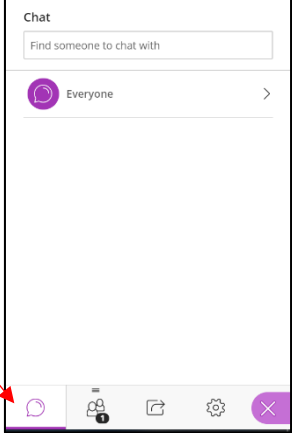


QUESTION	ANSWER
<p>How do I log on? Where is my confirmation email?</p>	<p>When you were registered for your class, you were sent a message through kp.org.</p> <p>You must log in to your kp.org account to access your message center. In this message you will be provided with instructions and a link to access the virtual classroom.</p> <p>You can log in through any device that has internet access, microphone, and video camera preferably a laptop/desktop, phone or tablet.</p> <p>Tip –Set an alarm on your phone to remember to log on. You will not get a reminder from KP.</p>
<p>Why does it ask for permission for my camera and audio? I thought nobody would be able to see me.</p>	<p>Depending on the program you have been registered for, you may or may not be using your microphone and camera.</p> <p>Regardless, in order to move forward with the logging in process on Blackboard you have to select “Yes – It’s working” to both questions.</p> <p>Also, for you to see and listen to the facilitator you need to give Blackboard access to your camera and audio (regardless if you have one or not).</p> <p>There will be opportunities for you to share your audio and camera if you wish to do so. It is not mandatory, there is an interactive chat.</p> <p>Please refer to our instructional video on positivechoice.org/home/bookshelf/</p>
<p>Why can I see the facilitator but not hear them?</p>	<p>Please confirm that you are using Google chrome, Firefox or Safari for your web browser. Internet explorer and Edge are not compatible with Blackboard.</p> <p>Check your web browser settings under “Privacy and Security”</p> <p>Confirm you are allowing Blackboard to have access to camera and microphone.</p> <p>Tip – you are able to use your phone for audio. Please refer to the instructional video on positivechoice.org/home/bookshelf/</p>

<p>The video quality is poor, and the sound is choppy.</p>	<p>Please make sure you are using Google Chrome, Mozilla Firefox or Safari as your web browsers. Internet explorer and Edge are not compatible with Blackboard.</p> <p>Please locate your router and try to sit as close as possible for best internet access. If you have an ethernet cord, you can try plugging your computer directly into the router.</p> <p>Please be sure your computer is updated, if you are having connectivity issues restart your computer.</p>
<p>Where is my chat box located?</p>	<p>The chat box is located in the collaborate panel.</p> <p>The collaborate panel is the purple button located at the bottom right corner of the screen.</p> <p>You will need to click on Everyone to begin “chatting” with the class</p>  <p>For more information, please refer to the instructional video on positivechoice.org/home/bookshelf/</p>
<p>Why can't I message other people in the class?</p>	<p>The private chat function is only for you and the facilitator to communicate privately with. You can only communicate with the class in the “Everyone” chat.</p>
<p>Where can I access the virtual handouts that were sent during class?</p>	<p>Depending on the program you were registered for, you can refer to the Positive Choice “Bookshelf”. There are a series of links that can help support your virtual journey.</p>
<p>If I am in a weekly program, will I get a new link every week?</p>	<p>No, you will only receive one instructional email to your kp.org account when you are scheduled for the class.</p> <p>Tip – Bookmark the Blackboard link. Same link is used every week.</p>