VCP Guidance for Families

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Preparing for Your Child's Mathnasium@home Session

Supported Devices
All PCs, Desktops, Chromebooks, Netbooks, Macbooks, as well as Android, Chrome, iPads, and Windows devices can connect to the video platform without downloading an application but will require you to use *Chrome, Firefox, or Edge.*

Webcams & Audio Equipment Recommendations
For your child to get the best learning experience during their Mathnasium@home session, you will need a webcam and microphone or headset with an integrated microphone. Ensure that your child is in a quiet area free from background distractions and noise.

Supported Browsers
Make sure you are running the most up-to-date version of your browser. To ensure that your browser is up-to-date, you may click on one of the following links:

- **GoogleChrome**
- **Firefox**
- **Edge**

Internet Connection
Ensure your computer has a solid internet connection. If your computer can be plugged directly into your home's modem/router, that will provide the fastest experience. However, a room with a solid WiFi connection generally will be sufficient. If other devices are being used that take up valuable WiFi bandwidth, the student session may experience unexpected errors. The use of streaming services is discouraged while your student is in session.
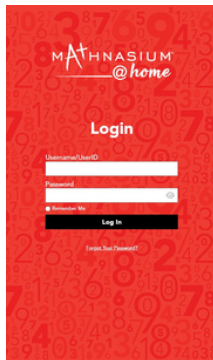
Run an internet speed test to check your connection. Benchmarks for a smooth @Home experience are as follows:

- **Pingrate:**25msorless
- **Latency:**100msorless
- **Download:**20mbpsormore
- **Upload:**10mbpsormore
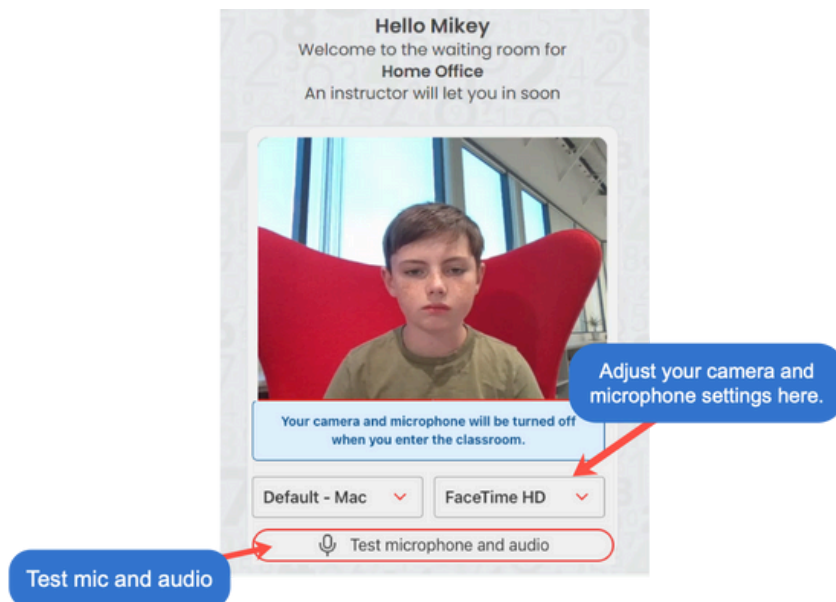
Getting Started with your @Home Session

1. Log in to the Virtual Center Portal

Initial logins will be provided by the Center Admin. After logging in for the first time, you will be prompted for a username and a temporary password.

2. Enter the Lobby Space

Once you have signed in, you will be placed in your Lobby space. You will remain here until an instructor lets you into your workspace. Adjust audio and video settings on your device.
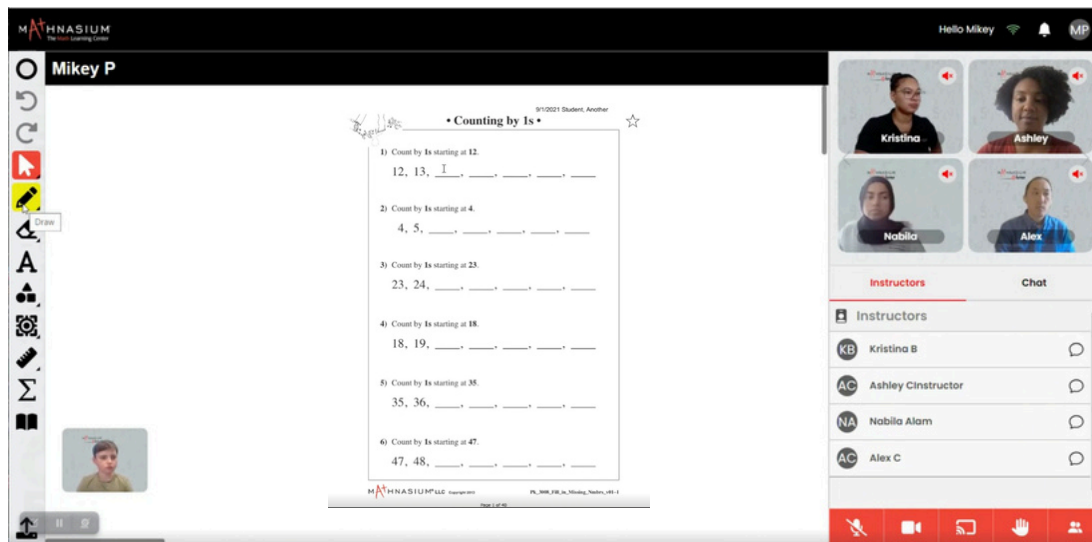

