**La Crosse Area Suicide Prevention Initiative**

# SUICIDE PREVENTION SUMMIT
# SEPTEMBER 17, 2020

# *User Guide*

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.

### Contents

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# Note: 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.*
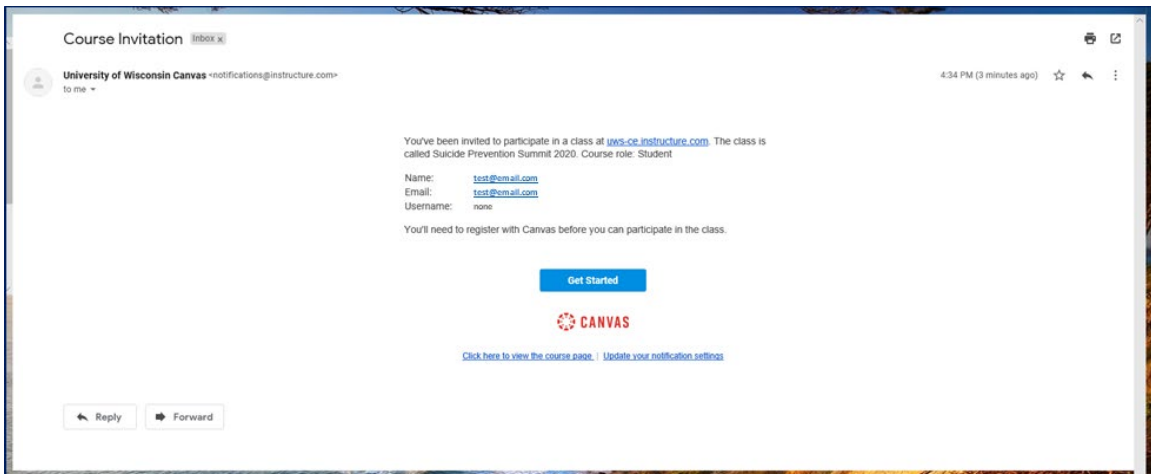
# Using Canvas

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

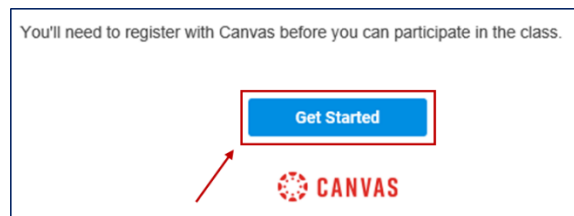## Activating your Canvas account

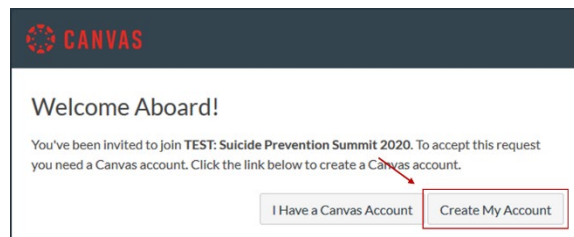You will receive an email notifying you that you have been invited to participate.
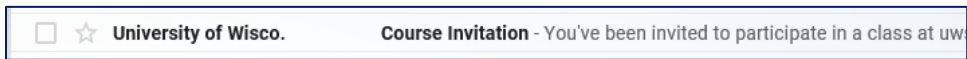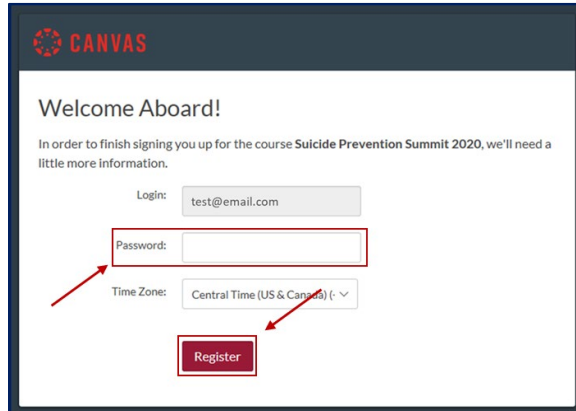


The email will look like this:



Select 'Get Started'.



Select 'Create My Account'.

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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.
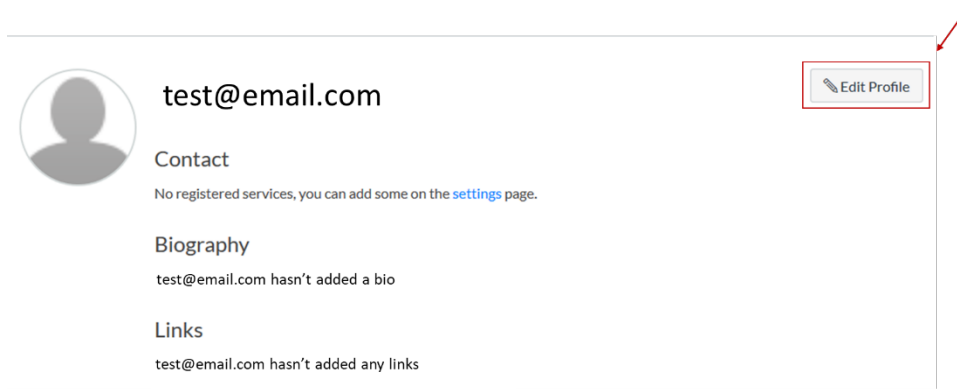
## Navigating the platform

