Tech troubleshooting

This tech troubleshooting guide is designed to help participants use the functions on Zoom and Google Slides, as well as guidance on screen splitting on different devices. This is to enable participants to troubleshoot their own minor tech issues.

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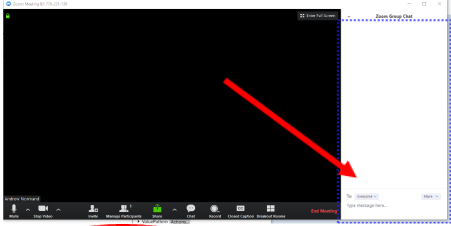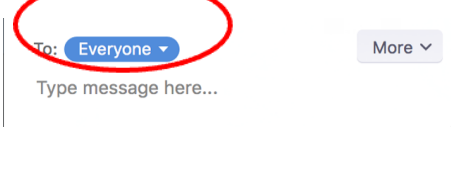
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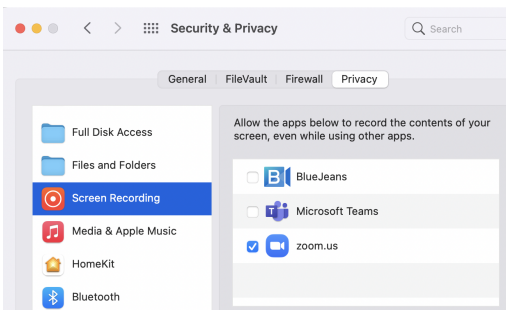
Zoom support

How do I write in the Zoom chat?

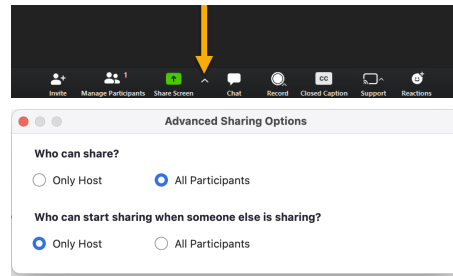|	
Click on the chat icon at the bottom of the window.	
Hover your cursor over the chat box and click on the box.	
Make sure you have selected from the dropdown list (using the arrow) whether you want to send a message to 'Everyone' or a specific person.	
Type your text into the text box.	
Press the enter button (it could be either of these images.	

How do I screen share on Zoom?

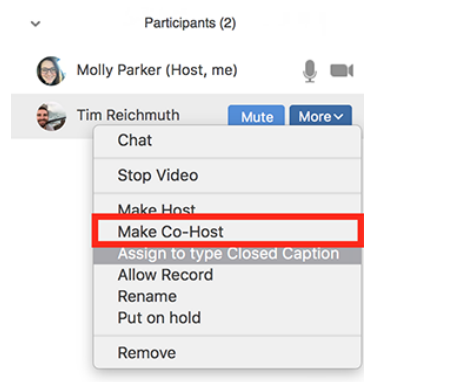|	
Ensure that your settings allow screen sharing. If you are using a Macbook: System Preferences (Security and Privacy then Screen Recording).	

