

# Discord Office Hours Instructions

## Students Getting Started:

Go to: <https://discordapp.com/> and either download discord or use the web browser. One note is that on Linux, if you go the download route, you may experience some crashes, but typically the web browser is stable. If you use the web browser version, you will have to allow access to your microphone when it asks.

When registering an account, set your username to whatever you want. Use the invite link to join the server.

Invite Link: <https://discord.gg/E9YTfzA3hx>

When you click on the ece20875 office hours server icon in discord, at the top left, click the drop-down arrow next to “ECE20875Fall2021” and select “Change Nickname” and change it to “<Your first name> <Your last name>”.

Be professional and please follow this. This only shows for this discord server and not elsewhere so don't worry about exposing yourself here.

Failure to comply will either have you kicked from the server until you do so, or we reserve the right and can change your nickname to whatever comes to mind.

You will have the ability on discord to join one text channel and one voice channel simultaneously.

**Text channels** (information is exchanged through typing):

“**Announcements**” will be used to post general information related to assignments (i.e., common error fixes, addressing common questions, etc.) It will also contain announcements about TA schedule changes. Students may not post in this channel to make sure that announcements are not lost.

“**Waiting room**” functions like an in-person line. To join the line, type “I need help” in the channel. A TA will respond to your message with the thumbs-up emoticon when they are available and pull students into their voice channel on a first come, first-serve basis.

The “**student discussion**” channel is for collaboration amongst fellow students – please be aware that all messages here are public, and thus everyone else in the class can also see them. Please follow the etiquette of common sense – disruptive behavior and harassment will result in revoked privileges.

**Voice channels** (where you communicate via microphone):

“**General**” will allow you to talk. This channel is intended as a collaborative space, like a study room in MSEE but without the risk of COVID. You are encouraged to use this space to discuss

with other students in lieu of meeting in person. Please keep discussion in this channel to course related subjects only – if this channel is not being used as intended, it will be removed.

**“Waiting Room”** is the voice channel associated with the text channel of the same name. You are not allowed to talk in this channel. Before you post in the text channel, join the voice channel queue so a TA can pull you to their own channel.

**“TA channels”** (ta-1, ta-2 etc.) will be occupied by TAs from this course. You can click on the icon of the user in there to verify they are a TA based on if their name is “name TA” and their summary when click them says their role is @staff. TAs can kick people from these channels freely.

00/02 capacity means no one is staffed in the channel at that time and so no one will be helping you in it. If any student pretends to be a TA, we can verify this, and there will be severe consequences (i.e., if you make your nickname “name TA” you will get in serious trouble).

01/02 capacity means that there is a TA in the channel. After you have followed the How to Get Help Steps listed below, and the TA has not pulled you into their channel, feel free to join the channel.

02/02 capacity won’t allow you to join at that time. If all currently staffed channels are like this, you simply must wait for one to free up.

### **How to Get Help:**

ECE 20875 TA Office hours are TBD

Here are the steps to getting help on Discord:

1. First join the "Waiting Room" voice channel. You must be in a voice channel already for us to be able to drag you to into our TA voice channels.
2. Write "I need help" in the 'waiting-room' text channel so that a time stamp is left. We can see time stamps and will thumbs up your post before helping you so that those that have been helped are marked. If you put your name in more than one time before being helped, we will delete all but the earliest post.
3. Wait for a TA to add you to their channel.
4. Move out of the TA channel after receiving the required help (click the “leave call” button or a TA will remove you).

Note: Any time stamps we see written outside of office hour times will be neglected.

### **Screen sharing with a TA:**

When in one of the TA voice channels, you will have the ability to “go live” which is screen sharing. This is activated by clicking the icon in the bottom left next to “Voice Connected” that looks like a monitor with an arrow. This feature is nice in that you can choose to only share a specific application, however, typically we’ll want the whole screen shared in case we need to switch between terminal, code, readme, etc. when helping you. This is the main way we will help you debug. While you are in this channel with the TA, no one else can enter it and it will be private.