Be sure to select Allow if you are asked for permission to allow access to the camera and microphone.

3. Start your Session!

Once your instructor lets you into your workspace, you will see your work. For the best experience, share your camera during your session.

If an instructor has not joined your workspace, you will see small video feeds of instructors that are in the portal.

Once an instructor joins your workspace, their camera will be enlarged in the stream.

Whiteboard Tools

The small arrow in the lower right corner of a tool indicates more tools within. Clicking and holding, or long pressing, will open the tool selector for that group.

Stroke/Fill - A panel to select your Tool Colors and adjust any other options you have for your selected tool.

Undo/redo

Select Tool - Select and move/resize/rotate objects on the board.

Pointer Tool - Displays the user's current position to other users on the board.

Clicking and dragging with this tool will create a temporary mark that will fade ~7 sec after releasing the tool.

Pencil Tool
Opaque Marks
Highlighter
Tool - Translucent marks

Regular Eraser/Glitter Eraser (makes erasing work more fun!)

Text Tool - Type text using the keyboard.

Shapes Tool - A collection of objects to be added to their whiteboards

Center Canvas - Returns the view of the page to the center and fit to view.

Ruler Tool - Rotates on the zero mark. Contains options for inches and centimeters.

Protractor - Rotates on vertex point.

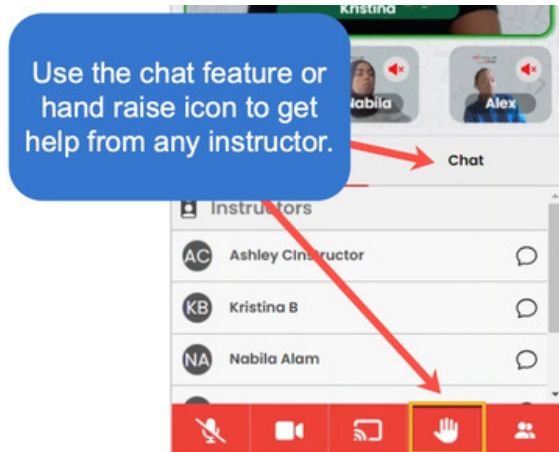**Compass** - A geometry construction compass.

Page Navigation - Allows students to navigate pages of their work.

Upload - Function to upload documents such as homework.
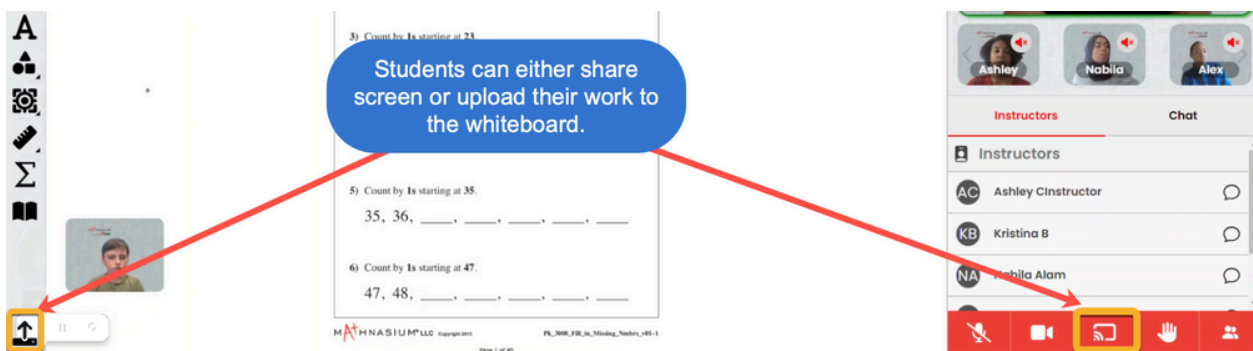
4. Ask for Help

