CCR Tech Help Spring 2021 Spotlight Guide
Helpful Tips, Tricks, & Resources for Digital Literacy

Last Updated: December 18, 2020

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(Please note: this how-to guide is not meant to be a comprehensive resource for all digital literacy challenges. This guide will be updated periodically.)

For more information and support, contact **CCR Tech Help** at CCRTechHelp@waketech.edu

Wake Tech Community College

Wi-Fi and Data Connections

Problem: The student is having trouble connecting to class on their phone or laptop.

- **Are you connecting to a data plan or a Wi-Fi connection?**
    - It is best practice to use Wi-Fi connections instead of cellular data, if available
    - On an iPhone, go to Settings → Cellular → Cellular Data, it will show what applications are consuming data.
    - Switch your choice of apps (such as Zoom, Google Meets, Microsoft Teams, etc.) to off so that they will only work when connected to Wi-Fi.
    - If the student does not have Wi-Fi, then disregard this solution.
- **Is the Wi-Fi turned on the phone and/or laptop?**
    - **iPhone or iPad**
        - Settings → Wi-Fi → Press Circle. If Wi-Fi is on, it will turn green and automatically search for available Wi-Fi networks.
        - Tap the name of the Wi-Fi network you want to join.
        - Enter the network's password.
        - After joining network, it will have a blue checkmark next to the network name, and a connected Wi-Fi icon in the upper corner 📶
    - **Android**
        - Swipe down from top of screen
        - Touch and hold Wi-Fi 📶
        - Turn on Use Wi-FI
        - Tap a network, enter password if needed
- **Is the Wi-Fi connection slow or weak?**
    - This google search will test your Wi-Fi's speed and help you figure out where in your house the Wi-Fi is strongest.
        - [Open Google on your web browser](#)
        - Search **Internet speed test**
        - Click **RUN SPEED TEST**
    - Try moving closer to your internet router. The closer you are to your router, the better your Wi-Fi connection tends to be.
- **Do you need to restart your router?**
    - If the signal cuts out, try restarting your Internet router. This can be completed by either unplugging and plugging the router back in, or pressing the power button.

Other Wi-Fi and Internet Service Solutions

- If you do not have internet in the home, you can contact your cable provider to see if they have internet packages and Wi-Fi programs. They often have special programs and discounts for students or low-income.
- [Turn your phone into a mobile Wi-Fi hotspot](#), if your cellular carrier allows.
- You can purchase a mobile Wi-Fi hotspot from your cellular carrier.
- [Map of free Wi-Fi Hot Spots in the Raleigh area](#)

Turning on Audio/Visuals

Problem: The student's camera and/or audio are not working.

- Your audio and/or camera turned on? (This means there should **<u>NOT</u>** be a slash through either icon.)
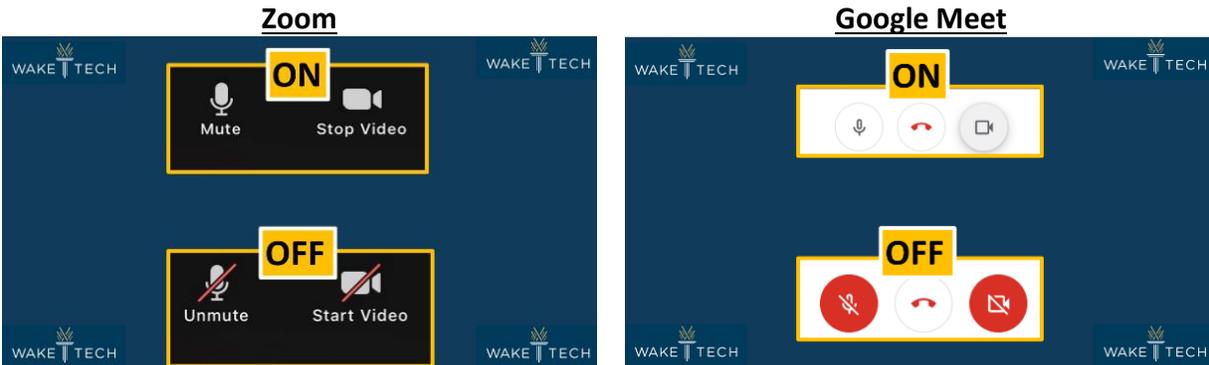
- If audio/video is allowed and turned on in settings, but is still not working:
  - On a computer, go to your computer settings, go to troubleshoot, scroll to microphone and/or screen visual
  - Open the designated setting and click the troubleshoot button. This should either fix the problem or tell you what the problem is.
- The student's microphone/headphones are plugged in, but it's still not working.
  - Zoom sometimes switches the user's audio source upon joining a meeting.
  - Zoom → the ^ button beside Mute/Unmute → Select a Microphone
    - Change the default microphone to whichever the student is using
      - System → Built-in laptop microphone
      - External → Plugged-in headphones
- **Other Resources**
  - ESL Teacher's Welcome to Zoom Virtual Classroom Presentation, a slide show created by Elizabeth Reed, Wake Tech ESL teacher, for her Level 1 class specifically defining icons.

