Wisconsin Rural Health Promotion Workshop

Wisconsin Health Education Network Annual Meeting

User Guide

Welcome! We will be using Canvas for the online event platform and Zoom for the LIVE sessions of the Wisconsin Rural Health Promotion Workshop and the Wisconsin Health Education Network Annual Meeting. This guide will walk you through the basics you need to know and is your go-to if you experience any problems.

Note: Technology Requirements

Requirements:

To access the WHEN Meeting, 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: Zoom requires certain permissions to function as desired. For example, Zoom 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.
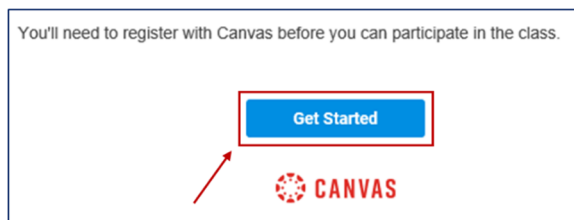
Activating your Canvas account

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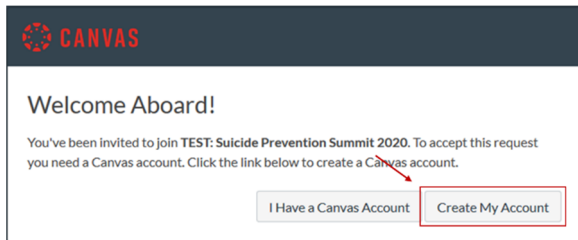

The email will look like this:
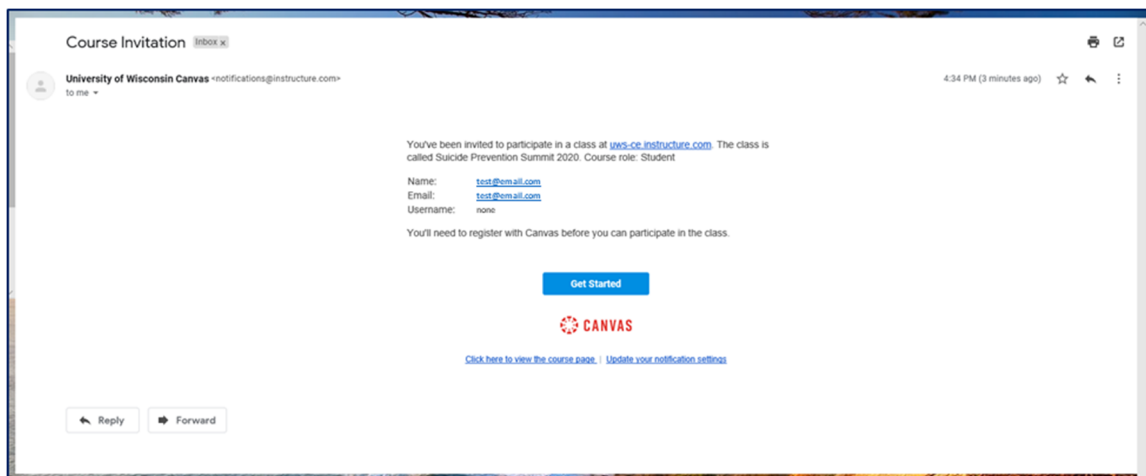
Select 'Get Started'.

Select 'Create My Account'.   **Or**, if you already have a UW-La Crosse Canvas account associated with the email address used to register for this program **skip to the section below titled,** *Signing into your Canvas account after your account has been activated*.

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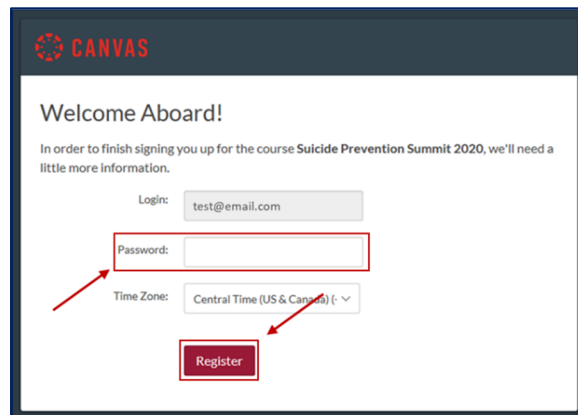
Once you have completed this registration, you should be able to access the online platform.

