

GeorgiaVIEW Remote Assistance

Remote assistance via Microsoft Teams is available for all faculty as of 03/26! Faculty/Staff volunteers are available to help you with setting up your online course. We are ready to assist with such issues including, but not limited to:

1. Importing or creating an exam and linking to the gradebook
2. Creating groups, including group discussions, group video sessions
3. Using Collaborate
4. Creating assignments and linking to gradebook, providing feedback, linking to Turnitin, etc.
5. Adding video announcements
6. Uploading or linking to video recordings on YouTube

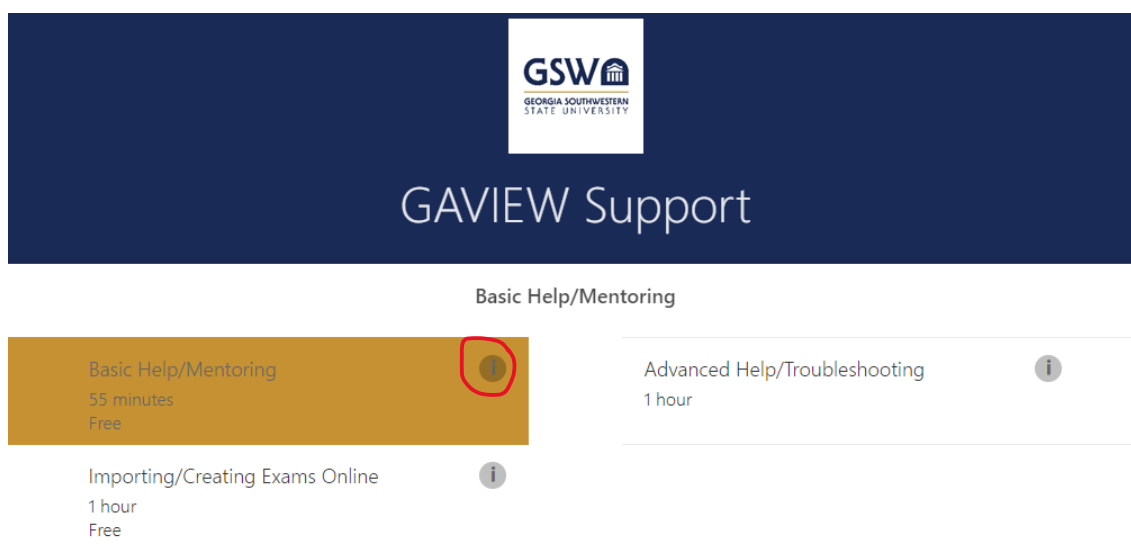
Scheduling an appointment with a volunteer is easy:

- 1) Click this link to open the booking session:

<https://outlook.office365.com/owa/calendar/GAVIEWSupport@gsw.edu/bookings/>

- 2) Choose the type of support needed (Basic Help, Importing/Creating Exams, Advanced Help)

Click the **i** for a description of the type of assistance each group provides.



GSW
GEORGIA SOUTHWESTERN
STATE UNIVERSITY

GAVIEW Support

Basic Help/Mentoring

Basic Help/Mentoring 55 minutes Free	i	Advanced Help/Troubleshooting 1 hour	i
Importing/Creating Exams Online 1 hour Free	i		

- 3) Select the date you would like to meet.
- 4) Select from available staff members OR leave the default to anyone that is available.
- 5) Select the time requested.

March 24

< > March 2020							Select staff (optional)		
Su	Mo	Tu	We	Th	Fr	Sa	<input type="text" value="Anyone"/> ▾		
1	2	3	4	5	6	7			
8	9	10	11	12	13	14	12:00 pm	12:30 pm	1:00 pm
15	16	17	18	19	20	21	1:30 pm	2:00 pm	2:30 pm
22	23	24	25	26	27	28	3:00 pm	3:30 pm	4:00 pm
29	30	31							

ⓘ All times are in (UTC-05:00) Eastern Time (US & Canada) ▾

- 6) Add your details and select BOOK.

Add your details

<input type="text" value="Name"/> <input type="text" value="Email"/> <input type="text" value="Phone number (optional)"/> <input type="text" value="Address (optional)"/>	<p style="font-size: small;">Please let us know if you have any special requests. Thank you.</p> <input style="width: 100%; height: 60px;" type="text" value="Notes (optional)"/>
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That's IT. An email will be sent to both you and the volunteer booked with meeting details. At the designated time, both parties will click the Teams link to open a chat session.

Inbox - Shannon.Perry@gsw.edu - Outlook

File Home Send / Receive Folder View Help Acrobat Tell me what you want to do

New Email New Items New Meeting TeamViewer Delete Archive Reply Reply All Forward Respond Add to Calendar Pin To Manager Quick Steps Move OneNote Assign Policy Categorize Follow Up Tags Groups Search People Address Book Filter Email Find Speech Read Aloud Get Add-ins Add-ins My Account Insights Report phishing IRONSCAL...

Search Current Mailbox Current Mailbox

All Unread By Date

Today

GAVIEW Support
New booking: Jonathan Tester Hobbs for Imp... 10:39 AM
New booking from Jonathan Tester Hobbs
Importing/Creating Exams Online with Shannon Perry Free Thursday, March 26, 2020

New booking: Jonathan Tester Hobbs for Importing/Creating Exams Online
GSAV GAVIEW Support
To: Shannon Perry 10:39 AM

GSW
GEORGIA SOUTHWESTERN STATE UNIVERSITY

New booking from
Jonathan Tester Hobbs

Importing/Creating Exams Online with
Shannon Perry
Free

Thursday, March 26, 2020
8:00 AM - 9:00 AM
(UTC-05:00) Eastern Time (US & Canada)

Online

[Join Teams meeting](#)

Items: 16,516 Unread: 3 All folders are up to date. Connected to: Microsoft Exchange 10:40 AM 3/24/2020