Virtual Office Hours

We will be offering virtual office hours every other Thursday from 10 a.m. to 12 p.m. through [CarmenConnect](https://carmenconnect.osu.edu/odeeofficehours/). By attending, you will have access to the eLearning Support Team. We support Canvas, Carmen, CarmenConnect, CarmenWiki, Mediasite, Research in View, Top Hat, and U.OSU.

The office hour’s time period has a hard end at 12 p.m., so please make sure to give yourself enough time for your questions to be fully investigated and answered.

Join us at any point from 10 a.m. to 12 p.m. in our [ODEE eLearning Support Office Hours](https://carmenconnect.osu.edu/odeeofficehours/) CarmenConnect meeting room on any of the following Thursdays:

* February 18
* March 3, 17 and 31
* April 14 and 28

# THINGS TO DO BEFORE ATTENDING A SESSION:

* Install the Adobe Connect Add-in.
  + Go to <http://carmenconnect.osu.edu/installadd-in/> using the web browser you will attend office hours with. Select the **Share My Screen button**. An Adobe Connect Add-in popup window should appear and ask you to install the Add-in. If you select ‘Yes’ to install and nothing happens, check the top of your web browser for a permissions message in which you must allow the Add-in to install.
* Test your audio.
  + Within <http://carmenconnect.osu.edu/installadd-in/> select **Meeting > Audio Setup Wizard**. Make sure you can hear outgoing audio and record incoming audio with the exact same hardware (microphone and speakers or headset) you will use during Office Hours.
* Be prepared. If you have a question about Carmen, make sure you have a Carmen shell to work with. If you have a question about CarmenConnect, verify that you have permission to create CarmenConnect meeting rooms beforehand.
  + Come with specific questions / ideas to discuss with eLearning Support

Questions about eLearning Support Office Hours? Contact Us at [carmen@osu.edu](mailto:carmen@osu.edu).