

# GETTING STARTED ON CENTRA

## WHAT YOU NEED TO KNOW

### CENTRA CONNECTION TIPS

#### **Note:**

Running other applications while in session can slow the session.

You will receive a login name and password from the course instructor when you register for a course.

#### **Screen Resolution:**

Your screen resolution should be set at 800 x 600 or higher, to change your screen resolution follow these steps:

Click on **Start | Settings | Control Panel | Display**

Click on the **Settings Tab**, under the Screen Resolution area, drag the slider to the correct size

Click **Apply** (Your screen may turn black for a moment)

Once your screen resolution changes click **Yes** to confirm the change.

Click **OK**

#### **Access the Centra Welcome page but cannot log in:**

Make sure that you are typing your login name and password correctly. Passwords are case sensitive.

Click the **Forgot my password** link and follow the instructions.

#### **Technical Support**

Phone: 1-888-850-4628

email: [rto@contactnorth.ca](mailto:rto@contactnorth.ca)

#### **Access the Centra Home page (My Schedule page) but cannot find the session:**

Click the Past or Ongoing tabs to check if the session has already occurred or is ongoing.

#### **Click the Attend or Lead link, but the Centra client does not launch:**

A "login ID already in use" message indicates you are already attending the session on another PC, using the same ID as another user, have another version of the client open, or clicked the Attend link more than once.

If you see the Centra setup window, follow the instructions in the window to install the client.

If you have cookies disabled in your browser, enable them to avoid seeing this window every time you attend a session.

If none of these solutions work, restart your computer.

#### **Have trouble connecting to the Session or Centra server:**

Close all other applications that you have running on your computer or reboot your machine.

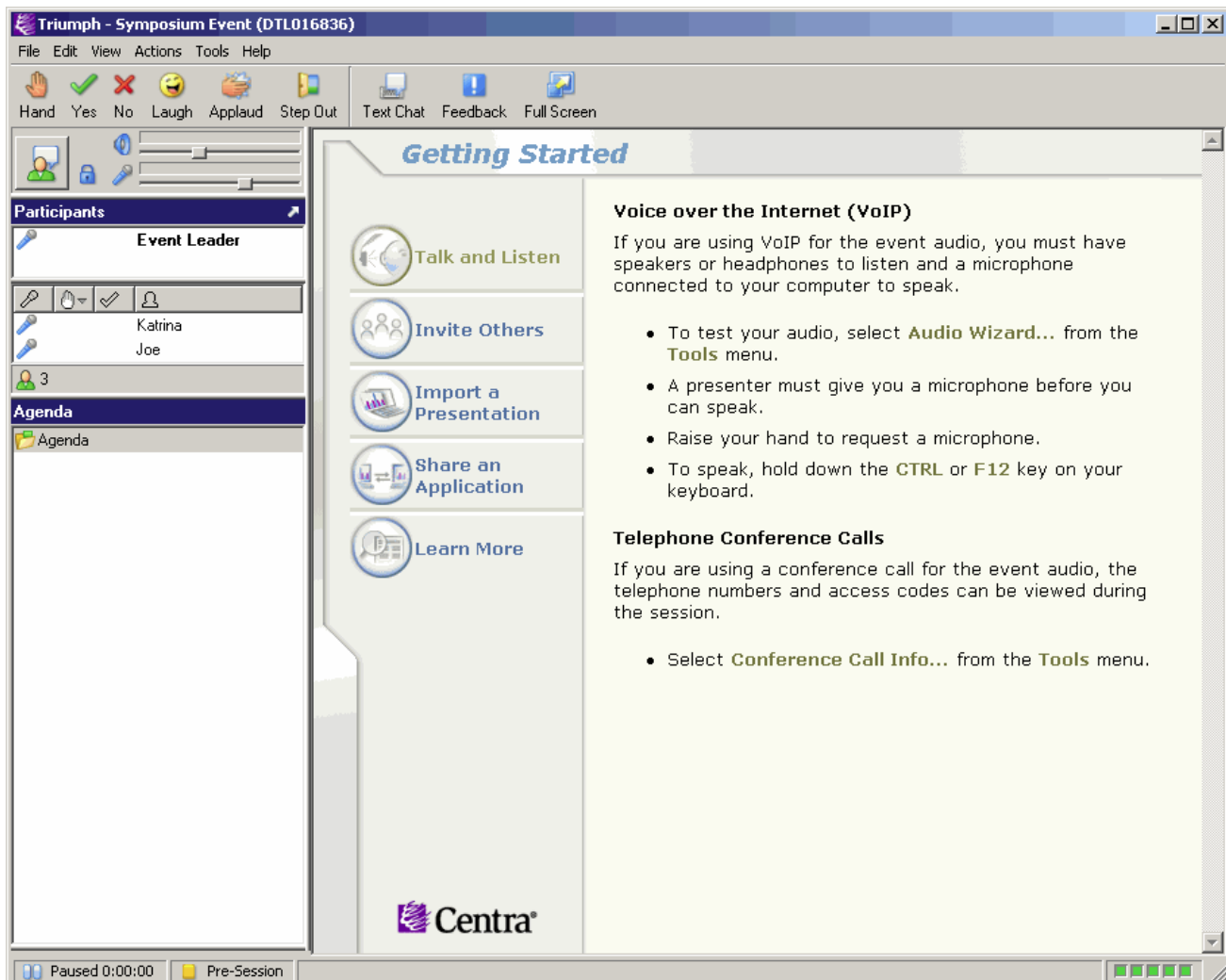
# CONNECTING A HEADSET

Using audio in a Centra session requires a headset/microphone or a separate microphone and speakers.