If you are using a PC/Android: Settings (Display then Cast)	
If you are the host, you can decide whether participants can share their screen or only hosts by pressing the green up arrowhead next to the screen share button.	
If only hosts can share the scream, ensure that the person sharing their screen has a co-host function that is assigned in the Participants screen.	
Click on the green Screen Share icon at the bottom of the window.	
This box will appear when you press the Screen Share button and you will be asked what screen you would like to share. Note the Basic and Advanced tabs, which give you different options.	
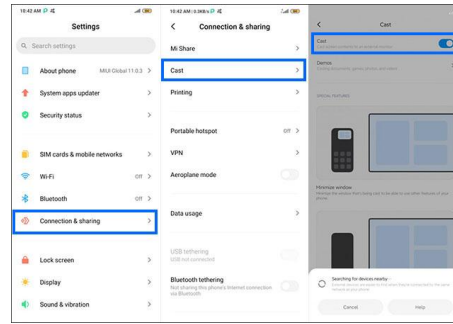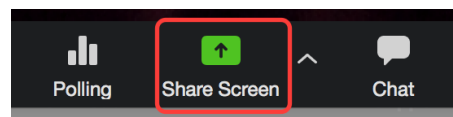
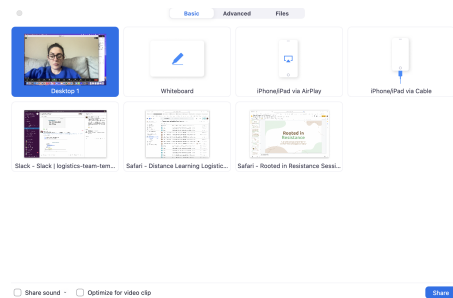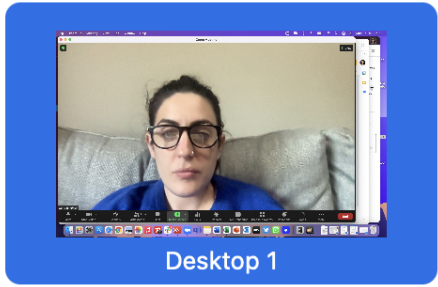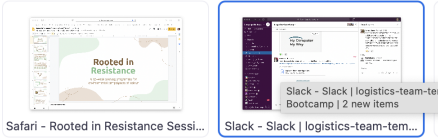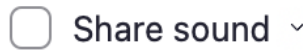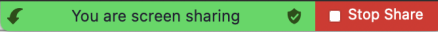|	
If you choose to share 'Desktop' then it will share all of your open screens, wherever you click. This option is recommended when doing one-to-one or small group tutorials that require switching screens.	Desktop 1
If you want to share only one screen, then choose a specific window, such as Google Slides. This means the other participants will not view all of your open data. This option is recommended when delivering a training session.	Safari - Rooted in Resistance Sessi... Slack - Slack | logistics-team-tem... Bootcamp | 2 new items Slack - Slack | logistics-team-tem...
Don't forget to check the 'Share sound' checkbox on the bottom left of the screen share options window if you also want to share audio, for example when showing a video.	☐ Share sound ˅
This bar will continue to show on your screen while you are sharing. If you shared a specific window, you are able to navigate to different windows while screen sharing and the participants will not see. You will only be able to have a limited view on Zoom (small speaker video) while you are screen sharing.	You are screen sharing ■ Stop Share
Click on the red 'Stop Share' to close the screen share.	■ Stop Share
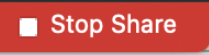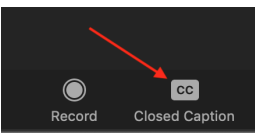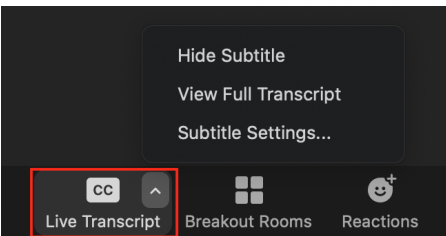
How do I share my sound on Zoom?

Click on the green Screen Share icon at the bottom of the window.	Polling Share Screen Chat

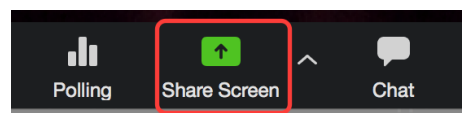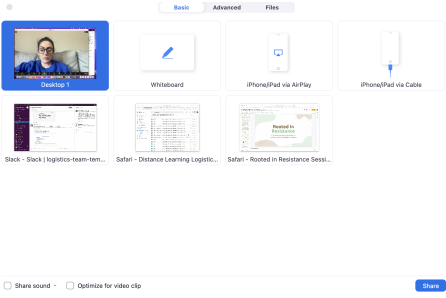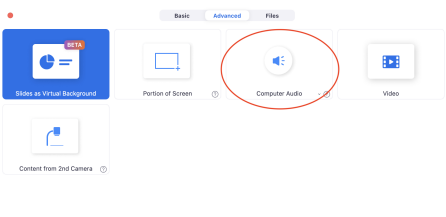|	
This box will appear when you press the Screen Share button and you will be asked what screen you would like to share.	
Go to the Advanced tab when you are asked what screen share option you would like to select. Select the "Computer Audio' option.	
Click on the red 'Stop Share' to close the screen share.	

