![La Crosse Area Suicide Prevention Initiative]

SUICIDE PREVENTION SUMMIT
SEPTEMBER 17, 2020

User Guide

AT-A-GLANCE

Welcome! We will be using Canvas for the online event platform and Collaborate Ultra for the LIVE sessions of Suicide Prevention Summit. This guide will walk you through the basics you need to know and is your go-to if you experience any problems.

NOTE: This is the AT-A-GLANCE version; see the complete User Guide for additional information.

Contents

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Technology Requirements

Requirements:

To access the 2020 Suicide Prevention Summit, you will need the following:

- Internet connection
- One of the following internet-connected devices:
  - Desktop computer
  - Laptop computer
  - Tablet or mobile device
- Audio output (either speaker or headset) to hear the video presentations
- Audio input (microphone) to contribute

Compatible browsers and operating systems:

Below is a list of the browsers and operating systems by device type that are compatible with the technology that is utilized to host the event:

Browser	Desktop or Laptop Computers	Tablets and Phones
Google Chrome™	Windows®, macOS, Ubuntu	Android™
Firefox®	Windows, macOS	Not supported
Safari®	macOS 10.13+	iOS® 12+, iPadOS
Microsoft Edge® (Chromium)	Windows, macOS	Android, iOS

For the best results, please ensure that your device utilizes one of the two latest releases of its operating system and browser.

Please note:
- Chrome is the recommended browser
- Internet Explorer is not supported

Video feeds:

If other attendees have their video cameras turned on, the number of video feeds you can see depends on your browser and device:
- Chrome, Safari, Microsoft Edge (Chromium): 4 video feeds
- FireFox: 2 video feeds

Sessions greater than 250 will be limited to 2 videos.

NOTE: Collaborate Ultra requires certain permissions to function as desired. For example, Collaborate Ultra needs permission to access your camera and microphone so you can use audio and video. Give Collaborate Ultra permission when asked, and/or set up permissions in browser preferences.

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La Crosse Area Suicide Prevention Initiative
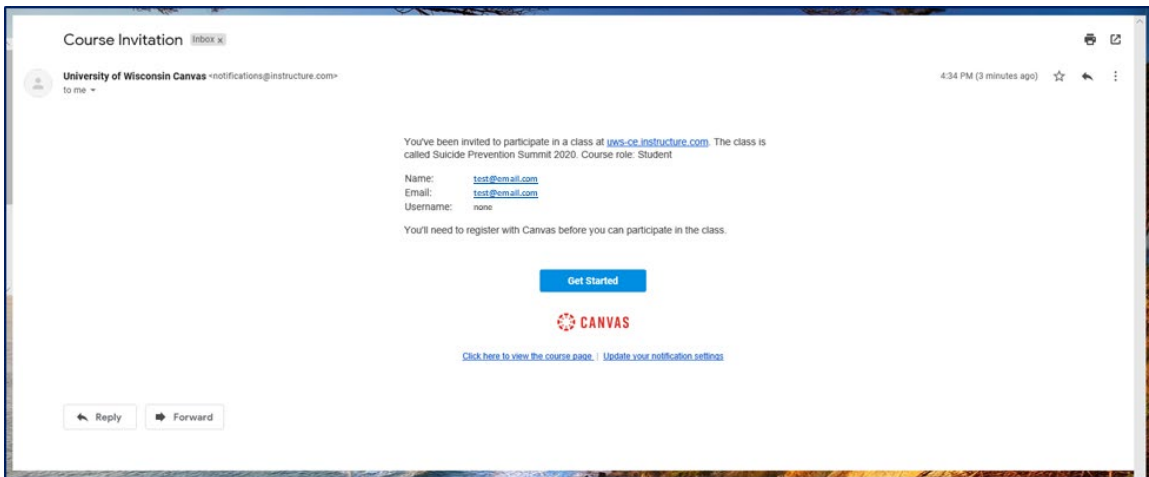
Using Canvas

We will be using Canvas for the online platform. This section will walk you through different aspects relating to Canvas.
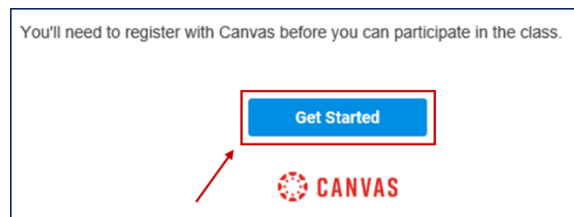
Activating your Canvas account

