

# PREP YOUR TECH FOR UBC OKANAGAN

September 28, 2022  
10 – 11 am PST

Hosted by Jan !!! :)







# *Land Acknowledgement*

We acknowledge that we are guests on these lands.

UBC Okanagan Campus is located on the unceded land of the Syilx people



THE UNIVERSITY OF BRITISH COLUMBIA  
Equity & Inclusion Office



# QUESTIONS FOR YOU!

1. *How do feel you about the current term so far?*
2. *What is your primary concern this semester?*
3. *Do you prefer online, in-person, or hybrid learning?*



# AGENDA



## **1. *Setting up your computer and technology***

- a) Computer
- b) Operating system and software
- c) File upload
- d) Exam procedure

## **2. *Respondus LockDown Browser***

- a) Some things to know about Respondus LockDown Browser
- b) Installation guide
- c) Taking the exam
- d) Common issues and fixes
- e) Help and resources

## **3. Tips for Canvas Exams**

## **4. Zoom - Quick tips on troubleshooting**

## **5. Common Student questions**

- a) CWL Credentials
- b) How to Print
- c) How connect to UBC secure
- d) Setting Up student email
- e) New Microsoft Office 365 license
- f) Microsoft Teams and OneDrive
- g) Publisher content support

## **6. Software offered by UBC**

## **7. Resources**

## **8. Quick tips for staying healthy and setting up a workspace**

## **10. Q&A**





# SETTING UP YOUR COMPUTER AND TECHNOLOGY - COMPUTER

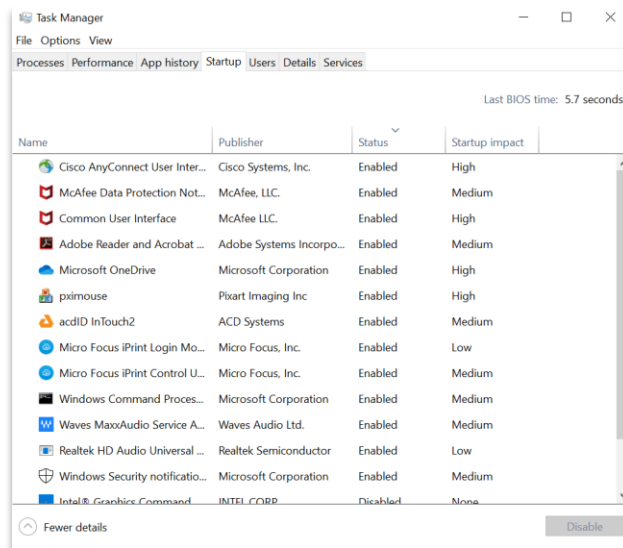
1. Check whether all the physical components of your technology are functional. Here is a quick list of the hardware that you can check:

- Keyboard
- Mouse and/or touchpad
- Microphone
- Webcam
- Display
- Speakers
- Ports
- Fans
- Hard drives
- Battery
- WiFi network adapters
- Printers and scanners
- RAM
- CPU
- GPU
- Other external devices

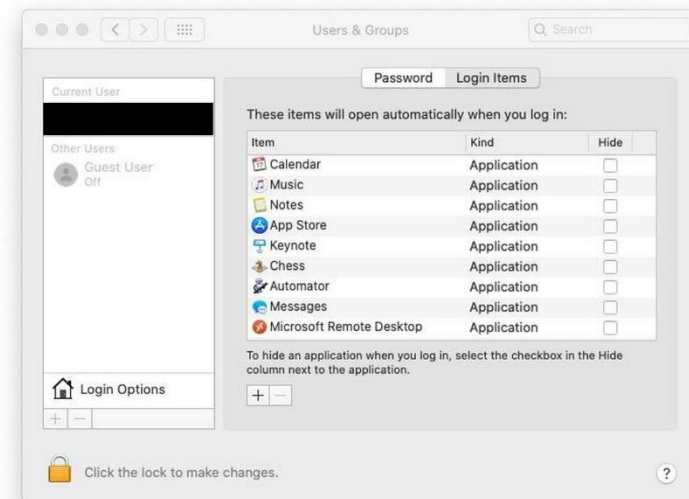


# SETTING UP YOUR COMPUTER AND TECHNOLOGY – COMPUTER CON'T

2. Shut down your computer at least once in every 14 days or a day before important online quiz/assignment to close all the unnecessary services and background processes which have accumulated – this will make your computer more responsive. This helps your computer to update itself and reduce the chances of crashing.
3. Windows and Mac users are also able to prevent apps (and their services) from running at start-up, which may impact the performance of the computer.



Windows



Mac



# SETTING UP YOUR COMPUTER AND TECHNOLOGY – COMPUTER CON'T

4. Check the speed of your internet at your house. This can be done on:

<https://www.speedtest.net/>

To improve your Wi-Fi speed you can try:

- a. Reducing the number of devices connected to the network
  - b. Asking your household members to cut down on WiFi use during quizzes/exam
  - c. Re-connecting to your Wi-Fi
  - d. Plugging in your device into the modem directly using ethernet cable
5. Check for any hardware issues (eg. if the keyboard and mouse are working);
6. If you notice that your computer is slow, disable battery savings mode (or enable high performance mode) and plug it into the wall



# SETTING UP YOUR COMPUTER AND TECHNOLOGY – COMPUTER CON'T

Here are some hardware maintenance tips for your technology:

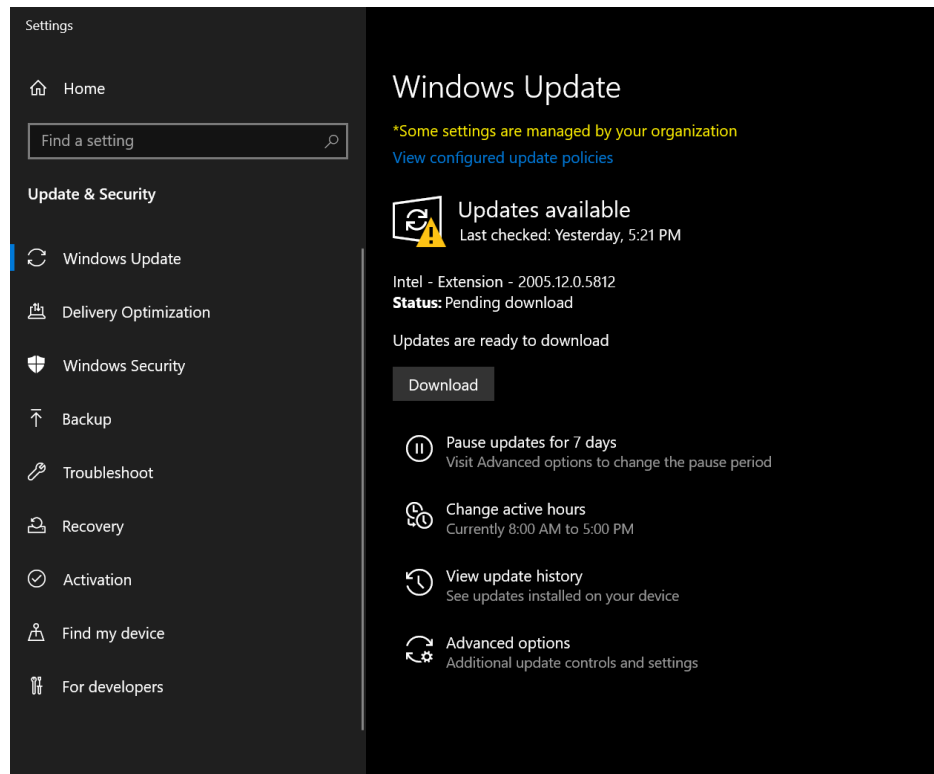
- a) Cleaning the exterior of the computer can prevent many issues such as overheating, random shutdowns, and device malfunctions
- b) Cable management and organization is also important as power cables do break
- c) Replacing or upgrading parts of the machine such as RAM or hard drives can positively impact the performance of the machine
- d) Getting a sleeve or a proper bag for protection when moving around will ensure that your equipment isn't damaged during transit
- e) When working ensure that nothing is blocking airflow to the machine and avoid having drinks or food near your devices
- f) Check for missing screws on the bottom of the computer (sometimes they do go missing and the bottom panel might become loose)