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 [program](#) 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.
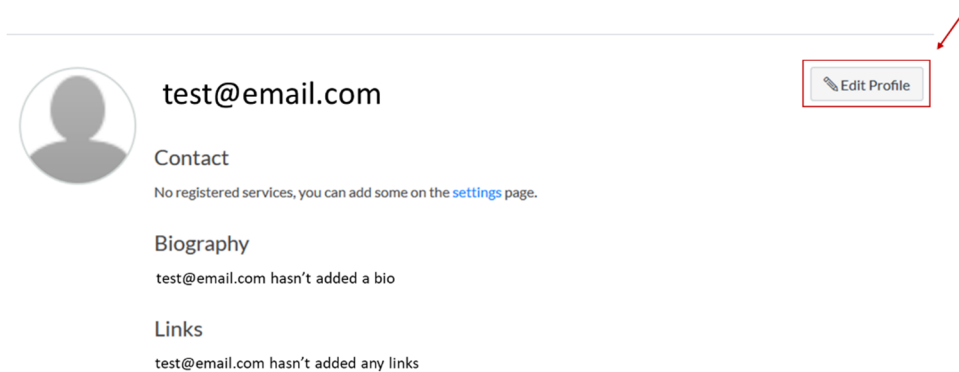
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Navigating the platform

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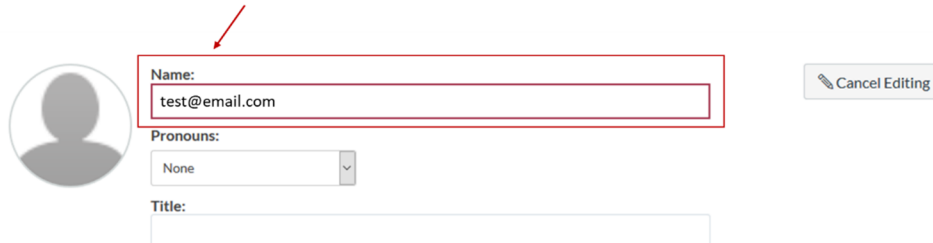
Locate the panel on the left side of the window and select 'Account', and then 'Profile'.
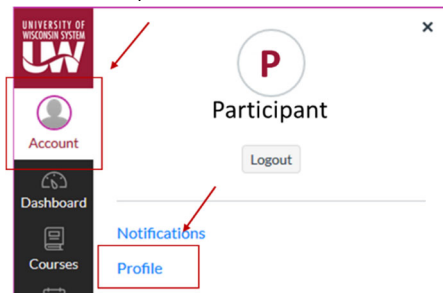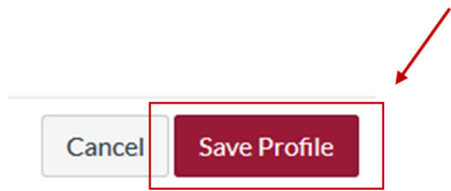

Select 'Edit Profile'.

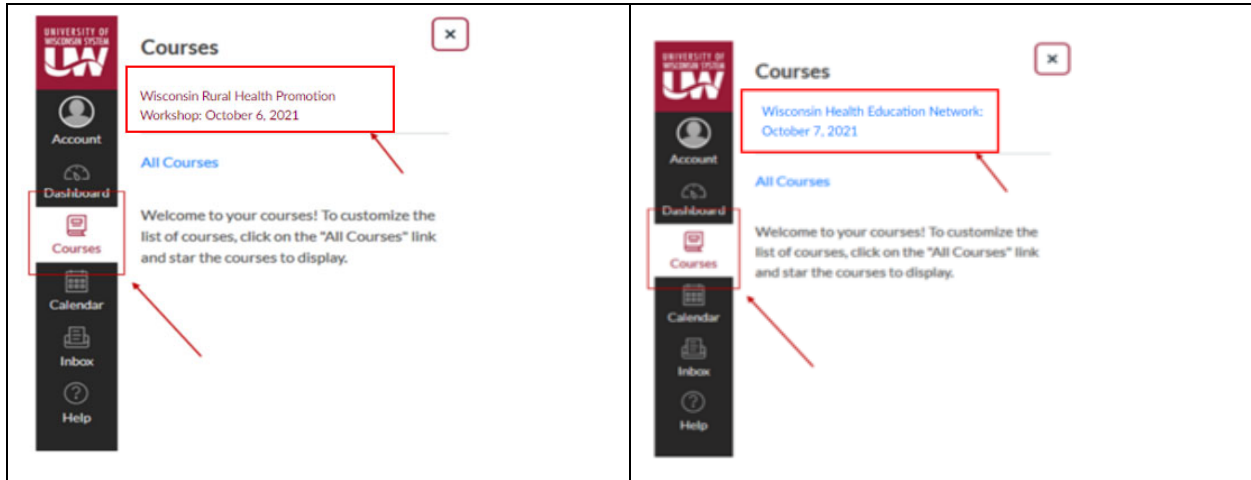In the 'Name' field, replace your email address with your name.

