Dear Colleagues,

In preparation for the start of teaching next week, two additional services are being offered to help you successfully facilitate your teaching sessions.

1. **Online "Drop in" clinic from 10.00am - 4.00pm, 24th - 25th September**
   The purpose of the clinic is to assist you if you are experiencing any issues using the new tools needed for teaching and learning. Specifically, the team will be able to help with using Panopto (the lecture webcasting / recording software) and some basic questions on MS Teams / Class Teams.

   **To access this service:**
   1. Please click on this link [AV Online Support](#) which will take you to the respective MS Teams
   2. Post your issue in the **General** channel
   3. Wait for an agent to acknowledge your request and give you a call instantly

2. **Rapid response AV support from 8.30am - 5.30pm, 28th September - 11th October**
   To continue to support you and help your teaching session run smoothly, AV support staff will be deployed to key locations around campus and online. Their purpose is to provide rapid assistance in the event of you having any problems using the AV equipment or initiating the Class Teams.

   **Support on campus:**
   Staff will be in the lobby area of the following buildings: - Windsor, Moore, Arts, McCrea, International (including Boiler House), Shilling (including Queens and JBB) Bedford Square (including Senate House).
   Instructions on how to reach these assistants will be near the keyboard in each teaching space.

   **Online:**
   Agents will be available online to help teaching staff who are starting a session remotely. Teachers are advised to initiate their sessions 15 minutes before the scheduled time to provide a window for issue resolution.

   **To access this service:**
   1. Please click on this link [AV Online Support](#) which will take you to the respective MS Teams
   2. Post your issue in the **General** channel
   3. Wait for an agent to acknowledge your request and give you a call instantly

Finally, [here is a guide](#) to using the AV in the teaching spaces and below are links to short video clips of the typical AV set up in the rooms on campus.

- [Using the AV in a Seminar Room](#)
- [Using the AV in the Lecture Theatre (including the Visualiser)](#)

Thank you

Marion Joseph
IT Project Manager
IT Project Delivery Team
Royal Holloway University of London, Egham Hill, Egham, Tw20 0EX
Direct Tel Int: 4432
Direct Tel Ext: 01784 414 432
Email: marion.joseph@rhul.ac.uk