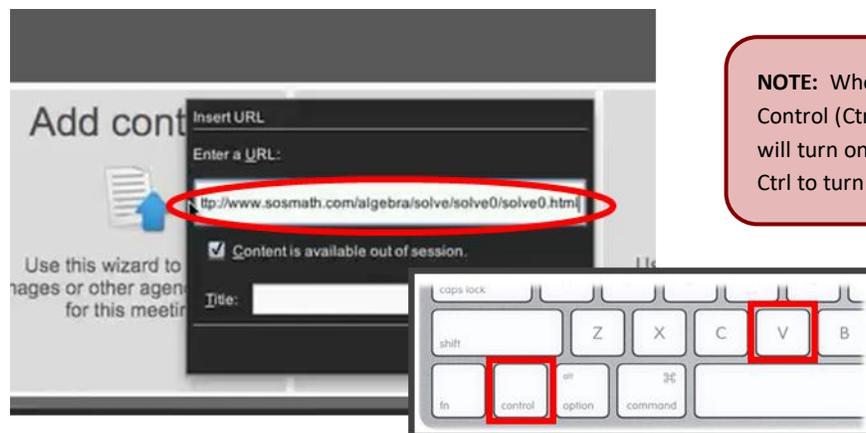
Copy and Paste Shortcuts within Saba

Mac shortcuts for copying and pasting use Command + C and Command + V. However, within the Saba Meeting environment *only*, you must use Control + C and Control + V.

For example, if you want to copy a URL from your browser use Command + C (because you are outside Saba).



Use Control + V to paste it within Saba Meeting (e.g. in the Add URL dialog box).



NOTE: When you hold down Control (Ctrl), your microphone will turn on – be sure to release Ctrl to turn it off!



Menu and Tool Access Challenges

Some Mac users may have difficulty accessing the following:

- Add Content options
- Right-click options for Participant Names in Attendees window
- Right-click in Chat window to Save As or Show Time Stamp



In *some* cases, adjusting the settings of your Track Pad (in System Preferences) will resolve the Add Content option access.

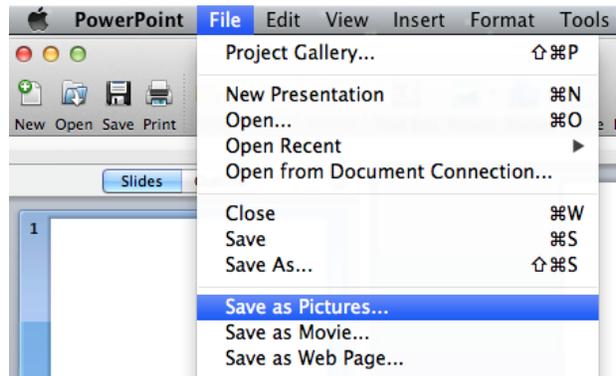


For the Attendees and Chat Window options, holding down the Ctrl key while clicking will *sometimes* bring up the menu options (there may be a slight delay before they pop up). Be aware that holding down the Ctrl key also turns on your microphone.

