Common Features and Troubleshooting
For most web conferencing platforms

Common Virtual Classroom Features: Quick Reference

FEATURE	DESCRIPTION
GET STARTED	
Roles	The function or part assigned to a person participating in a live online session, determining their level of control and access.
Audio	Connection to the broadcast, teleconference, and/or computer audio to hear and speak in a live online session.
Participant List *(incl. Attention Tracking)*	The list of participants, attendees, speakers, panelists, presenters, and hosts participating in the live online session.
Webcam	A combination of the words "Web" and "Video Camera," this feature enables a live video feed using a camera from a computer.
Recording	An archive of a session for playback later, including the visuals, communications, interactions, and audio.
BASIC INTERACTION	
Feedback	The buttons/icons that allow participants to indicate status such as: "raise hand," "green check," "away," and many more options.
Chat	A designated area for typing publicly shared and private messages for dialogue, questions, and comments.
Whiteboard	Noun: a blank space replicating a sheet of paper for online collaboration using annotation tools. Verb: the act of using the annotation tools on the blank space or on top of a shared file or screen.
Annotation	The typing, writing, and drawing tools located on a designated toolbar to be used to markup shared files and whiteboards.
Share File	A feature that permits uploading of files into the main meeting room environment, instead of sharing the them via a computer screen or application share.
Share Screen	A feature where the presenter of a live online session shares their computer screen with attendees who can then view programs, applications, files, and websites, etc., directly from the presenter's computer.
ADVANCED INTERACTION	
Polling	A tool used to formally survey an audience where results can be broadcast and saved.
Notes	A designated area for notes to be taken, displayed, saved, and shared.
Q&A	A space designated for formal management of questions and answers.
File Transfer	A quick way to make files for participants available for download from within the session.
Breakout	A tool to allow participants to work together in small groups and on shared audio, sharing files, screens, whiteboards, webcams, and other features to collaborate.

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Troubleshooting: Quick Reference

FEATURE	COMMON PROBLEMS and POSSIBLE RESOLUTIONS
	GET STARTED
Roles	- What are the different roles in my platform? - Did the correct invitations with the correct link go to the right people for the role? - How are roles assigned? - How are the roles changed or moved in the session? - What are the different features and capabilities for each role?
Audio	*If using a teleconference…* - Is the teleconference provided by the platform or another party? - Do the attendees dial into the teleconference or do they enter their number into a form to receive a call back? - How do the attendees receive the information on how to join the teleconference? (e.g., pop up, email in advance, posted in the session) - Is the phone number listed separately from their name? Suggest they hang up and call back in. Or merge their name to their number or ask them to enter their attendee / participant ID number when they dial in. - Note that not all systems accept entering the ID number after they have joined, so they may need to hang up and start again anyway. *If using computer audio (VoIP)…* - Have they connected using the proper equipment: headphones, headsets, air pods, a microphone, earbuds, etc.? - Is the privilege to speak enabled? - Have they asked for permission to speak? - Are they unmuted?
Participant List *(including Attention Tracking)*	- Where is the participant list located and who can view it? - What indicators or icons are on the participant list, helping you to determine how people are connected: mobile, web client, strength of connection, etc.? - Can the participant list be minimized, collapsed, expanded, moved, repositioned, or resized? - Is attention tracking enabled, if needed?
Webcam	- Is your webcam compatible with your platform? - Have you exited, restarted, and rejoined the session? - Has your platform recognized or initialized your webcam? - Is your background, angle, and lighting ready for you to be seen on webcam? - Do you know exactly when you are on and off camera? - Check the view settings.
Recording	- Was the recording feature enabled and will both the audio and the visual be included? - Did you have the correct role to control the starting, pausing, stopping and saving of recordings? - Where did the recording get saved? - Is the file type compatible with participant systems? - Is the recording link password protected? - In what other ways can the recording be shared? - For instance, can it be downloaded or sent as a link?

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	● Can you track who is watching the recording?
BASIC INTERACTION	
Feedback	● Does the platform include feedback icons? ● Are the feedback tools enabled? ● Do the participants know they can use them, and if so, where they are located? ● Is the presenter asking people to use them and paying attention to them?
Chat	● Have the attendee chat privileges been set? (Note the difference between public vs. private, etc.) ● Does everyone know where chat is located? ● Does everyone know how to use chat and what is expected of them? ● Is the presenter paying attention to the chat, or do they have someone assisting them?
Whiteboard	● Does the platform have a whiteboard, and if so, do you know how to share one? ● Once a whiteboard is shared, do you know how to return to the prepared content? ● What is the best way to save the whiteboard (e.g., platform feature or screen capture)? ● Can uploaded or shared files be annotated upon and used as a whiteboard?
Annotation tools	● Does the platform have annotation / drawing tools? ● Where are they located? ● Can they be enabled for the participants? ● Can the annotations be edited, moved, cleared, and saved?
Share File	● Is *share file* the intended way of showing the file, i.e., rather than sharing it via its source application? ● File won't load problem #1: Is the file type compatible with your platform? ● File won't load problem #2: Is the file size supported? ● Images or text on a file did not load properly. Are the fonts compatible? Do you need to make the slide an image so that the individual images to not "move" when they get covered during the upload?
Share Screen	● Oversharing? Has the presenter shared too much and accidentally shown something unintended for the audience? For example, it is advisable to close instant messaging applications. ● Under-sharing? Has the presenter shared their screen, but no one can see it? ● Cannot share? Does the presenter have the right role/permission to do it? ● Screen frozen? Try taking the presenter role back and ask the presenter to restart and rejoin. ● Unintended sharing? If an attendee shared when they were not asked to share, then the attendees might have too many permissions.
ADVANCED INTERACTION	
Polling	● Was the poll created and attached in advance? ● Do you have the role necessary to manage the poll? ● Do you need to close the poll before the results can be shared? ○ Check the format of the shared results.

	• Did you save the results?
Notes	• Is the notes feature enabled, or the notes pod / panel in view? • Has a designated note taker been chosen, or will each participant take their own notes? • Have the proper privileges been set? • Have the notes been saved?
Q&A	• Is there a designated area for participants to ask questions that is different from chat? • Do the participants know where to find the Q&A panel/pod? • Do you have the roles identified and assigned to the people who need to manage Q&A?
File Transfer	• Does this feature exist within my platform or need to be enabled? • Is there a file size or file type restriction? • Does it get a designated location or is it sent via the chat? • How exactly do participants take and receive the files?
Breakout	• Does the platform have a breakout feature? • Is the audio going to follow the attendees in and out of the breakout rooms? • How will participants communicate with the leaders once they are in a breakout room? • Can the leaders visit the breakouts rooms? • Can the work be saved or shared once the participants return?

LaBorie, Kassy. (2021). *Producing Virtual Training, Meetings, and Webinars: Master the Technology to Engage Participants.* Alexandria, VA; ATD Press

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