

AGENDA

Technical Assistance

Technical Requirements & Best Practices

Navigating The Digital Campus

Zoom: The Synchronous Platform

TECHNICAL ASSISTANCE



Digital Campus

+1 (833) 740-1273



Live Chat

Best option if you are unable to get to a phone and need quick help

Chat can be escalated to Student Success team



Digital Campus Email

TechSupport@digitalcampus.2U.com

Computer

At least 4GB RAM (8GB RAM ideal)
2Ghz Dual Core or Faster Processor

For Mac Users: OS X 10.8 or higher

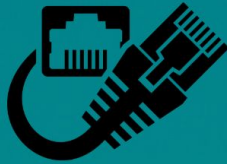
For PC Users: Windows 7 or higher



Mac Users: OS X 10.9
(Mavericks) or higher



PC Users: Windows 7 or
higher



Internet

Hardwired (Ethernet) Internet Connection
OR 3G or faster WiFi connection

Speeds no less than 5 MB/S for
download and 2 MB/S for upload Ideal:
10 MB/S download & 2 MB/S upload

Browsers

Latest versions of at least two
browsers
(We recommend Google Chrome
and Mozilla Firefox)

Ensure that browsers settings are
updated



Phone & Webcam

Headset or headphones with
speakers & microphone OR
Wired headset w/ Landline Phone
OR Mobile device w/ Earbuds

Internal or external webcam

NAVIGATING THE DIGITAL CAMPUS

A woman with short blonde hair and glasses is sitting at a white desk in a bright, modern office or library setting. She is holding a black tablet in her left hand and typing on a silver laptop with her right hand. The desk is cluttered with papers and a stack of books. The background is slightly blurred, showing a large window and some indoor plants. The overall tone is professional and focused.

Dashboard



Account


Dashboard


Courses


Calendar

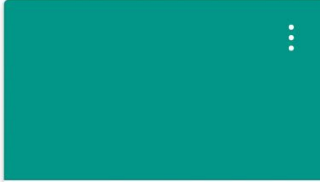

Inbox


History




Help

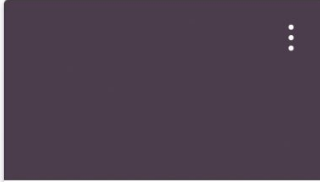
Dashboard








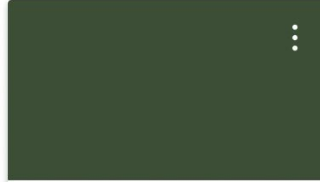
Canvas Demo Target
Canvas Demo Target





DemoAgain
DemoAgain







  



New Test Course
TestCourse

To Do

-  **Final Exam** ×
DemoAgain
28 points |
Jun 19 at 12:59am
-  **Test New Quiz** ×
DemoAgain
3 points |
Jun 19 at 12:59am
-  **New Assignment** ×
Canvas Demo Target
10 points |
Jun 24 at 11:59pm
-  **USC DEMO PAGE** ×
Canvas Demo Target
Jun 25 at 11:59pm
-  **New Assignment 2** ×
DemoAgain
25 points |
Jun 26 at 12:59am
-  **Test Page 2** ×
DemoAgain
Jun 26 at 12:59am

[Show All](#)

Recent Feedback

Courses

-  2U
-  Account
-  Dashboard
-  Courses
-  Calendar
-  Inbox
-  History
-  Help

☰ DemoAgain

Home

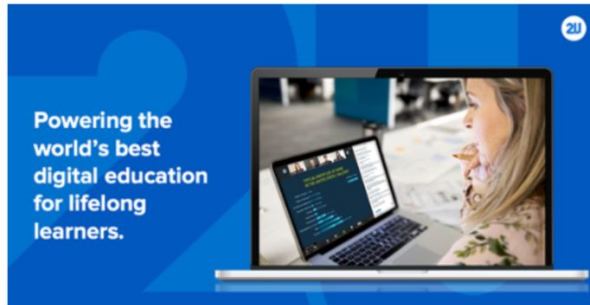
- Modules
- Announcements
- Discussions
- Assignments
- Grades
- Quizzes
- Syllabus

Recent Announcements

-  **Welcome!**
Welcome. Pay attention! Posted on:

DemoAgain

Welcome to this course!







