

Troubleshooting Tech Sheet for Schools

Videos

Videos are provided on YouTube. Check with your Administrator that YouTube is accessible on your school network.

We advise doing a test of the video before the class to ensure that you can access content.

For DoE Public Schools, if you encounter problems accessing the videos make sure you are logged into the G Suite app on the DoE portal before opening them. You may have to restart your computer for this action to be effective.

You will need the following:

- Projector and screen, laptop and speakers OR Smartboard

Internet Connection

The quality of videos will depend on the strength of your internet connection. These videos have been recorded in HD 1080p.

If your stream is blurry, try adjusting the quality by clicking on the settings button at the bottom right of your YouTube Player, then click on Quality and select a lower resolution setting. This will ease the load on your internet connection allowing for smoother playback but will reduce the overall picture quality.

See below for recommended sustained internet speed requirements:

Video Resolution	Recommended Sustained Speed
HD 1080p	5 Mbps
HD 720p	2.5 Mbps
SD 480p	1.1 Mbps
SD 360p	0.7 Mbps

Other Connection Issues:

If there are multiple devices on your network, then the connection is shared between them which may reduce the internet speed that your device receives – stagger the timetabling of the screening of videos between the classes at your school.

Time of day can also affect the quality of the stream.

If the videos still don't load correctly, it may be because YouTube is experiencing technical issues – try refreshing your page or switch your internet connection off and on again.

Closed Captions

Closed captioning is available for all videos – to access captions click on the (CC) button on the bottom right corner of your YouTube Player.

As well as improving accessibility, we recommend using Closed Captions for all large group screenings as they improve comprehension and retention of content. Captions allow students to engage with content regardless of the environment (i.e. distractions or volume issues), and tend to grab and hold the attention of the viewer for longer than audio alone.

Ratings

All videos include a suggested suitability rating in their description. However, we advise teachers to review the content independently before sharing with their students.

Teachers Resources

If you encounter problems accessing the links, make sure you are logged into the G Suite app on the DoE portal before opening them. You may have to restart your computer for this action to be effective.