Logging into Class Meeting

Problem: The student is unable to log into their class for various reasons.

Class Access Links
- Teachers send class access links to the student's email before the first day of class. Have you clicked the link?
- Is it hidden in a hyperlink (a blue and underline word/series of words in a document)?
- Is a **Zoom**, or **Google Meet** link?
- If you still cannot find the link, contact your teacher to resend.

Zoom
- If your class uses Zoom, you need to download the app on your phone or computer.
- To attend classes, you DO NOT need to set up a Zoom account, just click the link your teacher has provided.
- Does your class require a meeting code or password?
  - Check with your teacher if a passcode or meeting code is required. If it is, enter this code when prompted.
  - If you are sent to a "waiting room" your teacher will let you into class.
- [Zoom Download Center](#)

Google Meet
- To join a Google Meet Class, just click the link provided by your teacher or access the link via your [Google Calendar](#)
  - If you are having trouble signing in and out of Google Meet:
    - You must have a **Gmail Account**
      - [Create a Google Account](#)
    - Download **Google Meet app** to access class on smart phone (such as iPhone or Android)
      - [Google Guide on Google Meet video meetings](#)
    - Download **Google Sheets app** to access your class attendance document on either your phone or computer
      - [How to use Google Sheets](#)

Google Chrome Web Browser

Google Chrome is the recommended web browser for Wake Tech CCR students.

Google Chrome Installation

- [Download & install Google Chrome](#)

Device Language Settings

- Go to your device settings.
- Type "Language" into the search bar.
- Change the default language to the language of your choice.

Language Translation

- Many websites and forms (such as Google Chrome) can be translated automatically by right clicking on the page and selecting the translate option in the pop-up menu.
- [How to Translate Websites using Chrome](#) (video, 5 minutes)
- On Google Chrome, you can install the [Google Translate Chrome Extension](#) from the Chrome web store. This will allow you to search, highlight, and translate via Google Translate more easily. However, it will not translate all forms and websites.
- [Google Translate Help](#)

Wake Tech Email Addresses

ESL, ABE, and ASE have a Wake Tech email address if they are an active student.

- [Wake Tech Email How to Video](#)
- [Wake Tech Student Email Access Guide for Phone Users](#)
- [Wake Tech Student Email Access Guide for Computer/Laptop Users](#)

Further Assistance

Need additional help? Contact one of the resources below:

CCR Tech Help

(Basic scheduled and drop-in technical support for CCR students to address technology issues and work on digital literacy skills.)

- **Email:** CCRTechHelp@waketech.edu
- **Phone:** 919-727-6507
- **Calendly:** Schedule a Meeting
- **Website:** CCR Tech Help Wake Tech Page

Wake Tech ITS Help Desk

(Support for accessing Moodle or unlocking Wake Tech email accounts.)

- **Email:** helpdesk@waketech.edu
- **Phone:** 919-866-7000
- **Website:** https://www.waketech.edu/help-center/its/topics

CCR Advising

(Information on registration, testing, courses, financial assistance.)

- **Email:** CCRAdvising@waketech.edu
- **Phone:** 919-334-1527
- **Website:** https://www.ccradvising.com