 View Course Stream


 View Course Calendar

 View Course Notifications

To Do

-  **Final Exam** ×
28 points |
Jun 19 at 12:59am
-  **Test New Quiz** ×
3 points |
Jun 19 at 12:59am
-  **New Assignment 2** ×
25 points |
Jun 26 at 12:59am
-  **Test Page 2** ×
Jun 26 at 12:59am

Recent Feedback

-  **Test Assignment for Demo**
DemoAgain
8 out of 10

Calendar

- 
-  Account
-  Dashboard
-  Courses
-  **Calendar**
-  Inbox
-  History
-  Help

Today
←
→
June 2021
Week
Month
Agenda
+

SUN	MON	TUE	WED	THU	FRI	SAT
30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19 <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 2px;">📅 12:59a Final Exam</div> <div style="border: 1px solid #ccc; padding: 2px;">📅 12:59a Test New C</div>
20	21	22	23 <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 2px;">📅 New Discussion</div>	24 <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 2px;">📅 Demo-Quiz</div> <div style="border: 1px solid #ccc; padding: 2px;">📅 New Assignment</div>	25 <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 2px;">📅 11:59p USC DEMO</div>	26 <div style="border: 1px solid #ccc; padding: 2px; margin-bottom: 2px;">📅 12:59a New Assign</div> <div style="border: 1px solid #ccc; padding: 2px;">📅 12:59a Test Page 2</div>

<
June 2021
>

30	31	1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	1	2	3

- ▼ CALENDARS
- QA Student1 ⋮
- Canvas Demo Target ⋮
- DemoAgain ⋮
- New Test Course ⋮
- ▶ UNDATED
- 📅 Calendar Feed



Inbox

Canvas Demo Target Inbox

Canvas Demo Target

Account

Dashboard








Courses


Calendar

Inbox


History

Help



No Conversations Selected



Digital Campus Tech Support

Digital Campus Tech Support:

Phone: +1 833-740-1273

Email: TechSupport@digitalcampus.2U.com



TROUBLESHOOTING IN THE DIGITAL CAMPUS

These troubleshooting steps resolve the most common technical issues on the Digital Campus, which are often due to a user's internet connectivity or stored data on a browser:

- **Swap Browsers**
- **Clear Cache and Cookies**
- **Restart your Computer**
- **Test Internet Connection Speed**

Contact 24/7 technical assistance via Live Chat



ZOOM: THE SYNCHRONOUS PLATFORM

The screenshot displays a Zoom meeting interface on a laptop. The main window shows a grid of participants: Professor Don, Cassandra, Brandan, Kyle, Jocelyn, Sam, Will, and Christina. A chat window on the right shows messages from Sam, Cassandra, Professor Don, and Sam. A slide titled 'BIG DATA 215.pptx' is visible in the bottom right, featuring a pie chart and a bar chart.

Attendee List (10)

- Hosts (2)
 - Professor Don
 - Technical Support
- Presenters (0)
- Participants (8)
 - Cassandra
 - Brandan
 - Kyle
 - Christina
 - Jocelyn
 - Larissa
 - Sam
 - Will

Camera and Voice

Start My Webcam

Chat 3 (Everyone)

The chat history has been cleared

Sam: Morning!

Cassandra: Hey everyone!

Professor Don: Welcome to the live session.

Cassandra: We're presenting our group collaborations next week. Can't wait!

Sam: Agreed! We should have a breakout session after class to discuss.

Professor Don: Let's get started with this week's content.