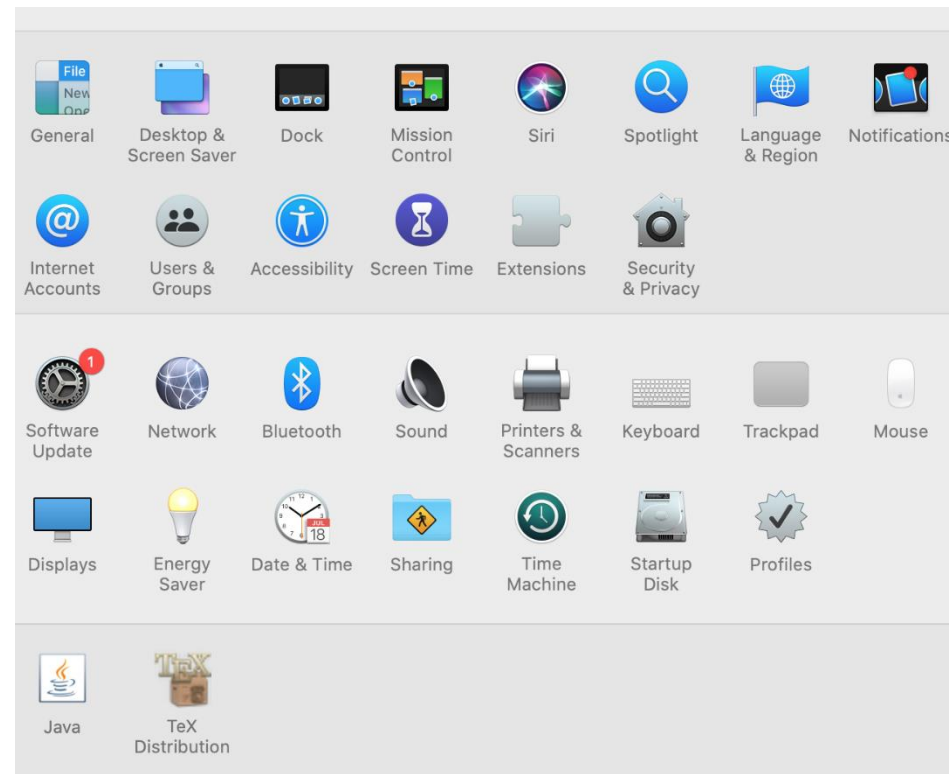


# SETTING UP YOUR COMPUTER AND TECHNOLOGY - OPERATING SYSTEM AND SOFTWARE

## 1. Check if there are any OS updates



Windows

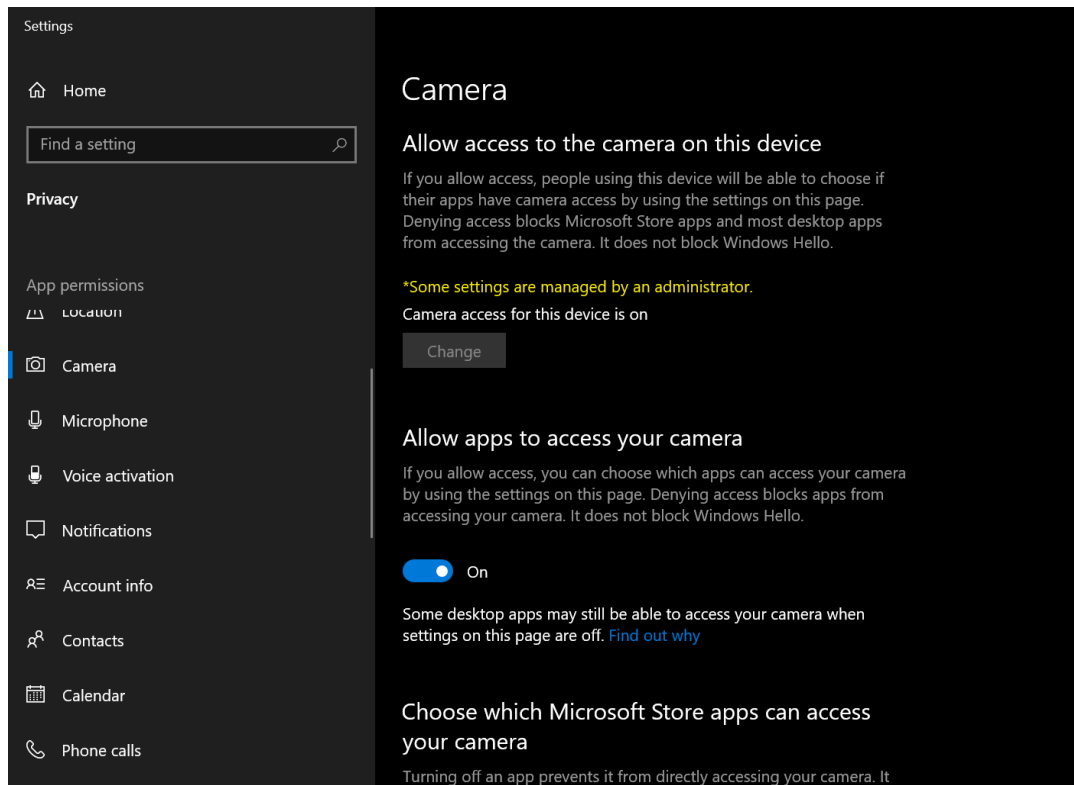


Mac



# SETTING UP YOUR COMPUTER AND TECHNOLOGY - OPERATING SYSTEM AND SOFTWARE CON'T

2. Make sure that the privacy settings permit you to use your camera and microphone



Windows



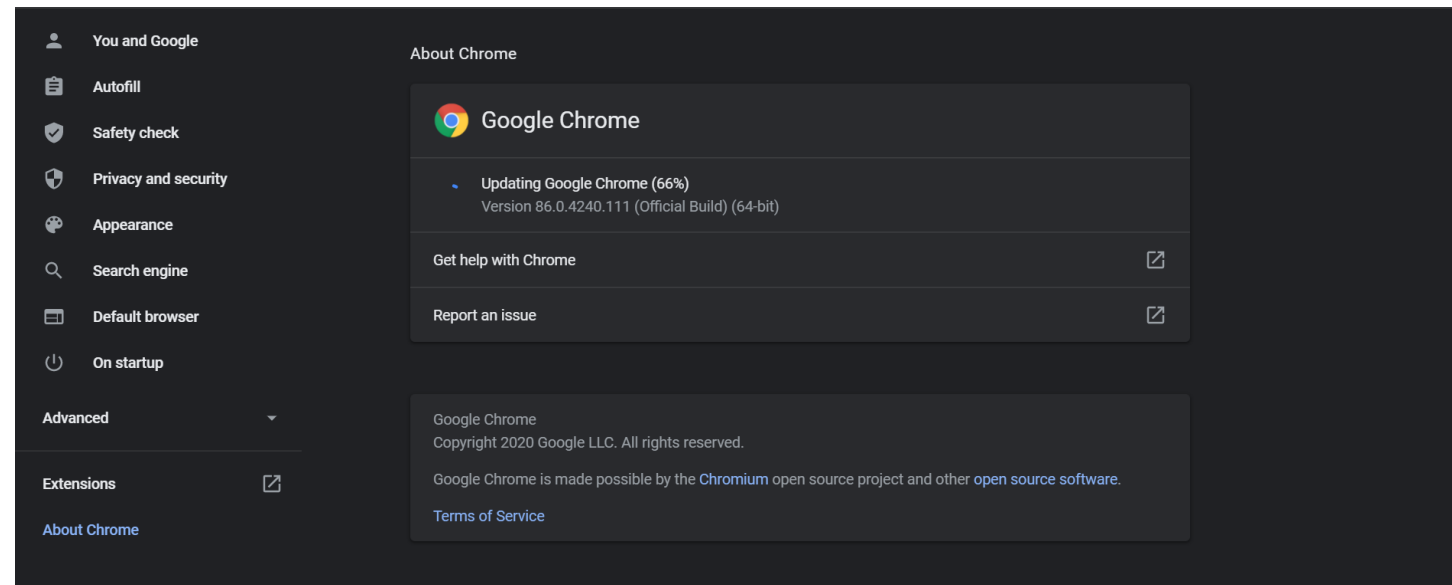
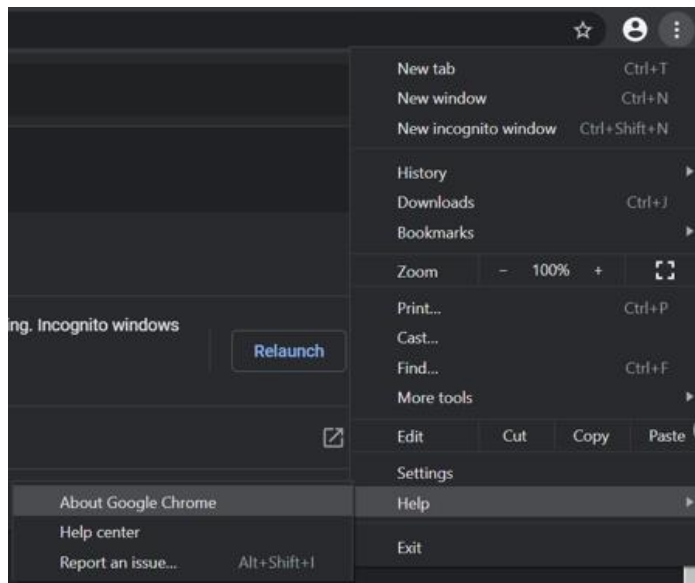
Mac



