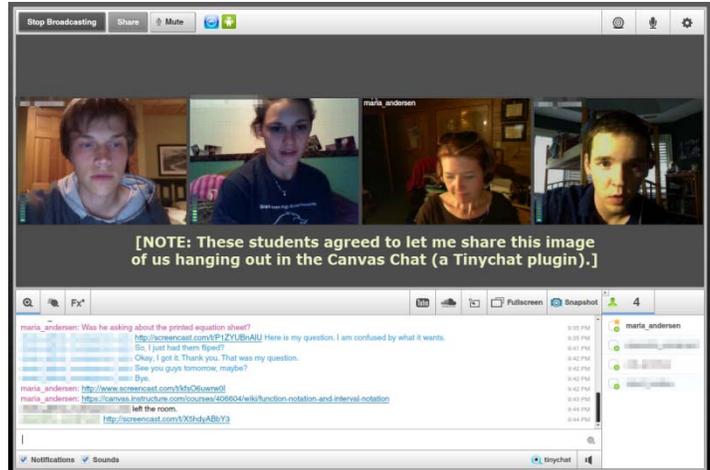


Student Guide: Attending Online Office Hours in Canvas Chat

When you attend online office hours in Canvas, you'll likely be hanging out with your instructor and several other students. This is your chance to ask your instructor questions and hear the answers to questions that other students in your class ask.

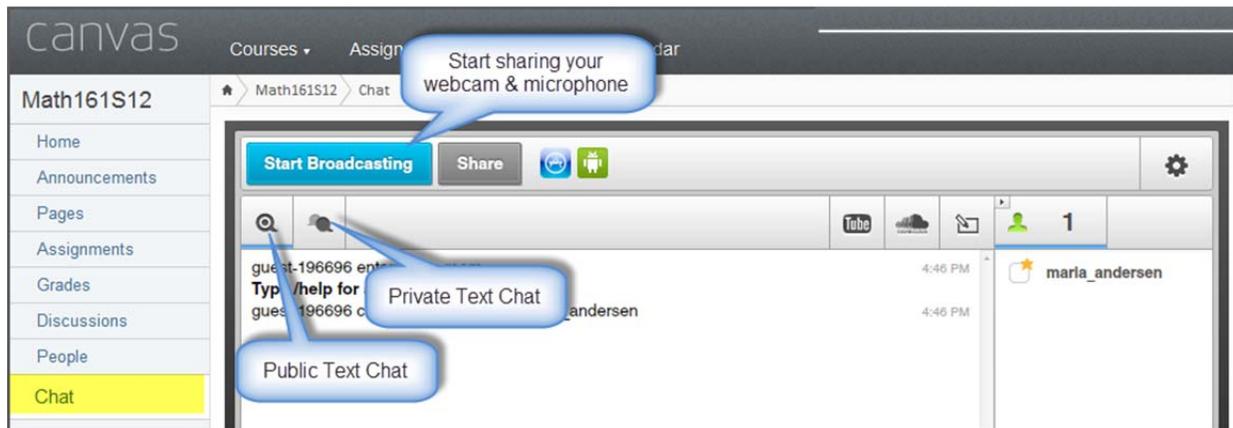
Webcam: You may already have a webcam and microphone built-in to your computer. The Canvas Chat tool should automatically detect them if you do. If you're using a USB webcam, make sure it is hooked up before you enter the Canvas Chat room.



Headphones: It will be very helpful if you can use a pair of headphones or earbuds to listen to the Chat. This will reduce the echo-effect in the room and make it easier for everyone to hear clearly. In most cases, the headphones from your iPod or MP3-player should do the trick.

What if I don't have a webcam or microphone? You can still participate as long as your computer has sound. You'll be able to hear and see everyone. Your participation will have to be through the text chat.

User Limit: There is a limit of 10 people in the Chat room at once. Show up on time to get a space in office hours (and to get your questions answered first). If you show up late or there is a lot of demand for help, you may have to wait your turn to get into the Chat room.



Getting Started: Make sure your webcam and microphone are hooked up and functioning **before** you open Canvas Chat. When you open Chat, press on the "Start Broadcasting" button and choose the proper Camera and Microphone options. If you have poor Internet service, you may want to choose to use **only** the microphone to reduce bandwidth usage. If so, just choose that option as you go through the startup process.

Use the Interactive

Whiteboard: There is a built-in whiteboard tool in Canvas Chat. If your instructor asks you to go to the whiteboard, click on the button for the whiteboard tool.

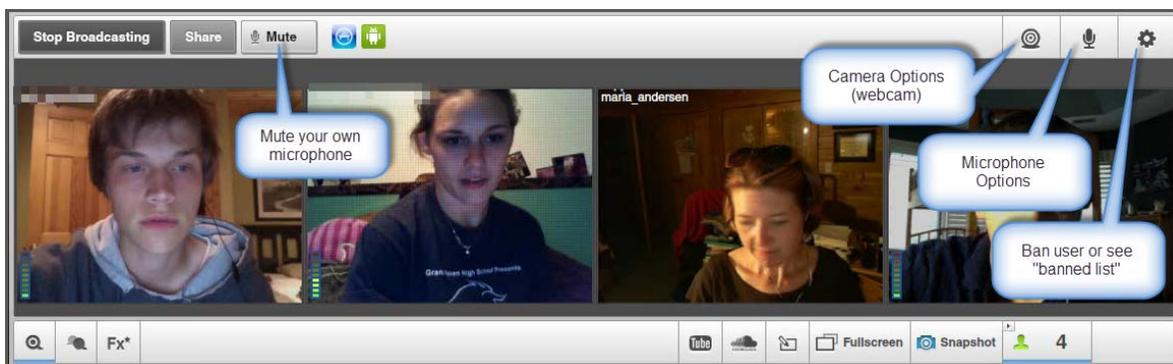
Share a screenshot: The easiest way to share an image off your computer screen (or short video) is to use a 3rd-party program like Jing or Screenr (both free) to grab the image and then share it with a URL in the text chat window. Remember that you can also hold objects up to the webcam (e.g. a calculator screen).

Following a link from the Text Chat: You can click on hyperlinks in the text chat box to follow them to the shared web page. When you do this, you'll receive a warning. As long as the link is from a reputable source (like your instructor), go ahead and click on "Open Link" (it should open in a new tab).

What if you don't see the link? You'll only see what's available in the Text Chat window AFTER you arrived. If a link was placed there before you arrived, you'll need to ask for someone to re-paste it into the chat window for you.

Troubleshooting Equipment: If you have trouble getting your webcam to work, here are three easy things to try:

- Is the webcam already in use by another program? Look behind the browser window and in other tabs of the browser. Sometimes the camera automatically starts up in some other program. Turn it off there, and it may start working in Canvas. Only one program at a time can hold the attention of the webcam.
- Was the webcam started AFTER Chat was initiated? Try closing the browser window completely, then coming back to Chat.
- Try another browser.



Mute Your Microphone: If you can tell that there is a lot of extra noise coming from your location (e.g. if there's a party going on in the hallway outside your room) you may want to use the Mute button to silence your microphone when you're not talking.