

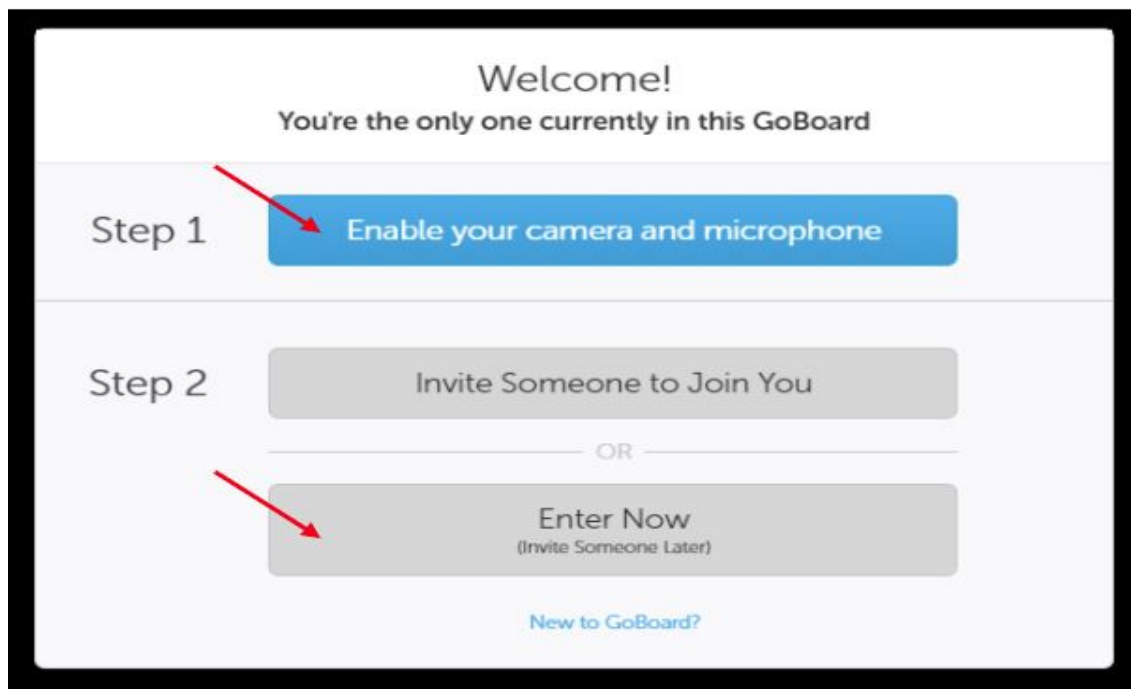
# Using GoBoard for an Online Tutoring Session

## About

GoBoard is an online platform that includes video conferencing, chat, and an interactive canvas for you and your tutor. You don't have to download anything to use it—just follow the link provided by your tutor to enter the tutoring room! The best way to learn to use GoBoard is to try it yourself—the following guidelines will be useful in familiarizing yourself with the platform before your session.

## Entering the GoBoard room

1. Follow the link provided by your tutor, choose “I’m a student”, and enter your name and your sjsu email address when prompted to enter the room. This is important so you can get a copy of the session emailed to you
2. Allow GoBoard to access your webcam and microphone, and select “Enter Now” (If you don't have access to a microphone and camera, there is a text chat feature)



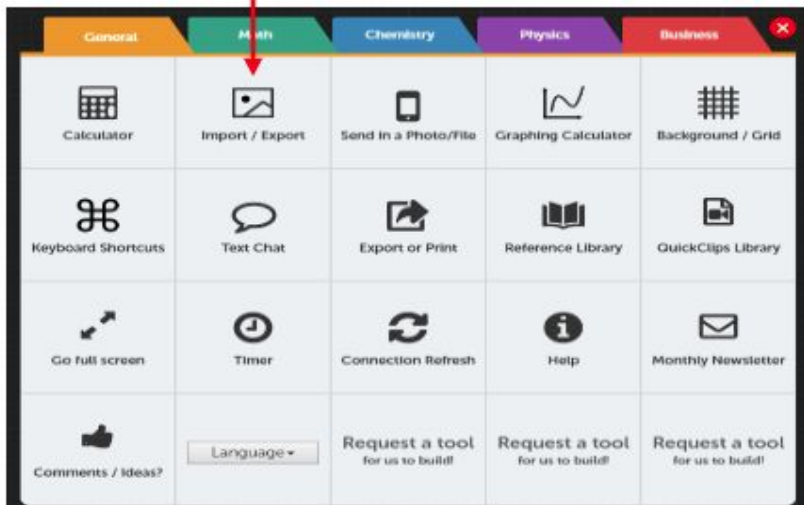
Tip: You may enter the GoBoard room any time after you receive the link from your tutor—we recommend that you do so to check your connection, audio, and to try out the features. Just be sure to return on time for your tutoring appointment! You can also upload images and files, etc. ahead of your appointment.