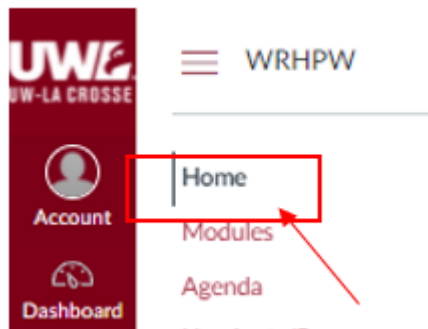Save this change by selecting 'Save Profile' on the bottom of the page.

Now, locate the course.

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

This will take you to the Home page for the program. 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 Meeting

- **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.

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 Graduate & 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 *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 Zoom

Zoom is the video tool that will be used for video sessions.

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 that you do not need for the session.
- Limit video use. Use video during the session only when necessary.
- Cut down on the background noise and use headphones.

Getting familiar with Zoom basics

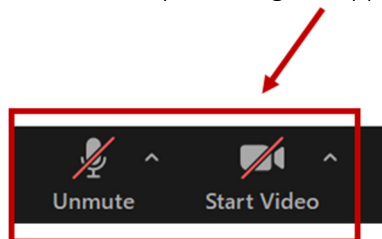This section will show you the basics of Zoom.

Joining a session

After joining the virtual room, you should see a screen similar to this if no video or content is shared:
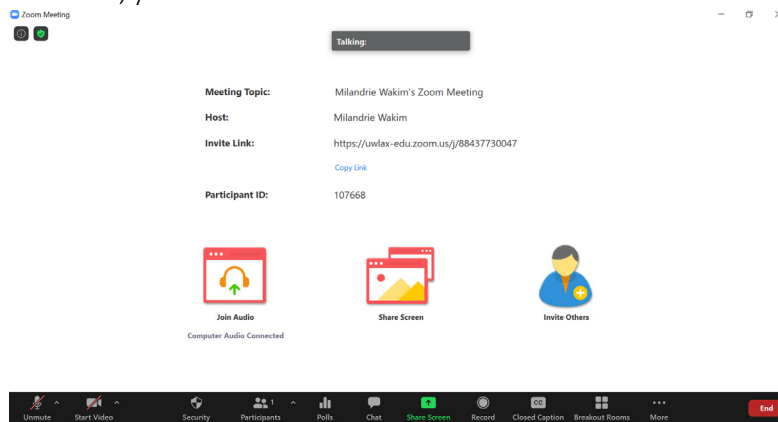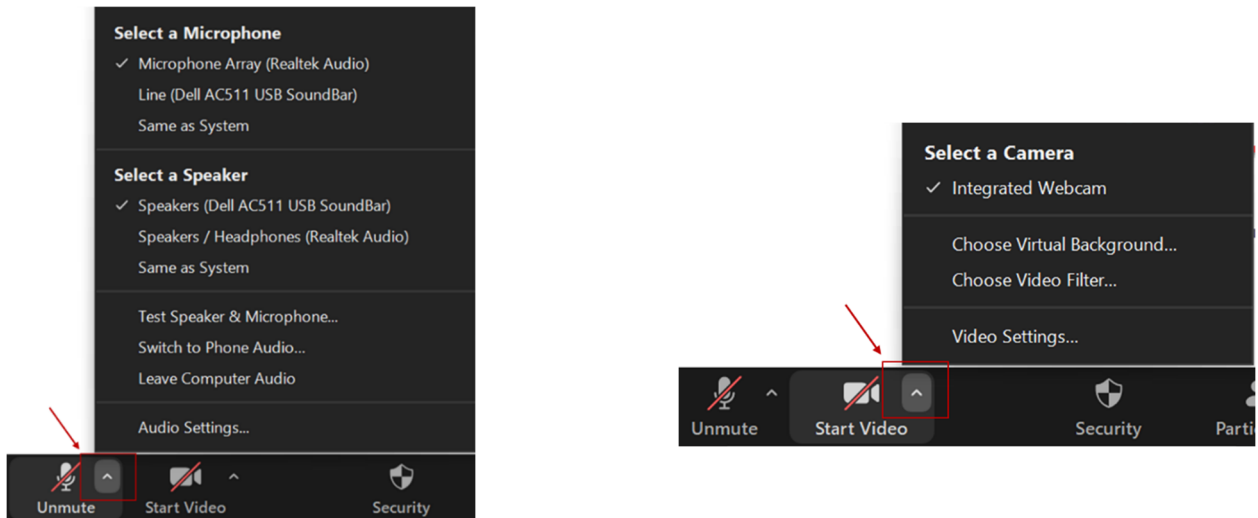

