**Online Consultations: Troubleshooting Tips**

**and Common Questions**

**1. Problems with sound or video.**

**2. Connection issues.**

**3. Screen-share feature.**

**4. How to access your document after your session ends.**

**5. How to remove the highlighting from your document on the whitepad.**

**6. Contact us for a troubleshooting session.**

**1. Problems with sound or video.** (*Example: Consultant can't hear you*.)

For any type of audio-visual issue, the first thing to check is, "Are you using Chrome web browser?" Chrome isn't necessarily *required,* but it's the browser that works best with our online conferencing platform.

When you first join an online consultation, a pop-up window may appear asking if you want to allow access to your camera and microphone. *If requested, you must allow this access for the audio/visual features to function during your session*.

If either you or the consultant cannot see or hear one another:

- No sound? Type into the chat box at the bottom right side of the screen to communicate with your consultant while you troubleshoot.

- Check that your system volume is turned up, that your speakers / headphones / microphone are properly connected, and that your camera's lens cover is off.

- Next, hover your pointer over your own video window, and you'll see camera and microphone icons appear; make sure neither is muted (click to toggle on/off).

- If all of that looks good, then try exiting and re-joining the session: Simply close the browser tab to end the session, go back to the schedule grid, and re-join the session. (This will not kick out the consultant or erase anything you've already done on the whitepad.)

A quick workaround for sound issues is to simultaneously join the session from your smartphone. While still connected on the computer, open a web browser on your phone, navigate to our site and join your appointment from there as well; The phone will serve as your microphone/speaker while you continue to use your computer screen to view/edit your document on the whitepad. (Onscreen it will look like there are now three participants.)

It may be necessary to check your browser settings and/or system settings to resolve audio-visual issues (for example, if you mistakenly clicked "no" when asked to allow camera/microphone access.) This process varies from one browser and operating system to another. (For Chrome: On top menu bar, click Chrome, then Settings, then Privacy and Security, then Site Settings, then scroll down to Permissions and check Camera and then Microphone and make sure that a website labelled "https://wc00wcm.com" is not listed in the "blocked" category for either. If it is, click it to change status.) Also helpful - a reboot of your computer, which can restore lost connectivity with microphone and camera.

**2. Connection Issues.** *(Example: message "Connection Unstable" or dropped.)*

Although uncommon, you may experience a dropped or unstable connection during your online consultation. If the connection is dropped, you may get a message saying "Force Reconnect?" and, if so, you can click yes. If you don't get that message, simply close the current browser tab, return to the schedule grid, and relaunch your consultation from there.

You might also receive a message saying, "Internet Connection Unstable." Sometimes this issue resolves itself in just a few seconds, but if not, first try exiting and rejoining the session. If the problem persists, you and the consultant might consider turning off your cameras to free up bandwidth - to do that, hover your pointer over your video window and the camera icon will appear, then click it to toggle on/off. You'll still be able to hear one another and interact with your document on the whitepad, but you'll no longer see each other's faces.

Some browser extensions may interfere with establishing your connection (for example, some pop-up and autoplay blockers). If you have installed any such extensions on your browser, you may need to temporarily deactivate them during your session.

**3. Screen-sharing feature.**

The screen-sharing icon appears when you hover your pointer over your video feed window - it looks like a screen with a line through it. Click that, and the system will ask which window or tab you'd like to share. Your selection will then be visible to your consultant *in your video-feed window* (not on the whitepad). Video-feed windows can be re-sized by clicking and dragging their bottom right corner.

If you are sharing your screen, the consultant can *see* what you're sharing but can't type into it or scroll through it (like they can with a document on the whitepad). Therefore, it's best to use the whitepad rather than screen-sharing to work on your actual draft. (Screen-sharing is most helpful for situations like, "Let me show you this photo I'm analyzing in my essay.") If you're trying to screen-share something that you are viewing on the internet, it might be easier to simply paste the link for that website into the chat pad, and your consultant can then open and view the same page without you needing to share a screen.

**4. How to access your document after the session ends.**

Your document will remain on the whitepad, just as you left it, until the end of the semester. To access it, return to your appointment slot on the schedule grid (you may need to use the navigation tabs at the top left of the screen - This Week, Current Week, Last Week - to navigate back in time on the calendar grid). Then click your appointment to open it, and then select "Start or Join online consultation" to re-enter your session.

**5. How to remove the highlighting from your document on the whitepad.**

Right above the whitepad, you'll see a row of icons, one of which looks like an eyeball with a line through it. Clicking that icon will remove all of the highlighting from the document. (If you copy and paste the document back to your own computer without removing the highlighting, it may copy the highlighting, too, which you probably don't want in your document.) Once the highlighting has been removed, it can't be restored.

**6. Contact us for a troubleshooting session.**

If these suggestions don't resolve your issues or questions, please contact us by phone or email. We'll be happy to set up a troubleshooting session to provide further assistance: (213) 740-3691; writing@usc.edu.