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.
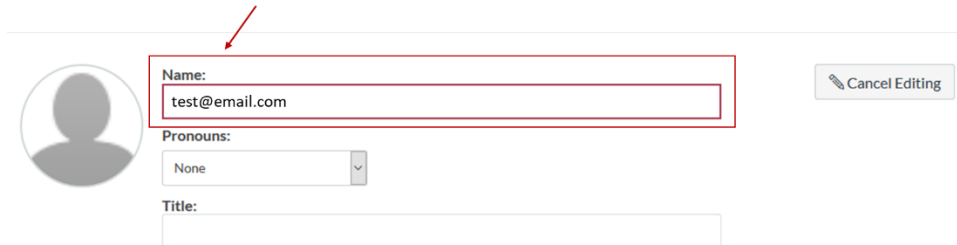
Locate the panel on the left side of the window and select 'Account', and then 'Profile'.
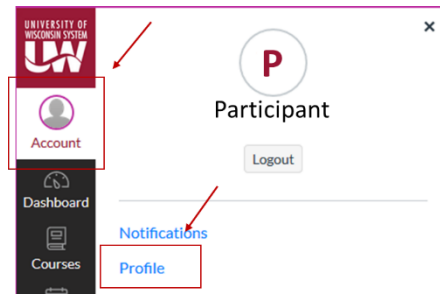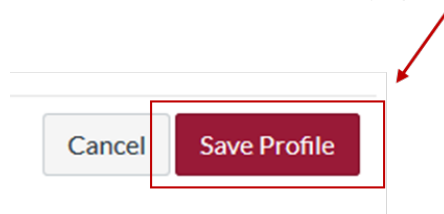
Select 'Edit Profile'.

In the 'Name' field, replace your email address with your name.

Save this change by selecting 'Save Profile' on the bottom of the page.

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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.
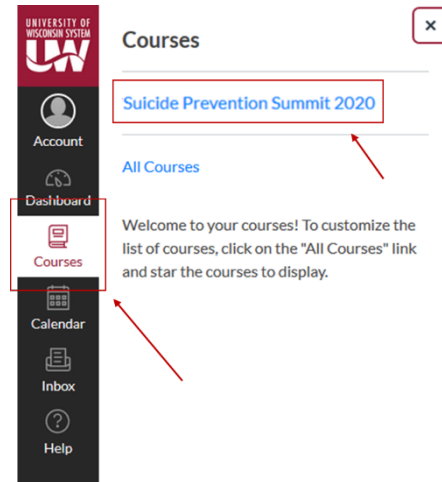
This will take you to the Home page for the Summit. To return to this **Home** page, you can select 'Home' in the course panel on the left of the window.
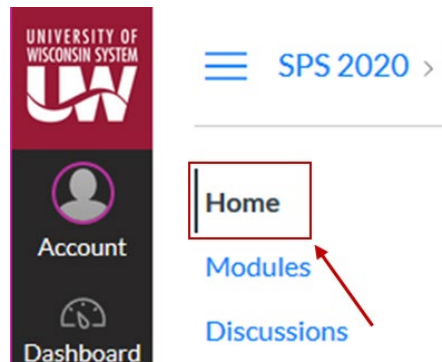
Use this course panel to navigate through the Summit:
- **Modules** |This is the main navigation page – you will see new modules, sessions, and handouts as they unlock throughout the day. NOTE: Modules will unlock 10 minutes before the start of the module. For example, if a session is scheduled to start 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.

## Unable to get into Canvas

If you are having problems getting into Canvas:
- Make sure you have activated your account; if you have not yet activated your account, refer to *Activating Your Canvas Account* on page 3.
- If you have already activated your account and are trying to get back into the conference platform, refer to *Signing into your Canvas account after your account has been activated* on page 4.

If you are still having problems getting into Canvas, notify Extended Learning (ex@uwlax.edu), and a staff member will assist you.

## Third party cookies

You may see the following error while trying to access video via your Canvas course site:
 *"Your browser is blocking third-party cookies which are required to view and manage videos in Kaltura…"*

| How to enable third party cookies by web browser | |
| --- | --- |
| Chrome | https://support.google.com/chrome/answer/95647?hl=en |
| Firefox | https://support.mozilla.org/en-US/kb/enhanced-tracking-protection-firefox-desktop?redirectlocale=en-US&redirectslug=enable-and-disable-cookies-website-preferences |
| Safari for MacOS<br>*Make sure the 'Prevent cross-site tracking' option is unchecked.* | https://support.apple.com/guide/safari/manage-cookies-and-website-data-sfri11471/12.0/mac/10.14 |
| Safari for iOS (iPhone/iPad) | https://www.whatismybrowser.com/guides/how-to-enable-cookies/safari-iphone |
| Internet Explorer | https://support.microsoft.com/en-us/help/17442/windows-internet-explorer-delete-manage-cookies |

# Using Collaborate Ultra

Collaborate Ultra is the video tool that will be used for the sessions. You can watch this short tutorial illustrating the basics of this tool.

## 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 *Note: 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 *Note: 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.
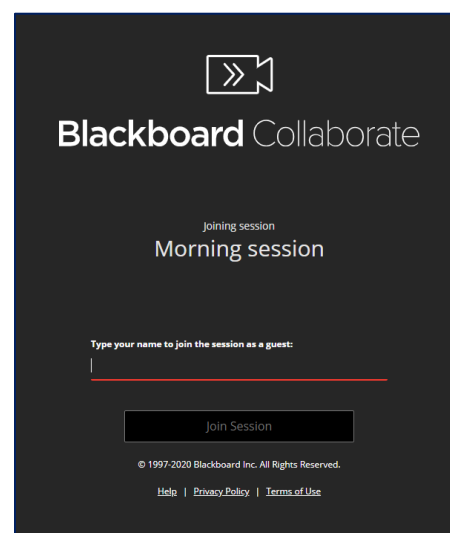
## Getting familiar with Collaborate Ultra basics

This section will show you the basics of Collaborate Ultra.
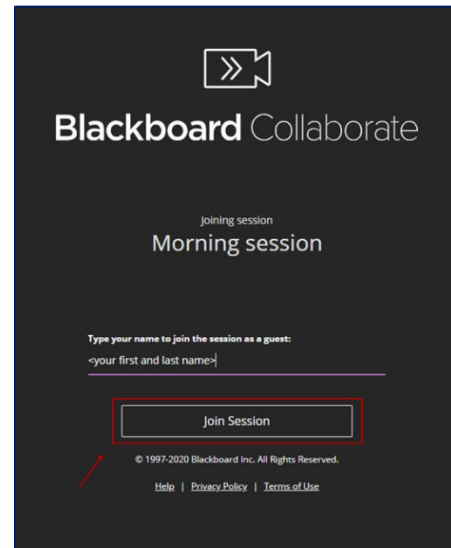
### Joining a session

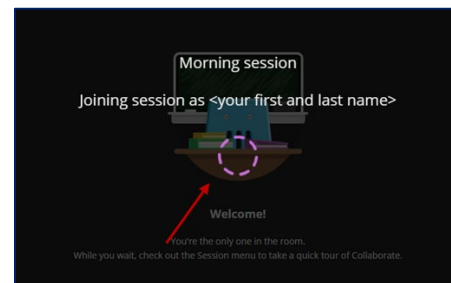When joining a session, you will be asked to type your name.