1. Locate the icons for microphone and speaker on the plus of your headset.
2. Match the icons on the plugs to the jacks on your computer.
  - The microphone jack may have the word “mic,” or a picture of a microphone.
  - The speaker jack may have the word “out,” or a picture of a speaker.
3. Plug the headset/microphone or a separate microphone and speakers to the computer.
4. Make sure the volume control on your computer is turned up.
5. In session, test your audio with the Centra Audio Wizard. (see following instructions)

# STUDENT/PARTICIPANT REFERENCE SHEETS

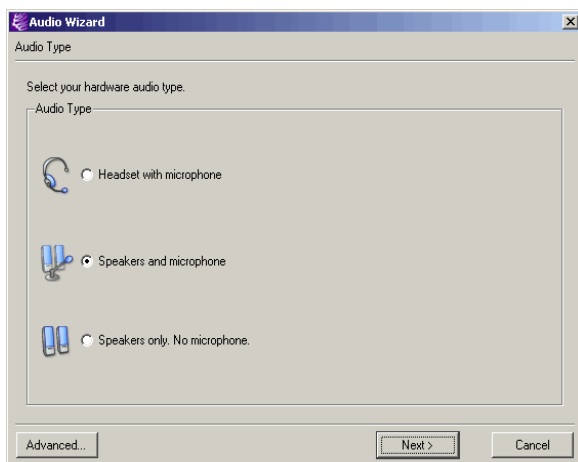
## Entering a Session:



When entering a session, the Audio Wizard starts automatically. It is important to hear the Leader and others. Use the Centra Audio Wizard if there are problems with the audio.

## RUNNING THE AUDIO WIZARD

In the Centra window, click Tools in the main menu and choose **Audio Wizard**.



1. Adjust the Playback volume, using the slider, to a comfortable level. When done, click **Next**.
2. Specify the appropriate audio device. Click **Next**.
3. Speak into the microphone. Optimal speaking levels are green in colour, moving towards red.  
The Audio Wizard records a five second sample and then plays back the recording.
4. Adjust the Recording volume to a suitable level using the slider. When done, click **Next**.
5. Click **Finish**.


### **A Note about Audio:**

A participant's audio type is displayed when the mouse passes over the participant in the Participants panel:



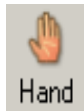
Users can change their audio type at any time during a session.

## Adjusting Audio During A Session

Use the slide next to the  to adjust the audio during an event.

## DURING THE SESSION

The following functions are available to the participant during a session:



Hand

Click **Hand** to ask a question or request a microphone.



Yes

Click **Yes** to respond to a question.



No

Click **No** to respond to a question.



Laugh

Click **Laugh** to show amusement.



Applaud

Click **Applaud** to show approval.



Text Chat

Click **Text Chat** to communicate with the Leader or other participants.



Step Out

Click **Step Out** to step out. Use this function so others know that you are temporarily away.



Feedback


Click **Feedback** to provide information to the Leader or the Presenter regarding the session.



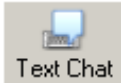
Full Screen

Click **Full Screen** to expand the Participant interface to full screen.

## SPEAKING

Press and hold the **Control** key, and speak into your microphone. Or, Click the **Lock to Talk** button  to speak for an extended time.

## SENDING TEXT CHAT



1. Click the **Text Chat** button.
2. Type a message in the text box. Note: The message is addressed to all participants and presenters unless you select a specific name from the **To** drop-down list.
3. Click **Send**.

## MARK UP TOOLS

Click the appropriate tool to mark up a slide on Whiteboard.



## PARTICIPANT TIPS

### *Planning*

- Browse course content before a session begins. Note: The ability to browse the content may be disabled.
- When experiencing a technical problem, close the session and then rejoin.

### *Changing the View*

1. Click **View** menu.
2. Select one of the following options:

**Normal View** – Returns your Participant interface from Full Screen or Application Host View to the previous settings.

**Full Screen View** – Expands your Participant interface to full screen size.

**Return to Default Size** – Returns your Participant interface to the default size (800 x 600) if you resized the window.

### *Floating Toolbar in Full Screen View*

In Full Screen view, the Centra toolbar floats and is transparent when the mouse pointer is not over it. Participants can drag a floating toolbar by its title bar to any part of the screen, and they can dock a floating toolbar by double-clicking its title bar.



Normal View