How do I view closed captions or live transcription?

In the meeting controls bar, you will see a 'CC' button with either Closed Caption or Live Transcript if one of these services is available.	
If closed captioning is available, click Closed Caption to start viewing closed captioning.	
If live transcription is available, click Live Transcript, then select Show Subtitle. If enabled, you can also click View Full Transcript to view the transcript in the side panel of the meeting.	
The provided subtitles can be clicked and dragged to move their position in the meeting window.	

|	
Requesting transcription: click Live Transcript and you will be prompted to confirm your request to have live transcription enabled by the host (you can also ask anonymously).	**Request that the host enable Live Transcription for the meeting?** ☐ Ask anonymously Cancel **Request**
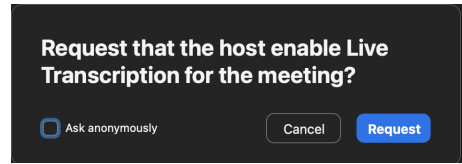
How do I enable Otter.ai?

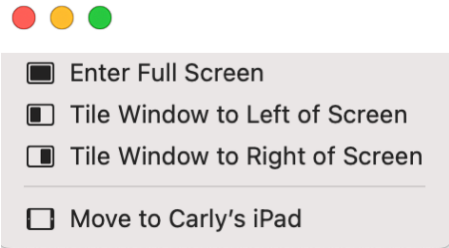|	
Otter.ai will be automatically enabled for meetings hosted by a user with Otter installed (this includes logistics@campaignbootcamp.org account).	
You will see if Otter is enabled by seeing the red LIVE button in the top left-hand corner of the screen.	**LIVE** on Otter.ai Live Notes ▾
If you are the host, you can stop and start the Otter recording by pressing pause and resume. The recording will start to be processed if Stop is pressed. Remember to pause the recording for any parts that you don't want in the transcription (e.g. team-only discussions, breaks, when the main Zoom room is being used as a breakout space).	
You can view the live transcript from the dropdown menu, either as a sidebar within Zoom or in your web browser.	**LIVE** on Otter.ai Live Notes ▾ View Stream on Otter.ai Live Notes Copy Streaming Link
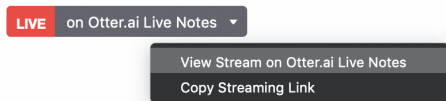
How do I split my screen?

### How do I view Google Slides alongside Zoom (screen splitting)?

You can only view Google Slides and Zoom in parallel on a computer. For this reason we would encourage you to use a laptop (PC or

Macbook) where possible, or have a second device for the Google Slides.

If this is not possible, you should download the Zoom app and the Google Slides app (from the Play Store or App Store). In this case, you can switch between windows and edit the slides without viewing the Zoom at the same time. Alternatively, you can follow on Zoom and ask the Logistics Support and/or Trainer(s) to write in the slides for you.

On a computer, open your web browser - the common ones are Google Chrome, Firefox, Safari and Internet Explorer.	
Click the link to the Google Slides for your session, which is a programme within Google Drive. Have the slides open in the standard view where you can see one large slide (current slide) with all of the slides in a column down the left-hand side. You should not activate the Present function. These are editable, so the slides are used as an interactive tool.	Google Slides
Click the Zoom link that was sent to you via email, and is available in your calendar appointment. You will be asked to sign in to your account.	zoom
Macbook: ensure both the Zoom and Google Slides screens are open. Hover your mouse over the green dot in the left-hand corner of your browser where you are viewing Google Slides. A dropdown menu will appear. Select 'Tile Window to Left/Right of Screen' and then all your other windows will appear in a small form. Click on the Zoom window to place that in the other half of the screen. To exit, press esc.	● ● ● ▢ Enter Full Screen ▢ Tile Window to Left of Screen ▢ Tile Window to Right of Screen ▢ Move to Carly's iPad

