Assistance with EHBs Using Screen Sharing

The functionality on this page has been made available as of November 17, 2017.

Overview

The **EHBs Screen Sharing** feature allows you to share your screen with the HRSA Contact Center, Project Officers (PO), and Grant Management Specialists (GMS) staff while they assist with your EHBs related request.

While the HRSA staff are assisting you over the phone, they may find that a Screen Sharing session will help in addressing your question more efficiently. If that is the case, the HRSA Staff will initiate a screen sharing session and instruct you to access the session.

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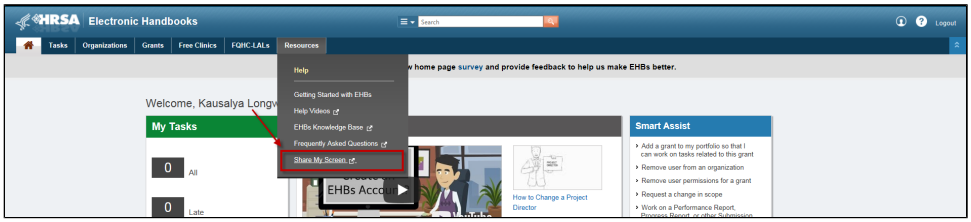
Initiating a Screen Sharing session

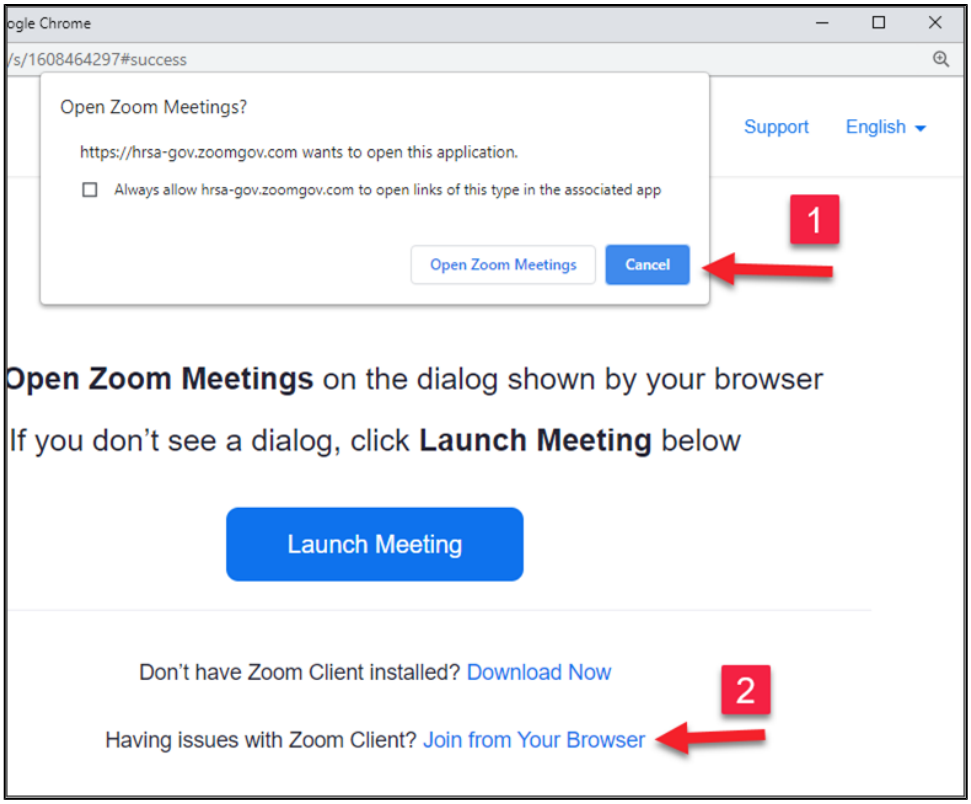
Only HRSA Contact Center, POs, and GMS staff members can initiate a **Screen Sharing** session.

Instructions for Accessing the EHBs Screen Sharing

1.	You can use the screen sharing feature while you are working with the HRSA Contact Center, POs, or the GMS staff.	
2.	When instructed by HRSA staff, click on **Share My Screen** under the Resources tab in the top navigation.	
3.	Note: If HRSA staff have not yet initiated a screen sharing session with you, you will see this message to let you know that the screen sharing session is not available. If you keep getting this message, refer to the troubleshooting section of this page.	
4.		

If HRSA staff have requested a screen sharing session with you, the Zoom Meetings window will then open. HRSA uses the Zoom Meetings tool for screen sharing.

