

Online Teaching IT FAQ – Staff

(Box, BBB, General IT, Mediasite)

We recommend coming to lessons early and performing a basic equipment check to make sure everything is in working order. Check microphones, webcams, internet connectivity, and close non-essential programs.

XJTLU Box:

1) How can I share files with students?

A Share Link can be generated by clicking the share icon on the file or folder from <https://box.xjtlu.edu.cn>
For more details on sharing click [here](#) or watch a Box training video [here](#).

2) How many share links in total can I generate? What if I run out of the quota?

20 Share links can be generated at a time. If you run out, delete previous or expired links by going to > <https://box.xjtlu.edu.cn> > Share Admin > Links

3) How can I manage all the share links I have generated in the past?

Delete previous or expired links by going to > <https://box.xjtlu.edu.cn> > Share Admin > Links

4) What is the difference between an internal link and share link? How should I choose which one to generate?

Share links: Any user who has access to the links can access the files or folders pointed by the link. No login is required.

Upload links: Any user who has access to the links can upload files to the folder pointed by the link. No login is required.

Internal links: Only logged in users who have share permissions to the file or folder can access this link. Used for internal, often departmental, file sharing.

Note: Don't use internal links to share with students unless your departmental Box admin has created you a shared share to work in with your students. The recommended way to share files, is through share links and upload links.

5) Can I share downloadable and uploadable folders with students indefinitely (longer than 60 days)?

Not normally. However, If a scenarios requires this please contact your departmental Box admin and request that they create a shared space for you to work in with your class. The Box admin will need a class list, in order to add access to each individual.

6) Why can't I edit a supported document (e.g. Microsoft Office files) sometimes?

If someone else is in a file, it's possible that a file could become locked. Try accessing the file from the web platform via <https://box.xjtlu.edu.cn> collaborative editing is now available.

7) Is there any way that I can work on a document at the same time as someone else?

If you're working with a colleague i.e. someone that can access the same internal share link as you, then yes. Alternatively, go to the file from the web version (<https://box.xitlu.edu.cn>) and you and your colleague will be able to navigate to the file in your departmental share and work collaboratively through the web editor.

General Online Education (BBB):

1) Who can I contact for BBB Support?

Email lce@xitlu.edu.cn.

2) What steps should I follow for troubleshooting if students cannot hear me/I cannot hear students talking?

1. Share the [Student BBB User Guide](#) with your students and ask them to make sure they follow the instructions and use the correct browsers.
2. Make sure the speaker didn't mute himself or herself.
3. Do a quick poll or chat feedback to see how many students cannot hear you.
 - a. If the majority can hear you, recommend the students who cannot hear you to logout and login again.
 - b. If no one can hear you, logout and log back in.
Note: Do not end the session, just logout and login.
4. If you cannot hear some students talking, check if other students can hear or not.
 - a. If other students can hear, you can logout and log back in.
Note: Do not end the session, just logout and login.
 - b. If no one can hear that student talking, then ask that student to try logout and log back in.

3) What if students cannot hear me clearly? When and how should I upgrade my hardware (e.g. microphone)?

A headset with a dedicated microphone and earpiece is recommended. Wire your computer into the internet to improve your connection. Turn off fans to reduce background noise. You may want to consider replacing your microphone if it does not produce good quality audio. Many of the HyperX line of headphones are durable and provide an excellent value.

4) What is the recommended/minimum broadband requirement for seamless online education delivering?

Any modern broadband connection is sufficient. Try wiring your computer into the internet to improve connectivity and stability.

5) I have already upgraded my home broadband and my connection is still not steady during online classes. Is there anything else I can do?

Go to the [BBB support page](#) for more detailed information.

- 6) **I'm not currently based in China. I suspect the unstable connection to campus services is due to me being overseas. Are there any official suggestions on how I can overcome this disadvantage? (e.g. VPN?)**

If you have a 3rd party VPN, you might try connecting to China, Hong Kong or Japan. MITS does not advise the use of or suggest any 3rd party VPN, use at your own risk.

General IT:

- 1) **Online education uses a lot of my computers storage. Is there anything I can do to free up space? (use Box etc.)**

Yes, consider using your departmental Box folder. Box also provides 100GB of personal storage space. Also after confirming you video has successfully uploaded to Mediasite, you could remove the local copy.

- 2) **My computer gets slow, despite having good specifications. Is there anything I can do to speed it up if I don't want to upgrade?**

- Check "Programs and features" and uninstall non-essential software.
- Check "Startup" in the task manager and disable non-essential software.
- Restart your computer.

- 3) **I always experience difficulty uploading video files (60-100 MB) to Mediasite and other campus platforms. Is this normal and how can I overcome it?**

Mediasite uploading requires a very stable network. Connectivity may be intermittent at times for some overseas locations. You might try using a personal VPN if you have one and connect to a Japan/Hongkong and try to uploading to Mediasite.

Alternatively, uploading and using a share link from Box is a temporary workaround that can be used until you're able to get to a more stable network location.

- 4) **I get Internet/IT issues that I would not have when I teach on campus (e.g. Internet connection, home computer issues, etc.). What is the best way to get quick support facing this?**

Email IT@xjtlu.edu.cn. Alternatively, contact your departmental IT coordinator, and they can help you join MITS temporary WeChat Support Group.

Mediasite:

- 1) **Check the [Mediasite FAQ](#) for all currently known requests, problems, and solutions.**

- 2) **During online classes the teacher's voice is not clear or steady and I can hear noise. What should I do?**

Speak with your teacher and let them know. They will work with you to get the information you need.

3) What should I do for quick and effective troubleshooting if I cannot hear teachers talk during online lectures?

Turn up your volume and check your audio devices and see if you can get them to output sound from another program. Test with a different sound output device if possible. Verify Bluetooth devices aren't causing a problem. Contact IT@xjtlu.edu.cn.

4) What is the recommended/minimum broadband requirement for online education? How do I know whether I should upgrade my home broadband? What if I cannot upgrade due to various reasons?

Any modern broadband connect is sufficient. Try wiring your computer into the internet to improve connectivity and stability.

5) Can I download videos from Mediasite? Sometimes I would like to watch them when I don't have Internet.

Video downloading is available at your teacher's discretion. For teachers that want to allowing a video downloading, please follow the directions in the [Mediasite FAQ](#).

6) I do not have access to IT software installation services any more off campus. Is there any way I can still get the software I need?

Contact IT@xjtlu.edu.cn.

7) I'm an international student. I suspect the unstable connection to campus services is due to me being overseas. Are there any official suggestions on how I can overcome this disadvantage? (e.g. VPN?)

Check the [Mediasite FAQ](#) for more details and guidance. If you have a 3rd party VPN, you might try connecting to China, Hong Kong or Japan. MITS does not advise the use of or suggest any 3rd party VPN, use at your own risk.