Adjusting your audio and video

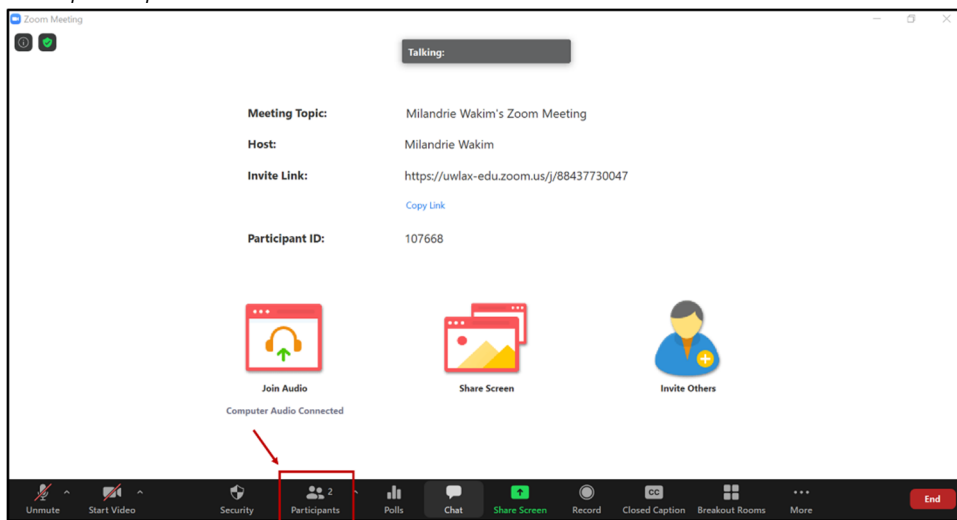You can turn your microphone and video on/off by selecting the applicable icon.

You can adjust your audio and video settings; open these menus by selecting the up-arrow next to the applicable icon.
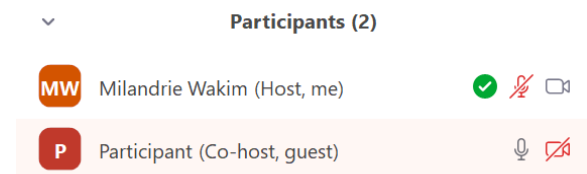