# SETTING UP YOUR COMPUTER AND TECHNOLOGY - OPERATING SYSTEM AND SOFTWARE CON'T

3. Update any examination software if course requires one (e.g. Respondus LockDown Browser)
4. Update your browser to latest version

For Chrome:





# SETTING UP YOUR COMPUTER AND TECHNOLOGY – UPLOADING FILES AND DOCUMENTS FOR CANVAS

If your exam/quiz requires a file upload during submissions, you might have to do the following:

1. Using a scanner:
  - a. Scan your file onto your desktop
  - b. Upload the file onto the submission page
2. Using your phone's camera:
  - a. Take the required photo
  - b. Connect your phone to your computer using USB/Type C cable
  - c. Transfer the photos from your phone to the computer
  - d. Upload the file onto the exam submission page
3. Using your email/cloud storage
  - a. Email the document to yourself or upload it to Onedrive/iCloud from your phone.
  - b. Download the document to your desktop and upload it to Canvas.



**Note: every instructor will have different requirements for formats!**



# SETTING UP YOUR COMPUTER AND TECHNOLOGY – EXAM PROCEDURE

## 1. *Requirements*

- a. Respondus Lockdown Browser installed on a computer (if required by the instructor)
- b. Zoom application installed on another device (e.g. smart phone)
- c. Enough power in both devices
- d. Internet connection that has enough bandwidth
- e. Instructor contact information

## 2. **General information**

- a. The mobile device must be propped up to view both the student and the computer
- b. The camera must be turned on and left on throughout the examination
- c. You will likely be asked to hold up your student card for identification purposes
- d. The invigilator may also ask you to share your screen at any point during the exam
- e. Ensure that your preferred first name and surname on Zoom matches the one on your Canvas course

\* Please note that exam procedure can differ between courses



# RESPONDUS LOCKDOWN BROWSER

## *Some things to know about Respondus LockDown Browser*

- Your course instructor determines whether RLDB is required, whether iPads are allowed, whether the RLDB spreadsheet and calculator are enabled, and whether specific websites are enabled
- Lockdown Browser for Chromebooks is required to be enabled by the professor
- Technical issues can be worked out in a technical trial quiz before the online exam
- You can always reach out for support during the exam either to your instructor
- Respondus LockDown Browser (RLDB) is a separate web browser





# RESPONDUS LOCKDOWN BROWSER - REQUIREMENTS

## ***Minimum hardware and software requirement:***

### ***a. Hardware:***

#### ***i. Memory:***

- Windows: 3 GB RAM
- Mac: 3 GB RAM

#### ***ii. Hard Disk Space:***

- Windows: 200 MB
- Mac: 200 MB

### ***b. Operating Systems:***

- i. Windows: 10, 8, 7 (Windows 11 might not be compatible with some software)
- ii. Mac: MacOS 10.15 or higher
- iii. iOS: 11.0+ (iPad only). Must be enabled by instructor
- iv. Latest ChromeOS. Must be enabled by instructor



# RESPONDUS LOCKDOWN BROWSER - INSTALLATION GUIDE

## *Ensure correct installation*

- a. On Canvas course requiring Respondus LockDown Browser (RLDB):**
  - i. Find the quiz requiring RLDB in your Canvas course (says RLDB required)
  - ii. Click on Take the Quiz
  - iii. A new page appears (click “Download Respondus LockDown Browser”):

## Respondus LockDown Browser Required

This quiz requires Respondus LockDown Browser. Please launch Respondus LockDown Browser to take this quiz or view your quiz results.

If you have not already installed the browser, please download it from here: [\[Download Respondus LockDown Browser\]](#) ↗




# RESPONDUS LOCKDOWN BROWSER - INSTALLATION GUIDE CON'T

- iv. This browser tab will appear (click on “Install Now”)

**Respondus**  
Assessment Tools for Learning Systems


LockDown Browser

**OVERVIEW**



This brief video explains the basic features of LockDown Browser and why it's used at your institution.

