

Starleaf guide for user of Trust computers

Please remember if you are working on-site at a Trust computer then please follow these two guidelines:

1. If you do not need to see or share any data/images then connect by telephone
2. Otherwise preferred method of connection is Starleaf application
3. NOTE THIS DOES NOT WORK FOR LAPTOPS USING BYOD Wi-Fi – This is a limitation of the BYOD network.

****If you are working from home, please ensure you install this software on your local PC desktop, as this is where it needs to run from.**

- To request installation of **Starleaf application** on your Trust PC please use the IT Portal: <https://novoscomsp.service-now.com/sp/> please allow a few days for this to be completed.
- in the mean-time you can use Google Chrome to join meetings – see instructions on our webpage
- Once installed, follow the instructions in **Starleaf application setup guide.pdf**: <http://www.media-studio.co.uk/vc>
- NETWORK - For best results use a computer with a wired internet connection – as this is faster than Wi-Fi, Avoid connecting on a device with a weak Wi-Fi signal – see above note Re BYOD!
- SPEED CHECK - Check your connection speed by selecting ACCOUNT > SPEED TEST > RUN SPEED TEST

JOINING A MEETING

- MEETING ID No - this will be provided by your meeting organiser.
- Open the Starleaf application and select **MEETINGS** tab on left
- Select **JOIN** at top and enter the MEETING ID No.

NOTE: if you have been personally invited to the meeting then the meeting will be listed on your MEETINGS page and a green JOIN button will be available at the time of the meeting.

General tips for videoconferencing

- Adjust your camera image to frame yourself – head & shoulders
- Ensure there is nothing visible behind you that people shouldn't see, if necessary turn your camera/monitor to suit, or cover the items.
- Background noise can be distracting to others in the meeting, ensure you are in a quiet place.
- You will see the holding screen with the CUH logo if you are the only person connected. Otherwise you will see other connected participants.

If you have any problems during your call please contact Audio Visual Services who manage this solution

Please remember "End call" when you have finished !

If you need to test your connection before your meeting you can connect to the Test meeting: 452 426 3183