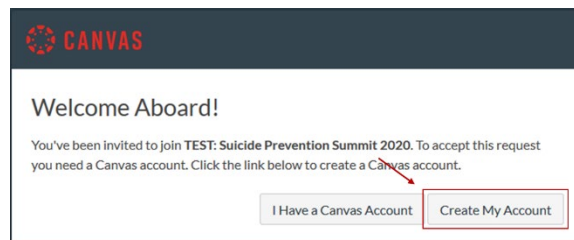You will receive an email notifying you that you have been invited to participate.
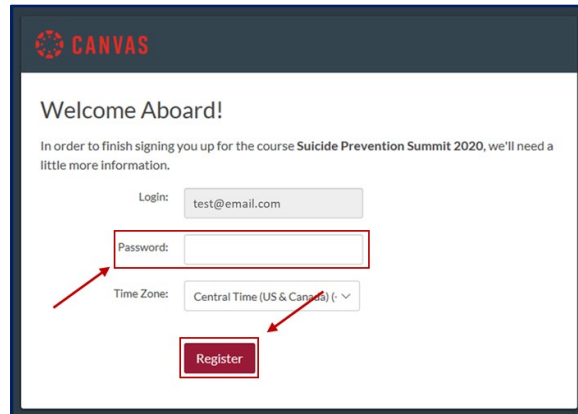

The email will look like this:

Select 'Get Started'.

Select 'Create My Account'.

This is the next page; create a password, adjust your time zone if necessary, and select 'Register'. *NOTE: We recommend that you write your password down, since you will need this to log in again.*

Once you have completed this registration, you should be able to access the online platform.

Signing into your Canvas account after your account has been activated

If you leave Canvas or close the browser and want to get back into the course, use either of these options to sign into your Canvas account.

- Navigate to your original email and select 'Click here to view the course page'
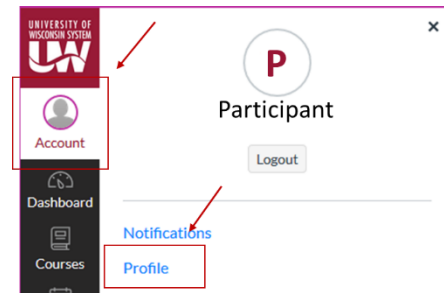- Locate and open Canvas course URL on the Suicide Prevention Summit website

Either method will bring you to the login page. Select 'UW Continuing Education Student'; log in by using your email address (used to register for the event) and the password you created when activating your Canvas account.

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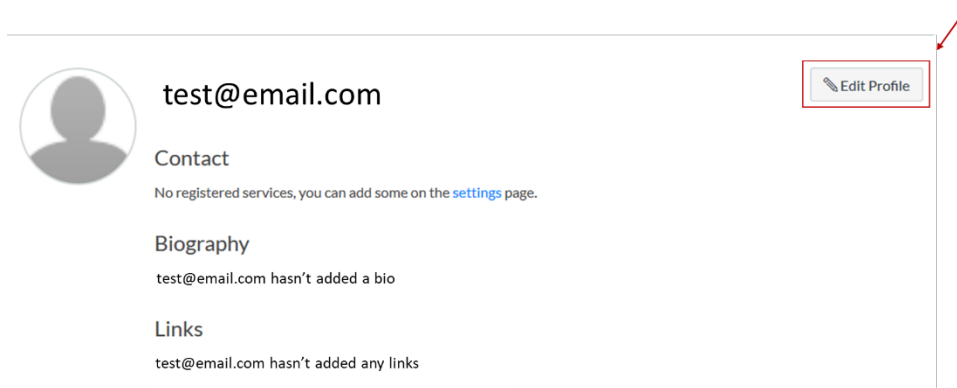Prevention Initiative

Navigating the platform

Once logged in to Canvas, update your name in profile settings. NOTE: If you skip this step, your email address, rather than your name, will be visible to other attendees.
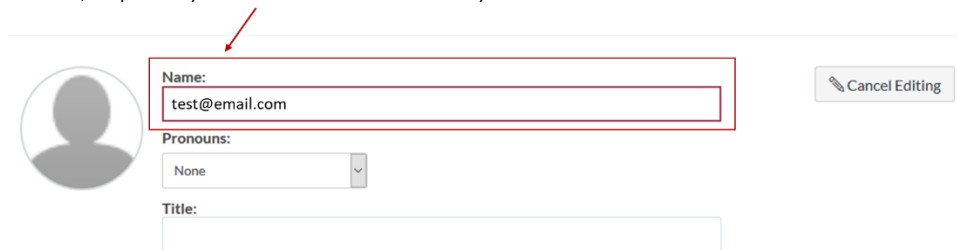
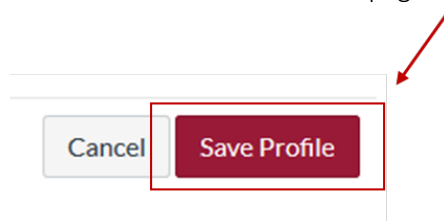Locate the panel on the left side of the window and select 'Account', and then 'Profile'.