**VERSION**



Version: 2.0.6.08  
Your system: Windows 10  
Download size: 71.8 MB  
[System requirements](#)

[Do you need the Mac version?](#)

**INSTALL**

Install LockDown Browser for:  
**University of British Columbia**

**INSTALL NOW**

Note: Your antivirus software must allow you to install software.

By clicking the "Install Now" button, you acknowledge that you have read and agree to the [Respondus Inc. License Agreement](#)

Copyright © 2020 Respondus, Inc. All rights reserved.  
[Privacy & Cookies](#)

- v. Follow the installation instructions





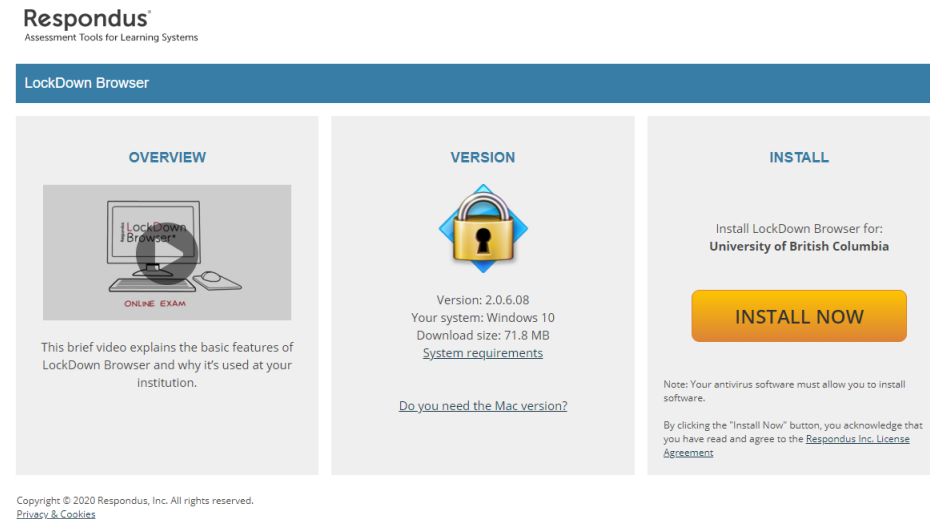
# RESPONDUS LOCKDOWN BROWSER - INSTALLATION GUIDE CON'T

## ***b. Direct download from UBC's weblink (alternative method)***

i. Navigate to:

<https://download.respondus.com/lockdown/download.php?id=695714529>

ii. This browser tab will appear (click on “Install Now”)



iii. Follow the installation instructions



# RESPONDUS LOCKDOWN BROWSER - TAKING THE EXAM

1. Close all other applications, and disconnect any second monitor
2. Make sure you are plugged into power and have a good internet connection
3. Run the RLDB application
4. In RLDB, log in to Canvas, go to the quiz in your course, and begin the quiz
5. If you have special needs, check whether those tools work for you in RLDB
6. If you are unable to successfully run RLDB in the technical trial quiz, try some of the troubleshooting tips mentioned after this slide. Inform your instructor that RLDB is not working for you
7. If RLDB is not starting, or you get bumped out, contact your instructor (while giving exam/quiz) and seek assistance from a Student Support Analyst (Slower process can take up to 1 day)
8. Finish and submit the exam
9. Logout from the course and close RLDB



# RESPONDUS LOCKDOWN BROWSER - COMMON ISSUES AND FIXES

## 1. *Incompatible Operating system*

- a. Note that Linux OS, MacOS 10.14 or Below, and **Windows 10S** are not supported

## 2. *Not using the RLDB when taking the quiz/test*

- a. RLDB is separate web browser just like Google Chrome, Internet Explorer, Firefox, or Safari
- b. Once you have installed it, open the application instead of going into another browser (it will automatically load the Canvas page)

## 3. *Incorrect download link used during installation*

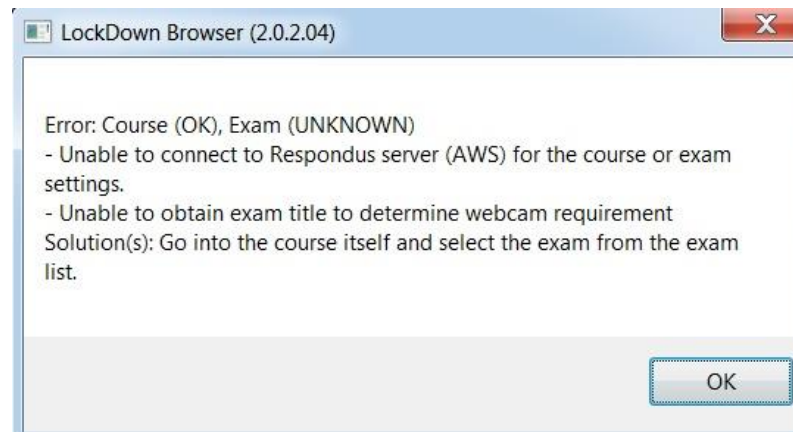
- a. As RLDB is campus specific, it is important to download it from a UBC's specific weblink. Going on RLDB's website to download RLDB without UBC's weblink will result in RLDB not allowing you to take a quiz/test
- b. Alternatively, you can download RLDB from a trial quiz for UBC or from your Canvas course that requires it



