CRIO USER GUIDE FOR TEACHERS

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Edvant Company Limited

Contents

Software requirement

Use an Internet browser for Crio. Before logging in to Crio as a teacher, it is recommended to use _latest version of Mozilla Firefox, Google Chrome or Apple Safari_ for best stability throughout the online class.

- For desktop (Windows / Linux / macOS):
  - Latest version of Mozilla Firefox : https://www.mozilla.org/en-US/firefox/new/
  - Latest version of Google Chrome : https://www.google.com/chrome/

- For Android phone/tablet:
  - Latest version of Mozilla Firefox : https://play.google.com/store/apps/details?id=org.mozilla.firefox
  - Latest version of Google Chrome : https://play.google.com/store/apps/details?id=com.android.chrome

- For iPhone/iPad:
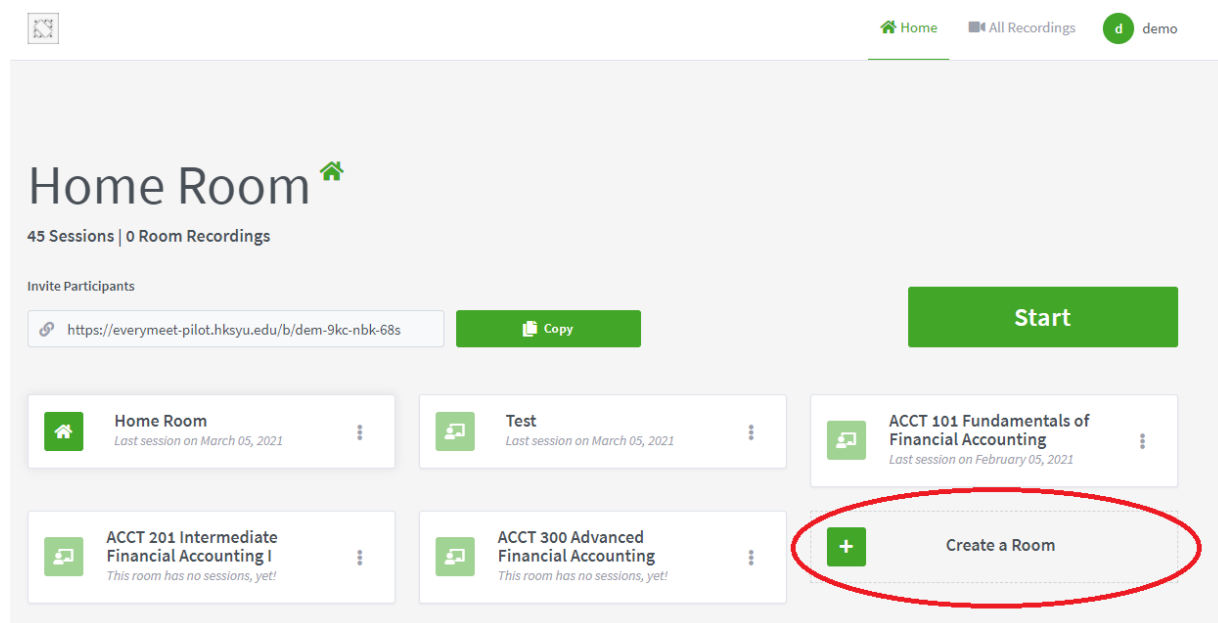 - Please use Safari. Make sure it is up to date.

To use Crio, please login at https://crio.hksyu.edu.

For HKSYU members, please use your web mail username and password to login.

For users from other institutions, please use your pilot account to login.

Creating an online meeting room

After login, click _Create a Room_ button to start a new room.

Fill in your class name in the _Create New Room_ box. You may adjust the room settings at your own preference. The options shown below are recommended for most online lectures. In addition, you may also set an access code to protect the meeting room. Click _Create Room_ to complete the process.

After the room is created, a unique hyperlink is generated. You can share the link and access code (if any) to students to give them access to the meeting room.

Basic operations

Start an online lecture by clicking the _Start_ button. The same room and hyperlink can be reused next time for another lecture.
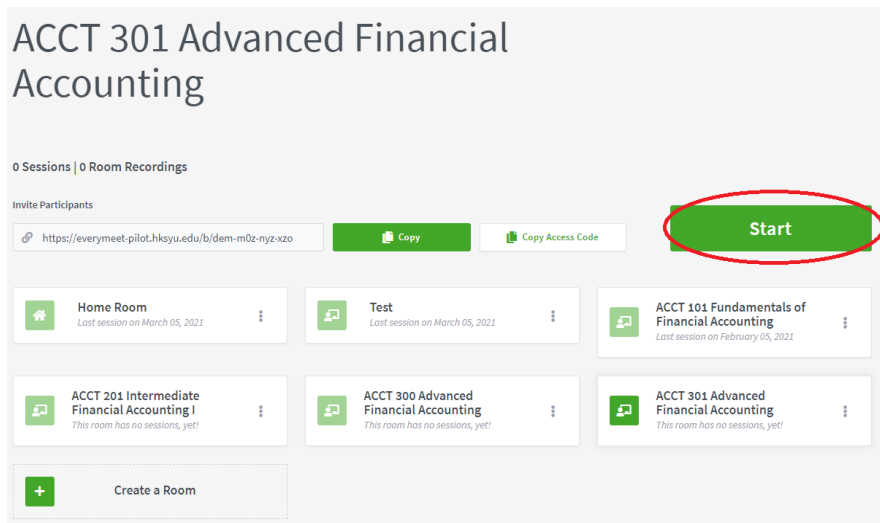
After joining the meeting room, please press Microphone to join the audio by microphone.
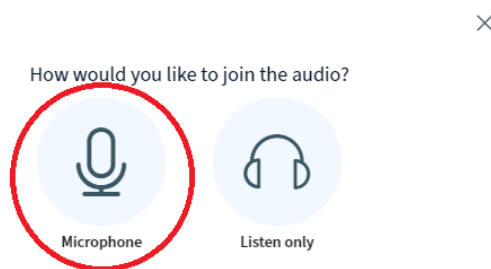
Your browser and operating system will ask for permission to use your microphone. _Allow_ the browser to use microphone.
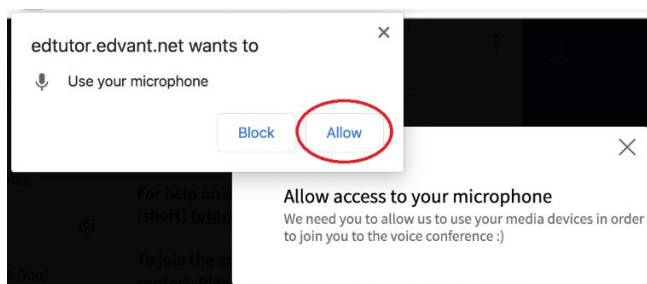
The screen may look slightly different depending on your system and web browser. You may adjust your browser settings to always allow the use of microphone on the website. It may take a few seconds before the audio connection is ready.