**Make sure to use your first and last name, so that we can link it back to CEU/certificate of attendance requests.**
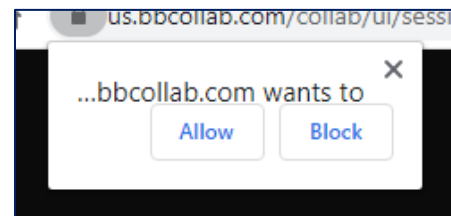
Type your first and last name, and then select 'Join Session'.



You will see a spinning circle while the session is loading.



During this time, also check for a popup asking you to allow access to your microphone. The popup image will vary based on the browser you are using; it can typically be seen towards the top of your window. When you see the popup, select 'Allow'.



After selecting 'Allow', the next step is an audio test. If the audio bar does not move when you speak, you might have to select a different input by clicking on the drop-down arrow.
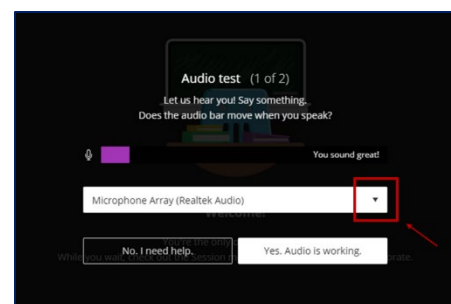
If you select 'Yes. Audio is working', a popup should appear asking you to give permission for your video camera. Select 'Allow'. This will start up the Video test.
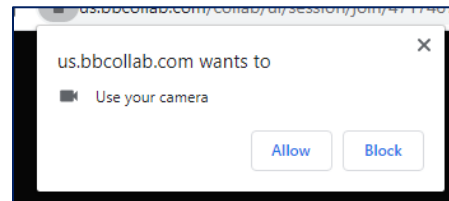


If you have multiple video sources, you might have to select a different input by clicking on the drop-down arrow. Selecting 'Yes. Video is working' will wrap up the setup and get you into the session.
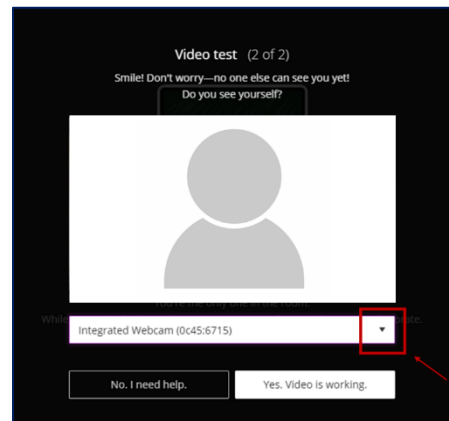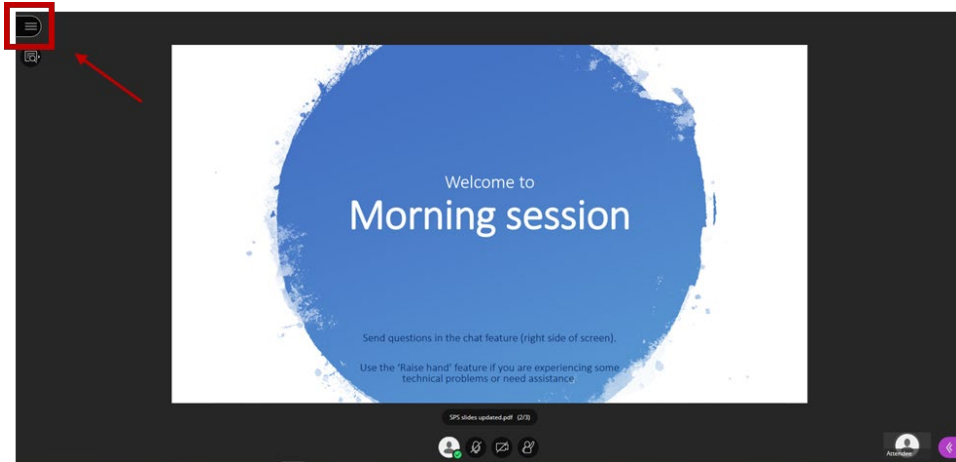