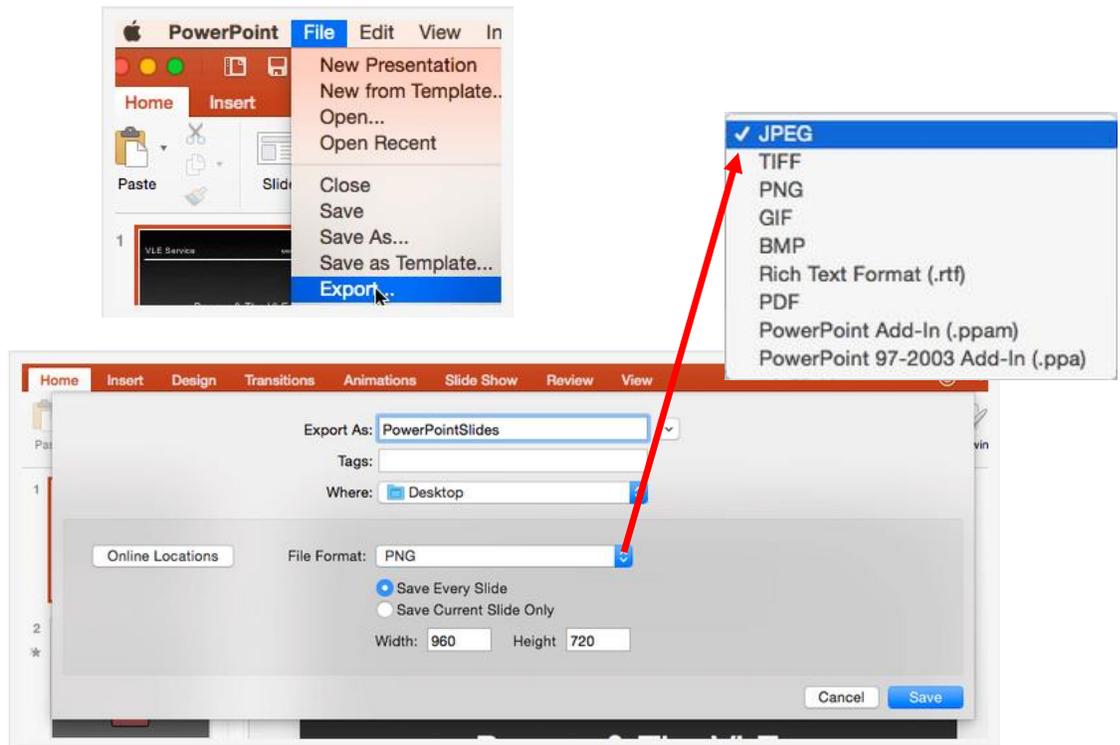


Importing PowerPoint Content

To add PowerPoint slides to your Agenda Mac users must first save them as .JPG images.



Note that Office 2016 for Mac no longer has the .jpg format under Save As... You must use File>Export instead.



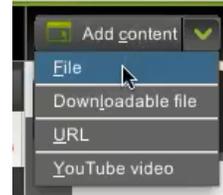
Alternatively, you may send your PowerPoint presentations to Contact North | Contact Nord for uploading to your session. **Please send them no later than 2 business days before your session to the following e-mail addresses:** webconference@contactnorth.ca and contactnorthsupport@contactnorth.ca specifying the session title or course code.

Agenda Builder

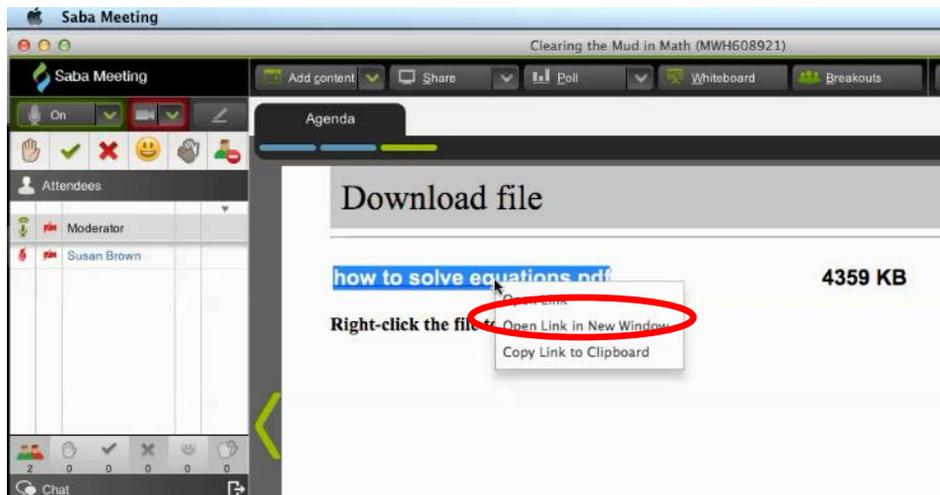
Please be aware that Mac users may also experience issues with using the Saba Meeting's Agenda Builder. As indicated above, Contact North | Contact Nord will upload your agenda as required. Send your PowerPoint presentations to the following e-mail addresses (no later than 2 business days before your session): webconference@contactnorth.ca and contactnorthsupport@contactnorth.ca

Downloadable Files

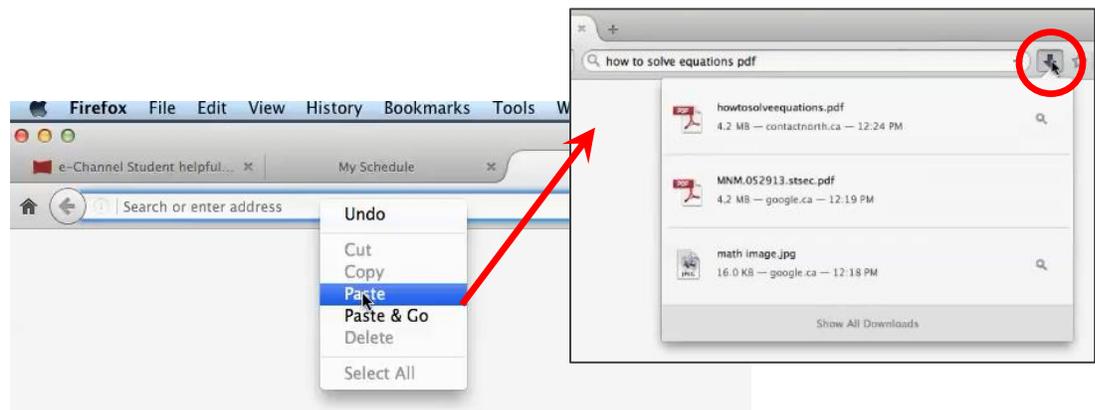
You can add files to your Agenda with the Add Content>Downloadable File feature.



Although .jpg files will open within the media window for most attendees, other files will appear as a blue hyperlink. Attendees must right-click (or Ctrl-click) the link and select Copy Link to Clipboard.



