

Remote Assessments Communication Technology FAQ

The purpose of this document is to provide background information on the various applications that may be leveraged to accommodate a remote assessment. This includes general system requirements, helpful links, and solutions to commonly faced issues.

CTRL-click a link below to jump to the relevant software section in this guide.

[General Connection Tips](#)

[Skype for Business](#)

[Microsoft Teams](#)

[Adobe Connect](#)

[MiCollab](#)

General Connection Tips

- Prior to the meeting, we recommend you test your connection on the device you will be using. Your advisor may connect with you prior to the meeting to schedule a pre-assessment technology trial.
- Video conferencing and real-time document sharing can be very network-intensive and performance may suffer due to high network traffic. Where possible, attempt to reduce unnecessary network traffic while the meeting is taking place.
- It is important to remember these are cloud-based applications and the performance and quality can be affected by a variety of factors.
- Some audio devices do not work as expected when used with certain browsers. If you are having trouble confirming your browser's audio hardware compatibility, you may need to try a different browser.
- The remote assessment may take several hours to complete. Ensure your device is able to be connected to the internet and available for the duration of the assessment. Your device should be equipped with a camera and that you are able to hear and speak with the advisor.
 - If you are on a laptop or computer an acceptable Internet speed for the remote assessment is 40 mbps or higher (test your internet speed: <https://fast.com/>).
 - If you are on a mobile device, your wifi signal at either 2.4GHz or 5GHz is fine though 5GHz would provide better performance.

The primary criteria for the remote assessment: a stable connection to the internet.

If you have trouble with connectivity and this guide doesn't help or doesn't answer your specific question, please contact your IT department where applicable, or navigate to the support/troubleshooting tips from the vendor's website.

Skype for Business

General Info

Do I need to have my own account to join a meeting?

No. Access to Skype for Business is provided by the Ontario College of Pharmacists. You will be provided with a connection link to join the meeting as a guest.

Do I need to install anything?

Skype meetings can be accessed through a meeting app. When you click on the Join Skype Meeting link you will be prompted to install the Skype for Business web app plug-in. For mobile devices, you will be directed to download and install the plug-in.

For more information, please refer to the Skype Meeting Guide for Registrants available [here](#).

What are the system and/or browser requirements for using Skype for Business web app?

- *iOS and Android devices – [system requirements](#)*
- *PC browsers: Microsoft Edge, Internet Explorer 7-11, Safari, Google Chrome (Note. Skype for Business web app plug-in is not supported on Firefox.)*

Troubleshooting

Why did this message appear stating the meeting would end because it had run a half hour over its allotted time and only guests were still attending?

Assessors have a registered account. This message will not appear as long as the Assessor is in the meeting.

Why doesn't the locally installed full installation of Skype launch or why won't it connect to the meeting?

Skype works best with latest version of Chrome or Microsoft Edge. If Skype does not open, we recommend that you copy the URL into a Chrome or Edge browser. You do not need to install Skype, joining via the web browser as a guest at the scheduled time is recommended.

How do I join for the first time?

*Join by clicking the **Install and join using the Skype Meeting App** link provided in your invite. Do not select the option to install the full Skype Business Desktop application. Refer to the Skype Meeting Guide for Registrants available [here](#).*

How much data do I need (e.g. when using a mobile device's data plan)?

Skype has been tracked to use roughly 100 MB of data per hour, however there are multiple factors which can affect this total such as the number of participants on the call and the quality of video being sent/received.

Why am I not able to share my video?

Ensure your webcam is enabled and functioning correctly. If using a mobile device you may need to grant the app permission to use the camera.

For more assistance/information: <https://support.microsoft.com/en-us/office/troubleshoot-connection-issues-in-skype-for-business-ca302828-783f-425c-bbe2-356348583771>

Microsoft Teams

General Info

What are the system and/or browser requirements for using MS Teams web app?

- *iOS operating system version 10.0 or later; compatible with iPhone and iPad*
- *Android operating system version 4.4 or later*

Do I need to install anything?

Joining a Teams Meeting via laptop or desktop

(Compatible browsers: Microsoft Edge (Chromium) latest version plus 2 previous versions, Google Chrome latest version plus 2 previous versions, and Safari 13.1+)

1. *Go to the meeting invite and select Join Microsoft Teams Meeting.*
2. *A webpage appears with two choices: Download the Windows app and Join on the web instead. If you join on the web, you can use either Microsoft Edge or Google Chrome. Your browser may ask if it's okay for Teams to use your mic and camera. Be sure to allow it so you'll be seen and heard in your meeting.*
3. *Enter your name and choose your audio and video settings. If the meeting room (or another device that's connected to the meeting) is nearby, choose Audio off to avoid disrupting. Select Phone audio if you want to listen to the meeting on your mobile phone.*
4. *When you're ready, hit Join now.*
5. *This will bring you into the meeting lobby. The meeting organizer or administrator will admit you into the meeting.*

Joining a Teams Meeting via Mobile Device

1. Go to the meeting invite and select *Join Microsoft Teams Meeting*.
2. If you don't already have the Teams mobile app, you'll be taken to your app store to download it.
3. Download and open the app.
 - If you have an Android device, open the app right from the app store page.
 - If you have an iOS device, tap the meeting link again to open the app.*Teams will ask if it's okay to use your mic. Be sure to allow it so others in the meeting will be able to hear you.*
4. You will be given two options for joining your meeting: *Join as a guest* or *Sign in and join*. Choose *Join as a guest*.
5. Button to join the meeting as a guest
6. Type your name and tap *Join meeting*.
7. Type your name and *join meeting* button
8. Depending on how the meeting was set up, you may be able to enter the meeting immediately, or there may be an additional sign in step that will prompt you to sign-in with an authorized account.