## Uploading documents

What do you want to work on with your tutor? You can upload PDFs, word documents, screen shots, and even photos from your phone (helpful if you want to show the tutor a page from your textbook!)

To upload a document to the board:

1. Select more tools, and then Import/Export

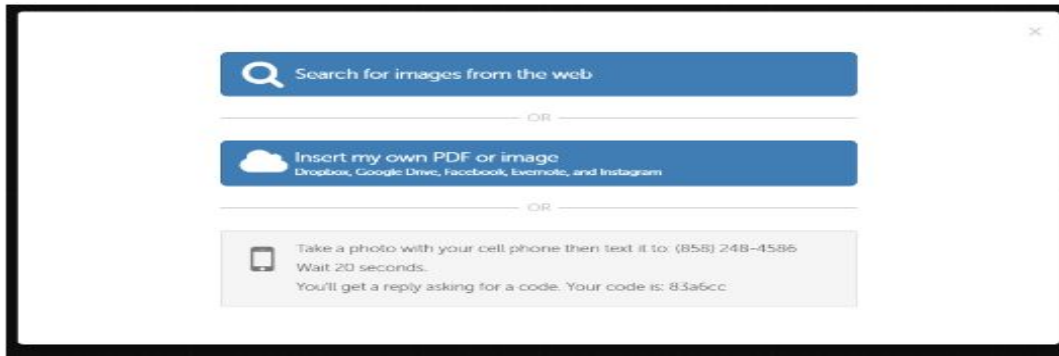


2.

Choose import



### 3. Select where you'd like to import your document from

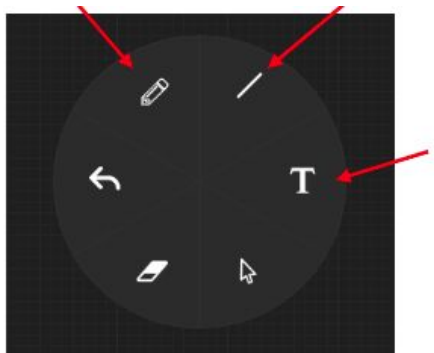


## Using the board

Now that you have some documents to look at and work on, you'll need to be able to interact with what's on the board. You can use basic tools like a laser pointer, a pen, or a text box to help communicate on the shared board.