At the bottom of your screen, there are a few circular buttons. The first button with a microphone icon allows you to _Mute_ and _Unmute_ your microphone. *By default, you are muted after connecting to the audio.* The second button with a telephone icon allows you to _hang up_ the audio, muting both your microphone and earphones.
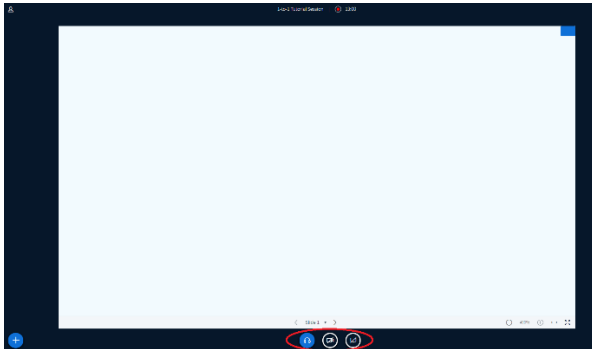
To turn on your webcam, click the _camcorder_ button.

If your computer or tablet has multiple cameras, please choose the one you prefer using (e.g. front camera when using a tablet or phone). You may choose 'high quality' or 'high definition' for better video quality. Note that this may turn your computer sluggish or incur higher data charges. Click _Allow_ to let the browser use your camera when prompted. You may adjust your browser settings to always allow the use of cameras on the website.
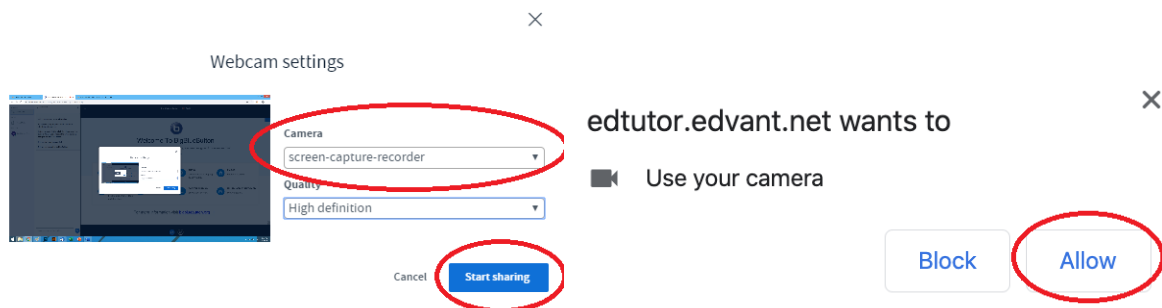
Check the preview on the left. Click _Start sharing_ to let your student see the web cam video.

To stop sharing your webcam, press the _camcorder_ button again.

Interactive features

Public / Private chat

Teachers and students can share information and exchange ideas in the public chat.
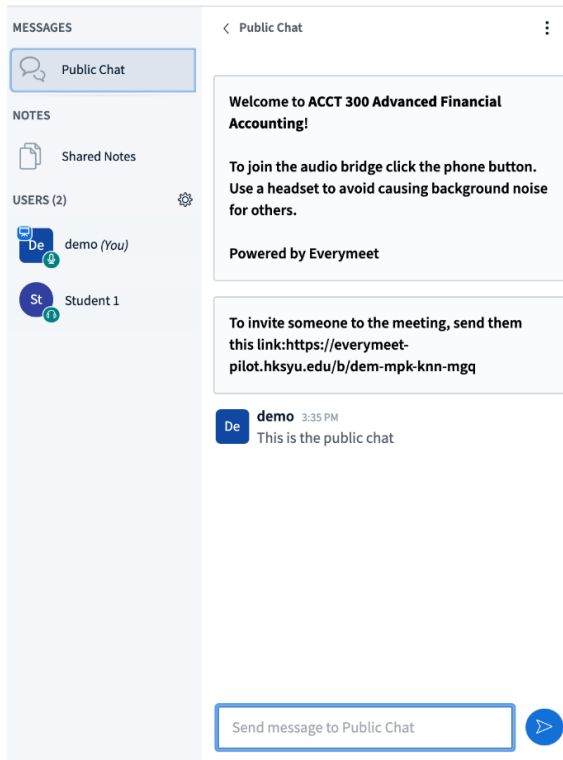
To start a 1-to-1 private chat, teachers click on a particular student in the Users section and click *Start a private chat*.
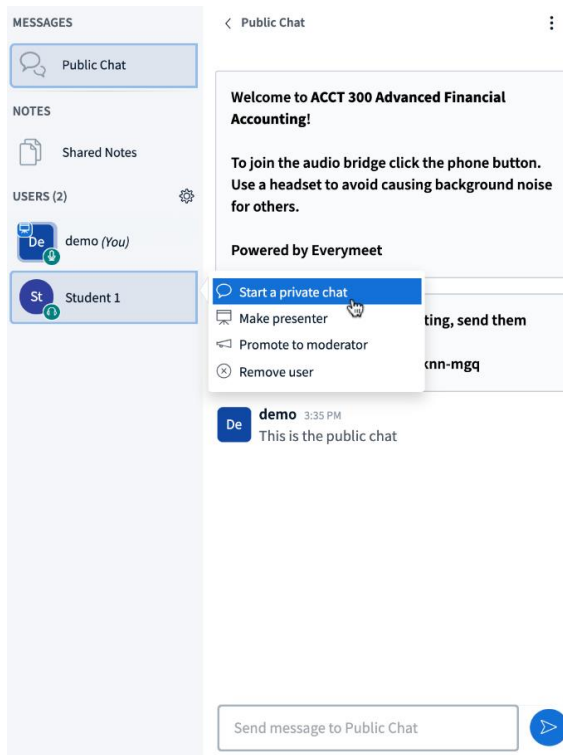
Upload presentation documents