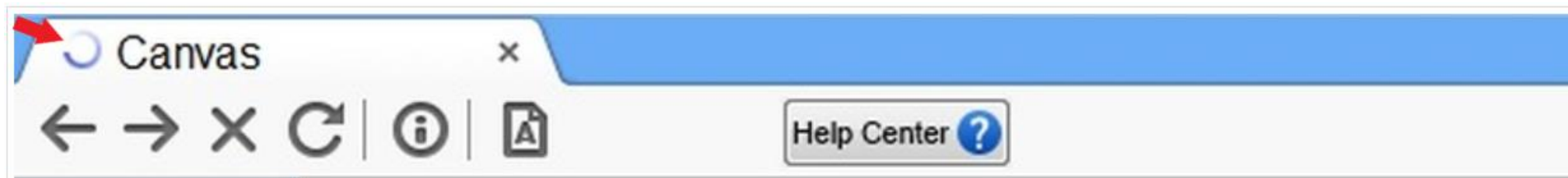


# RESPONDUS LOCKDOWN BROWSER - COMMON ISSUES AND FIXES CON'T

4. ***Not letting your test page load fully might result in “LockDown Browser Error: Course (OK), Exam (UNKNOWN)” error<sup>3</sup>***

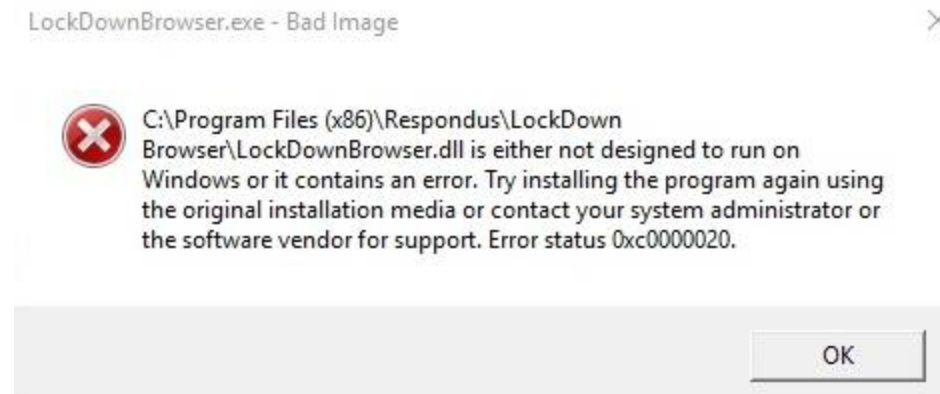


To fix this: wait for your Canvas page on RLDB to load completely. You can check if the page is fully loaded when “spinner” indicator in the top left corner disappears



# RESPONDUS LOCKDOWN BROWSER - COMMON ISSUES CON'T

## 5. *Aggressive antimalware security can result in a "Bad Image" 0xc0000020 error when starting LockDown Browser<sup>4</sup>*



To fix this:

- a. Allow your security program to run "lockdownbrowser.exe"
- b. Disable your antivirus software temporarily while taking a test
- c. A potential computer restart and browser reinstall may be required

## RESPONDUS LOCKDOWN BROWSER - COMMON ISSUES CON'T

6. ***If some applications or programs remain open it could cause the RLDB to crash or sometimes give you an error message asking you to close the applications.***

To fix this:

- a. Close all of the open programs or applications
- b. Ensure that no background processes are running (e.g. antivirus)
- c. Restart the computer and open RLDB without any other applications can also resolve the problem





# RESPONDUS LOCKDOWN BROWSER - TROUBLESHOOTING

## ***1. General troubleshooting***

- a. Check that the instructor required RLDB, and that the quiz/exam is available at the time of your attempt
- b. Check your network connection. Position your computer close to your wireless router. Have whoever else is using the wireless network pause their use until you finish
- c. Check whether software updates are running in the background
- d. Disable auto popup notifications
- e. Reboot the computer and try launching RLDB again
- f. Temporarily disable the antivirus while using RLDB
- g. Update RLDB if it has been a long time since installation
- h. Try using another computer
- i. Contact PTA/SSA



# RESPONDUS LOCKDOWN BROWSER - HELP AND RESOURCES

## ***Reaching out for help***

- Your Instructor or a TA
- Student Support Analyst (me!!!)

<https://students.ok.ubc.ca/academic-success/learning-hub/tech-support-for-online-learning/>

Email - [students.helpdesk@ubc.ca](mailto:students.helpdesk@ubc.ca)

Phone - +1 250-807-9143

- UBC Van: Chapman Learning Commons Tech Help

<https://learningcommons.ubc.ca/tech-support/tech-help/>

- Respondus support (is ticket-based, so it's not helpful during an online exam)

<https://web.respondus.com/support/>

## ***Resources***

- Respondus knowledgebase (maybe helpful on the spot)

<https://support.respondus.com/support/index.php?/Knowledgebase/List/Index/25>

- Respondus resources

<https://web.respondus.com/he/lockdownbrowser/resources/>



# TIPS FOR CANVAS EXAMS/QUIZES

## ***Troubleshooting steps that you can take***

1. Use Google Chrome Browser for Canvas
2. Update you Google Chrome
3. Make sure you have a strong Wi-Fi connection
4. Disable Chrome extensions
5. Disable pop-up notifications
6. Close all other tabs and applications
7. Restart the browser and computer
8. Use another computer
9. For Mac users who prefer Safari consider disabling "Prevent cross-site tracking" in the privacy tab (found in preferences) on Safari if you have difficulties viewing materials on Canvas





# ZOOM - POTENTIAL TROUBLESHOOTING TECHNIQUES

## ***Potential issues***

- Zoom asks for a password when there is none
- Zoom meeting link not working
- Unauthorized access error message

