Canvas Conferences

Tips to Make Your Conference a Success!

TIPS

• If you would like to record a conference, **Enable recording for this conference** must be checked during the conference creation. There is no record option once the conference has started.

![Enable recording for this conference]

• As a Moderator, click **Mute All Users** from the settings cog. This will mute all users mics (including moderator) that are currently in the room and any new users as they enter the room. The default for everyone is to have their mic turned on when they login to the room. Students and moderators can still unmute their mics if needed. If you’d like to prevent users from using their mics at all, you will need to lock them individually or in the mass Lock setting in the settings cog.
• If a conference is recorded, students that were not invited to the conference originally will not be able to view the recording.

• You no longer have to upload a blank document to use as a white board. The last four slides are now designated as a whiteboard.

**FIXES**

• If Conference locks up, try refreshing the conference tab (BigBlueButton). If that does not work, close the BigBlueButton tab and rejoin the conference.

• If you are not able to be heard in a conference, make sure your mic is not muted in the conference by checking the mute/unmute option.

If the mic is unmuted check the system preferences. If you’re using a Mac, check the system preferences to make sure the correct mic is selected and it is not muted. On a PC, right click your speaker icon on the bottom right of the tray, go to Recording Devices and make sure your correct mic is selected. If not, select the correct one, then close the BigBlueButton tab and rejoin the conference. If you are still not able to be heard, please refer to the troubleshooting guide at:

KNOWN ISSUES

• Chrome no longer supports Java Applets. **You will not be able to Desktop Share with Chrome in Conferencing!** To be able to do Desktop Sharing you will need to use Firefox.

• If the Record Conference button is checked during the conference creation, you will be prompted with the following message when you join the conference.

To record the conference, click the **Start Recording** button. If you decide that you no longer wish to record the conference and do not click on Start Recording you will still see a message “Preparing Video” once the conference is closed.

• Recorded conferences are only available for 14 days. After 14 days there will be a message “Preparing Video” even though the video can no longer be accessed.