Viewing attendees

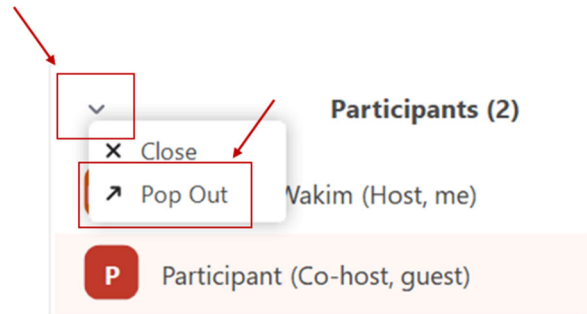*You can open the participant list to view all attendees.*
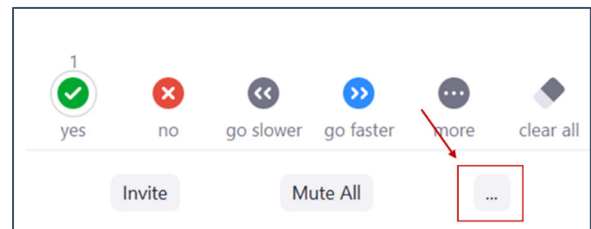

At a glance, you will see:
- *Permission/role designation.*
- *Attendee status or feedback.*
- *Icons showing if participants have their microphone and video turned on or off.*
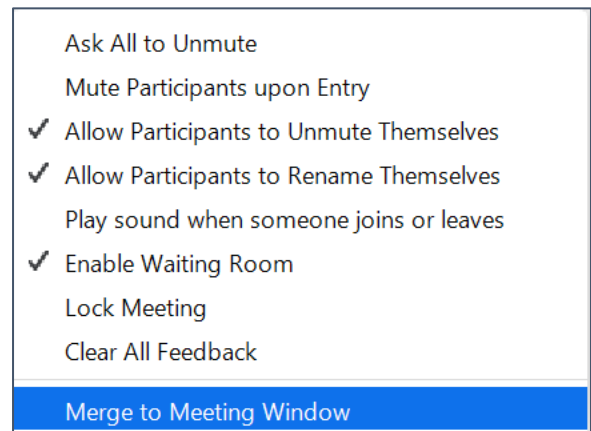
If you prefer, you can detach the participant panel to keep it open.

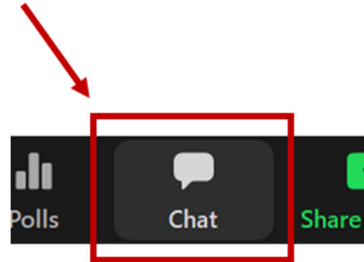You can close the panel any time. Select this button to open the menu.
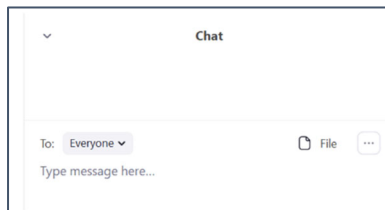
Then select 'Merge to Meeting Window'.

Questions

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If you have a question for the presenter, use the chat feature to submit your question. To access the chat feature, follow these steps:
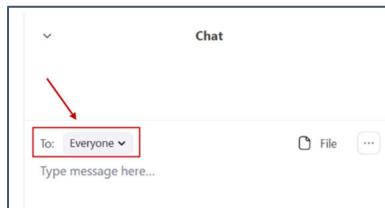
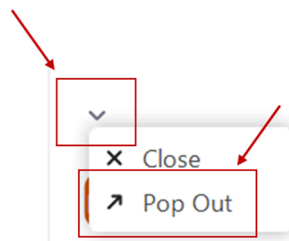Open the Chat room by selecting this icon.

This will open the Chat room on the right side of your window. Questions will appear here as they are submitted.

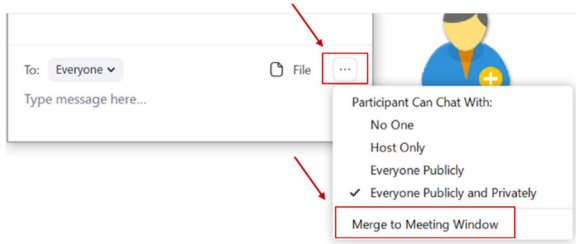You can send messages to 'Everyone' or to specific individuals.

You can detach the Chat room to keep it visible at all times.

You can attach the Chat room again, if you prefer.

Using your phone instead of a computer microphone

You can call into the session using your phone by following these steps.

