TECH-TEST GUIDE

Tech-tests are often organised for training events and occasionally for single sessions. We offer tech-tests for 3 reasons;

1. To check that the client's device is ready to run a session - i.e does it have a camera and working microphone? Does it crash when they load GTT? Better to find out now than during the session!

2. To ensure the set up of the room gives the actor the best view possible (i.e. there isn't a huge window behind the participants which means you can only see silhouettes... trust us, it happens!)

3. To give the client confidence. As you know, clients are often tech-phobic and making sure their training event will run smoothly will give them peace of mind.

NB: The client has been given your number, so if they have any problems logging on to the call they will call you. This is a temporary solution until we have an actor log in and chat window for you to talk to the client.

Here are the instructions the client has been given:

Your tech-test will take place via-video and takes roughly 10-15 minutes per device used. The actor running the tech-test will guide you through what you need to do. Please contact your actor XXXXX on XXXXX for any guidance logging on.

Getting ready for your tech-test

Quick and easy things you can do to improve your connection and help your session run smoothly:

1. Use the device that will be used in the actual training/session, and in join from the same room the training/session will take place.
2. Restart your device. This clears out your device's RAM (Random Access Memory) and removes unimportant, temporary data slowing down your device.
3. Check your webcam/built-in camera/speakers and microphone are working (we recommend using an application such as Skype or PhotoBooth).
4. Check you are well lit.

If you are running this session from a network which may have firewall security devices, please contact your technical department and check that the application "Go To Training" is accessible.

Currently there is significant advantage to attending your session on a desktop device. The majority of clients find this to be a much higher quality experience.

Your Tech-test Guide:

1. Start the session as normal via the actor flight deck and log on to the channel you have been assigned for the session. Turn on your camera and wait for the client to arrive.
2. Welcome the client and let them know that you will now help them set up their camera. (Do so as normal)
3. Press Record, so we can check the format of the recording (and if you have any technical issues someone in our team can watch the tech-test)
4. Check their set up:
   - Can you see and hear the client clearly?
   - Is the camera at eye-level?
   - Is the room/ the clients face well-lit?
   - Is the framing cutting off parts of peoples heads?
   - Where will the participants be sat and can you see them clearly?
   - Is there any lighting interference (are the windows causing silouhettes?)
   - Ask how the event will run, i.e. will you be using a large wall screen for participants to seem more clearly?
   - In the event that a large screen will be used: check that sure the person doing the role-play is looking at the small screen and not craning their neck to look at the large screen- or worse, looking away from the camera
5. Ask the client if they have any questions they would like to raise before the session. If you know the answers, please go ahead and answer them. Beware of giving false information and if you are unsure simply say you will ask the bookings team who will be in touch with the answer. Then please email bookings@avatarjo.com with the question.
6. Before you exit the call, ask yourself:
   - If you were the training event organiser and were going to use this recording as in-house training material, would you be happy with the framing?
7. Leave the call and text Beth to let her know the tech-test was successful. If the tech-test was unsuccessful and the client needs urgent help, please call Beth on 07730263166.

Please read trouble shooting advice on the Team ActorBank FAQ's should there be any technical difficulties.

If you cannot find the solution and the client's tech-test has been unsuccessful, please let the client know that we will be in touch before the session is due to begin.

If you manage to find a solution to a problem, please let us know about it in an email, so we can pass this information on to other actors.