

VIDEO CALL CHECKLIST

1. Familiarize yourself with recommended video chat options. Test with a friend and experiment to see what will work best with your set up.
2. Contact your mentor and decide what video call software will work best for you both. Schedule a short test call to ensure you can connect successfully. Exchange phone numbers in advance so that you can reach out by phone to troubleshoot if necessary.
3. Prior to your test call, verify your software is installed and works with your camera and microphone. Establish and test any accounts.
4. Select an appropriate location to talk. A quiet place where you can speak at a reasonable volume is ideal. Make sure the area in the view of the camera is well lit and free of distractions.
5. Use headphones or have them on hand in case you experience feedback or problems with audio quality. If you can't avoid using a noisy location, use a headset or headphones with a built-in microphone.
6. Close programs you don't need before your session. Don't forget to close background programs that could pop-up or interfere with your audio or video.
7. Use a fast and reliable Internet connection. A poor connection to the Internet can result in choppy or garbled video and audio – no matter the software.
8. You have only a short time to meet, so arrive early! Start your software at least 10 minutes early to avoid last minute glitches.
9. Have a backup plan in place in case you can't connect online. Will you talk on the phone? Reschedule?
10. Connecting from a new location? Don't assume everything will work as expected – test beforehand with a friend and don't forget your backup plan.