Select 'Edit Profile'.

In the 'Name' field, replace your email address with your name.
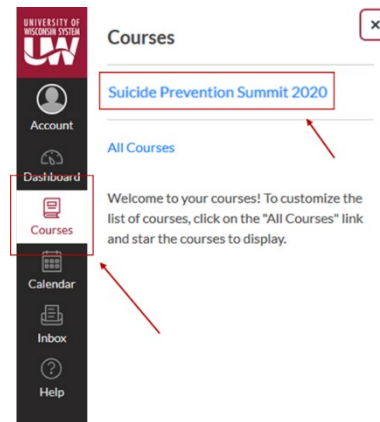
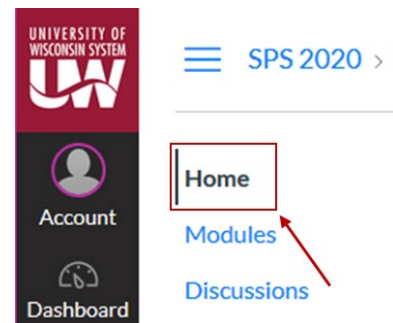Save this change by selecting 'Save Profile' on the bottom of the page.

Now, locate the Suicide Prevention Summit 2020 course.

Open the 'course', Suicide Prevention Summit 2020, by locating the panel on the left side of the window, and clicking on 'Courses'; then select 'Suicide Prevention Summit 2020' to open it.

This will take you to the Home page for the Summit. To return to this **Home** page, you can select 'Home' in the course panel on the left of the window.

Use this course panel to navigate through the Summit:

- **Modules** |This is the main navigation page – you will see new modules, sessions, and handouts as they unlock throughout the day. NOTE: Modules will unlock 10 minutes before the start of the module. For example, if a session is scheduled to start at 10:30 a.m., the Module will unlock at 10:20 a.m. Once unlocked, Modules will remain accessible through October 1.
- **Discussions** | Start a new discussion thread or participate in an existing discussion thread.
- **Sponsors** | Learn more about our sponsors.
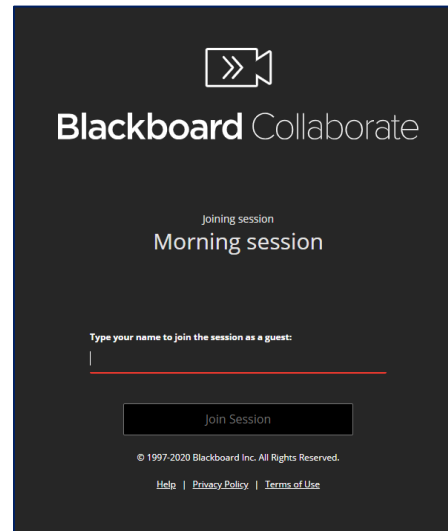- **Exhibitors** | Talk to our exhibitors and visit their pages.

Using Collaborate Ultra

Collaborate Ultra is the video tool that will be used for the LIVE and pre-recorded sessions.

Watch this short tutorial illustrating the basics of this tool.

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Joining a session

When joining a session, you will be asked to type your name.

Make sure to use your first and last name, so that we can link it back to CEU/certificate of attendance requests.

Blackboard Collaborate

Joining session
Morning session

Type your name to join the session as a guest:

Join Session

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Submitting questions

If you have a question for the presenter, use the chat feature in Collaborate Ultra to type and submit your question.

Best practices and tips

- Use a hard-wired (Ethernet) connection, if available. If not available, use a Wifi connection. If using Wifi, try to be as close to the router as possible.
- Close other programs. Close all programs and streaming services on your computer except for the browser you are using for your Collaborate Ultra session.
- Keep your browser current. Only use up-to-date Internet browsers that are supported (see *Technology Requirements* on page 2).
- Limit video use. Use video during the session only when necessary.
- Use supported mobile browsers. If on a mobile device, use a supported mobile browser (see *Technology Requirements* on page 2). For the best experience, use Safari on iOS devices and Chrome on Android devices.
- Cut down on the background noise and use headphones.
- Disable Adblockers. Browser Adblockers can turn off your audio and video and can cause buttons to not show up.

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