## Basic view

After joining a session, you will see the content shared by the presenter/moderator. If no content is shared, you will see attendee profiles and videos in a grid view.
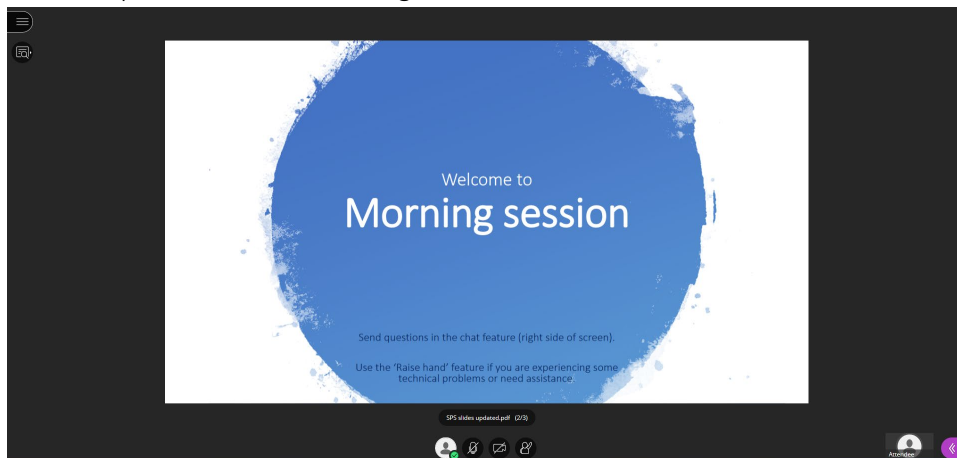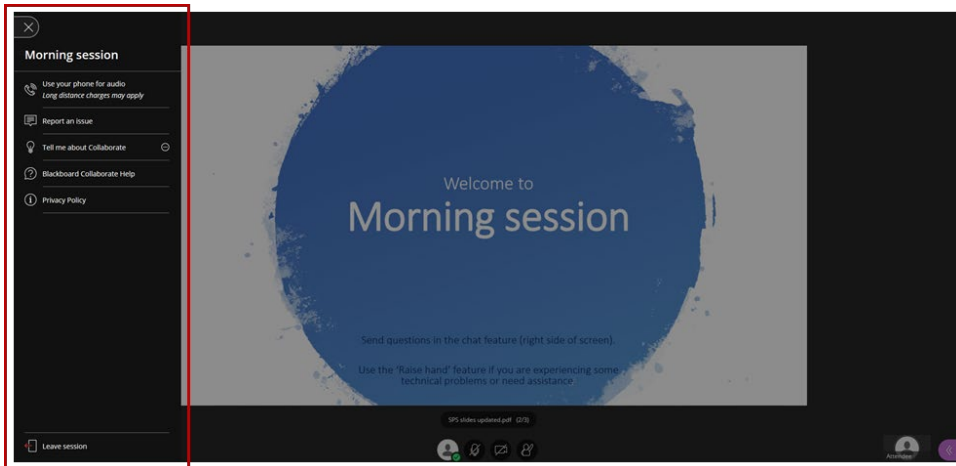


By default, you are hidden and muted after you complete the setup. You can click the microphone 🎤 and video camera 📷 icons during a meeting to turn them on or off. Shortcuts: With your keyboard, press Alt + M to turn your microphone on and off. Press Alt + C to turn your camera on and off.

## Session menu

The Session menu opens a collection of high-level session actions and information. Open the Session menu by clicking on the 3 lines, top left of window.



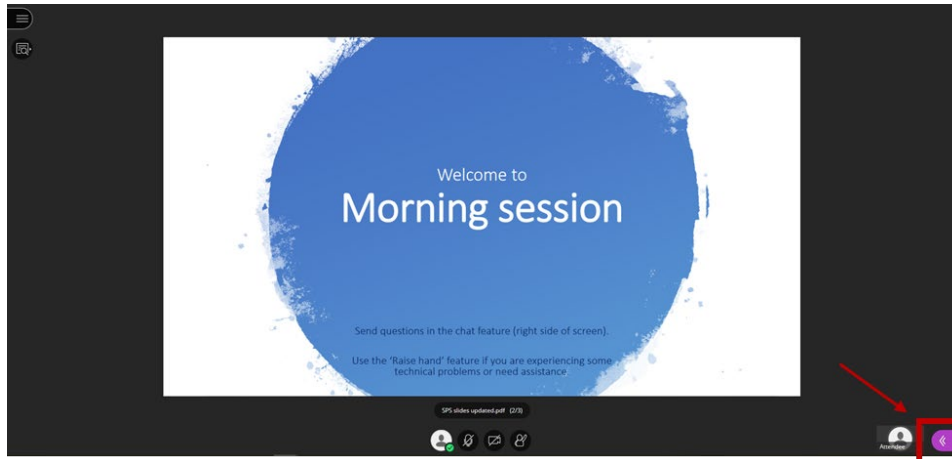This will open the session panel.



The most used functions in this menu are:

| | |
|---|---|
| Use your phone for audio | Get a dial-in number and unique PIN to use your phone for audio during a session. See the section on "Using your phone instead of a computer microphone" later in this document. |
| Leave Session | Exit the session |
| ✕ | Close the session menu |

## Collaborate panel

The Collaborate panel gives an opportunity for interaction with others in the session and access to your settings.  Open the Collaborate panel by clicking on the arrows towards the bottom right of your window.



This will open the Collaborate panel.
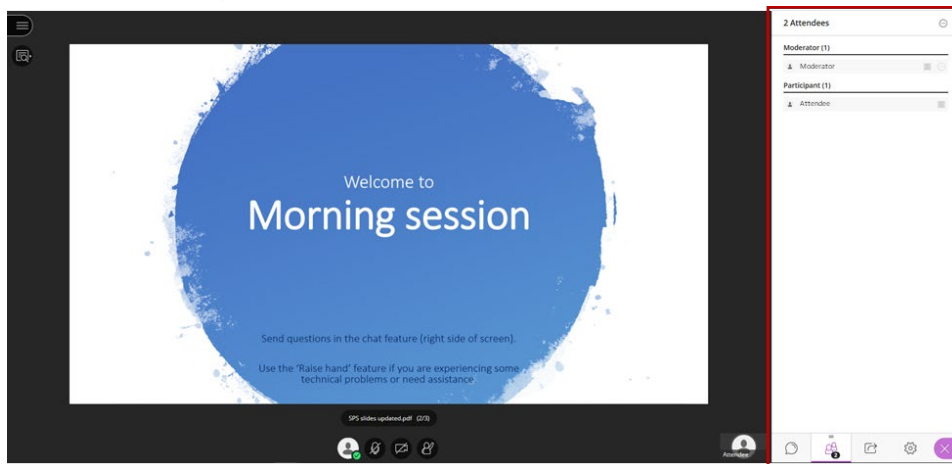


In the Collaborate panel, you will find these tools:

| | |
|---|---|
|  | Chat feature: Submit a question for the speaker.  See the section on "Submit questions using the chat feature" later in this document. |
|  | Attendees panel: View the list of attendees |
|  | Share content: Share content with attendees.  This will be used by presenters. |
|  | My Settings: Add a profile image, set up your audio and video and your notifications. |
|  | Close the Collaborate panel. |