You can share lecture notes or presentation with your students.

Locate *+ button* at the bottom left corner. Click the *+ button* and then click *Upload a presentation*.
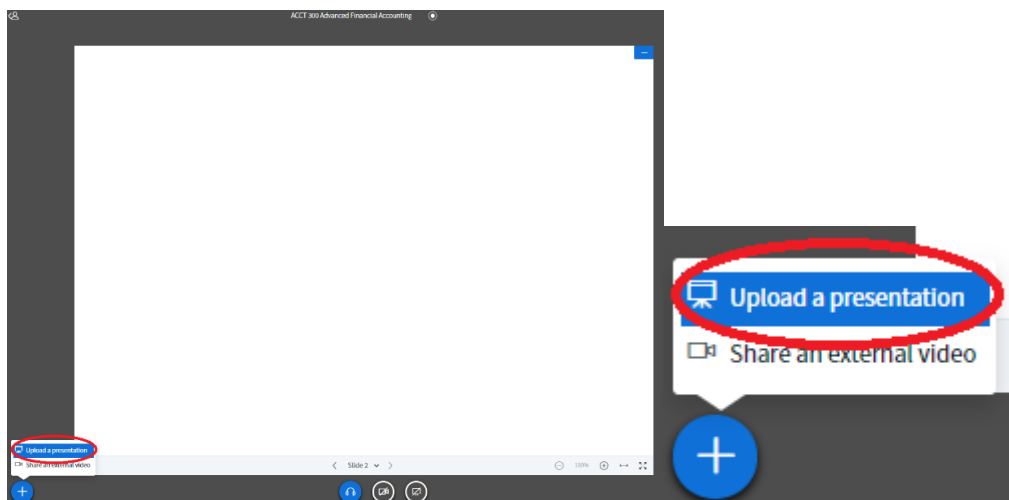
Drag and drop a file to the box and click *Upload*. PDF files and images are supported.
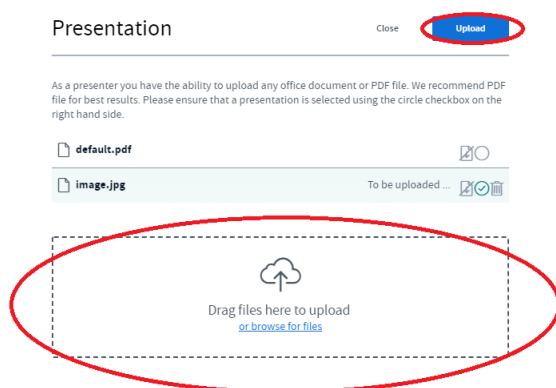
After some processing, the file will appear on your screen. Use the bottom bar to flip pages or adjust zooming. You can also draw on the pages using the whiteboard feature. Page flips, zooming and drawings are shared with all participants.

To switch between different files, first upload the files to the system. Click the *+ button* and then choose the file that you would like to be switched.
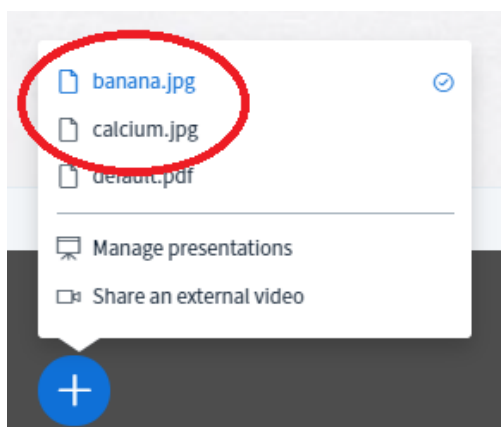
Interactive Whiteboard

You can use the uploaded file or the default blank sheet as the canvas to draw upon. Using the menu on the right, you can type, write, and draw shapes on the whiteboard.

Furthermore, teachers can click the last button to *turn multi-user whiteboard on* to let students draw on the whiteboard collaboratively. The cursors of students will appear and move real-time on the whiteboard. To stop collaborating, click the button again.