PC: click and hold on the title bar of the window of your browser then drag the window to the far right or left of the screen until the mouse cursor disappears. Release the cursor when the window stops moving and you can see the outline of half of the screen. On the other side, all your other windows will appear in a small form. Click on the Zoom window to make it fill the other half of the screen. To exit, press esc.	
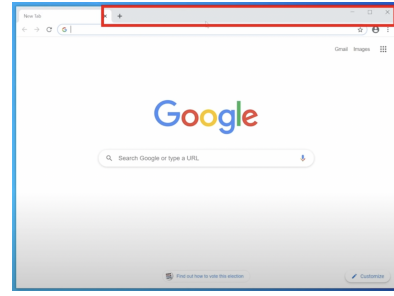
Using Google Slides

How do I put my name around the circle?

The virtual circle is a way we start training sessions to check into the session and where each person has the chance to say something. Your name represents a virtual chair and the circle represents a virtual table. At the start of the session, the group will go round the table in the order of the names on the slide, starting at a random point. Moving your name (your 'chair') signifies you've joined the circle.
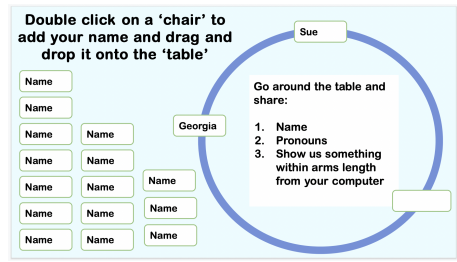
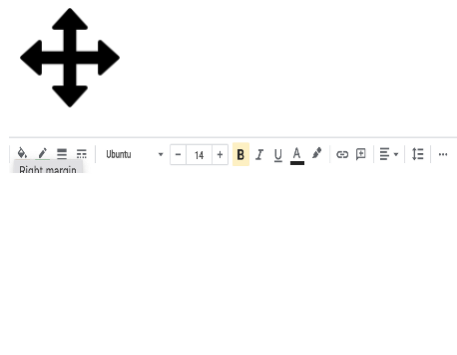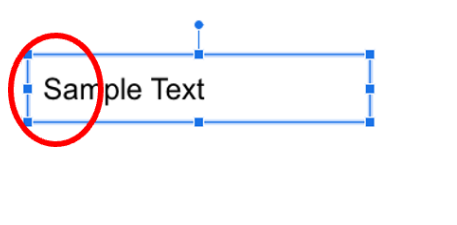|	
Open your web browser - the common ones are Google Chrome, Firefox, Safari and Internet Explorer.	
Click the link to the Google Slides for your session, which is a programme within Google Drive. Have the slides open in the standard view where you can see one large slide (current slide) with all of the slides in a column down the left-hand side. You should not activate the Present function. These are editable, so the slides are used as an interactive tool.	

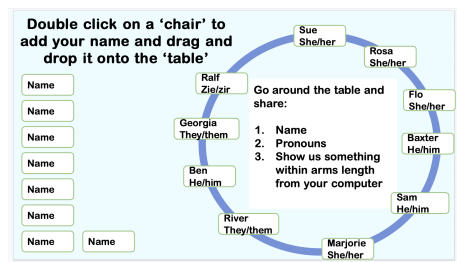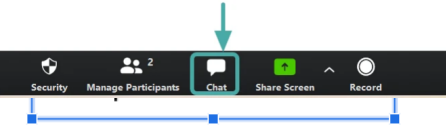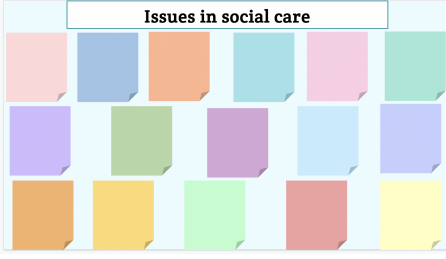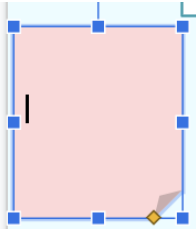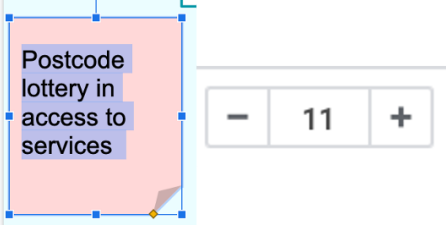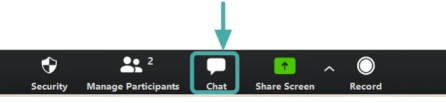|	
Click onto the slide that looks like this. This is the virtual circle. The circle slide is close to the beginning of the slide deck.	
Hover over an empty box until your mouse looks like in the picture. Double click on the box to activate typing. Once you do this, the text edit options adjacent will appear in the menu bar (adjacent). Type your name or pronouns (for example, she/her, he/him or they/them) in the box.	
If you need to change the size of the box, click on any of the square nodes on the outside of the box and drag the node outwards (to make it bigger) or inwards (to make it smaller).	
To move your name, hover over the box with your name in it until your mouse looks like this. Click and drag your name box over to the circle.	
Once finished, the circle should look something like this.	
If you need help, you can ask the logistics support person or one of the trainers using the chat function.	