## Other icons

NOTE: Some sessions may be set up in a way that does not allow video and audio sharing.  Moderators can also mute attendees anytime during the session; you will be notified if a moderator has muted you.

| | | |
|---|---|---|
| Audio | | Use this icon to turn your audio on/off.  A line through the microphone means that it is turned off.<br><br>Keyboard shortcut: press Alt + M to turn your microphone on and off. |
| Video | | Use this icon to turn your video on/off. A line through the video camera means that it is turned off.<br><br>Keyboard shortcut: press Alt + C to turn your camera on and off. |
| Hand raise | | Raise your hand to get a moderator's attention if you have a technical question or problem.<br><br>Keyboard shortcut: press Alt + H to raise your hand. |
| Views | | Switch to follow-the-speaker-view |
| | | Switch to the grid view |

## Setting your notifications

You can adjust your notification settings for actions happening in the Collaborate Ultra room. To do so, open the Collaborate panel and select 'My Settings'. Select 'Notifications Settings'.
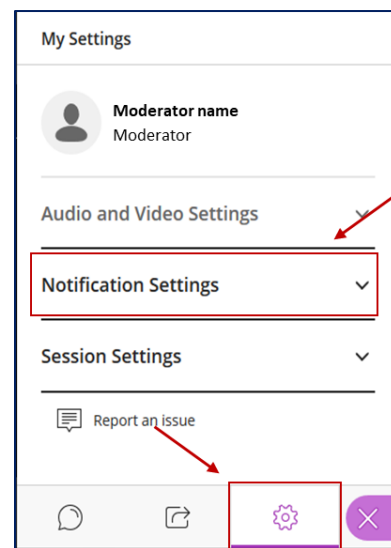
By default, all of the settings are turned on. These settings only turn on/off the notification banners and sounds.  These are personal settings, so everyone sets their own notifications.

Choose your preferred notification type. You have three choices:
- Collaborate Ultra pop-up: A visual notification that appears in the content presentation area. You must have the session window open and active to see it.
- Audio: A sound that alerts you to something new. Different notifications have different sounds.
    - Join session notification: Sounds like a boing.
    - New chat notification: Sounds like a thunk.
    - Hand raise notification: Sounds like "Duh da." Only moderators can hear hand raise notifications.
    - Leave session notification: Sounds like "Bing bong."
- Browser pop-up: A visual notification that appears at the top of a browser window. Browser pop-up notifications do not appear when the session window is open and active. They only appear when you have another browser window, or application, open and active.

## Setting up audio and video

You must give the browser permission to use audio and video to participate in a session. This is necessary so that you are seen and heard.  You will be asked to do this when you first join a session or when you first go to share your audio or video.  You can also follow these steps to run the audio and video set up:

Open the Collaborate panel by clicking on the arrows towards the bottom right of your window.
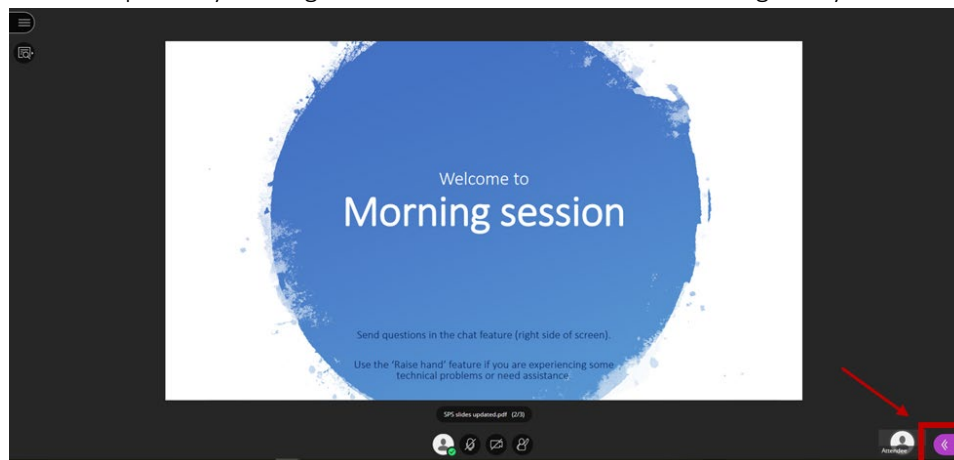
Select 'My Settings'.
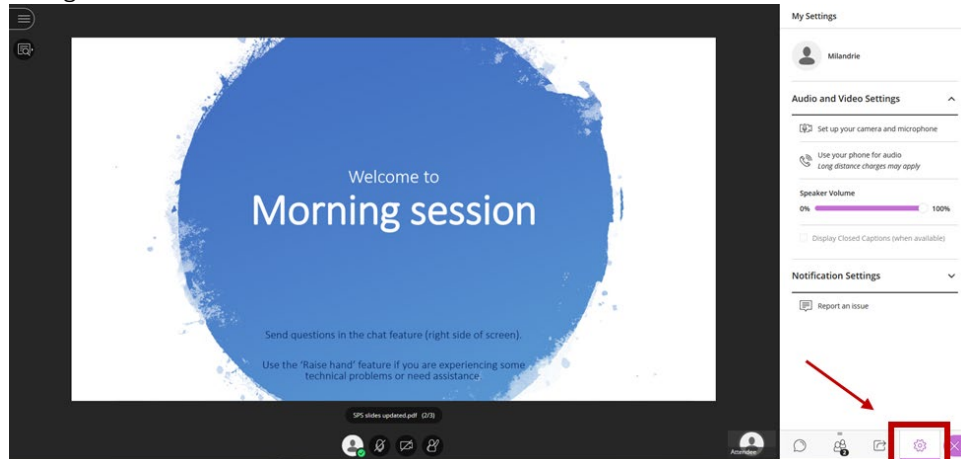


Select 'Set Up your Camera and Microphone'.
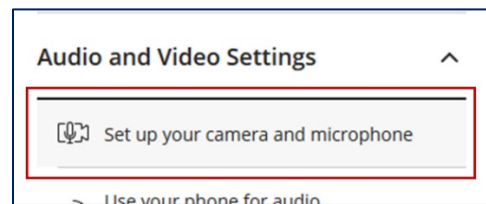


This takes you through a similar set-up process as explained and illustrated in the section on *Joining a session* on page 8.