The image below illustrates an example to use the interactive whiteboard for voting.
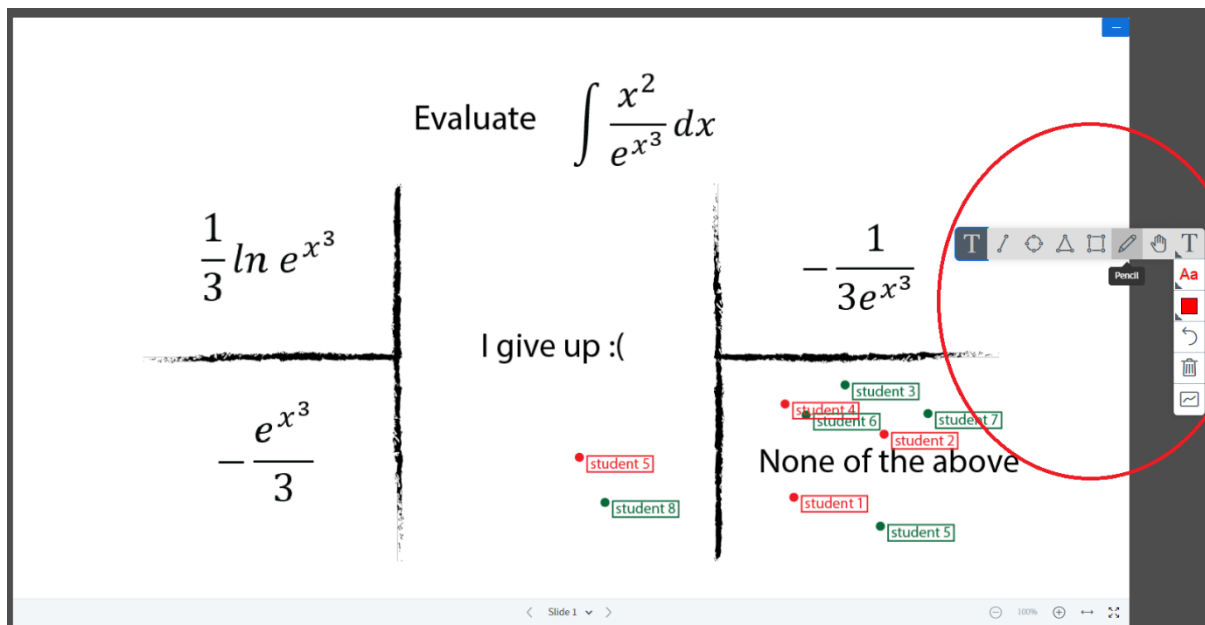
If you wish to remove a particular student from using the whiteboard, click on the student's name and click *Remove whiteboard access*. The student will no longer manage to access to the whiteboard feature.
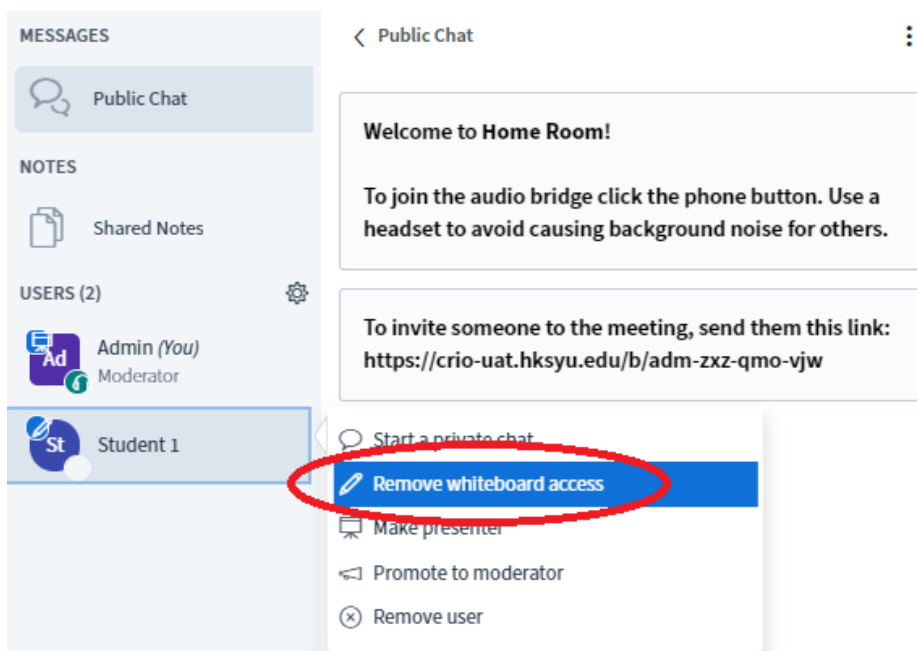
Sharing computer screen

Click the *Share your screen* button below to share your computer screen. Screen sharing is supported only on desktop computers.

If you are using macOS 10.15 Catalina or later, please follow the following guide to grant Screen Recording permission to your web browser: https://help.daily.co/en/articles/3400532-enable-screen-recording-permission-for-macos-catalina-10-15-and-later
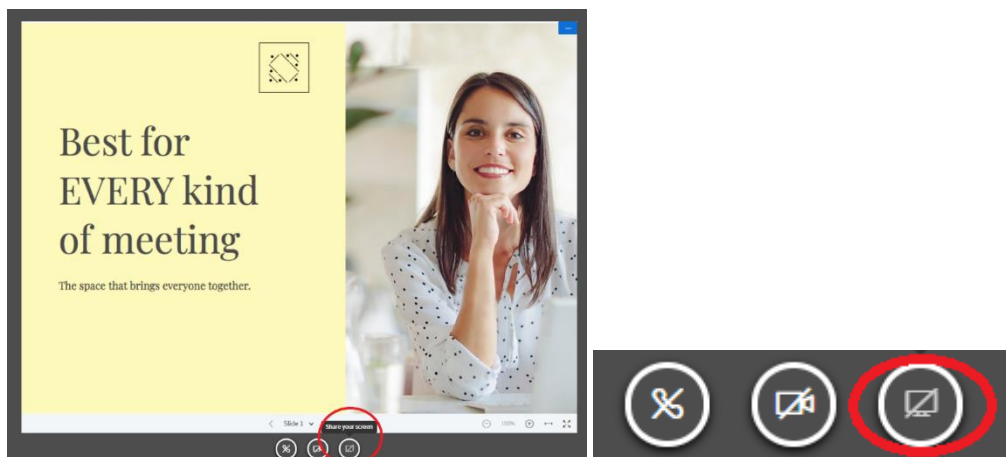
By default, your *entire computer screen* will be shared. If you are using Firefox or Chrome, you will additionally have the options to share a single *application screen* or *browser tab*. The following screenshot shows the interface of Chrome. It may look different depending on your system.

