



Technology Email Communication & Technology Pre-Check Questions

This technology pre-check (tech check) is for participants recruited from the general U.S. population who we are inviting to participate in a project regarding public health communication focused on antimicrobial resistance (antibiotic- and antifungal-resistance).

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Sponsor: Centers for Disease Control and Prevention, Antimicrobial Resistance Coordination & Strategy Unit

This document has two parts:

1. Email/Invite (to share information about the tech check)
2. Technology Check Questions (for electronic signatures if you choose to participate)

Part 1- Email/Invite Participant Providing Tech Pre-Check Details

The below should be emailed to the qualified respondent up to 1 week before their tech check for the tech check to be held 1-2 days ahead of their scheduled research session.

Hi [insert first name],

We're looking forward to you joining our project. Since we'll be spending time together using Zoom, we want to ensure that you can easily connect and participate in your session without any issues. It's why we're conducting a tech check.

Public reporting burden of this collection of information is estimated to average 15 minutes per response, including the time for reviewing instructions, searching existing data sources, gathering and maintaining the data needed, and completing and reviewing the collection of information. An agency may not conduct or sponsor, and a person is not required to respond to a collection of information unless it displays a currently valid OMB Control Number. Send comments regarding this burden estimate or any other aspect of this collection of information, including suggestions for reducing this burden to CDC/ATSDR Reports Clearance Officer, 1600 Clifton Road NE, MS H21-8, Atlanta, Georgia 30333; ATTN: PRA 0920-1154

A tech check is a brief online meeting using Zoom.

- For the tech check, use the same device you plan to use for the project session
- We will test both audio and video since seeing and hearing one another is a requirement for participation
- We want to go through some Zoom functions and features that we be used in the session

Even if you consider yourself digitally savvy and a regular Zoom user, we still require you join our tech check in order to confirm we're good to go!

Plan to join your online technology check on [INSERT DATE & TIME].

Use this link [INSERT LINK] to join the tech check.

Part 2 - Technology Check – Checklist

Thank you for joining today's online tech check using Zoom.

Even if you consider yourself “digitally savvy” and a regular Zoom user, we need to complete the tech check in order to confirm we're good to go!

We will test both audio and video since seeing and hearing one another is a requirement for participation. And we will test the Zoom functions and features that we'll be using in the research session.

Pre-tech check confirmation

1. Before we start, are you using the same device (laptop, desktop, or smartphone) you plan to use for the project session? If not, please switch to that device now?
 - a. If yes, proceed.
 - b. If no: can you please disconnect and switch to the device that you will be using in the research session?
2. Did you join today using the link provided?
 - a. If yes, proceed.
 - b. If no/dialed in: It looks like you dialed in which only supports voice. Since both audio and video are required, could you please disconnect and rejoin this tech check using the link provided in the invite?
3. Did you join by desktop/laptop or a smart phone or a tablet?



- ☐ Smartphone or tablet – [Moderator go to smartphone/tablet checklist]
- ☐ Desktop – [Moderator go to desktop checklist]

Technology checklist - smartphone or tablet users

4. Do you have the Zoom app on your device [smartphone or tablet]?
 - Yes, continue
 - If not, please download it now. [If not willing to download ask them to switch to a desktop or laptop. If that's not possible, they do not Qualify, proceed to "Disqualify Script."]
 - Once the download is finished, please open the app.
 - You will then be presented with options to start a new meeting, join an already existing meeting, schedule a meeting, and so on. Please now go back to the email/invite I sent you and click on the Zoom link.

[Note: Continue technology check by proceeding with the following desktop check list, which applies to any device they might be using]

Technology checklist - desktop users

Zoom on desktop/laptop allows the user to join a meeting without having to install any software or go through the registration process at all.

5. **If the video is not turned on ask:** Do you know how to turn on your video [look for video icon/button], please do so now?
 - ☐ **Confirm can see their full face (vs just eyes/forehead) *Participants should keep their video on throughout the duration of the tech check and research session.***
 - a. How to start video:
 - i. Go to video icon "start video"
 - ii. The right side of it allows you to blur your background, if preferred, but it is not required.
6. Do you know how to mute and unmute yourself ["mute" and "unmute" icon/button]? While continuing to speak, please mute and then unmute yourself.



7. It's important that you're able to see my screen during our session. Can you see my screen now? If so, please tell me what it says_____. [Show screen with this statement - "Thank you for joining today's tech check!"]

8. To protect your identity, we ask that you not use your real name. We want you to use a pseudonym (or made-up name) of your choosing. Do you know how to edit your name that appears on the screen? If so, change it now to state your pseudonym.

How to edit:

i. Right click on your name and click "Rename"

9. You can send direct messages to the interviewer or broadcast a message to everyone in the session. Do you know how to send and receive a message using chat?

i. If you know how, please now send me a message that states, "Chat test."

ii. If not, please look for the Chat icon and click on it. Select who sending a chat to and now send me a message that states, "Chat test."

10. Do you know how to use the Raise Hand feature? If so, please raise your hand now.

How to raise hand:

i. Look for the happy face icon "reactions"

ii. Select that then choose "Raise Hand"

11. Do you know how to respond to a poll / question presented on the screen? If so, please respond to the question on your screen now, "How much do you know about antibiotic resistance on a scale from 1 to 5?"

Observations

- ☐ Good internet connection, no issues - [Proceed to "Qualify script"]
- ☐ Consistently poor internet connection - [Does not Qualify, go to "Disqualify script"]



Technology check: QUALIFY SCRIPT

Great, you got through the tech check, you're all set to join the live session!

One aspect that's very important, you should be in the same location using the same system/device that you plan to use during your scheduled research session – as you did today for this tech check.

Do you have any questions for me? Great, your session is on **Insert Date & Time.**

Technology check: DISQUALIFY SCRIPT

Due to the issues encountered with the technology, you did not pass the technology check. You do not qualify to participate in the session. Thanks for your time and have a great day!

