Sprint Master Tech Supports

The 3DS is delivered using a digital whiteboard space, Mural, and any video conferencing technology.

Appreciating that learning new technologies is a continuous process, this Tech Guide has been designed to help you feel more comfortable with the technologies you will use for the delivery of the 3-Day Sprint to your clients.

Video Library

Contains short tutorials for Mural, Zoom, MS Teams etc… Resources are added as we come across them.

https://www.youtube.com/playlist?list=PLM8dHHFvWMUhihe6OW4YG28r4gjlN06H

Facilitating through Tech Stress

We have developed a 'Getting Tech Ready' guide for the teams you work with, including practical suggestions on how to set up their workspace ahead of their Sprint sessions. It also contains a practice Mural workspace and 3 min introductory video to help them get comfortable with Mural.

This document is available in the [Download Area](#)

> **Pro Tip:** *We recommend opening the first Sprint 15 mins early to allow everyone to login to the session and get comfortable with technology before the Sprint begins.*
> *New technologies are part of our new world of work. Overcoming tech stress is a new work skill and part of the learning during the Sprint. As a facilitator you can create an 'in it together' atmosphere and de-escalate the stress by managing expectations and normalising it.*

Getting the team comfortable with technology and workspace (15 mins pre-Sprint)

Before the Sprint begins, we recommend welcoming the team to the workspace and addressing any tech stress. Emphasise that this is part of learning and help put everyone (including yourself) at ease.
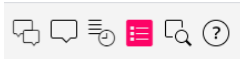
- Gauge if they have used the 'Getting Tech Ready' guide and if they have taken time to reflect on the 'Pre-work' document.
- Ask about their set-up. Do they have the Mural open? Ask them to close the 'Outline' tab to increase usable space. This will automatically appear on the right side of their workspace.
- Allow team members to help each other, especially if using video technology that is native to their organisation. Stating that we are all on a learning curve can go a long way to ease stress.

- Begin by sharing the screen with the team and showing them the 3DS Canvas 'This is the workspace' – let them know that they don't need to worry about finding their place – that you will guide them to where they need to be – using the follow me and summon functions.
- Demonstrate: the team identity exercise space can be used to get the team comfortable adding a post it, editing it, and following you. Encourage everyone to add a post-it and test editing.

> *Pro Tip:* *You will need to be mindful of different set-ups e.g. one small screen with video overlayed or minimised. As you work, be mindful of giving clear instruction on where their attention needs to be. Video minimised when people are working on Mural. Video maximised for group discussion. Agree which 'Chat' platform you will use. (Nb. If on Teams, we recommend using Mural chat as Team Chat doesn't work unless you are part of same organisation)*

Mural Cheat Sheet

1. Top tool bar   Facilitator Only

**2. Tool bar above
sticky note in mural**   All users see this when they double click or right click in mural canvas

3. Side tool bar   All users - functional menu on side bar

Use the help function (?) for additional tips and tricks - top right menu

"MUST KNOWS"	Pro Tips	Tool bar above sticky note	Side Tool Bar	Shortcut Keys
Add a sticky note	Double-click in Mural **or** Right click and Add Note		Text Box	
Put Text in sticky note	Add sticky note (as above) and type into it	A- or A+ or T (font format)	Text Box	
Zoom	Zoom by pinching trackpad / mouse scroll	Magnifying glass (post-it zoom)		
Drag sticky note	Click and drag with mouse or trackpad	Arrows		
Undo	Undo arrow at top left of screen			Ctrl + Z
Summon	Click 'your Avatar' initials at bottom and select			
Follow				
Timer	Click 'clock' on the top tool bar and set time			
Lock/Unlock	Right click and lock/unlock **(chose facilitator unlock option)**	n/a		
Export PDF at end	Select Export icon (down arrow) on top tool bar & pdf			

"Nice to Knows"	Pro Tips	Tool bar above sticky note	Side Tool Bar	Keystroke shortcut
Change shape of sticky note	Add sticky note and click on switch type	Switch Type		
Change colour of sticky note	Add sticky note and click on colour	Colour box		
Copy your chosen sticky note	Click on sticky note & use 'Ctrl C' to copy & Ctrl V to paste			Ctrl + C Ctrl + V
Delete your chosen sticky note	Right click on sticky note and delete			Ctrl + X
Connect sticky note	Go to side tool bar - 'shapes and connectors'	n/a	Shapes and connectors	
Create an Area	Right click in mural and select add area & type name.	n/a	Frameworks (4 boxes)	
Add sticky notes to an Area	Click and drag with mouse or trackpad			
Edit an Area	Right click and edit (tool bar with choices appear)			
Insert an Emoji / icon	Click on icons on side tool bar and type in search	n/a	Icons (star)	
Insert an Image / fun picture	Click on images on side tool bar and type in search			
Insert a File	Right click and select import file		File (arrow into folder)	
Sketch free form	Click on Draw (pencil) inside tool bar	Pencil 'Sketch'	Draw (pencil)	
Select All	Ctrl + A			Ctrl + A
Facilitator Super Powers	Select Facilitator icon on top tool bar			
Voting	i) Summon the group to an area within the canvas ii) Click on voting icon (Box with Dot) on top tool bar iii) Enter the voting question iv) Allocate no. of votes (no. items / 2 + 1 = total votes) v) Start voting session vi) Team members vote by carefully clicking on *a specific* note to cast vote vii) finish voting session and show results			