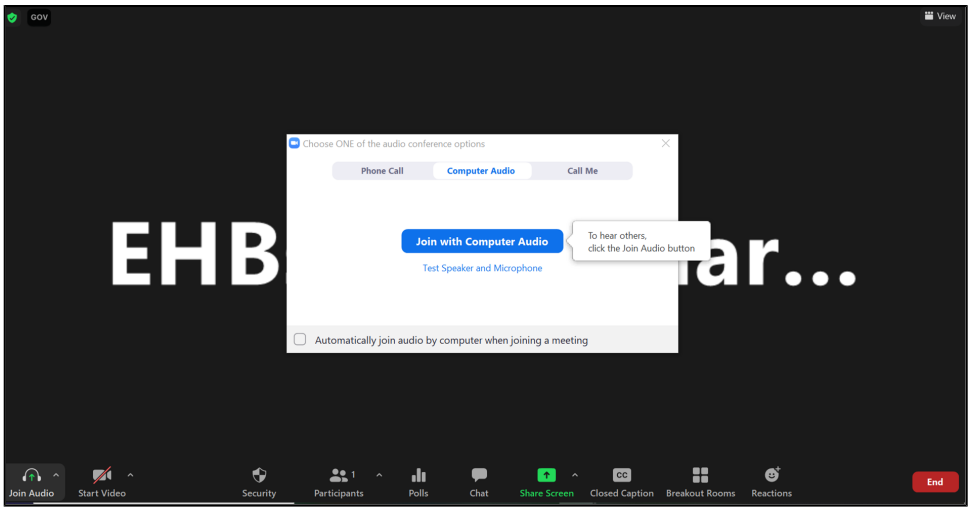
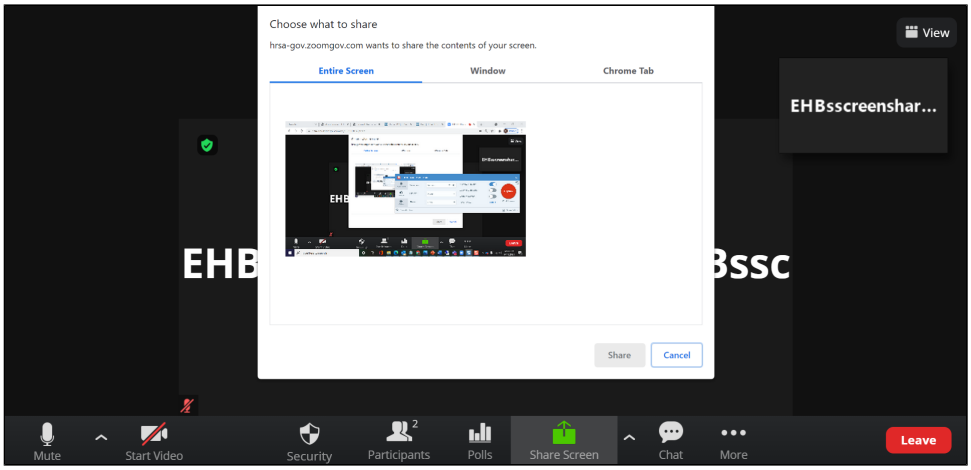
You will see a message asking you if you would like to open the Zoom meeting. Select Cancel and click **Join From Your Browser**.



Note that this window may open as minimized.

If you select ‘Open Zoom Meetings’ from the pop-up, then it will open up the meeting in the Zoom App. You don’t have to download the Zoom app for the Zoom to work, so we recommend just opening it in the browser.

Disable the pop-up blocker if you are having issues accessing Zoom from the web browser.

5.	Select **Join With Computer Audio** if you would like to continue communication through Zoom.	
6.	Once the session window opens, you will join as a Participant.	
7.	Select **Share Screen** to start sharing your content. With screen sharing options, we recommend that you share **only** the EHBs application. We value your privacy and request that you close applications and browser tabs with sensitive information prior to sharing your screen.	

Troubleshooting

If you are having issues with Zoom not launching properly, there are several things you can do to fix it:

Check if the Zoom launcher plugin is enabled for the browser you are intending to use (re-enable if it was disabled).

Internet Explorer

1. There is no Zoom plug-in on Internet Explorer.
2. A zoom_launcher.exe will run automatically.

Chrome

To check if the Zoom launcher plugin is enabled for Chrome:

1. Launch the **Google Chrome** browser on your computer.
2. Click on the menu for options.
3. Select **Settings** from the list.
4. Scroll down to the **Privacy and Security** section and select **Site Settings**.
5. Select **Zoom** from the **Recent Activity** Section and ensure the sections are **Allowed.**

Firefox

To check if the Zoom launcher plugin is enabled for Firefox:

1. Launch the **Firefox** browser on your computer.
2. Click on the menu for options.
3. Select **Settings** from the list.
4. Select **Plugins** from left hand menu.
5. Ensure **Zoom Launcher** is enabled.