BIG DATA 215.pptx

Full Screen

75% 25%

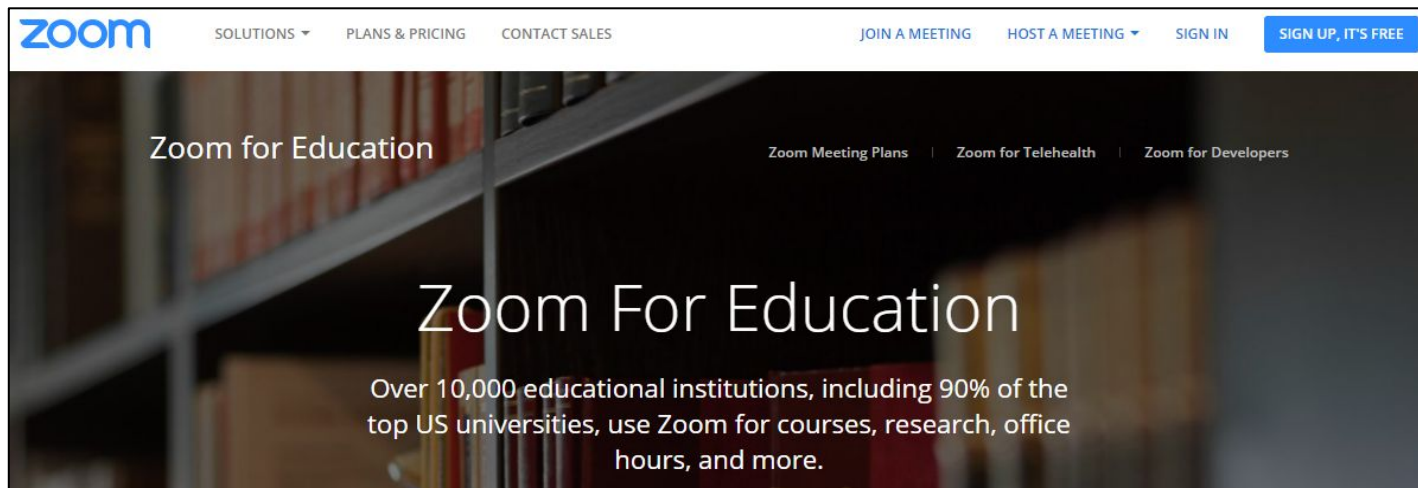
102,546 90,364 189,395 138,735 152,527 312,532

Sync

GET SET UP WITH ZOOM

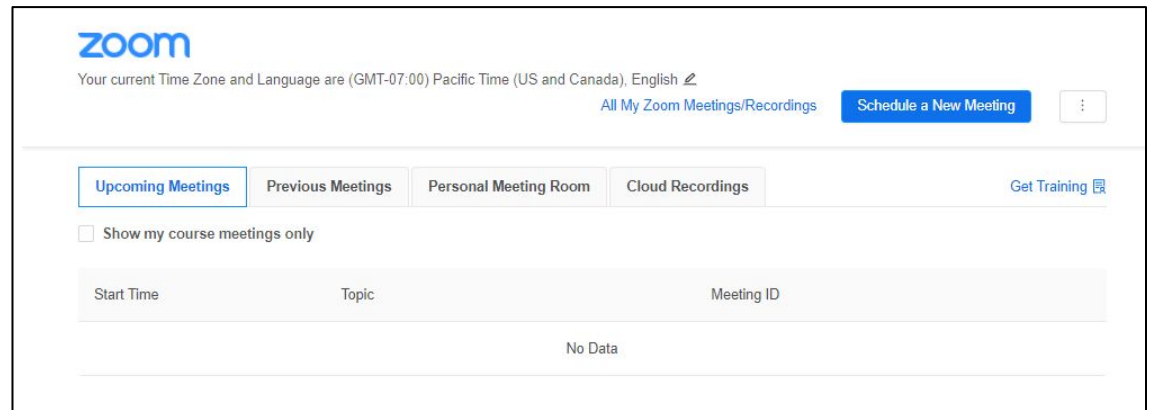
Live meetings are hosted on Zoom, which is integrated into [LMS]

A Zoom account will automatically be created for you the first time you click Join Now or Create Instant Meeting on the Meetings Page.



JOIN & HOST A MEETING VIA ZOOM

- You are able to start scheduled meetings from the Digital Campus.
- Create a meeting for group projects, presentations, study groups, or other class requirements.

A screenshot of the Zoom web interface. At the top left is the Zoom logo. Below it, text indicates the current time zone and language: "Your current Time Zone and Language are (GMT-07:00) Pacific Time (US and Canada), English". To the right of this text are links for "All My Zoom Meetings/Recordings" and a blue button labeled "Schedule a New Meeting". Below the navigation bar are four tabs: "Upcoming Meetings" (which is selected), "Previous Meetings", "Personal Meeting Room", and "Cloud Recordings". There is also a "Get Training" link. A checkbox labeled "Show my course meetings only" is present. Below this is a table with three columns: "Start Time", "Topic", and "Meeting ID". The table is currently empty, with "No Data" centered below the columns.