Click *Share* to confirm your choice.
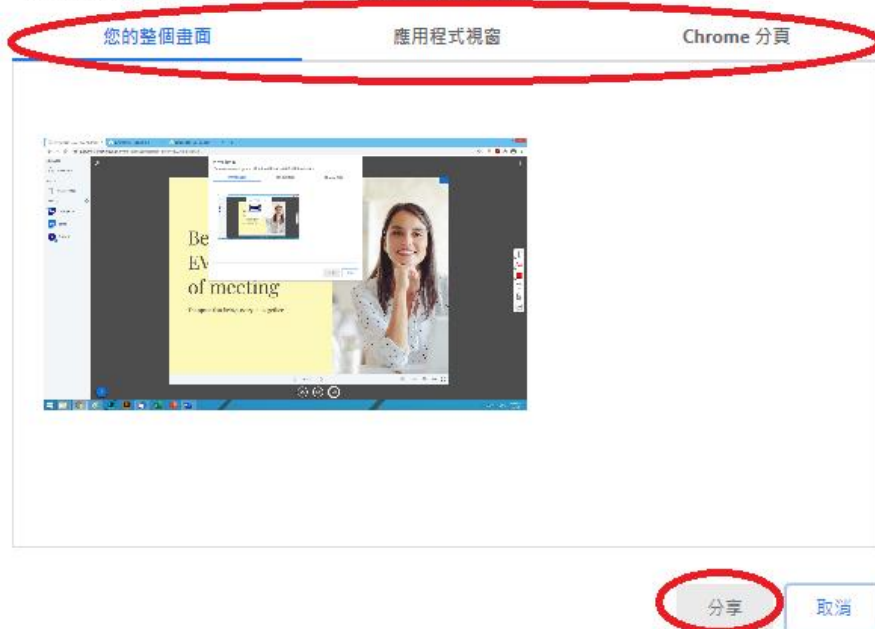
Your browser may ask for permission to share your screen. Click *Allow* to confirm it.

Sharing video

Screen sharing is not suitable for video due to its low frame rate. To watch a video with your class, it is recommended to use the *Share an external video* feature.

Locate *+ button* at the bottom left corner. Click the *+ button* and then click *Share an external video*.
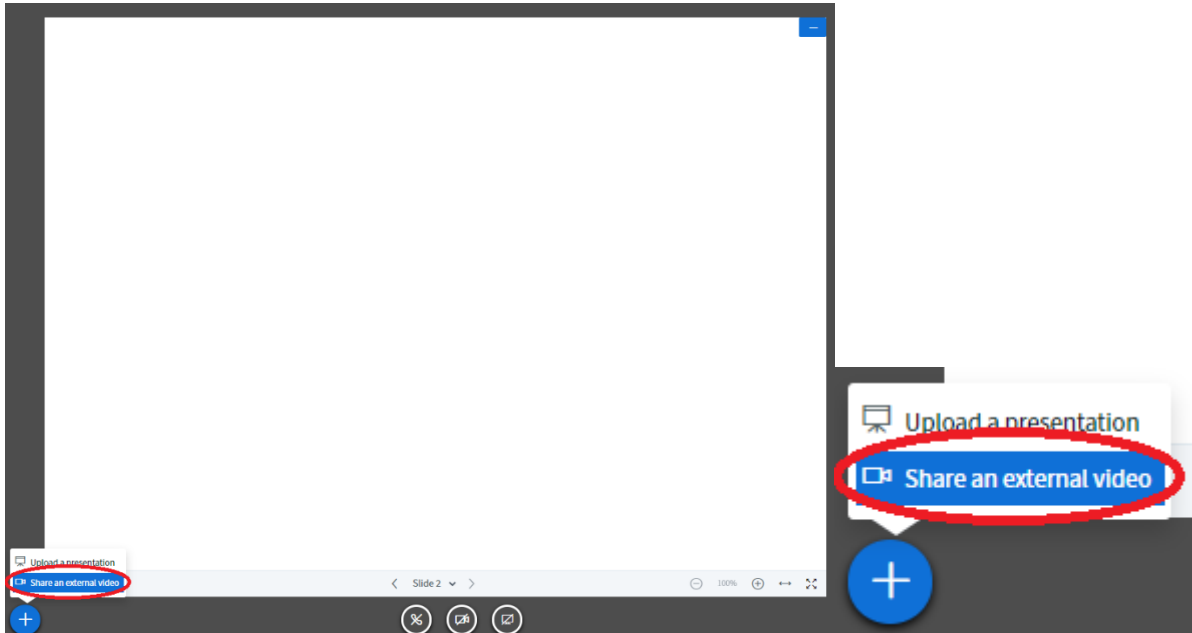
Paste your video URL to start sharing video. You can use a YouTube link directly or a URL to video file. Teachers can control the video (pause, seek back-and-forth) while playing. The video playback is synchronized between teacher and students.

Breakout room

Breakout rooms are smaller meeting rooms that are split off from the main meeting. They allow the participants to discuss in smaller groups. Audio and video in breakout rooms are completely isolated from the main session.

