

# The Wave – Online Tech Support



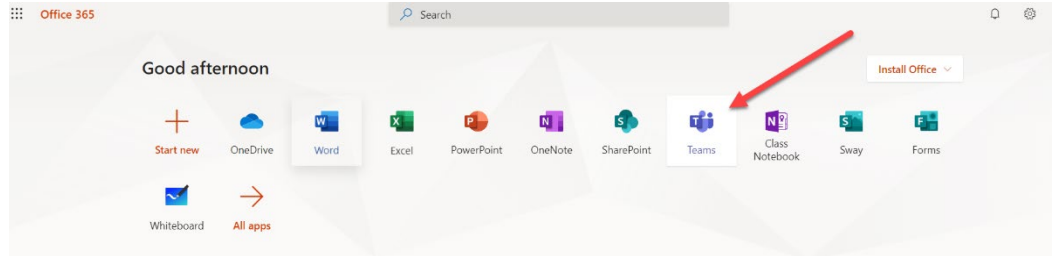
**Purpose:** We are here to provide ongoing digital support for the staff and students at Riverside. This digital support will focus on the core digital tools used at Riverside. Primarily, but not limited to, Edublogs and O365. We will not be supporting problems regarding software issues (outside of the Riverside core tools) or hardware.

**The Wave Hours:** 9:00 am till 3:00 pm everyday

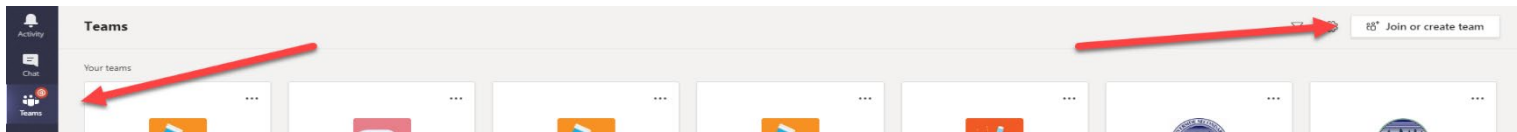
## How to Get Help:

Step 1 – Login into your O365 account. Go to your Teams.

Select Teams on the left-hand side. Select join a team on the right-hand top corner. **Enter the code exactly as shown to enter The Wave Team.**



**Code: 1cbj6m0**



Step 2 – Enter The Wave Team and type into the chat your specific question seeking support.

Step 3 – A Tech Team member will be there to support you or will get back to you shortly.

## Troubleshooting Basics

- Always re-start your device
- Always make sure your device is up to date
- Always try to use google, be very specific with the questions you are asking and follow the steps, there are a lot of great tools out there to help you
- [Always make sure you have downloaded O365](#)
- [Always make sure you sync your OneDrive to your device](#)
- [Always look to use the Edublog Support Guide](#)
- [Always look to use the O365 Support Guide](#)

## ONLINE CLASS MEETING GUIDELINES



### Microphone Muted Please

Ask for permission to speak in text chat or wait for the teacher to give permission to speak. Background noise and mic feedback can be very distracting during a class lesson. After you are finished speaking please mute your mic again.



### Cameras Off

This is important for your privacy and to improve the streaming quality of the meeting. It is also important to reduce distractions while your teacher is presenting.



### Maintain Student Privacy

Students should not record or distribute any video, images, or text from the online meeting. Your teacher may opt to record the online session for those who could not attend. Your teacher will warn you before doing this and will attempt to only record a visual of lesson materials.



### Keep Text Chat On-Task

Text chat conversation should mostly be about the lesson or questions about previous lessons. Occasional use of emoji may be okay with your teacher but please don't overdo it. Filling the text chat with off topic posts will make it difficult for your teacher to see questions from students.



### Be Respectful of Others

Help in chat by providing supportive responses to your classmates if you know how to help them. Ensure that your behaviours do not interfere with the online learning environment. Arrive on time and stay focussed. Lastly, please do not request to take control of your teacher's sharing session.

## Video Conferencing Etiquette

Take a moment to review some proper etiquette for online video conferencing. Always be respectful, thoughtful and mindful.