Start Time	Topic	Meeting ID
No Data		

JOIN AND CONFIGURE AUDIO AND VIDEO

Zoom Participant ID: 23 Meeting ID: 172-605-961

Talking:

Meeting Topic: Abdi Ahmed's Zoom Meeting
Host: Abdi Ahmed
Invitation URL: <https://twou.zoom.us/j/172605961>
[Copy URL](#)
Participant ID: 23

Join Audio **Share Screen** **Invite Others**

Choose ONE of the audio conference options

Phone Call **Computer Audio**

Join Audio Conference by Computer
Test Computer Mic & Speakers

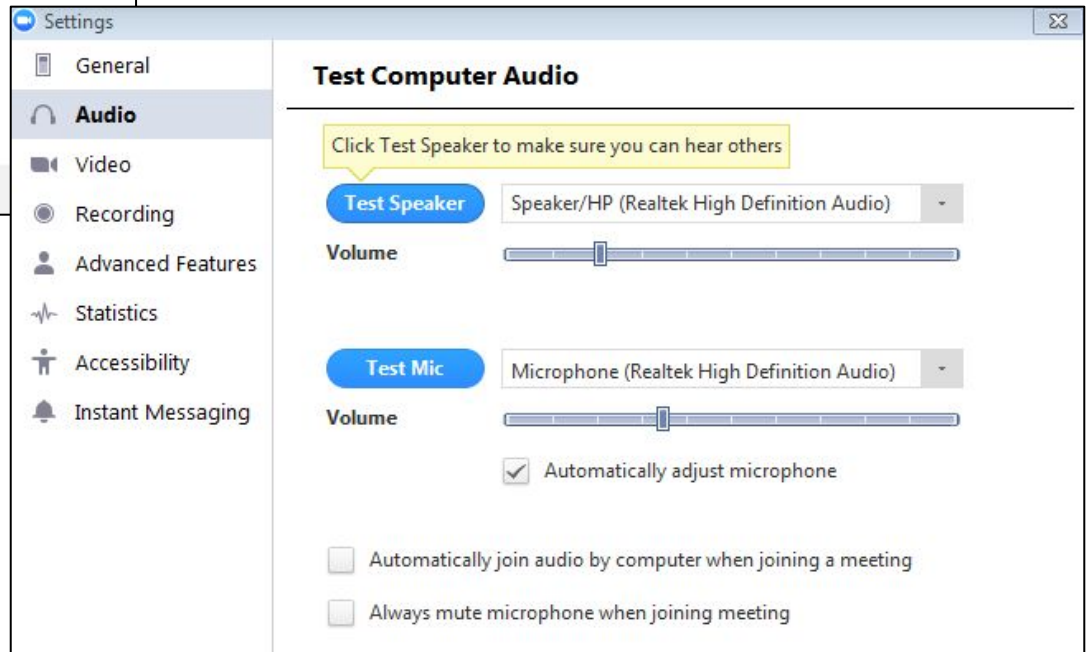
Automatically join audio by computer when joining a meeting

Join Audio **Start Video** **Invite** **Manage Participants** **Share Screen** **Chat** **Record** **End Meeting**

ZOOM AUDIO

Use **VoIP** to join audio conference

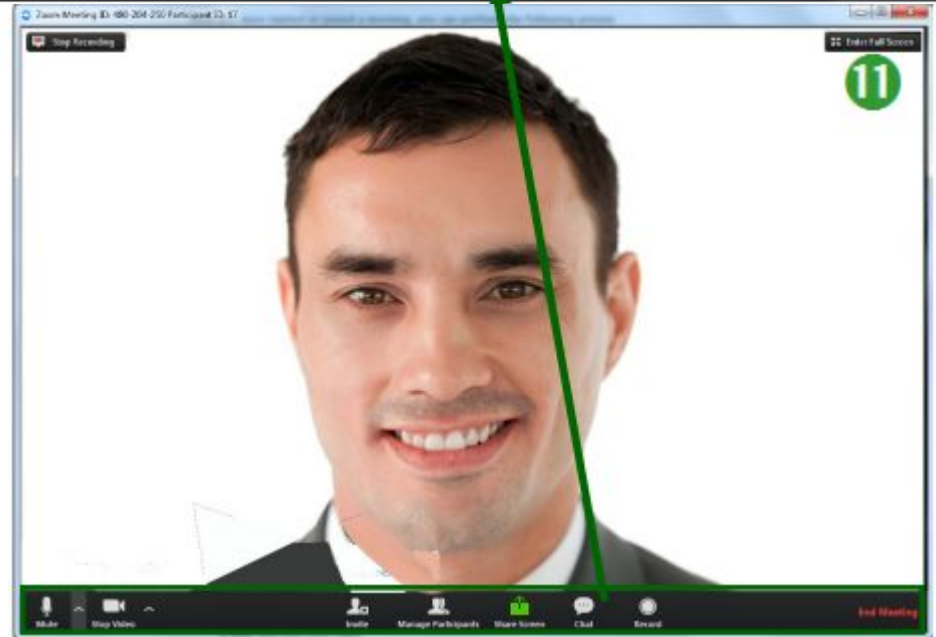
Test your computer **Mic and Speakers**



ZOOM MEETING TOUR



1. Mute and Unmute your audio and select Audio options.
2. Access the Microphone and Speaker options by clicking the up arrow next to Mute.
3. Stop and Start the video portion of the meeting.
4. Access the Video options by clicking the up arrow next to video. This allows you to change your computer's video input. You can also access the video settings.
5. Invite more people to join by email, instant messaging or a Room System.
6. Manage Participants, including mute/unmute, lock screen share so only the host can screen share, play enter/exit chime for participants, and lock the meeting.