## Submit questions using the chat feature

If you have a question for the presenter, use the chat feature to submit your question.  To access the chat feature, follow these steps:

Open the Collaborate panel by clicking on the arrows towards the bottom right of your window.
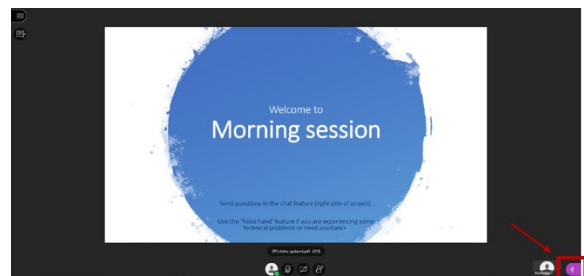
In the Collaborate panel, open the chat panel by clicking on the speech bubble:
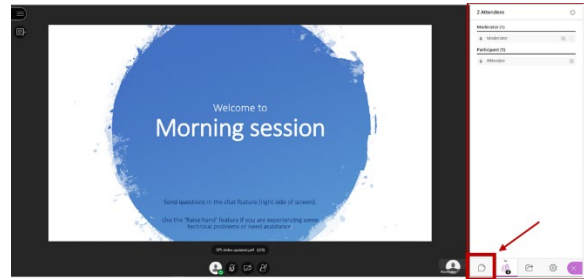


Select 'Everyone'.
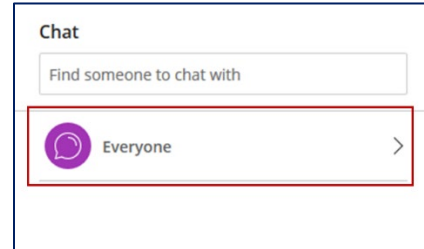


Questions will appear here as they are submitted.
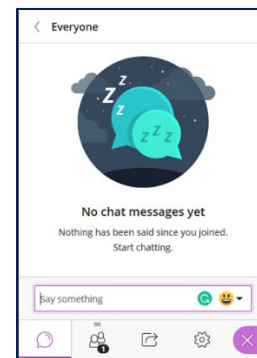


## Submit feedback

A presenter might ask attendees a question and ask them to use the Feedback feature to respond. To do so, click on your profile icon, which can be found towards the bottom of your window, next to the microphone/mute button. After clicking on your profile icon, select one of the Feedback options. Your selected feedback icon will remain visible for 30 seconds.
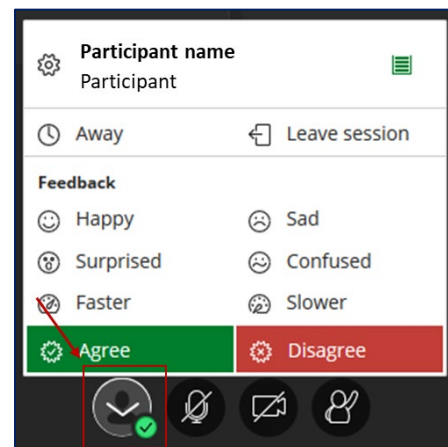
# Using your phone instead of a computer microphone

You can call into the session using your phone by following these steps.  Please note that this function is limited to 25 callers per session.

If you see this screen and would like to use your phone rather than a computer's microphone, click on the 'X'.
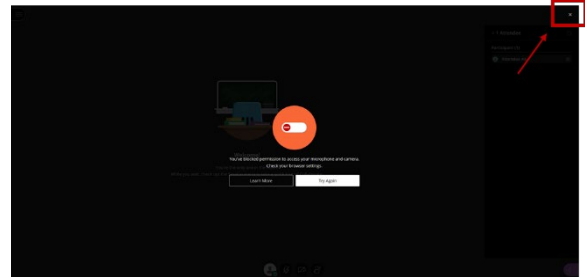


Open the Session menu by clicking on the 3 lines, top left of window.
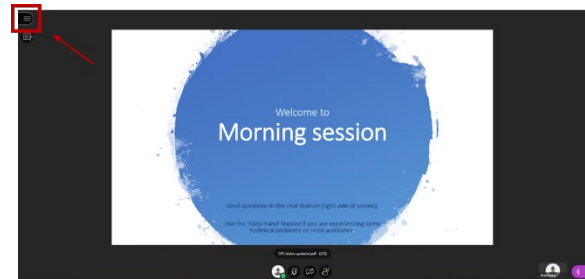


Select 'Use your phone for audio'.
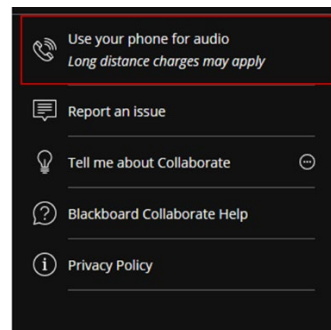


It will show the Dial In and PIN numbers.  This PIN is associated with your account. Do not share it with anyone.



NOTE: You are not muted when you first call in. Everybody can hear you immediately. Turn your audio on and off in your browser by selecting the phone icon.

If your browser is open, you have access to all the same tools in your session, and your microphone icon changes to a phone icon. You can share video, participate in chat, and share content if you have the appropriate permissions.

Mute and unmute your phone
- Select *6 on your device keypad to mute and unmute your phone.
- With your keyboard, press Alt + M to turn your phone audio on and off. You can still use the mute on your phone. Just make sure the audio is turned on in your browser if you want others to hear you.

