

# 2010-2011 Centra FAQ

Updated: April 19, 2011



E.T	C.T	Monday	Tuesday	Wednesday	Thursday	Friday
8:00	7:00					
8:30	7:30	Linda Jewell & Gwen Morgan Weekly Meeting (10) 8:50 - 9:50 E.T.				
9:00	8:00			Mary Helen(15) 1 <sup>st</sup> & 2 <sup>nd</sup> Wed.		
9:30	8:30					
10:00	9:00		Linda Jewell (8)			
10:30	9:30					
11:00	10:00					
11:30	10:30					
12:00	11:00	Cindy Aossey (12)	Linda Jewell (16) 1 <sup>st</sup> Tuesday			
12:30	11:30					
1:00	12:00					Bethany Neel (10) 3 <sup>rd</sup> Friday
1:30	12:30		Linda Montgomery (13) 2 <sup>nd</sup> Mon.			
2:00	1:00	Gwen Morgan's Year 2 MRIS (10) 3 <sup>rd</sup> Monday	Intervention RC Meeting (MIT Support) (10) 2 <sup>nd</sup> & 4 <sup>th</sup> Mondays			Wilma Rogers (9) 3 <sup>rd</sup> Friday
2:30	1:30					
3:00	2:00	Linda Montgomery (6) Sept 20 & 27; Oct 4 & 18; Nov 1, 15, & 29; Dec 13; Jan 10 & 24				
3:30	2:30					
4:00	3:00					
4:30	3:30					

Key: (##) – Number of people scheduled for meeting; 1<sup>st</sup>, 2<sup>nd</sup>, 3<sup>rd</sup>, 4<sup>th</sup> – Week of the month the meeting will occur.

## Q: How do I get started?

A: Log onto Centra at <http://kcm.centra.com>. The Centra client must be installed on your computer in order to attend a meeting. The client is available to download by clicking on **System Check** and then **Start**. If this process fails, you can also click on the **Downloads** menu choice and download the appropriate client for your computer (Windows or MAC). Please note that school computers typically need someone with “administrative privileges” to be logged

into the computer to download the Centra software. Some firewalls might also block websites from being accessed at your school, and the Centra website must be added to the safe list. A typical firewall error would be something similar to “Error – Connection Refused” and your local technology coordinator will need to add the Centra website to the firewall ‘safe list’. You may contact Bill Nostheide at [nostheidew1@nku.edu](mailto:nostheidew1@nku.edu) or call the KCM at (859) 572-7698 for further assistance.

**Q: How do I attend a meeting?**

A: There are several ways to attend a meeting.

1. Go to <http://kcm.centra.com> and login. Find the meeting listed on your “My schedule” page and click “attend”. If the “My Schedule” page did not automatically open, click on “My schedule” in the left hand column. If the meeting does not appear on your “My Schedule” page, use option 2 or 3.
2. Click on the link in the invitation email.
3. Go to <http://kcm.centra.com>, log in and click on “Public Events.” Find the meeting and click “attend”.

**Q: What do I do if I can’t attend my regularly scheduled Centra meeting?**

A: Always inform your Centra Regional Coordinator that you will be absent. Your Centra Coordinator may have you watch a recording of the missed meeting. (Directions are given in the FAQ “How can I watch the recording of a meeting?”)

**Q: Can I bring a guest to a Centra meeting?**

A: Yes. Please contact Bill Nostheide at [nostheidew1@nku.edu](mailto:nostheidew1@nku.edu) or call the KCM at (859) 572-7698 to set up an account for your guest.

**Q: How do I speak during a meeting?**

A: There are several ways to speak during a meeting. One option is to click on the person with the speaking bubble icon (pictured here) and hold your mouse button down the entire time you are speaking. Another option is to click once on the lock symbol to the right of speaking man icon. Click again to unlock. You can also hold your ctrl button down to speak. Note that your microphone will light up yellow when your microphone is on. Also, the indicator next to the microphone symbol will be active as you speak. You can control the volume of your microphone and your speaker/headset by adjusting the sliders under the indicators.

**Q: What are etiquette tools?**

A: Centra includes several etiquette tools to let you communicate more easily with your leader and other participants.

- Raise your hand – Use this to request a turn to speak, ask a question or volunteer.
- Yes – This can be used to answer yes to a question. It can also be used to signify agreement with the speaker.
- No – This can be used to answer no to a question. It can also be used to indicate there is a problem such as not being able to hear the speaker.
- Laugh & Applaud – Indicate laughter or applause.
- Step out – Use this to indicate you are temporarily leaving the meeting or have been interrupted.