You can ask for help using the raise hand feature or by sending a chat to your instructors.
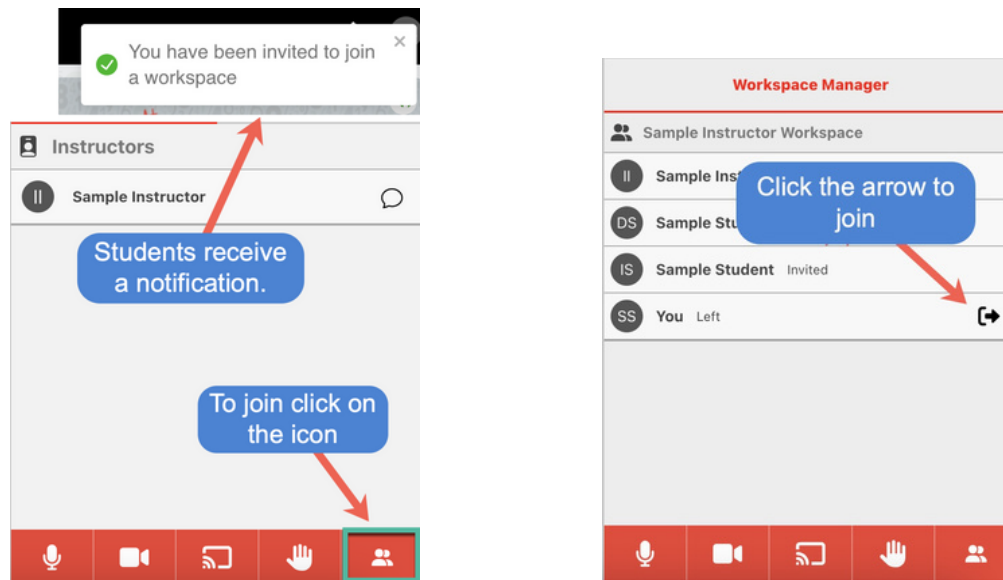

5. Homework Help

When it's homework time, you can use the screenshare or the Upload feature to add homework to the whiteboard.
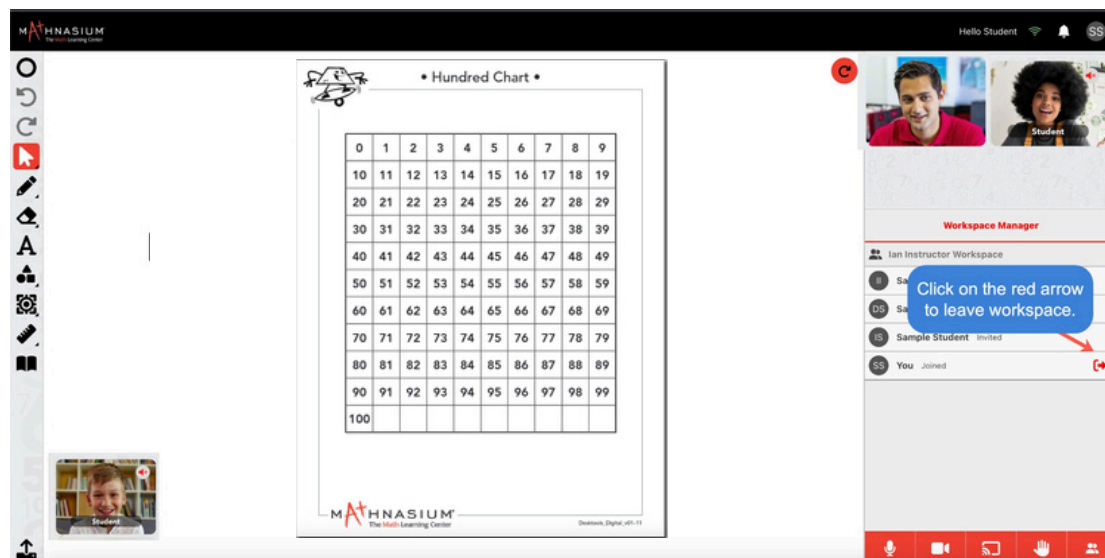
6. Fun

Workspace Manager

The Workspace Manager is a place where instructors can host games with multiple students. You will receive a notification from an instructor inviting you to the workspace to join the fun.

When you are ready to leave the instructor's workspace, click on the red arrow to return to your workspace.
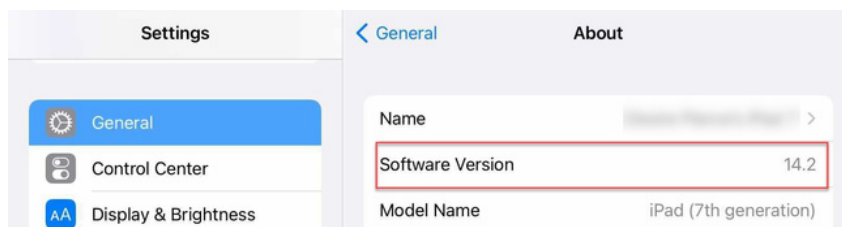
Information for iPad Users