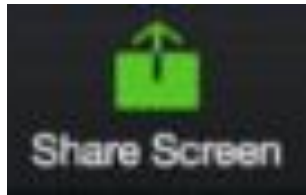


7. Share Screen lets you share your screen with meeting participants.
8. Chat lets you start a private or group chat.
9. Record lets you start recording the video and audio of the meeting.
10. End Meeting lets you end or leave the meeting.
11. Click Enter Full Screen in the upper right hand corner to use full screen mode.

HOW TO SCREEN SHARE

Zoom allows screen sharing on desktop, tablet, and mobile devices equipped with the zoom client app.

Click **Screen Share** located in your meeting tool bar.



Click an icon to share it.
Select an application already open on your device or the Whiteboard function.

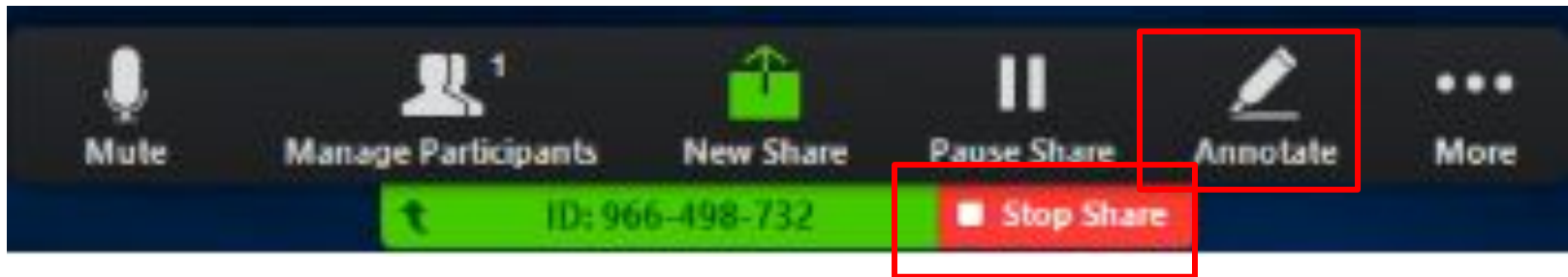


HOW TO SCREEN SHARE

When screen sharing, your meeting controls will move into a menu that you can drag around your screen.

Select **Annotate** to add text or a spotlight arrow to your shared screen.

Click **Stop Share** to end screen sharing.