**Q: What is Text Chat?**

A: Text Chat is a text message board available to everyone in the meeting. To activate Text Chat, click on the Text Chat symbol at the top of your page. Text Chat does not automatically open on the screens of the other users, so you may need to let the group know that text chat is in use.

**Q: How can I watch the recording of a meeting.**

A: Go to [www.kcm.centra.com](http://www.kcm.centra.com) and login. If you were invited and/or attended the meeting, click on the “past” tab of your “My Schedule” page, find the meeting on this listing and click “playback.” To view *any* recorded, public meeting, login in to Centra and click on “Public Recordings” in the left hand menu. Find the meeting and click “playback.”

**Q: How can I change my email address or password?**

A: Go to [www.kcm.centra.com](http://www.kcm.centra.com) and login. Click on My Profile in the left hand column. Update the relevant information and click “submit” at the bottom of the page. Note that your login can not be changed this way. If you wish to change your login ID, contact Bill Nostheide at [nostheidew1@nku.edu](mailto:nostheidew1@nku.edu) or the KCM at (859)5277698 and request the change.

**Q: I don't know my password.**

A: Go to [www.kcm.centra.com](http://www.kcm.centra.com) and click on “forgot your password?” Enter your email address. If your email address matches an address on file, Centra will send your password to that address. Otherwise, contact Bill Nostheide at [nostheidew1@nku.edu](mailto:nostheidew1@nku.edu) or the KCM at (859)527-7698 for assistance.

**Q: What do I do if my microphone stops working mid-meeting?**

A: There are a variety of reasons that your microphone may not be working. Try one or more of the following:

- Check to see if there is a mute button on your headset cord and if it has been muted.
- Check to see if your headset connection with your computer is loose.
- Some computers have multiple microphone jacks – try using the other jack.
- If your microphone is locked on, unlock then lock again. Sometimes the data stream get stalled or interrupted and it will work if you start over.
- Go through audio wizard. Go to the Tools menu and select audio wizard. In particular, determine if you can hear yourself speak on the setting volume step. Use the Advance button in the lower left hand corner of the audio wizard and make certain that the appropriate recording device has been selected.
- Ask your meeting leader for help. Use the “hand” and “no” etiquette symbols to indicate a problem. Send a text chat to explain what you've tried or write a message on the white board

**Q: What do I do if my microphone doesn't work when I enter the meeting.**

A: Start with Audio Wizard (found in the tools menu). Can you hear yourself in the volume check step? If not, then likely your recording device is not working or the wrong recording device is being used. Click on “advanced” to determine which recording device your computer is using. Verify that the headset is the selected recording device or try using a different device. If your microphone has a mute button or volume control, try adjusting that. Unplug and plug your headset back in. Let your leader know you are having problems using the “raised hand” and/or “no” etiquette tools and/or sending a text chat. If you can hear yourself during the volume check, it's more likely a problem in your Centra connection. Try a different way to turn on your microphone in the meeting (i.e. lock the microphone, hold the “ctrl” button or click and hold the person with a speaking bubble icon). Try exiting out of the meeting and re-entering the meeting. Let your meeting leader know you are having problems.

**Q: When I tried to log in to the meeting, Centra gave me a warning that said “A user named [your email address] is already logged into the meeting” and would not let me enter the meeting.**

A: First make sure that you are not already in the meeting. It's possible that the Centra screen is minimized or is hiding behind another open window. If you are on a PC, check the bottom of your screen for a “Centra 7 - ...” box. If you are not logged into the meeting (or your access to the meeting is frozen), try one of the following options:

- Interrupt the internet connection and/or restart your computer. Return to the Centra website, login and try to attend the meeting.
- Login to the meeting as a guest. Go to <http://kcm.centra.com> . If you are logged in, select “Log Out” from the left hand menu. Do not login. Click on Public Events in the left hand menu. Find your meeting and click on “attend”. You will be prompted for an email address. Give a different email address than used in your Centra account. (Make up one if you need to.)

**Q: When I tried to log in to the meeting I receive an error such as “Connection refused...”**

A: This error message is typical of a firewall or internet access issue. Please contact your local technology coordinator and make sure the KCM Centra website has been added to your internet 'safe list'.

