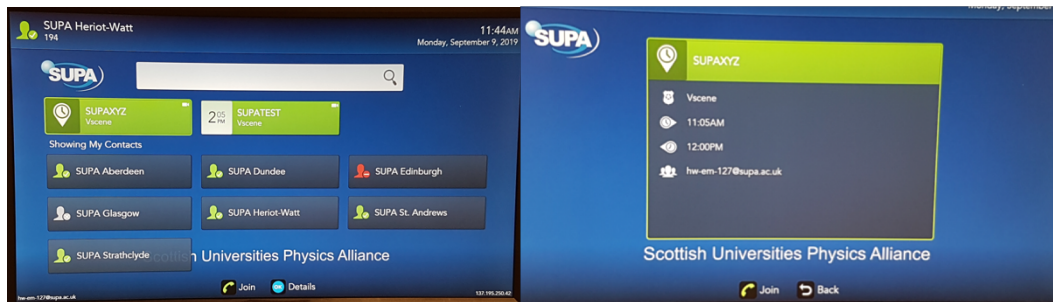


Connecting and Reconnecting

New method 2019/20



1. SUPA calls start at 5 past the hour. If you are **waiting at the blue list screen** and the call has **not arrived on time automatically** or was **disconnected**.
 - a. **Join using green calendar item.** If you see a calendar entry matching correct name and start time, use Vidyo remote arrow keys and OK button to join.
 - b. **Join using dial in extension number:** If you have dial-in connection details from calendar in My.SUPA course, then enter these in 'search' box using Vidyo remote.
 - c. **No calendar entry showing on blue screen** or question about bookings?

Call SUPA office on **0141 330 4816**

- d. **If you have problems with the conference call:**

Call VScene support on **03300 200 404**

Quote the **booking reference** from My.SUPA calendar or email invite or explain:

"I am in a SUPA video conference call starting at __time__. (hh:05)

The meeting name is "SUPA _ _ _" (SUPA + three letter code).

"My room is 'SUPA (university name) (room number)'"

2. For any other problems, please call:

Sean Farrell – s.j.farrell@hw.ac.uk - 0131 541 3048 / 07970 441 280

Sean is not available first two weeks of October - Fri 4/10/19 - Fri 18/2/19.

Please call Vscene or SUPA office 0141 330 4816

3. Alternate contacts if Sean is unavailable:

SUPA Office – 0131 330 4817