## ***Quick Troubleshooting Techniques***

1. Following the URL instead of putting the Meeting ID into Zoom
  2. If the link isn't working attempting to use a Meeting ID and password (if provided by an instructor)
  3. Clearing history and cookies
  4. Attempting to join the meeting on another device
  5. Creating and using another Zoom account
- \* Ensure to inform your instructor or a TA about any Zoom issues



# COMMON STUDENT QUESTIONS – CWL CREDENTIALS FOR DIFFERENT SERVICES

All the services on campus are now linked with your CWL credentials. Everything other than SSC login and Canvas have a slightly different format. To login into **PayForPrint, Computer/Lab login or RemoteLabs** will require this format:

Username: CWLusername.**stu**

Password: CWLpassword

Example:

Username: johndoe.stu

Password: it\_is\_a\_password



# COMMON STUDENT QUESTIONS – HOW TO PRINT

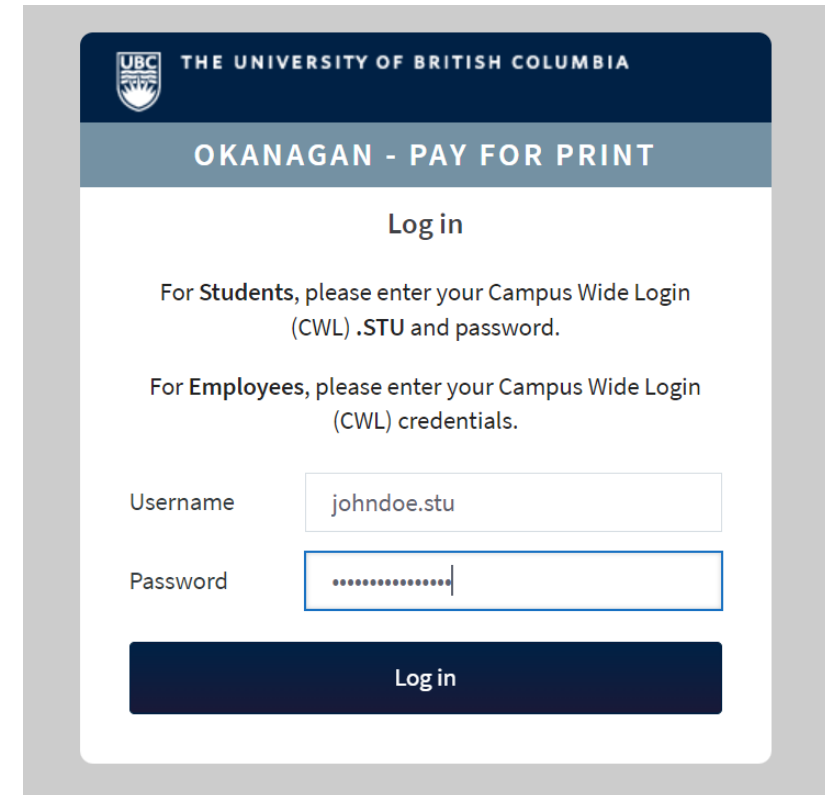
UBC offers printing services for students and all payment for this service is linked with your **Student meal plan** or **convenience plan**.

All the printing services including **adding credits** and **releasing print jobs** can be accessed through:

<https://payforprint.ok.ubc.ca/app>

For more information on how to print visit:

<https://knowit.ok.ubc.ca/article/how-to-print-at-ubco-students-1174.html>

A screenshot of the UBC Okanagan 'Pay for Print' login page. The page has a dark blue header with the UBC logo and 'THE UNIVERSITY OF BRITISH COLUMBIA'. Below this is a light blue bar with 'OKANAGAN - PAY FOR PRINT'. The main content area is white and titled 'Log in'. It contains instructions for students and employees to enter their Campus Wide Login (CWL) and password. There are input fields for 'Username' (containing 'johndoe.stu') and 'Password' (masked with dots). A dark blue 'Log in' button is at the bottom.

UBC THE UNIVERSITY OF BRITISH COLUMBIA

OKANAGAN - PAY FOR PRINT

Log in

For Students, please enter your Campus Wide Login (CWL) .STU and password.

For Employees, please enter your Campus Wide Login (CWL) credentials.

Username johndoe.stu

Password .....

Log in



# COMMON STUDENT QUESTIONS – HOW TO CONNECT TO UBCSECURE

UBCsecure is the primary network students are expected to use on campus. This network provides a secured access and protection as compared to UBCvisitor. To setup UBCsecure follow these instructions:

## Supported Operating Systems:

- Windows 10/11 - [Cloudpath App](#) or [Manual Configuration](#)
- MacOS 10.15 & above - [Manual Configuration](#)

## Mobile Operating Systems:

- Apple IOS - [Manual Configuration](#)
- Android - [Cloudpath App](#)

## Basic Guidelines for Unsupported Operating Systems \* :

- Ubuntu Linux - [Manual Configuration](#)
- Fedora Linux - [Manual Configuration](#)
- Blackberry Wifi Devices - [Manual Configuration](#)
- Other operating systems - [Manual Configuration](#)

**\* Not supported by UBC IT and only basic configuration information given out**



# COMMON STUDENT QUESTIONS – SETTING UP STUDENT EMAIL

Student email is used for many services like Microsoft Account, Mathworks and many more.