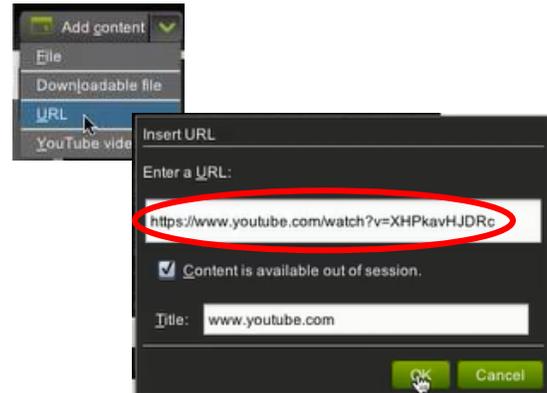
Pasting this link into a browser will download the file. Depending on the user's settings, the file may then need to be opened from their Download folder.



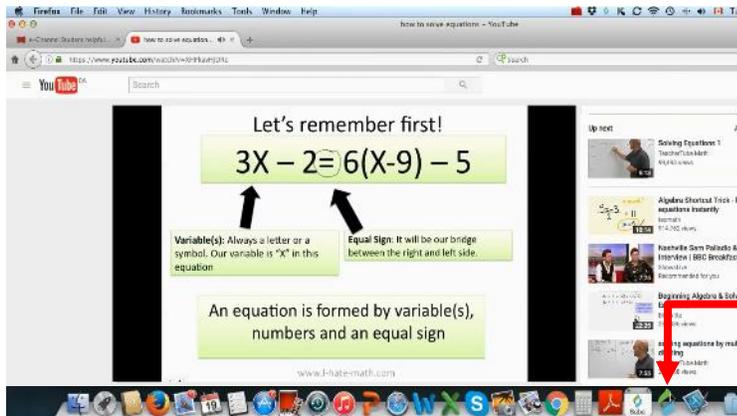
YouTube Videos

Unfortunately, YouTube videos set up with the Add Content>YouTube Video tool will not play for most Mac computer and laptop users.

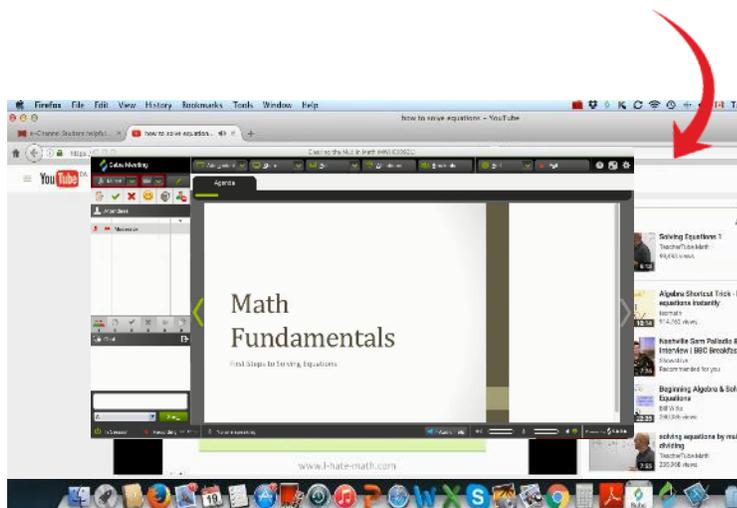
However, using the Insert URL tool to set up a YouTube video should work.



The Saba media window will show 'Content launched in new window' and the video will open in a new browser tab.

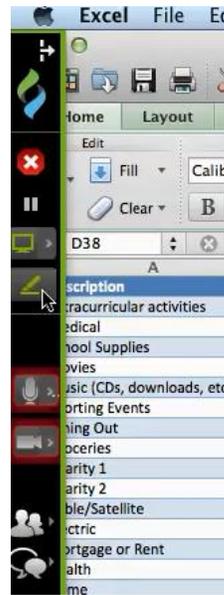


Users will need to navigate back to their Saba Meeting window by clicking on the Saba Logo in the Mac dock (usually at the bottom of the screen).



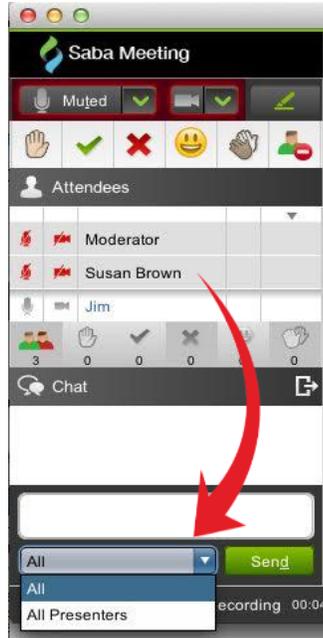
Appshare (Share)

During Appshare, Mac users should avoid expanding the Appshare Ribbon. To use the Markup Tools, click on the Markup Tool icon in the ribbon and select the desired tool.



Co-Presenters' Chat Options

When a participant is promoted to Co-presenter, they may not have the option to send a chat message to individual participants. They will only be able to send a message to All or All Presenters.



For additional assistance, please contact the Contact North Help Desk at 1-888-850-4628.