To use the breakout room feature, click *Manage user* and click *Create breakout rooms*.
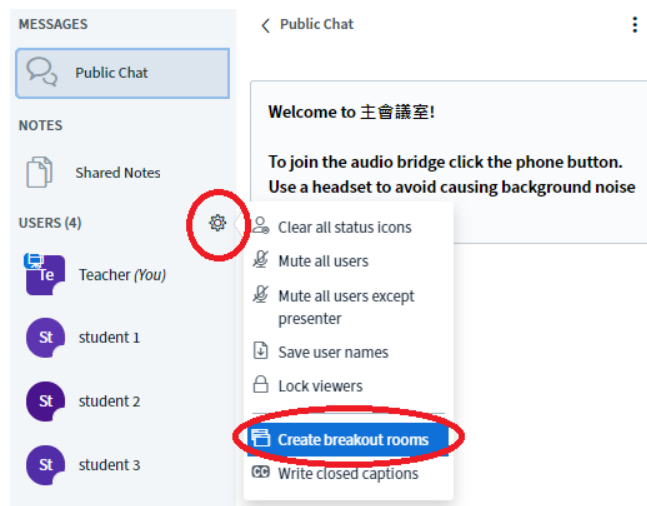
This will bring up the breakout room settings page. You can assign participants to different rooms here. Further features include choosing number of available rooms and duration, allowing users to choose their preferred room to join. Click *Create* to setup the breakout rooms.

Once you created the breakout rooms, participants can have side meetings in these breakout rooms. Breakout rooms are equipped with all the features in the main meeting.

You can then click _Breakout Rooms_ to join the room at your own preference. If you want to end the breakout room session, you can either click _End all breakout rooms_ (which will immediately end all the rooms) or wait for the rooms to close automatically when the countdown finishes. After that, all students will return to the main room.
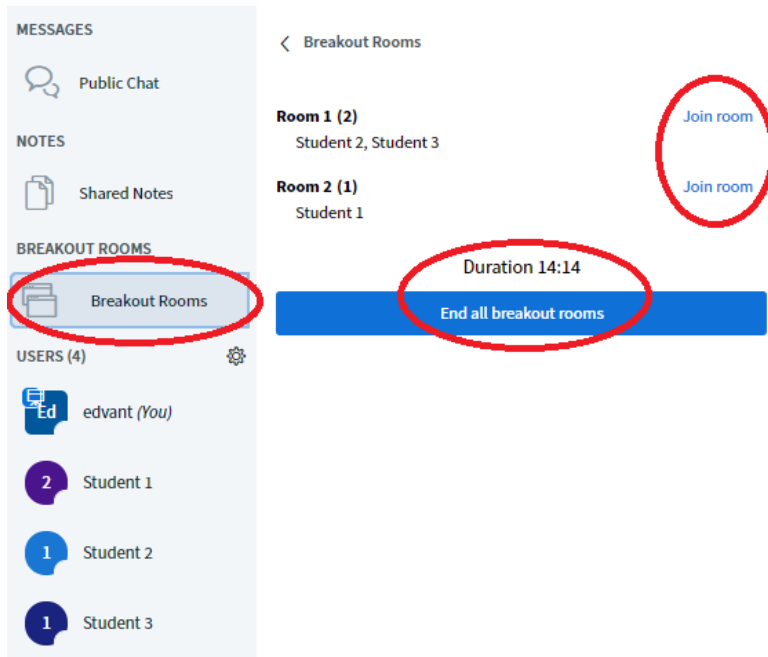
User management

Set student as presenter

Presentation, screen sharing and video sharing are features restricted to only one of the meeting participants known as the _presenter_. The _presenter_ is identified by a projector screen icon in the Users list.

To let a student take control of the presentation, screen sharing or video sharing, select a student in the Users list and click _Make presenter_.
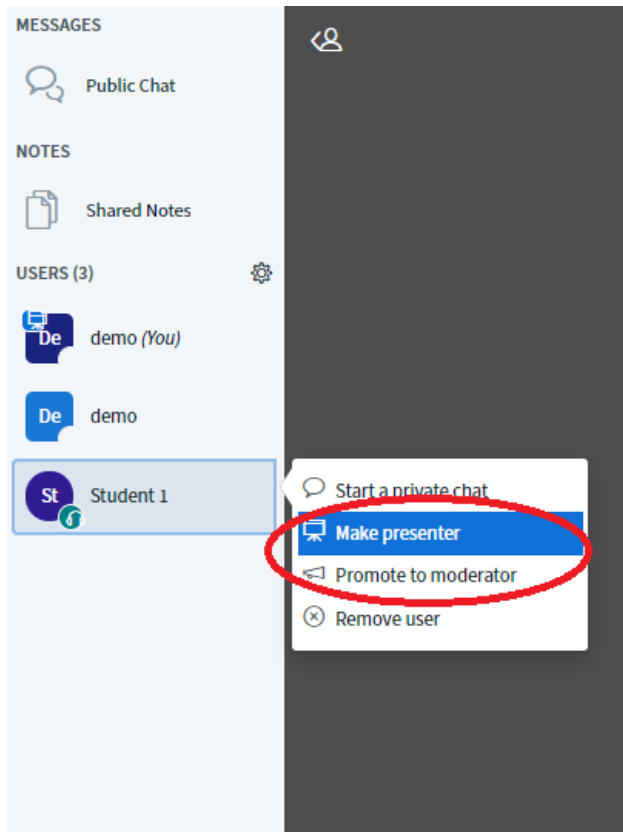
To take back the presenter role, click on your name and click _Take presenter_. If the student is sharing their computer screen, it will be turned off automatically.