To Make sure you have your student email activated if not then:

- Go to [CWL MyAccount page](https://www.myaccount.ubc.ca/myAccount/login.xhtml): <https://www.myaccount.ubc.ca/myAccount/login.xhtml> and login with your CWL credentials
- Click *Activate Student Email*
- Read and accept Terms of Use
- **Note – Email activation (and Microsoft functionality) can take up to 48 hours**
- For more detailed step-by-step instructions visit : <https://knowit.ok.ubc.ca/article/how-to-set-up-ubc-student-email-1178.html>



# COMMON STUDENT QUESTIONS – OFFICE 365

Because of the changes to how Microsoft Office licenses are made available to students, the old licenses under `cwl@ubc365.onmicrosoft.com` accounts will be transitioned out. This will require a switch from an existing Office 365 ProPlus license to the new M365 Apps for Enterprise license.

To install Office 365, please follow these steps:

- Sign in using your `cwl@student.ubc.ca` email and CWL password on [portal.office.com](https://portal.office.com)
- If you **don't have** Office ProPlus installed:
  - Click Install Office at the top right of the screen and download Office 365 apps on your computer
- After installation sign in with your [cwl@student.ubc.ca](mailto:cwl@student.ubc.ca) email
- For detailed step-by-step instructions visit this page:
  - Installing Office: <https://knowit.ok.ubc.ca/article/how-to-install-microsoft-office-products-students-1177.html>
  - If Office installed already: <https://knowit.ok.ubc.ca/article/how-to-migrate-from-ubc365-onmicrosoft-to-student-ubc-ca-and-activate-microsoft-products-1181.html>



# COMMON STUDENT QUESTIONS – MICROSOFT TEAMS AND ONEDRIVE

With access to **portal.office.com** consider installing Microsoft Teams and OneDrive

## About Microsoft Teams:

- MS Teams is a collaboration platform for groups of users to share information and create content together
- It offers features such as video conferencing, persistent group chat, and collaboration in real-time using Microsoft Office applications like Word, PowerPoint, and Excel<sup>8</sup>
- There are no meeting time restrictions on how long the meetings can be

## About Microsoft OneDrive:

- MS OneDrive, a file hosting service, allows users to securely store, share and synchronize files and folders from all connected devices<sup>9</sup>
- It also offers 1 terabyte of data storage and has features like versioning<sup>9</sup>
- Allows real-time collaboration as well





# COMMON STUDENT QUESTIONS – PUBLISHER CONTENT SUPPORT

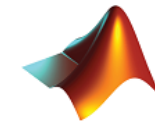
If you are having trouble with things like LaunchPad, Mastering Physics, McGraw Hill Connect, WileyPLUS, and other publisher content you can do the following:

- Submit a support request to LT Hub on this form: <https://lthub.ubc.ca/publisher-content-help/>
- Inform your instructor about the issue
- Contact customer support from the publisher directly
- Consult your PTA/SSA or Chapman Learning Commons Tech Help

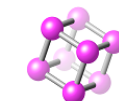


# SOFTWARE OFFERED BY UBC

1. Windows 10 Education
2. Microsoft Windows 11 Education (Multilanguage)
3. Microsoft Office 365
4. Microsoft OneDrive and Teams
5. MATLAB
6. Camtasia 2022
7. VideoScribe
8. Snagit 2022
9. SolidWorks SEK 2022
10. Respondus StudyMate Campus
11. Covidence
12. NVivo
13. Stata 17
14. IBM SPSS Statistics 27, Statistics 28, Amos 27 and Amos 28
15. CrystalMaker, CrystalDiffract, SingleCrystal



MATLAB



CrystalMaker  
SOFTWARE



## RESOURCES

- [DRC](https://students.ok.ubc.ca/academic-success/disability-resources/) (UBC Okanagan) - <https://students.ok.ubc.ca/academic-success/disability-resources/>
- [Inclusive Technology Lab](https://library.ok.ubc.ca/spaces/inclusive-technology-lab/) (UBC Okanagan) - <https://library.ok.ubc.ca/spaces/inclusive-technology-lab/>
- [Library Resources](https://library.ok.ubc.ca/services/) (UBC Okanagan) - <https://library.ok.ubc.ca/services/>
- [Laptop Borrowing Program](https://library.ok.ubc.ca/services/borrowing/) (UBC Okanagan) - <https://library.ok.ubc.ca/services/borrowing/>
- [Student Technology Discounts](https://it.ubc.ca/services/student-discounts-remote-learning) - <https://it.ubc.ca/services/student-discounts-remote-learning>
- [SLH Online Learning Resources](https://canvas.ubc.ca/enroll/4GCHPE) Canvas course - <https://canvas.ubc.ca/enroll/4GCHPE>
- [On The Hub UBC](https://ubc.onthehub.com/WebStore/Welcome.aspx): Software Downloads - <https://ubc.onthehub.com/WebStore/Welcome.aspx>
- [KnowIT - Student Support](https://knowit.ok.ubc.ca/category/student-support/235/): Common How-To's: <https://knowit.ok.ubc.ca/category/student-support/235/>



# Q&A

If you have any technology-related questions you can contact the Peer Technology Assistant (PTA) or Student Support Analyst (SSA)

## **One-on-one support**

You can enter a ticket for support or ask for assistance with your technology-related questions by emailing [students.helpdesk@ubc.ca](mailto:students.helpdesk@ubc.ca)

Phone No - +1 250-807-9143

## **Assistance is available:**

Monday – Friday from 9:00 am – 5:00 pm PT

Library Front Desk

Jan-Yaeger Dhillon

*Student Support Analyst – SSA*

Monday – Friday from 5:00 pm – 8:00 pm PT

Saturday/Sunday from 12:00 pm – 4:00 pm PT

*Peer Technology Assistant – PTA*

Chapman Learning Commons Tech Help – <https://learningcommons.ubc.ca/tech-support/tech-help/>

