**Staff Troubleshooting**

Use the drop-downs below to answer common questions

Exploration Helpdesk

You can contact Innovative Solutions:

Available Monday-Friday between 9:00am - 3:00pm

**Enter a** [**ticket**](mailto:idps@explorationrochester.org) **here**

[Creating  Videos with  SMART Notebook  Recorder](https://docs.google.com/document/d/14t-0pxEgZ34ZES63LNIbPYWnFFabU7WwkymsNx3_hJ8/edit?usp=sharing)



**Getting  Started**

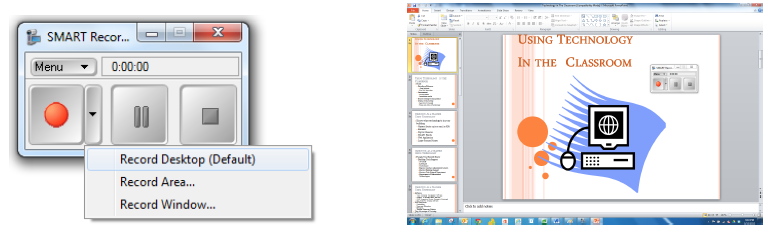
Click  on the  Show Hidden  icons in the bottom right of your computer 

Click  on the  SMART Notebook  Tools

Click  on Recorder  

**Three  Settings**

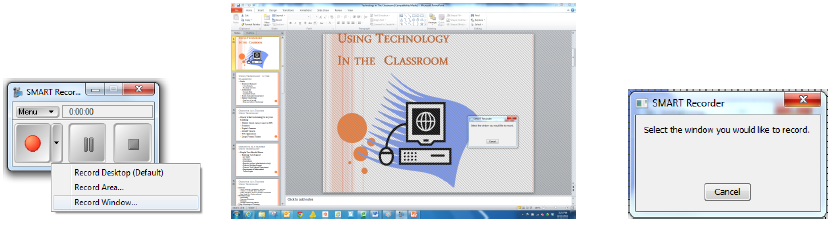
Record  Desktop (Default)   Captures  the whole  desktop



Record  Area   Lets  you select  what section  of desktop you  want to record by  drawing a rectangle

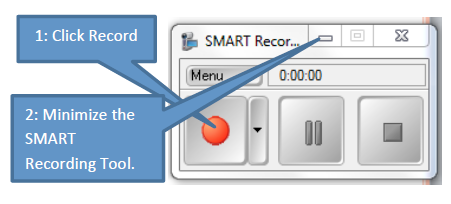


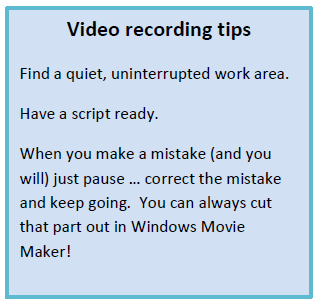
Record  Window   Select  a window  you want to  record



**Start  Recording**

Click  the record  button. Minimize  the SMART Recording  Tool.

 2: 

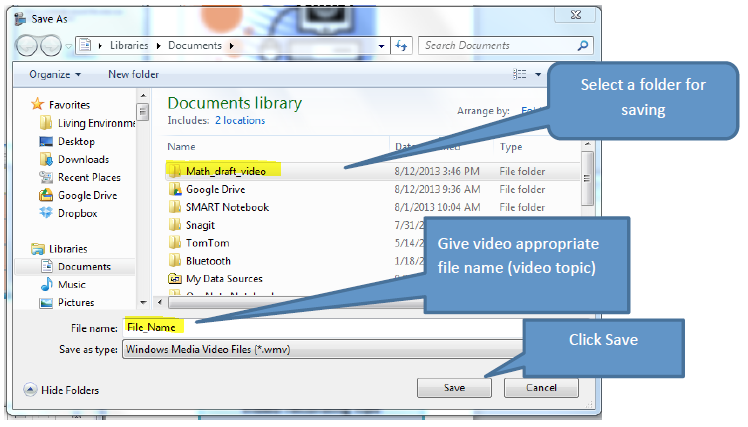


**Stop  and Save  Recording**

Select  the Folder

Change  file name  (save as video  topic)

Click  on Save



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**Connecting Virtually**

Use the instructions below to connect with students or colleagues.

Zoom Video Conferencing (connect with colleagues or students) \*accounts set up for all staff

[Zoom. How to guide](https://explorationrochester-my.sharepoint.com/personal/cvargas_explorationrochester_org/Documents/Casandra%20Vargas-%20Exploration/2019%20School%20Docs/COVID%20Planning/Zoom.%20How%20to%20guide.docx?web=1)

Microsoft Teams (connect with colleagues)

To learn the basics: [Microsoft Teams. How to guide](https://explorationrochester-my.sharepoint.com/personal/cvargas_explorationrochester_org/Documents/Casandra%20Vargas-%20Exploration/2019%20School%20Docs/COVID%20Planning/Microsoft%20Teams.%20How%20to%20guide.docx?web=1)

**How to use Zoom with Clever:**

<https://www.youtube.com/watch?v=dy6HuDvaRiU>