Using Zoom For Online Trainings: A Participant's Guide

This guide has been written for anyone that has not used Zoom before or would like a reminder of some basic information, please read through it before the session and if you would find it helpful, have a practice beforehand. (To have a practice session you would need to set up a Zoom account, which is not required to join the training session)

Please do not worry though, the trainer will go through everything you need once in the session.

Before the training	❏ You will need somewhere quiet to access the meeting. ❏ You need to make sure your family know you are in a meeting/training and ask them to try not to interrupt you. ❏ If you have not used zoom before and are using a smartphone or a tablet, you will need to download the app, this takes just 2 minutes. If you are using a laptop/desktop you will need to allow the computer to access zoom, again, this just takes a moment. ❏ The quality of the sound is massively improved if you wear headphones – even if they are really cheap ones so have a look to see if you have an old pair anywhere that you can plug in. For some sessions, it may add to your experience if you have a microphone too (this can be the one built into the device, or on the headset you use). The better the Wi-Fi (or phone reception if you are on a phone) the less likely you are to freeze up! I use zoom because it uses less bandwidth than many online meeting apps. ❏ If you have Wi-Fi through a router (i.e. box which brings it into the house) get as close to this as you can. ❏ Try different parts of your house to see where the reception is best. ❏ The router will have a socket for an ethernet cable – if you have one of these, and plug this into a laptop, this gives you the best connection (disconnect the Wi-Fi from your device if you use a cable). ❏ Make sure you have as few other programmes open on your device as possible. ❏ Discourage everyone else in your home at the time from using loads of the bandwidth by streaming tv programmes etc.
How to get to the training	❏ You will be sent a personalised link to the sessions you have booked - we suggest you add this link directly into your calendar or somewhere else where you can find it quickly in time to join the session. Using the link will mean you do not need the password. ❏ A few minutes before the start time, click on the link.

	❏ You will arrive in the waiting room, 5 minutes before the session, you will be added to the room by the trainer. ❏ Whilst in the waiting room you can run an audio test to check your sound. ❏ Double check what can be seen on your screen by others - what is behind you? (This will not be relevant to all sessions) ❏ The clip on [Zoom](#) is useful.
What device can you use?	❏ Zoom can be used on a smartphone, a tablet, laptop, or desktop but you will get the full experience if using a laptop/desktop. (either PC or Mac). ❏ Very old laptops or computers might not have a camera or microphone so you might need to see if you can borrow a device, perhaps from your setting.
As the training starts	❏ You will begin to see people arrive as they come up on the screen. While you are waiting, it is a good time to have a look round and see if you can find the 'reactions' button which lets you put a thumb up and clap. ❏ Find the chat box as we will use this in the session and use it to introduce yourself ❏ For some sessions you will be invited to switch on your camera, for others it you can keep it off
During the training	❏ For some sessions, your mic will be automatically muted and you will not be able to unmute. In others you may be asked to mute yourself, you will have control over your own mic throughout but to ensure the best experience for everyone it's best to have just 1 mic open at a time. It reduces background noise for everyone. ❏ In those sessions, if you want to speak indicate this and you will be invited to unmute. This also ensures everyone gets the chance to speak if they wish to. You can either raise your hand or use the emoticons to indicate you would like to speak. We will go through this in the session. ❏ You can also use the chat bar. ❏ Do this for questions, clarification, repeats, anything, as if you were in the actual room with the trainer. ❏ The golden rule is there are no silly questions.
Problems once in	There are things that will be beyond the trainer's control as the host but you can try the following if you are having trouble.

the session	Tips: ❏ Check you have your speaker and microphone turned up. ❏ Check your audio settings - are you connected to the right headphones? ❏ If your connection is poor, the best thing to do is to leave the session and re-enter (use the same link). ❏ If all else fails, you can try turning the router off, wait a few minutes and then turn it back on.
If you think you might need extra practice	❏ You can sign up to zoom for free – the site is <u>zoom.us</u> ❏ You can start a meeting with just you (or with a friend) to check out audio, vision, and other functions, you can also set your name that will be seen by others. ❏ There is an excellent range of video clip tutorials on the [Zoom website](#) - you do not need an account to access these.