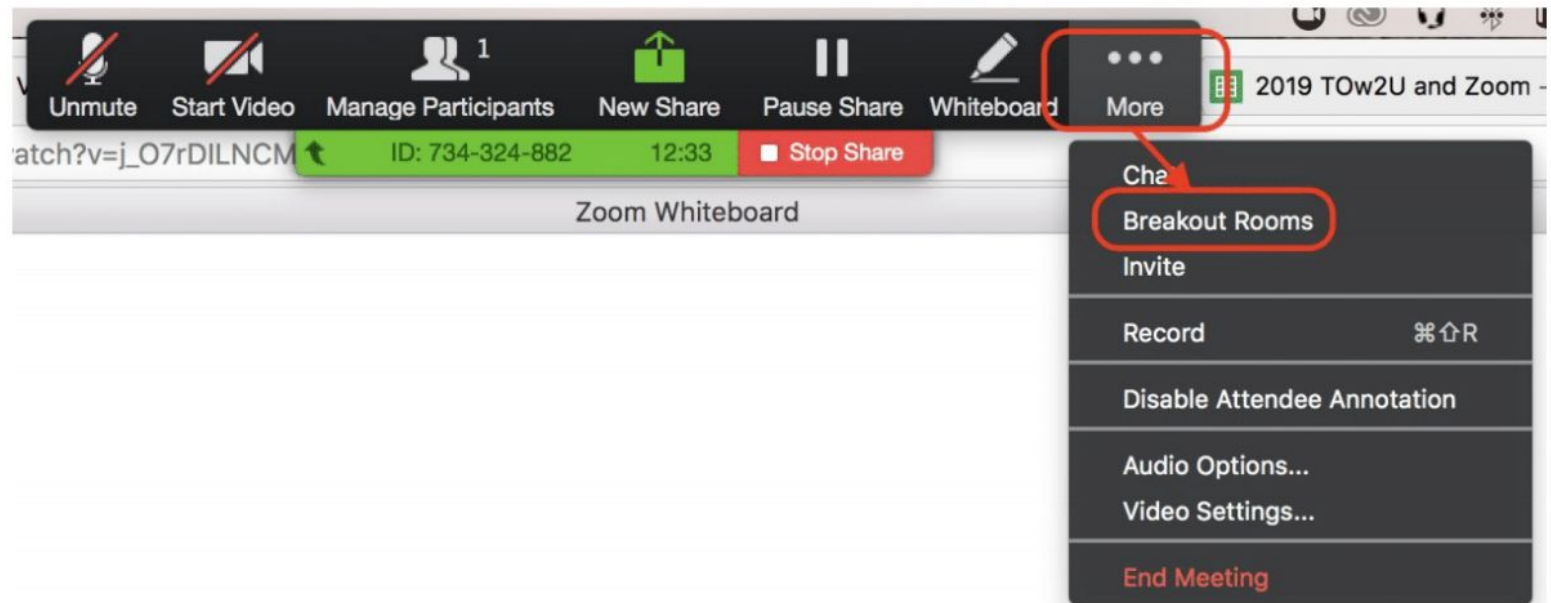
CREATE BREAKOUT ROOMS (HOSTING)

Select Breakout Rooms either from the main toolbar (A) or the “More” options while screen sharing (B).

(A)

