As we transition to online instruction, here are some basic tech tips that will help you and your students minimize issues.

1. Due to extremely high demand across the nation and on campus, our available resources are being taxed in a way not expected. You may experience an increase in load times and other issues when using Canvas, Collaborate Ultra, and Kaltura. Please be patient as all these companies try to adjust in these extreme times. Check out the linked Canvas, Collaborate Ultra, and Kaltura status pages to see if there are any issues that may be causing your issues.
   a. Please also be patient with students. Many of them may not have access to high-speed internet, and videos/content may load at reduced speeds.
   b. You may also see an increase in wait times for any troubleshooting assistance needed from LTS.

2. Upload large videos to Kaltura and link those videos in your Canvas course. Canvas courses are limited to 2GB of data, files, and resources. For example: Uploading one 45-minute video into Canvas directly can easily fill up a good chunk of your Canvas course, and depending on how big your file is Canvas will not allow any other resources to be uploaded. This can also slow down your students' experience to the point that their Canvas course may not load or be usable. Please use this resource from LTS on how to upload to Kaltura and embed it in your Canvas course.

3. If you or your students experience issues with a camera, mic, audio, or any other issue in Collaborate Ultra, the easiest fix is to leave and reenter the room. If that doesn’t fix the issue, restart the computer. We have seen this multiple times, and the restart seems to fix the issues if reentering the room doesn’t.
   a. This issue also pops up when switching between BlueJeans and Collaborate Ultra. Again either leaving the room and re-entering or restarting the computer seems to fix this issue.

4. During this strange time, if you are experiencing issues either with technology or your classes, take a step back and wait a bit before trying again. Many times certain issues are only temporary. If that still does not fix the issue or problems become consistent, please reach out for help to not wait too long and make more work on your end.