**Q: I receive the error message "User is already enrolled" when attempting playback of a meeting I was invited to.**

A: This error message is caused by attempting playback from the Public Recordings area if you were invited to a meeting. (This error has been reported to Saba Centra and will be fixed in a future release). If you were invited to the meeting, you should play it back by selecting **MY SCHEDULE** and then the **PAST** tab to view and replay meetings you had been invited to.

**Q: I require support outside of the KCM's posted hours or I am not able to reach someone at the KCM for help. What can I do?**

A: Anyone using KCM's Centra is free to call Saba Centra support. They are the creators of Centra and can actually monitor your login information and help with any issues you are having. If you call Saba Centra support, just tell them you are affiliated with the Kentucky Center of Mathematics and that you are trying to use kcm.centra.com. They will be able to help you with any issues you are having.

• **Saba Centra contact information:**

- 7AM – Midnight Monday through Friday Eastern US Time
- 8AM – 8PM Saturday and Sunday Eastern US Time
- Toll free from inside the US: 888-617-7499
- Normal toll charge call from outside the US: 781-869-4255

**Q: If I need to meet with other MITs online, can I create and lead a meeting?**

A: Yes, you can create a meeting in Centra that is not scheduled as long as there is sufficient meeting space at that time. Follow these steps. First, check this document to see how many people are already scheduled to meet at the same time. Remember, we only have 30 licenses available. So make sure your meeting will not conflict with an already scheduled meeting. Log onto

- My Schedule
- Public Events
- Public Recordings
- Attend Meeting
- Create Meeting**
- Enrollment
- My Profile
- Downloads
- Tools

Centra from the link on the KCM website, or by going to <http://kcm.centra.com>. Click on CREATE MEETING on the left menu. You may now enter a name for your meeting and the day, time and duration. Select the number seats you will need for this meeting – including yourself. It is always a

good idea to select 1 seat more than you will need. In meeting options, you can select to record the meeting, make the meeting public or add a password.

Next we invite people to your meeting. Enter and email or click on Edit Attendees to choose from Centra users. Place a check mark next to their name and click INVITE ATTENDEES. You are now finished and will see this meeting under 'My Schedule'. You can also make changes at any time. Remember, it is a good idea to individually email your participants to tell them the meeting time since the KDE is blocking some Centra email notifications. If you have any problems, contact the KCM.

**Create Meeting**

**Schedule**

Name: My MIT Meeting

Day: 11/13/09

Time: 1:00 PM (GMT -05:00 Eastern Time (US & Canada))

Duration: 30 Minutes (Ongoing) [Start Now]

Cost Center: Intervention

Description:

**Seat Availability**

Seats Reserved: 5 (30 max, including meeting host)

Server: Auto-select [Seat Availability]

**Meeting Options**

Public event (event will display on the public event list)

Record meeting

Live video

Allow users to export the agenda to a PDF

Early Attendance: 15 Minutes

Meeting Password: [ ]

Retype Password: [ ]

**Attendees**

Enter Email Addresses (e.g. jsmith@saba.com)

Selected names will be sent email invitations.

1  [ ]

2  [ ]

3  [ ]

4  [ ]

Edit Attendees

Done

**Edit Attendees (Optional)**

Save this event and open the attendee list. Use this to invite registered users, change roles, or remove attendees.

**Q: I am not receiving invites to Centra meetings**

A: *Updated October 6, 2009*

- First verify that your email address in your Centra '**My Profile**' is correct. If your email address is correct and you are on the meeting invite list, the problem may be one of the following:
- **Update** -Most Centra invitation messages are being blocked by the KDE. I am working with the KDE and Saba for a work-around, but there is not one at this time. Meeting leaders should email out meeting reminders and not rely on the Centra meeting invitations. Another option is for users to change their Centra account to use an email other than a KDE email for Centra.
- Your email spam filter has picked up the Centra email as spam. Check your junk mail folder, or it may have never come to your email box at all if it is labeled spam. You may wish to add the SMTP address **bos7smtp1.bostonasp.centra.com** to your 'safe senders' list.
- The meeting invites are nice but not required to attend a meeting. You can always sign onto Centra and see your meetings listed under **My Schedule** in the **Upcoming** meetings tab. Meeting leaders may consider sending out a separate reminder about upcoming Centra meetings.

**Q: How many users can be on Centra at any given time?**

A: The KCM currently has 30 user licenses. 30 people can be signed on at any given time, please check the above schedule for regular meetings and try to schedule your meeting at least 30 minutes outside the time of another meeting to allow for early sign on and meetings running late.