NOTE:
- If you hang up your phone without leaving the session, you are still connected to the session. Select 'Leave Session' or close the browser tab to leave the session on your browser.
- If you close your browser, your phone is still connected. You can still hear the session and talk from your phone. You are unable to chat or share anything without the session open in a browser.
- When you dial into a session and want to leave, hang up your phone to disconnect it from the session. Any call minutes or long-distance charges stop when you hang up.

## Getting from Collaborate Ultra back to Canvas

At the end of the LIVE session, you must leave the Collaborate Ultra session to get back to Canvas. Here are the steps to do that:

Open the Session menu by clicking on the 3 lines, top left of window.
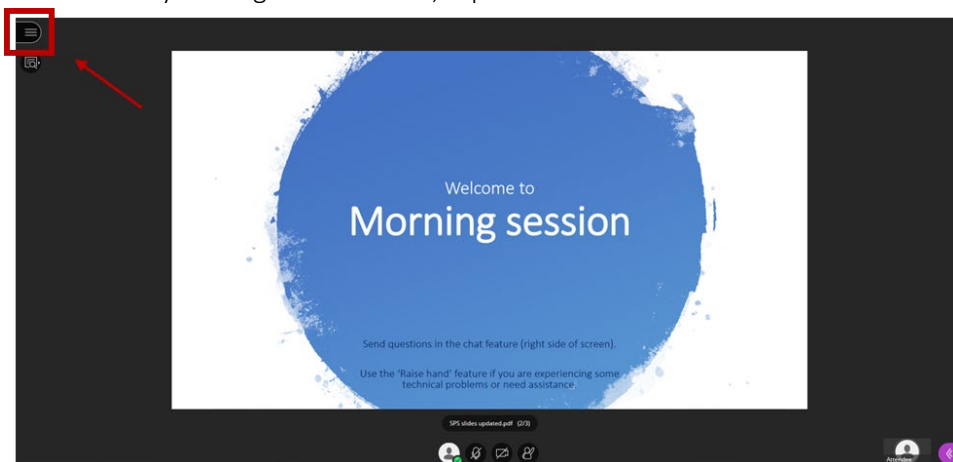
Select 'Leave session' on the bottom left.
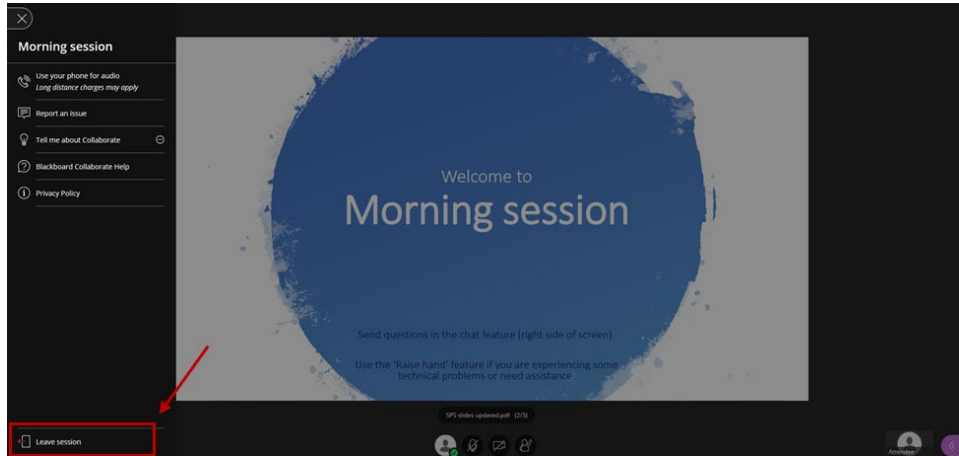


A menu will appear, asking you to rate the audio and video; you can either provide a rating and select 'Submit And Exit' or select 'Skip'.
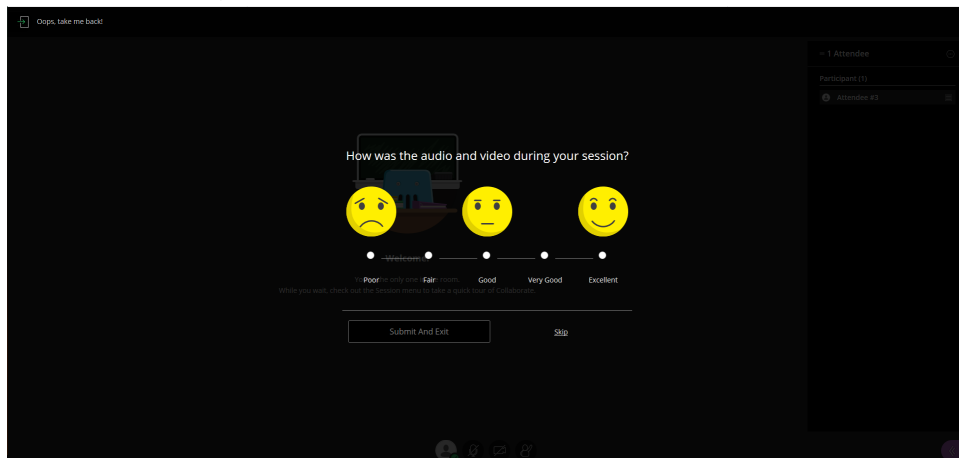


