# Unit 3. Using Collaborative Technologies

**4. Candidates will contribute to tasks using collaborative technologies**

**3.4.6 I can assess when there is a problem with collaborative technologies and when to get expert help**

Team members should take a systematic approach to solving problems with the technology. Daily checks should include power systems , computer hardware troubleshootingh ( mic issues, web cam issues ) , are other machines on the network working as normal? For software problems they should be encouraged to search appropriate ,blogs, groups and using updates where problems are likely to be discussed. If they can solve most problems self-sufficiently through internet searching they are operating at higher than Level 2.