Open the audio control menu.
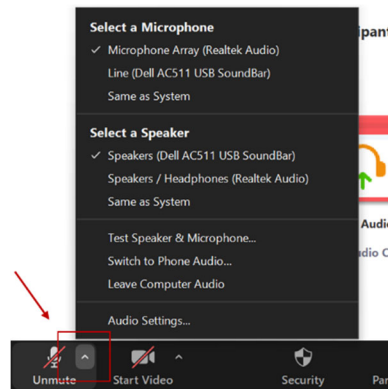
Select 'Switch to Phone Audio...'.

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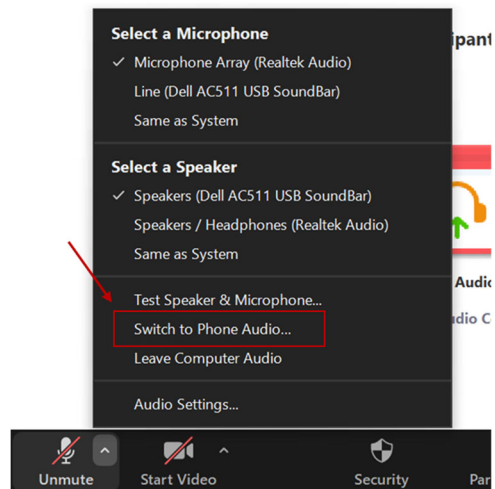
This will open a menu showing different dial-in numbers, the meeting ID, and the participant ID.
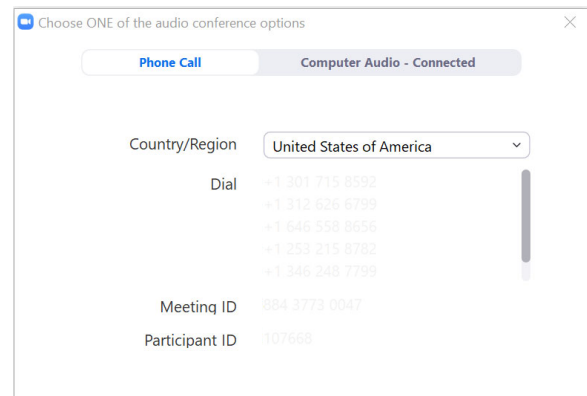
Getting from Zoom back to Canvas

At the end of the LIVE session, you must close the Zoom session and open the browser that you used to navigate Canvas.

Troubleshooting Tips

Requirements	• **Webcam**: Most laptops have a built-in webcam that should work well. External webcams may be used. • **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:** • Make sure the computer has a mic/webcam. Most current laptops have a webcam and mic, but desktops usually do not. • 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. • Restart the computer. • For PCs/Windows, check the drivers to see if they are installed and updated. • For Macs, make sure your operating system is updated. **If you are using peripherals (such as a headset or external camera):** • 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. • 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. • Check the sound level as it can reset for peripherals back down to 0 when plugged in. • 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. • Unplug the peripheral/s and plug them back in. • Try another port on the computer if available. • Restart your application.
More Troubleshooting Resources	**Applications - Camera and Microphone Settings:** • **Microsoft Teams**: Manage your call settings in Teams • **Webex**: Change Your Audio and Video Settings During a Cisco Webex Meeting • **Jabber for Windows**: Jabber for Windows Audio Setting Method • **Jabber for Mac**: Check Audio/Video settings under "Preferences > Audio/Video." • **Kaltura**: Canvas - Enable Third Party Cookies For Kaltura Integration • **Collaborate Ultra**: Audio and Video • **My Media / Mediasite**: My Media information / common issues **Web Browsers - Camera and Microphone Settings:** • **Google Chrome**: Use your Camera and Microphone • **Firefox Mozilla**: How to manage your camera and microphone permissions with Firefox • **Safari (Mac-only)**: Change Websites preferences in Safari on Mac • **Microsoft Edge**: Windows 10 camera, microphone, and privacy **For Windows:** • Camera Help (Changing settings, switching cameras, and webcam help) • Fixing Sound Problems (Troubleshooting, drivers) • Adjusting Audio for Different Applications • Microphone Not Working (Windows 10) • Checking privacy settings for Windows (includes camera and microphone) **For Mac:** • Adjusting Sound Settings (Internal speaker settings) • Sound Input Settings (Device, input volume, background noise) • Checking privacy settings for Mac (includes camera and microphone)