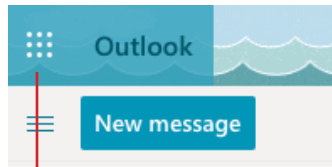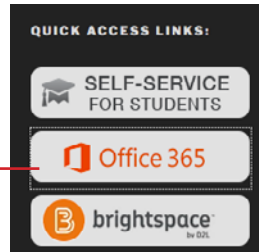# Learning Commons Techs are ONLINE and HERE TO HELP

In this current climate, technicians want to assure students that they are still available to support course work in an online capacity, **we've got you!**

HOW TO REACH US?

Access your NSCAD email via web browser:
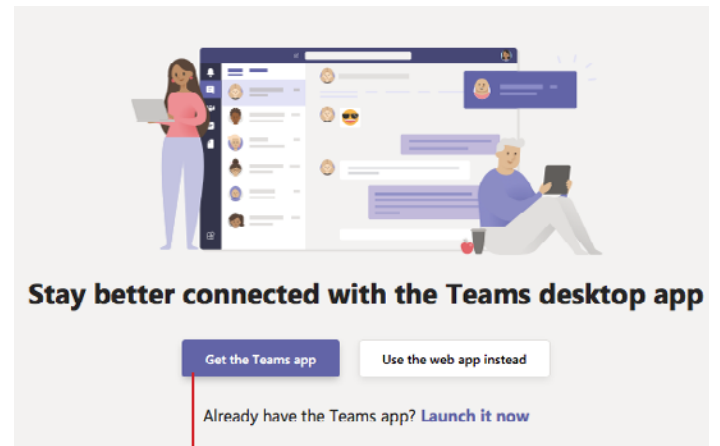NSCAD Navigator -> Office 365

Find the waffle on the upper left-hand corner of your Microsoft Outlook email window in your internet browser.

Find Teams in your list of Apps and click to open. A separate tab should open in your browser.

Choose to download the app to your computer.
*(***if you decide to use Teams in browser, be sure to use Google Chrome)*

Open Teams and search for
NSCAD LC SUPPORT

Select the Request for Support Channel for general technical assistance

You can post a question in the chat box for this channel, to target a specific technician, tag them using the "@" symbol in front of their name. Someone will respond to you as quickly as possible, please allow some time for technicians to field and process the request.

GET IN TOUCH!

If you prefer to communicate privately with a technican, use the Teams chat function by typing their name into the top searchbar (where it says *Search or type a command*) and reach out to someone from our NSCAD LC Tech Support Team!

To contact individual Technicians, go to the *Tech Heroes* tab to access the contact info for all Learning Commons Technicians, click on each tech to find their NSCAD email and other general info.

NSCAD Learning Commons Tech Support

Paul Maher
Individual Course Appointee

Alexander Chisholm
Photography Technician

Nathan Ryan
Technician

Annik Gaudet
Multimedia Technician

Renia Stappas
Technician

Monika Kulesza
Multimedia Technician

William Robinson
Multimedia Technician

Stephen Brookbank
Photography Technician

Fwad Hoho
NSCAD

Stay Safe & Keep In Touch :)
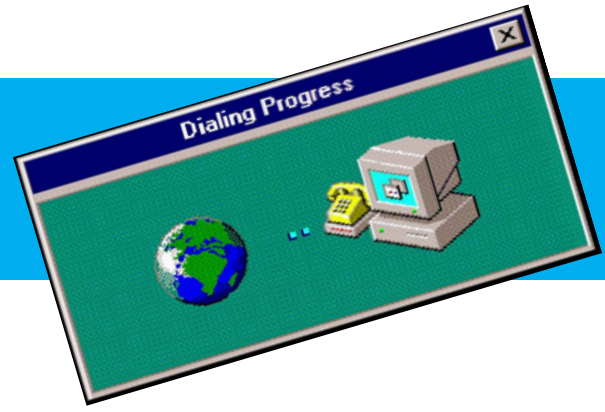
CHECK YOUR DEVICES

Restart your devices (computer and router): Sometimes you just need to turn it off and on again.

Check your computer's physical proximity to the router: If they are separated by one or several rooms/doors, this can affect your connection significantly. Some cheaper routers can struggle to cover a relatively small apartment, even when using a strong wifi signal. Your best scenario is to be connected to your 5G network in the same room as your router.

Check your router location: Avoid placing your router close to metal objects and appliances that emit electromagnetic waves. Metal is the top disruptor of wifi signals and household appliances emit electromagnetic signals which can also be disruptive, the worse are kitchen appliances, washer/ dryer and television, avoid placing your router near any of these items.

NOTE: Place your router somewhere central, wifi signals radiate outwards in all directions so if your router is on the floor in a corner of your house obstructed behind a bunch of junk, it will not perform to its best abilities.

Router Firmware Updates: Although not as frequent as our personal devices, routers can get updates too. To check if your router is running the newest firmware available, open up your internet browser, type in your router's IP address and login using admin username and password (this information is usually located on a sticker on your router itself, if you cannot find this info, contact you provider and they will give it to you). Look for an option that says "Firmware Update" or "Router Update". Wait for all updates to be installed before disconnecting/turning off.

CHECK SPEED AND CONNECTION

Is your network connection secure?: Make sure that your network is locked and is password protected with a secure password. If you think there might be potential leeches, change your password!

Check your internet speed & signal strength: Use an internet performance testing app to gauge and troubleshoot your current internet performance such as Speed Test. Compare the results to your internet provider package to make sure they reflect their specifications. Check your connection speed frequently throughout the day to get a better average picture of your average internet speed rate.

Speed Rates for a Single User*: Streaming 1080p HD video (such as Netflix), 10Mbps download speed is recommended. For a group video chat in **MS Teams** or **Virtual Classroom** using your webcam and microphone, you need around 1Mbps upload/2Mbps download speeds. If you are are only listening, you will need 250-500Kbps.*

Turn-off bandwidth hoggers: You can have a strong wifi signal but you might be having issues with the capacity of your internet connection. Video chatting and/or streaming on multiple devices can eat up your bandwidth capacity. If you are sharing a household, try asking your housemates to hold off on watching Netflix while you are in a class video chat. Also, you can try turning off all inactive devices on the network, such as your phone, tablet, etc.

EXTERNAL OPTIONS

Contact your network provider for help: They can usually offer telephone assistance to troubleshoot connection issues.

Invest in a WiFi Repeater/Booster/ Extender: These options can provide your signal with the extra juice it needs to reach further into your household if moving closer to the router is not an option.