



# Remote Access Services

## Tips for Students

Successful and effective services comes with cooperative contributions and efforts by all. Here are a few tips for you to encourage a positive experience using remote services.

### Communicate with the Instructor

- Introduce yourself to the instructor
- Give them your accommodation form and letter about your remote services
- Give them the microphone (if appropriate)

### Communicate with the Service Provider

- Introduce yourself to the service provider
- Give information about the class
  - What is the room setup?
    - Where is the board?
    - What type of classroom? Size of classroom?
    - How many students?
    - Where is the instructor standing?
    - Is technology being used (video/ppt/overhead/doc cam)
- Tell the interpreter/captionist when there is a problem:
  - Cannot see clearly
  - Notice a delay
  - Missing information

### Troubleshooting

- Try the following yourself:
  - Log out of the platform & log in again
  - Restart your computer
  - Turn off/on microphone or unplug/plug
- Ask the instructor to call campus technical support

