Hi. I wanted to send instructions on being ready for your first buddy training shift.

This email is in three parts. Hopefully you'll only need the first part, Regular Sign In, but if you're not able to see your trainers screen, we have some possible fixes or work arounds. I recommend reading all three parts, but part one is the most important part. There is also a youtube link to these instructions as well.

1 – Regular sign in
2 – Screen Share fix
3 – Work around

YOUTUBE: https://youtu.be/st8nMUratF8
(time stamp for each section listed below the video)

1 – Signing in to the VCC (Volunteer communication center)
First make sure you have your login and password ready, you should have set that up with either Aaron or your trainer and confirmed them.

Open up Chrome. In Chrome, make sure you have the latest version running. In the top tool bar, go to Chrome, About Chrome. This should check to see if you are running the latest version. If it isn't allow it to restart Chrome to update itself.

Next make sure your headset is plugged in. For non-Mac pc's simply plugging in the headset should be enough. For Mac's go to System Preferences, Sound. Make sure both the input and output are both set to the USB headset.

Go to www.Volunteerlogin.org and sign in. You should allow your trainer time to sign in first. Example: Let's say your training is from 1 – 3 pm, wait until 1:03 or so to give your trainer enough time to sign in first.

Once signed in you should see a screen asking you to allow to share your screen. There are three options, share Chrome Tab, **Window (or Window Applications**) or entire screen. Pick Window. Next pick the window that is labeled LGBT Hotline and may show a gray screen. Click Share.

The next step may vary for each person. In the URL bar, if there is an icon of a microphone, make sure it isn't crossed out, if it is, click on it to allow for microphone. If there is a Red X near it, click on that, and click Allow Popups. Our Instant Message (IM)s work as a pop up window. If you have to click allow for popups, **let your trainer know, they will sign you both out and you can sign back in, which will allow for the IM box to appear.**

If you can see your trainer's Red VCC screen you're ready to start taking a shift!

2. Screen share fixes.
If you are not able to see the trainer screen and seeing a gray "waiting for trainer screen" there maybe a security setting that is stopping the connection from happening.

There are two different places to check. The first is your computer's settings.
For a PC, go to Start, Settings, Privacy. Click on Camera, then click allow for desktop app and apps. If they are already set to allow, unallow and re-allow.
For a Mac, go to System Preferences, Security&Privacy. In Privacy, click on Camera. A list of apps allowing the camera should appear on the right hand side. If Chrome is unchecked, check it. If it is already checked, uncheck it and recheck it. You may be asked to restart Chrome before the changes occur. **Trainer and you should sign out, you should close Chrome and reopen Chrome and try to sign in again. Share Window as before.**

2nd fix: This is generally the same for a Mac and a PC. If you are still seeing the gray waiting screen. Click on the 3 dots on the right hand side of the Chrome window. Click on Settings, then Privacy and Security.
Next click on Site Settings, then Camera. There should next be a list of websites, look for volunteerlogin.org and click on it.
There should be a list of permissions, find Camera. If it is on Deny or Ask, change it to Allow. If it is on Allow, change it to Ask. Then change it back to Allow. **Your trainer and you should Sign out, you should close and reopen Chrome and Sign back in, share Window.**

Hopefully these two fixes will allow the screen sharing to work correctly.

3 – Work around.

If you have tried the above fixes and still can not see your trainer's screen after trying to allow sharing the Window than there may be a work around.

Stay signed in to the VCC, both you and your trainer will need to open up a second Chrome Window. In the new window go to: www.meet.jit.si/lgbthotlinevolunteer123 . This is a zoom like program that we can use to share screens with. On the landing page, the left hand side has a few things needed to be checked off before joining. MUTE the microphone and turn off the camera. (a line throw them shows they're off)

Next you can Join Meeting.

Your trainer will share their screen of the VCC through Jit.si but you both will use the audio from the VCC. REMEMBER: turn off microphone and camera before joining the room this way your computer knows to only use the audio coming from the VCC.