Remove user

Only moderator has the authority to remove other users. To do so, select the user that you want to remove and click *Remove user*.
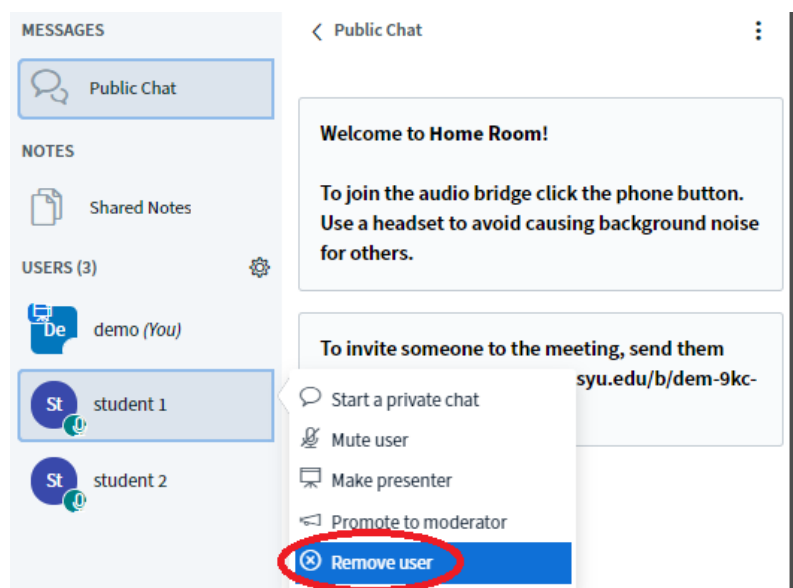
Click *Yes* to confirm to remove the user.
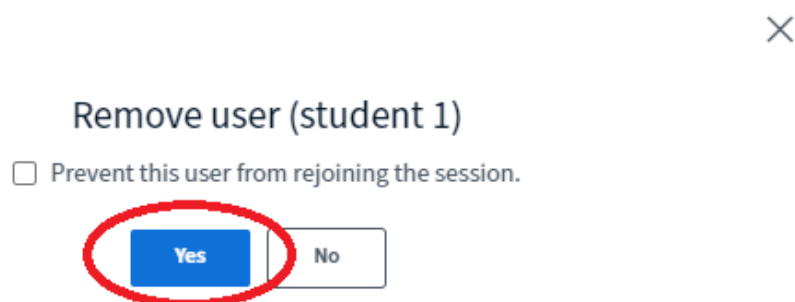
The student will see the following pop-up box upon successful removal by the modulator.

You have been removed from the conference

You will be forwarded back to the home screen

OK

Mute user

Only moderator has the authority to mute users. To do so, select the user that you want to mute and click *Mute user*.
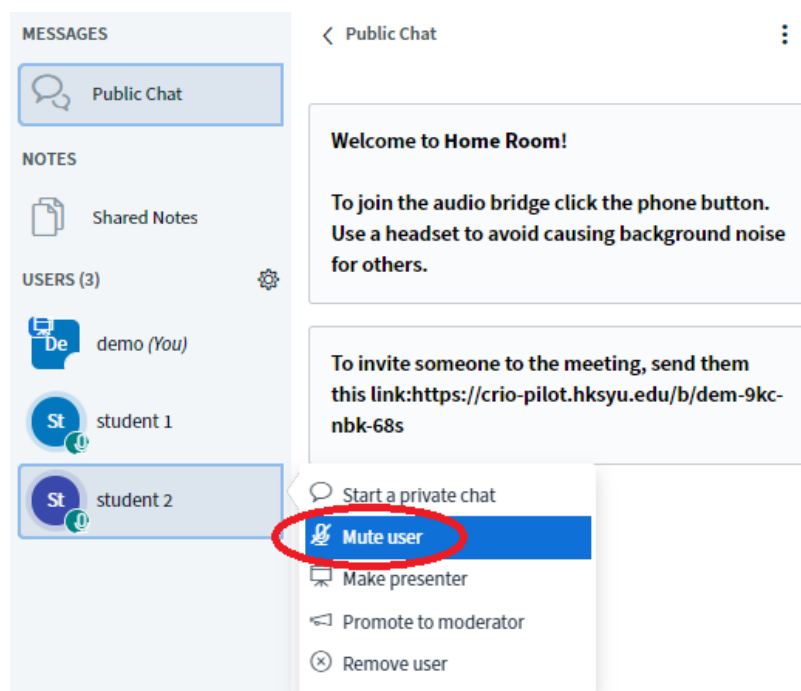
The user audio icon will turn to red colour after the user is muted.
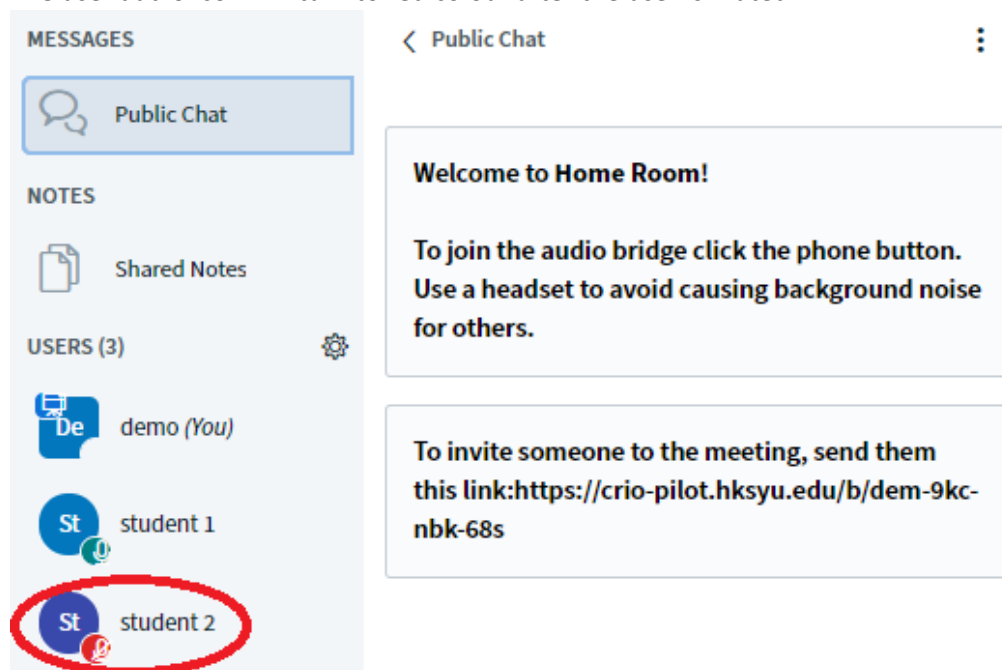
Mute all users

Only moderator has the authority to mute all users. To do so, click _Manage users_ button and click _mute all users_ or _mute all users except presenter_.

