

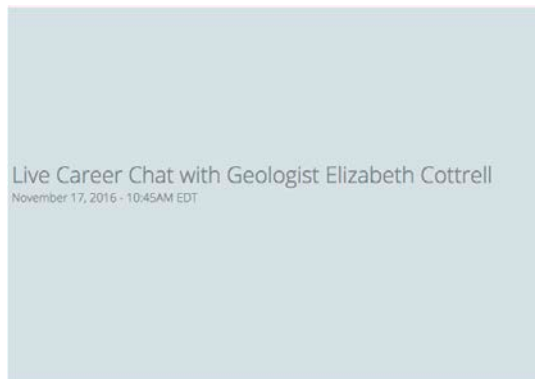
Smithsonian Science How Live Chats: Technical Requirements and Troubleshooting Guide

Suggested technical requirements for participating in a live chat:

- **Connection:** High-speed internet connection recommended. Our chats use the Cover It Live chat interface, which also works on WiFi. However, a wired connection is the most reliable and often the fastest.
- **Web Browser:** Use these versions or higher. If you are using an older browser, we recommend upgrading before the chat.
 - Chrome (any version)
 - Firefox 4+
 - IE9
 - Opera 9+
 - Safari 5+
- **Computer:** Should have at least 2GB of RAM

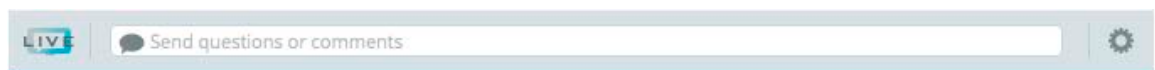
Preparing for the live chat:

- You can submit student questions via e-mail to grius@si.edu prior to the chat
- Review teaching resources on the Q?rius website for each chat (for pre and post)
- Test your Internet connection in advance and load the chat link. You should also see the chat window at the bottom of the main column. If you don't, you may have to ask your IT specialist to unblock the Web domain coveritlive.com.



Tips for participating in a live chat:

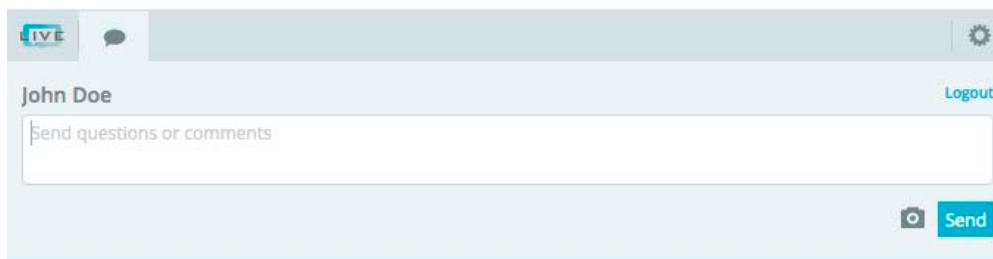
- Close all applications and windows except those necessary for the chat. This frees up the computer for better performance.
- **To Ask a Question:** Use the chat window in the main column.
 - Click in the "Send questions or comments" field.



- A new entry field will appear. Enter the name you want to display in the chat, and then click “Set.”



- Another field will appear prompting you to “Send questions or comments.” Type in your question or comment and click “Send.” The chat moderator will review the questions and choose which ones to publish. The guest will respond.



- To Respond to a Poll: When we publish a poll, you’ll see it appear in the chat window. Click a radio button next to the answer you like and then click “Submit.”

Troubleshooting Tips for facilitating live chats in the classroom:

- **When Does the Chat Begin?** We will launch the chat window 15-20 minutes before the posted start time. You should see a welcome message from the moderator.
- **Can’t See the Chat?** Try reloading your page. Hit the reload button in your browser. If you are on a PC, you can also hit CTRL-R; on Macs, hit COMMAND-SHIFT-R.
- **Still Can’t See the Chat?** Your school’s firewall might be blocking the chat. Contact your school’s IT office for an exception and ask them to unblock the Web domain coveritlive.com.

Need More Help?

Contact us at grius@si.edu or via the chat window.

Website Address:

Each *Smithsonian Science How Live Chat* will have a unique web address (or URL). Visit the [Webcast & Chats Schedule](#) page to access the correct link.