Once you're in the meeting, you can turn your video or mic on or off by tapping on the center of your screen to show the meeting controls. Tap again to hide them.

Troubleshooting

Why isn't my webcam and/or microphone working after launching the MS Teams URL?

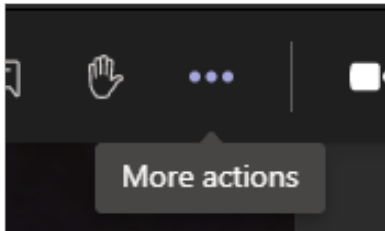
Before joining the call, ensure your webcam and microphone are enabled. When you join, you will see toggle switches for your webcam and your microphone on the **Join Now** screen. Make sure both are "on". You will also want to click the device Settings cog and choose the appropriate options for your microphone and speakers from the list.

If that still does not work, the problem might be due to permissions. On the Teams web app, check that you have granted your web browser and webpage permission to use your webcam and microphone. Typically, you will get an Allow prompt; otherwise, you will need to adjust your privacy settings. For information about your "Privacy Settings" please check your device specifications.

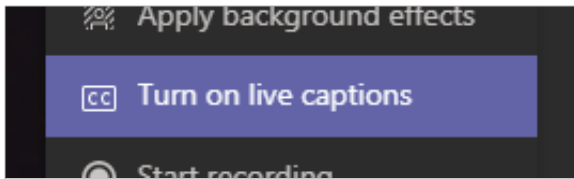
How do you turn on Closed Captioning during a meeting?

Please advise your Advisor when you receive your assessment notice that you require this feature.

While in a meeting, click the **More Actions** button (...) at the top right.



Select **Turn on live captions**.



Why does the site continually loop and not reach the sign in page when trying to sign into Microsoft Teams in Edge, Internet Explorer or Chrome?

Set your web browser (or an extension installed in the browser) to view Microsoft Teams as a trusted site. Alternately, try another browser or download the desktop application.

Why is Microsoft Teams slow during video meetings when I connect my laptop to an external 4k or ultra high definition display?

This is a known issue and Microsoft is working on a solution. Workarounds include disconnecting the monitor during meetings, setting the resolution to 1920x1080 temporarily or closing any additional applications that may be using video memory.

For more assistance/information:

<https://www.onmsft.com/how-to/common-microsoft-teams-problems-how-to-fix>,

<https://windowsreport.com/category/teamwork/microsoft-teams/fix-microsoft-teams/>

<https://support.microsoft.com/en-us/office/video-what-is-microsoft-teams-422bf3aa-9ae8-46f1-83a2-e65720e1a34d>

Adobe Connect

General Info

Do I need to install anything?

Adobe Connect meeting connection links are accessible through a web browser that supports HTML 5 or through a locally installed client (available for download [here](#)).

For mobile devices, download and install the Adobe Connect mobile app from Google Play or the Apple App Store.

What is the difference between the web browser and locally installed versions?

You are able to video conference through a web browser, but you will not be able to share your screen unless you install the local client or the web browser add-in that allows screen sharing.

What are the system requirements for using Adobe Connect?

For the Windows application:

- *Intel Core 2 or faster processor (or equivalent)*
- *Windows 10 (64-bit, Windows 10 'N' Edition users must install the 'Media Feature Pack' before installing the application.)*
- *1 GB of RAM (2 GB or higher recommended)*

For accessing through a Web Browser:

- *Intel Core i5 or faster processor (or equivalent)*
- *Windows 10, 8.1 (32-bit/64-bit), Windows 7 (32-bit/64-bit)*
- *2 GB of RAM (4 GB recommended)*
- *Google Chrome (v70.0 & above), Mozilla Firefox (v65.0 & above), and Edge (Chromium) (v79.0 & above)*

For accessing through a mobile device:

Download and install the Adobe Connect mobile app

- *iOS operating system 8.1.2 or later, compatible with iPhone or iPad*
- *Android operating system 4.4 or later, compatible with smartphone or tablet*

Troubleshooting

When participants join the meeting or windows are being resized, why does my camera zoom in?

This is a known bug with Adobe Connect and a fix is not available at this time.

I set someone else as the host of the meeting and then I left the meeting. Why did they immediately lose the control I had just granted them?

Adobe Connect requires a registered user remain for the duration of the meeting. Granting an attendee host privileges is not sufficient.

Why is Adobe Connect slow or locking up, why is the sound cutting in and out or why has the sound cut out entirely?

Your connection to the meeting may have been disrupted and your system is in a loop of constantly trying to "catch up". Close the browser or quit the application and reconnect to the meeting. Ensure network traffic from other devices is not affecting meeting performance.

What do I do if Adobe Connect launches to a white screen and the meeting will not load?

You may need to try to connect to the meeting using another browser or install the local client/web browser add-in.

For more assistance/information: <https://helpx.adobe.com/ca/support/connect.html>

MiCollab

General Info

Do I need to install anything?

MiCollab meetings are accessible through a web browser.

What are the system requirements for using MiCollab?

System

- Windows based PC

Browser

- Microsoft® Internet Explorer® (IE) 8, 9 or 10 (see note for IE8 or IE9)
- Mozilla® Firefox® 14 or later
- Google Chrome 21 or later

Troubleshooting

My connection froze for a bit and then came back. Why can't I share my screen or video now?

Your connection to the meeting has been disrupted and only partially restored. Leave the meeting entirely and re-join to re-establish the connection.

For more assistance/information: <https://www.mitel.com/document-center/applications/collaboration/micollab/micollab-client/9,-d-,1,-d-,2/en/micollab-for-web-client-end-user-online-help>