All the user audio icons will turn red afterwards.

Q: Where can I register an account to use Crio?

A: If you are from HKSYU, you can use your web mail account to login now. For users from other institutions, please contact Dr. Jason Chow at tschow@hksyu.edu to request for an account. You will be able to use your university account to login when your institution's servers are ready.

Q: When I logged in to the system, it said that my browser is too old or did not support the service.
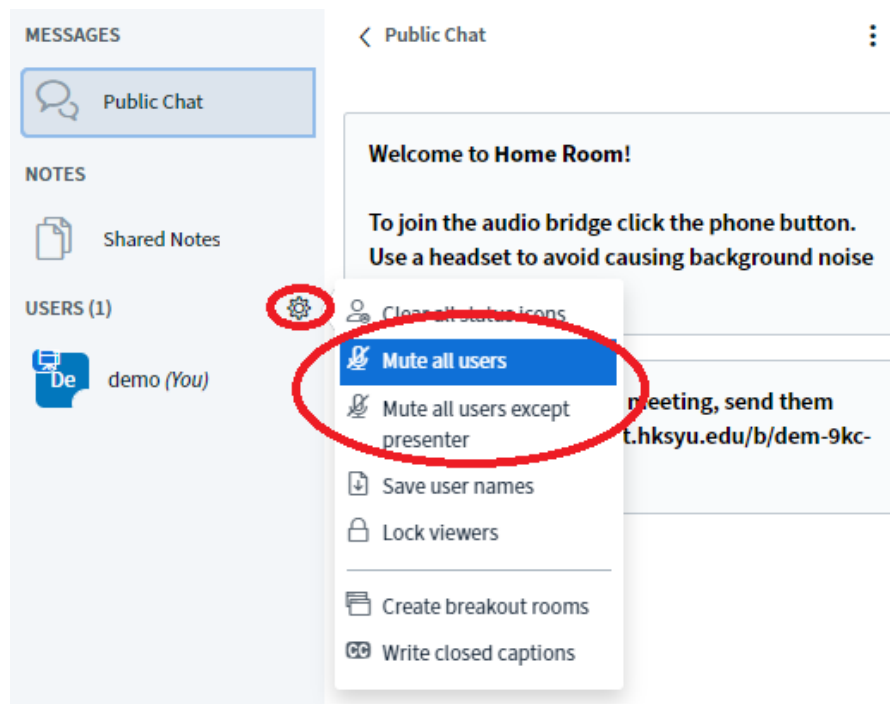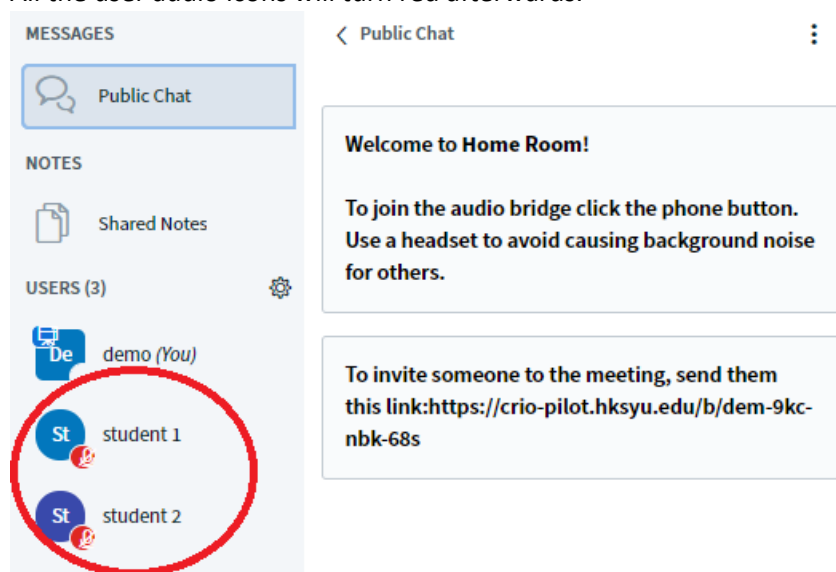
A: Different Internet browsers and operating systems support different features. To ensure the best experience, we recommend users to access our system by the _latest version of Firefox or Chrome_ on desktop computers or Android devices. For iOS devices (iPhone, iPad etc.), please use the _latest version of Safari_. You may refer to page 2 of this user guide for more information.

Q: I miss-clicked the button _deny_ when the system asked me if I would like to allow the use of webcam or microphone and I cannot properly use the function. How to tackle with the problem?

A: There are several ways to solve the problem. Try to _refresh or reopen the browser_ so that the system will ask for the permissions again. Alternatively, set the microphone and webcam permissions to _Allow_ in the menu under the lock icon to the left of the URL bar.

Q: When I am having online class with my students, the video stream is stuttering and I cannot hear what the student said.

A: Most likely there is a speed problem with your internet access. The short-term way to handle this problem is to _lower the resolution of video stream_, or even close it. However, we suggest replacing it with a better source of Internet access or try to check if there is any limitation or blockage of the video conference system by your device.

Q: I did not hear my student, or my students told me that they did not hear my voice.

A: Please adjust your microphone volume in the system settings or simply put it closer to your mouth. If the problem is not solved, try _hanging up_ the audio by using the second circular button and reconnecting.

Q: I have a question not mentioned above…

A: Please contact us at enquiry@edvant.net.