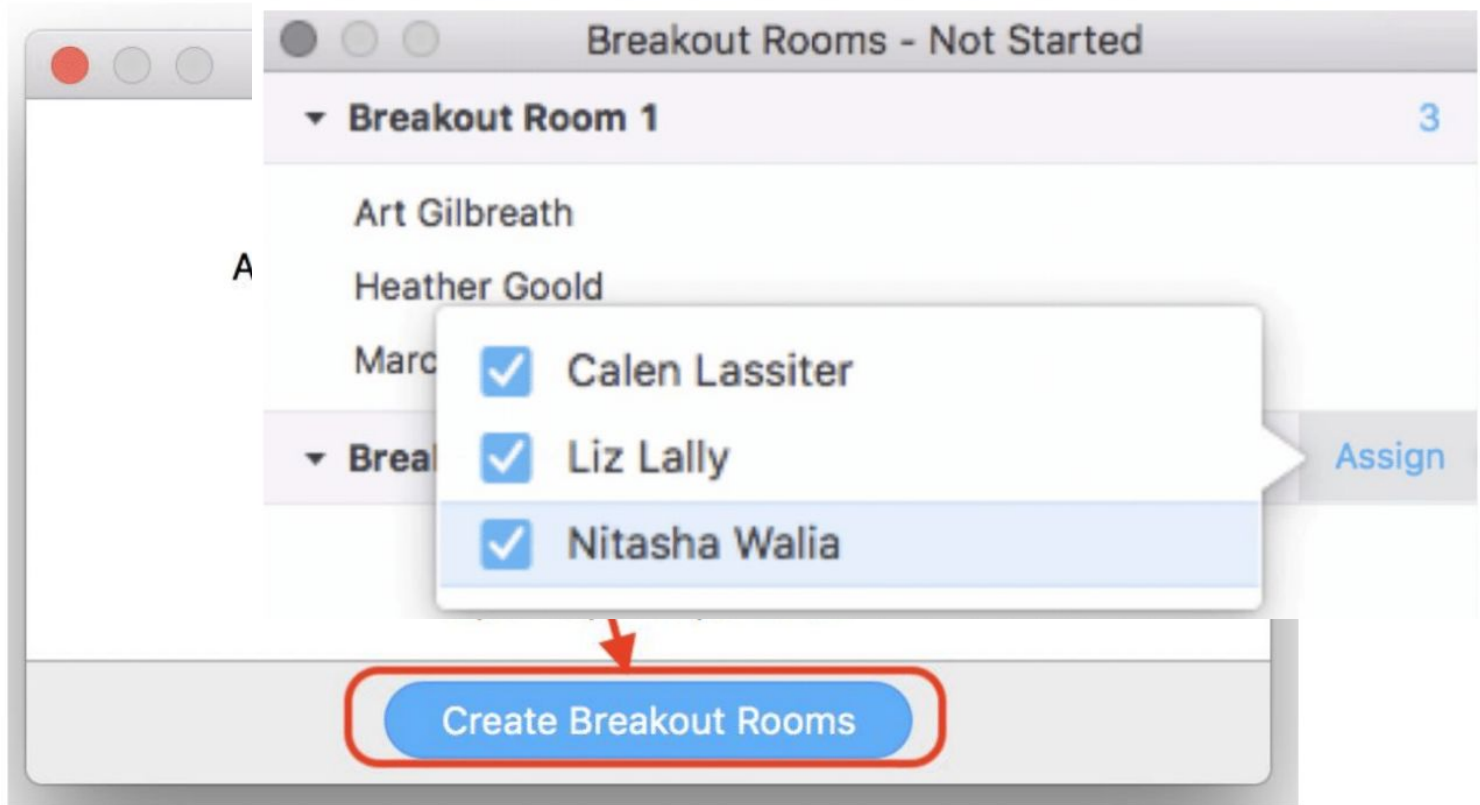


(B)



CREATE BREAKOUT ROOMS (HOSTING)

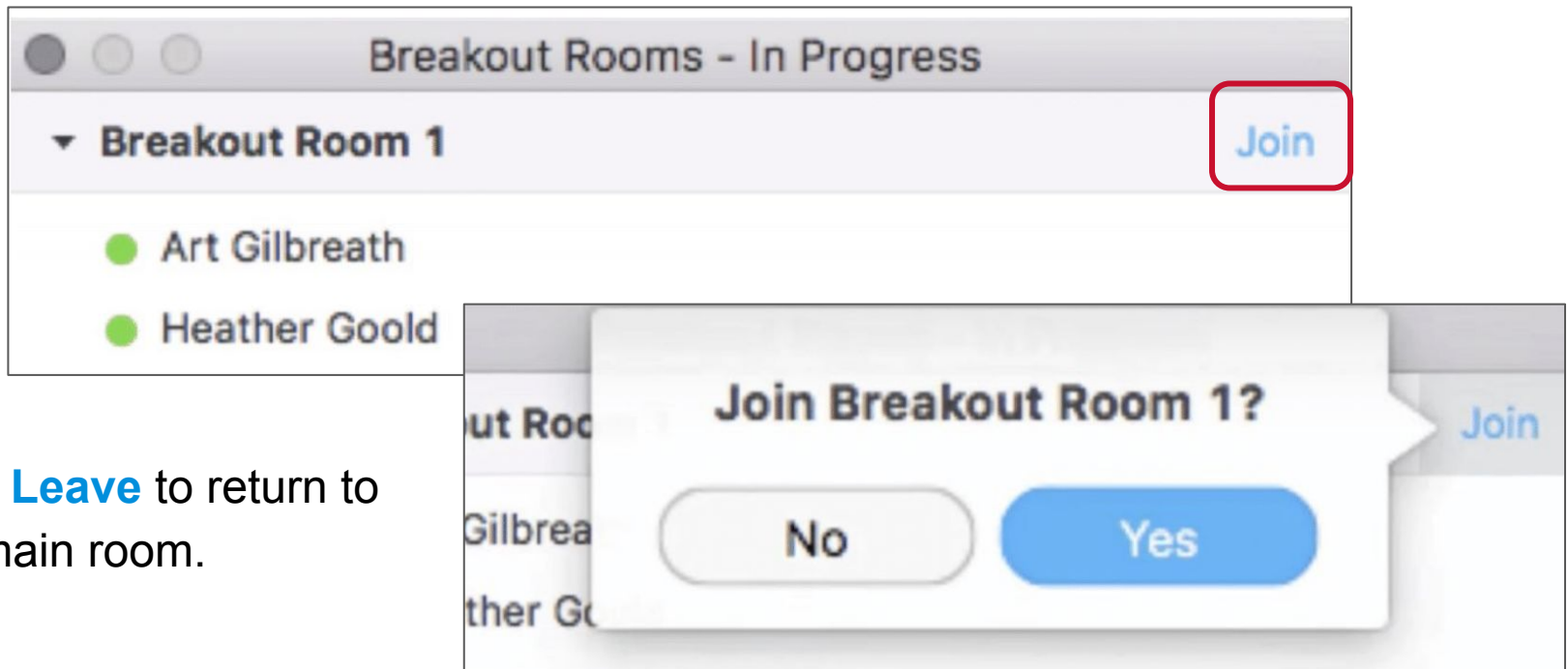
Select the number of rooms you would like to create and how you would like to assign participants to those rooms. Click [Create Breakout Rooms](#).