At this point, you have successfully left the session.
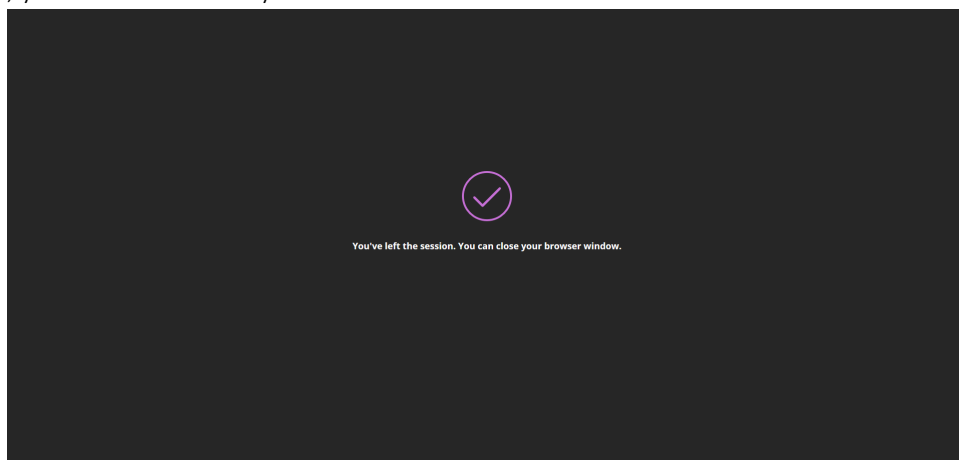
Close this tab and locate Canvas or Collaborate Ultra to return to the conference platform.
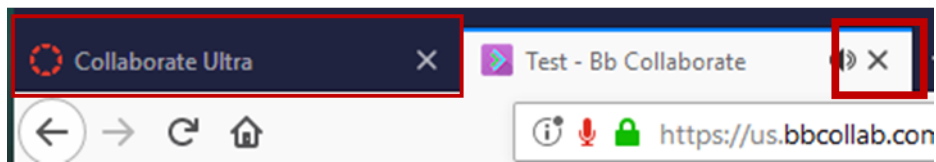


# Troubleshooting

Here are resources to consider if you need to troubleshoot.  If you are still experiencing problems, contact Extended Learning (ex@uwlax.edu) and explain the problem and the steps you have taken to fix it.

## Collaborate Ultra Troubleshooting

If you are trying to access Collaborate Ultra but running into problems,
- Make sure that you have internet access
- Try using Google Chrome, which is the recommended browser (see the section on *Note: Technology Requirements* page 2).
- Close the tab and try to reconnect.
- Make sure that you enable access to your microphone; the browser needs access to your microphone to play audio even if you do not plan to speak.
- See the next sections of the orientation guide, providing more additional guidelines.

## Audio and video issues

If you are having issues with your audio or video, please check your session and browser settings.
- Are the audio or video controls on? A line through the icons means that a device is not enabled.
- Are you using the latest version of your browser? Update your browser.
- Does the browser have permission to access your camera and microphone?

More resources for troubleshooting audio and video issues for your specific browser can be found here: https://help.blackboard.com/Collaborate/Ultra/Participant/Support

## Browser support

See the section on *Technical Requirements* on page 2.  For additional information on browser support, see these pages:
- https://help.blackboard.com/Collaborate/Ultra/Participant/Get_Started/Browser_Support
- https://help.blackboard.com/Collaborate/Ultra/Participant/Support

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# Webcam and Microphone Troubleshooting Tips

Here are some helpful links if you are experiencing webcam and microphone problems.

| Requirements | • **Webcam**: Most laptops have a built-in webcam that should work well. External webcams may be used.<br>• **Microphone**: Most laptops have a built-in microphone which should work well. You can use a headset or earbuds that have a microphone, or you may have an option to call into remote meetings using a phone (this is limited to 25 attendees per session). |
|---|---|
| Troubleshooting | **If you are not using additional peripherals:**<br>• Make sure the computer has a mic/webcam. Most current laptops have a webcam and mic, but desktops usually do not.<br>• Check the computer settings to make sure the camera and sound settings are correct. For the mic, check if the input sensitivity is too low or too high, which could cause issues.<br>• Restart the computer.<br>• For PCs/Windows, check the drivers to see if they are installed and updated.<br>• For Macs, make sure your operating system is updated.<br>**If you are using peripherals (such as a headset or external camera):**<br>• Check the computer settings to make sure the camera and sound settings are using the correct source. If there are multiple devices plugged in, there is a chance the webcam also has a built-in mic and the settings are set to the default input and not to the one you require. Check the input sensitivity of your mic to ensure it is not too low or too high, which could cause issues.<br>• Check the settings in the application to make sure the correct peripherals are selected. Also check to see if anything is muted in either the application or computer settings.<br>• Check the sound level as it can reset for peripherals back down to 0 when plugged in.<br>• If you are using a headset/mic, there may be physical buttons on the device that also mute sound output, mic input and overall sound control. This will vary by device.<br>• Unplug the peripheral/s and plug them back in.<br>• Try another port on the computer if available.<br>• Restart your application. |
| More Troubleshooting Resources | **Applications - Camera and Microphone Settings:**<br>• **Microsoft Teams**: Manage your call settings in Teams<br>• **Webex**: Change Your Audio and Video Settings During a Cisco Webex Meeting<br>• **Jabber for Windows**: Jabber for Windows Audio Setting Method<br>• **Jabber for Mac**: Check Audio/Video settings under "Preferences > Audio/Video."<br>• **Kaltura**: Canvas - Enable Third Party Cookies For Kaltura Integration<br>• **Collaborate Ultra**: Audio and Video<br>• **My Media / Mediasite**: My Media information / common issues<br><br>**Web Browsers - Camera and Microphone Settings:**<br>• **Google Chrome**: Use your Camera and Microphone<br>• **Firefox Mozilla**: How to manage your camera and microphone permissions with Firefox<br>• **Safari (Mac-only)**: Change Websites preferences in Safari on Mac<br>• **Microsoft Edge**: Windows 10 camera, microphone, and privacy<br><br>**For Windows:**<br>• Camera Help (Changing settings, switching cameras, and webcam help)<br>• Fixing Sound Problems (Troubleshooting, drivers)<br>• Adjusting Audio for Different Applications<br>• Microphone Not Working (Windows 10)<br>• Checking privacy settings for Windows (includes camera and microphone)<br><br>**For Mac:**<br>• Adjusting Sound Settings (Internal speaker settings)<br>• Sound Input Settings (Device, input volume, background noise)<br>• Checking privacy settings for Mac (includes camera and microphone) |