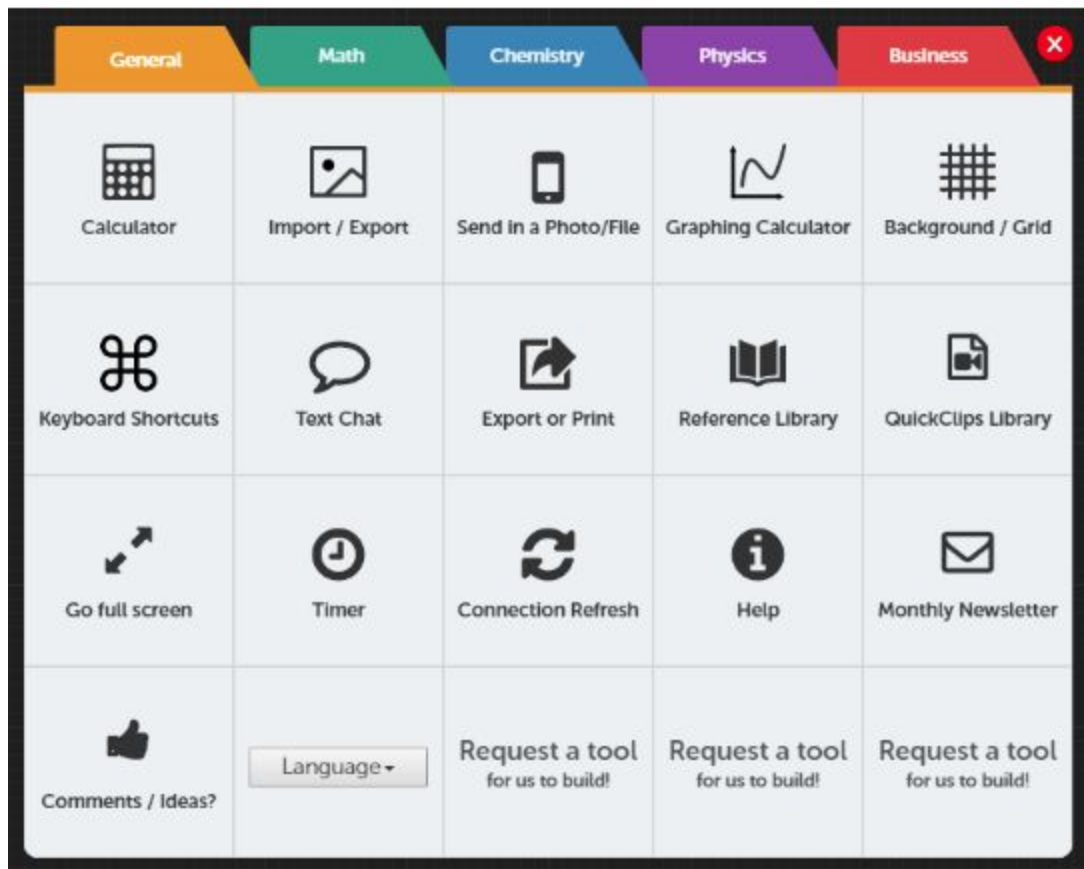
To access the basic tools:

Right click (or double tap on a touch screen) to access the basic tool pie menu



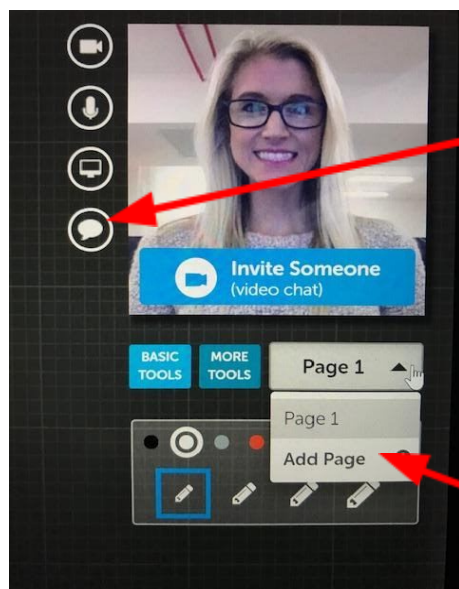
Use the text tool to write comments on the board. You can use the pen or line to underline, or the shape tool to circle anything on the board.

For additional tools, explore the “more tools” menu



## Additional tips

If your audio isn't working, you can chat with your tutor using the text chat function



If you run out of space, you can (and should!) add a page to your board. Up to eight (8) pages can be added per session.

Your entire board is automatically emailed to you as a PDF after your session, so you can go back and review what you went over with your tutor. You can also always go back and revisit the board by clicking the link to the room!

To exit the session, just close the window.

## **Troubleshooting**

If you're having issues with GoBoard, try these steps:

- Make sure you are using an updated Google Chrome, Firefox, or Safari browsers.
- Log out and log back into the GoBoard room, close out your browser and reopen it, or restart your computer to complete updates.
- You should have at least 5 mbps internet speed for the best experience. To test your internet speed, visit <https://www.speedtest.net/>
- Use the "Text Chat" tool if you have issues with or do not have access to a webcam and microphone.
- Email your tutor to let them know about any other issues.
- GoBoard Technical Support: Email [help@GoBoard.com](mailto:help@GoBoard.com) or call 877-919-8886