MANAGING BREAKOUT ROOMS IN PROGRESS

As a co-host, you can see which participants have joined their Breakout room.

Click **Join** to enter a Breakout room in progress and **Yes** to move out of the main room and enter the Breakout.



Click **Leave** to return to the main room.

MANAGING BREAKOUT ROOMS IN PROGRESS

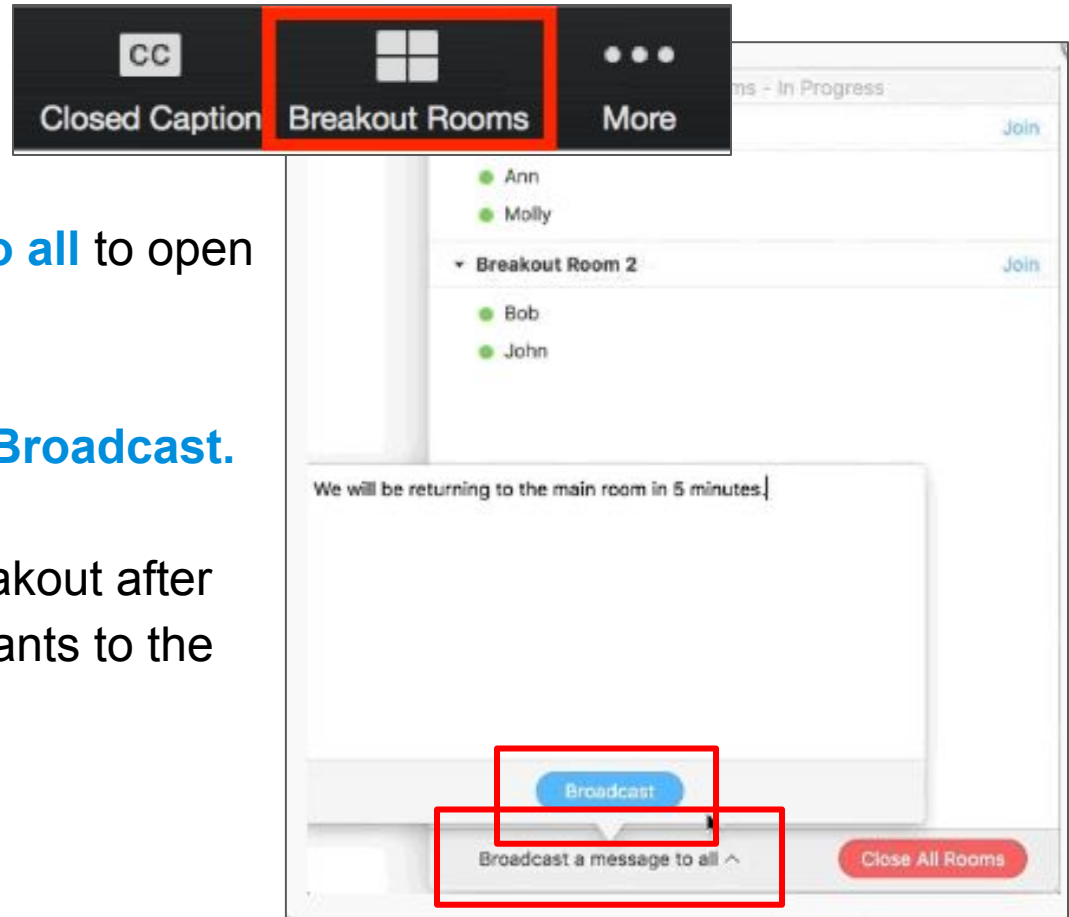
As a co-host, you can broadcast a message to all breakout room participants.

Click **Breakout Rooms** to open your room manager.

Click **Broadcast a message to all** to open a messenger.

Enter your message and click **Broadcast**.

Close All Rooms will end Breakout after 60 seconds and return participants to the main room.



TECHNICAL SUPPORT

24/7 technical assistance and urgent issues

Live Chat us OR call:

+1 (833) 740-1273

Email:

TechSupport@digitalcampus.2U.com

Extension 1: Urgent Technical Assistance around Live Classes

Extension 2: General Technical Support

Extension 3: General, Non-technical (not 24/7)

Q&A