How do I put a star on a scale?

A scale is a way of gauging how a whole group feels or thinks about a certain topic, which is bound by two extremes. Participants can place themselves anywhere on the spectrum and no name is attributed to the

specific answers, although participants may be asked by the trainers if they want to share (verbally or in the chat) where they put themselves on the scale and why.

Click onto the slide that looks like this. This is the continuum where you can place a star, which represents your answer to the question. For example, in this question, there are two limits (terrified and excited) but you can place your answer anywhere between these two depending on how you feel.	
Hover over the box over one of the stars not already on the spectrum until your mouse looks like this (those already on there are other people's answers). To move your star, click and drag.	
Once finished, the scale should look something like this.	
If you need help, you can ask the logistics support person or one of the trainers using the chat function.	

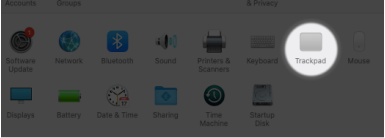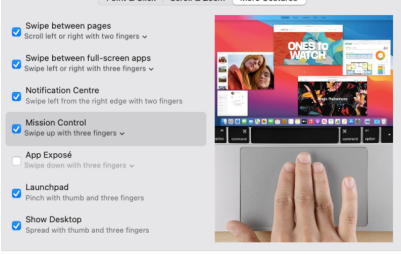## How do I write on a post-it note?

Virtual post-it notes are a way for participants to write their thoughts, ideas or reflections in relation to a question or topic during an online training session, in a similar way to using physical post-it notes during an in-person training session. Usually, one idea is written on one post-it note, with extra post-it notes being used for multiple ideas or responses.

Post-it notes slides look similar to this, although they may be in different colours. The topic or question is usually at the top of the slide. There are sometimes more than one slide of post-it notes for the same question to allow enough space for writing.	
Hover over a post-it note until your mouse looks like this.	
Double click on the post-it note until you see the nodes in the corner of the post-it note and the cursor flashes ready for you to type.	
Once you do this, the text edit options adjacent will appear in the menu bar. You will be able to start typing.	
If you need to change the size of the box, click on any of the square nodes on the outside of the box and drag the node outwards (to make it bigger) or inwards (to make it smaller).	
If you need to change the size of the font (usually when there is too much text for the size of the box), double click on the writing, which will highlight the whole text. You can then change the font size in the menu bar at the top of the page. The standard font size is 14pt. The lower the number, the smaller the text.	
If you need help, you can ask the logistics support person or one of the trainers using the chat function. If all post-it notes are full, the trainer will create another page.	

Macbook specific help

How do I switch between windows?

Go to System Preferences (in the icons bar where Chrome, Finder and other apps are)	
Click on Trackpad	
Make sure under Mission Control the box is ticked and has turned blue.	
Watch the video, which shows you how to see all of your windows and change your windows by using three fingers on the trackpad. If you can't find a window, this is a way to see them all in one go.	