Troubleshooting technical problems with online teaching and learning

This helpsheet details advice around facing technical problems whilst working remotely.

As we move into unprecedented times for teaching and learning, we are offering support and advice to staff and students to maximise your online opportunities. We must accept that unfortunately technical issues will happen and hope that everyone is understanding and supportive when this happens.

Some technical issues can be resolved by attempting some of the fixes outlined below, however some may be out of our hands (e.g. problems with Internet Service Providers) and so flexibility is crucial.

Internet Browsers:

We strongly recommend the use of Google Chrome for all online work, including Collaborate sessions.

Collaborate Ultra:

If you experience connection issues whilst using Collaborate Ultra please try these steps in order:

- **Check your internet connection:** Are you still connected to the internet? Cabled connections tend to be more reliable than wi-fi

- **Refresh the browser page:** Click refresh in your browser and allow the page to reload.

- **Return to the Blackboard module page link**: If you are still having problems; navigate to your Blackboard module site and try to re-enter the room from the link in Blackboard.

- **Restart your browser**: It may be necessary to close your browser entirely (close all windows) and restart your browser.

- **Guest link**: Collaborate sessions can be joined through Blackboard with your standard account but can also be joined using the 'guest link'. If your tutor has shared the guest link; click this link as an alternative way in and enter your full name when asked.

- If all else fails you will be able to **catch up on the recording of the session**: Contact your tutor, watch the Collaborate recording and ensure that you have caught up on any activities.

Communication:

Given the potential technical problems that can occur, open and transparent communication is of upmost importance. We should try to make communications with students reassuring, instructive and supportive.