

Teacher Remote Learning Tips

Screencastify

Due to Google's current long video processing times, we are currently recommending exporting Screencastify recordings as **.MP4** files.

Export recording as MP4: <https://help.screencastify.com/article/151-export-your-recording>

This will allow you to save the file **directly** to your **computer** - (Chrome will automatically put it in your downloads folder). You must then upload the file to Google Drive by opening Google Drive in your web browser (Chrome) and then dragging the file from your downloads folder on your computer to your Google Drive. Once the file is in Google Drive (note it will take Google time to process the video file), you can create a link to the file by sharing it like you would any other file or document from Google Drive.

A Video Tutorial for the paragraph above is available using this link:

https://drive.google.com/file/d/1DctXjVPcKsukXlfz8_3yrkD9-ZVPU1Fj/view?usp=sharing

The **Publish to YouTube** option can also be used. Once the video is uploaded (which could take Google significant time), it should be available to view without the need for downloading. Google processing times seem to be faster with this option. Be sure to only make your videos available to the people you want to see them.

Steps needed prior to uploading videos to YouTube:

1. Log into YouTube using your ECCRS account (upper-right corner will tell you if you are in it already or not).
 2. Go to youtube.com/verify to verify your account so that you can post videos longer than 15 minutes. It will ask for a phone number and send a code that needs to be put in.
 3. Go back to youtube.com and in the upper-right corner under your symbol for your account open My Channel.
 - a. the first screen asks if you want to download- you can either drag and drop it there or select a file from your computer- there is an option to do that here.
 - b. it will take a bit for the video to download, once it is done, it does an SD thing then you have to answer some questions about the video like public, unlisted or private and about the content.
 - c. once finished it will be in your channel and you can copy the link and post that into Google Classroom.
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The **Share to Classroom** feature in Screencastify could be used to have the iPad play the video without the need for downloading. The issue is that, if you do it this way, it could take Google days to process the video, before it is available for playback – depending on the length of the video.

If the video displays as 'currently being processed' to the student, have them tap the 3 dots in the upper-right corner of the video in Google Drive and select 'make available offline'. Then the student can go back into their Drive and play it offline.

Websites not working as expected for Students

If students are experiencing issues using websites in Safari on their iPad, the following can be tried to resolve the issue:

- **Make sure Private Browsing is turned off** (open Safari, tap the Tabs icon, tap Private if it is highlighted). Private browsing is disabled when the word Private is not highlighted.
- **Clear History and Website Data** under Settings > Safari > Clear History and Website Data
- **Update to the latest version of iOS** (13.4) under Settings > General > Software Update

Google Classroom Issues

- **Failing or Stalling Uploads** – When Google is experiencing issues, files may fail to upload when selected from a source outside of Google (Apple's Files.app, Photos.app, etc.). Instead, a student, or teacher, should be able to attach files that are added from a Google service, such as Drive, Doc, Sheets, etc.
- **File Not Found Error** – If a student, or teacher, receives the 'file not found' message in Google Classroom, tap the 'open arrow' in the upper-right corner when viewing the file in the Google Classroom app, to open the file in the Google Drive app.
- **Not Updating Content on Screen or in Private Comments** – students & teachers may need to 'pull-down to refresh' the individual screen they are on in Google Classroom, in order to display new content.
- **Bugginess** – Fully delete the Google Classroom app from the iPad, and then download it again from the App Store or Self Service. All the data is contained online, so no data should be lost.
- **Scheduled Assignments** – Scheduled assignments seem to function, but there may be a delay in them displaying for students, until Google normalizes. In our test, the assignment seemed to be available 3-5 minutes after the scheduled time. Some teachers have experienced longer times.
- **Students Requesting Access to a Document or SlideShow you've shared** - As long as you're sure you've given students permission to view or edit the file the most likely reason is that students are not accessing the document using their @eccrsd.us credentials. Students can log out of other google (@gmail) accounts by going to accounts.google.com.