Supported iOS Devices

iPads are a supported device for the platform, but make sure your iPad can support the most recent operating system. If the device cannot be updated, you may not be able to successfully connect to the session.
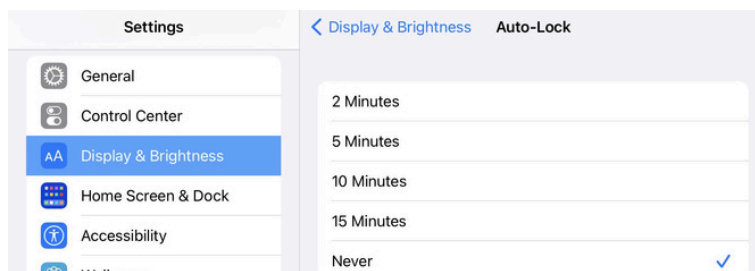
Find the Software Version on Your Device

On your iPad, go to **Settings** > **General**, then tap **About**. Verify that the Software Version is updated.

Adjust Auto-Lock Settings

On your iPad, go to **Settings** > **Display & Brightness**, then tap **Auto-Lock**. Extend your auto-lock setting to *at least* 10 minutes to avoid timeout.
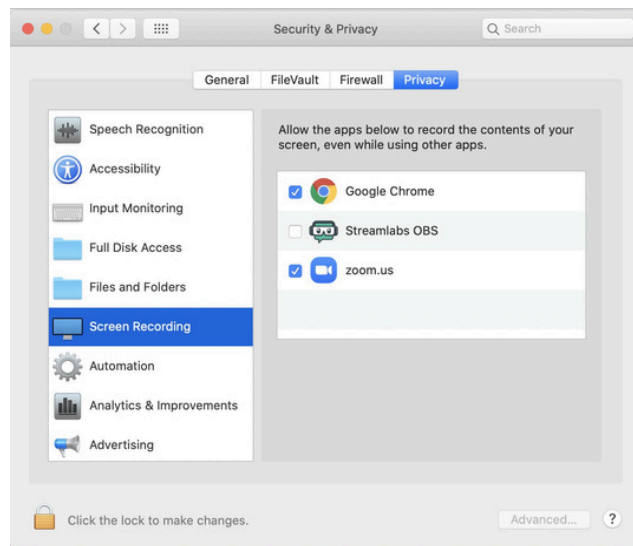

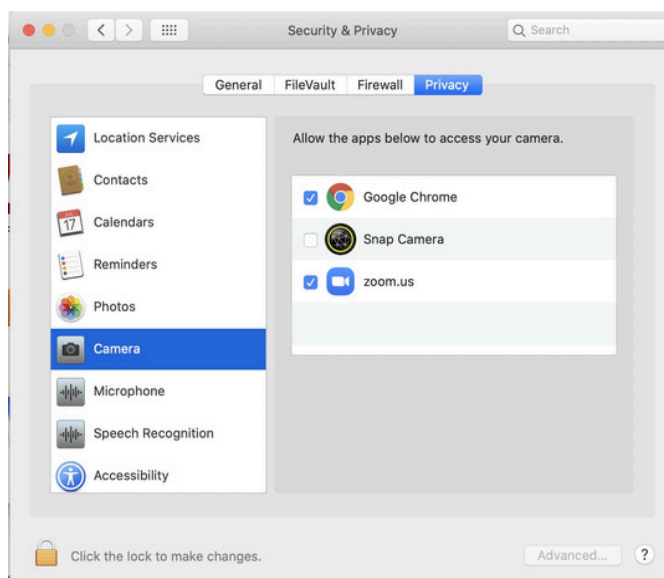## Information for Mac Users

Screen Recording

Some Mac users may need to update their security settings to enable screen sharing permissions. Here are the steps on how to update the settings:

1. Go to **System Preferences > Security & Privacy > Screen Recording.**

2. In the **Screen Recording** section, click the check box next to Google Chrome to allow screen sharing for your VCP video meetings/appointments. You may need to click the unlock icon in the bottom left corner as well.

3. Next, click **Quit Now.** You will not be able to screen share until you quit and restart Google Chrome.

If you have trouble with audio and webcam permission, you can also enable those permissions in **Security & Privacy** under the **Camera** and **Microphone** sections.

Using the Touchpad to Zoom and Pan on Mac

You may use the standard icons in the browser toolbar to zoom and pan your screen, but if you prefer to use your device's touchpad you may do the following:

- To zoom: On the touch pad,use two fingers to zoom in and out.

- **To pan:** On the touchpad, use   two fingers to pan.

Update Security Settings

AntiVirus Software

Be sure to check the security settings on your anti-virus software to ensure that audio, webcam, and screen sharing permissions are enabled.