

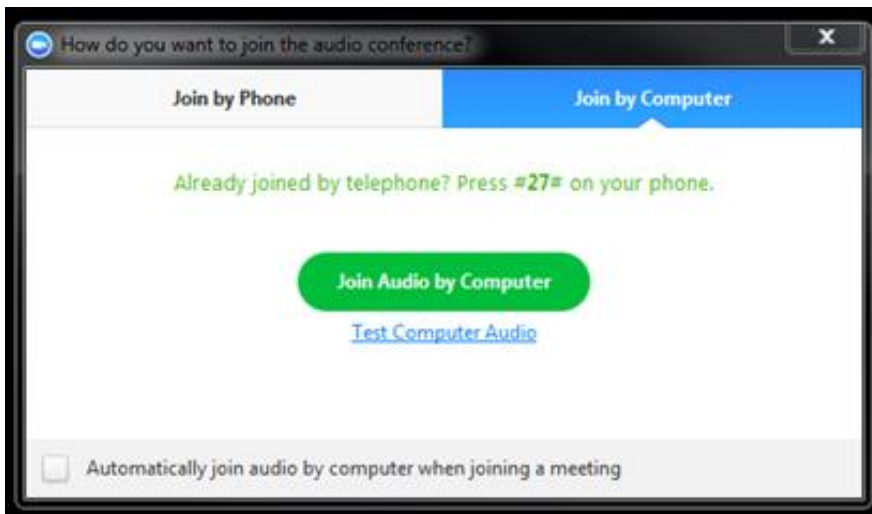
Using Zoom

ZOOM is the video conferencing tool that we will be using for this class. To get started, you will need:

- Internet-connected laptop, computer, or device
- Webcam - built-in or USB plug-in
- Microphone - built-in, USB plug-in, or separate headphones/earbuds with microphone

Download and launch the Zoom App

- Click the Meeting ID link or URL for the class session sent to you by email from ADRIA. If you have not received a link the day before the class starts, email education@adralberta.com to have it re-sent to you.
- We recommend you download the Zoom application, as this will give you more features and better functionality. Goto <https://zoom.us/download> to download.
- Once you have downloaded the application, click 'Join' and enter the Meeting ID that was sent to you. You will also need to enter the meeting password. You can also just re-click the link in your email.



After launching the Zoom meeting, you will be prompted to join the room's audio. **Click "Join Audio by Computer."** Zoom allows audio participation through your computer's internal speakers, a headset.

Basic Troubleshooting

Connectivity Problems


Temporary (or ongoing) connection issues or bandwidth problems are common. These affect our ability to participate in a Zoom class.

To improve your Zoom experience, try:

1. Disconnect other devices on your local network.
2. Uploads, downloads, streaming services (e.g., Netflix), or online gaming (e.g., Xbox Live) can lower quality in Zoom. Even if these activities are being done on a separate device.
3. Quit other applications on your computer that may be using significant processing power. Having lots of open browser tabs can also cause problems.
4. Use a wired connection to your home router if possible. Wi-Fi signal quality can vary inside your house.
5. Use headphones whenever possible. Your audio issue may not be related to bandwidth at all. Headphones reduce echo and feedback issues. Those with microphones can reduce background noise.
6. Check your internet speed with speedtest.net. Speeds of 600kbps (0.6mbps) are required for Zoom (both download and upload). Speeds of 1.2mbps are required for high quality video. If your speeds are below these values, consider using a smartphone or, if possible, connect to another network. Your internet provider may have options for increasing your bandwidth as well.
7. Use “Speaker View” instead of “Gallery View” in your lecture. Having only one video stream on screen at a time reduces the bandwidth needed.

Last Resort:

8. Turn off your video. Dropping the video during dips in Internet bandwidth can help improve your audio.

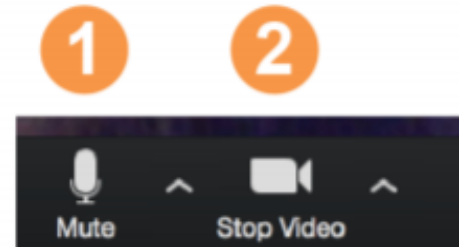


Zoom Help Centre:
[https://support.zoo](https://support.zoom.us/hc/en-us)
[m.us/hc/en-us](https://support.zoom.us/hc/en-us)

Problems Connecting Audio & Video

Problems Connecting Audio

Click the arrow next to the microphone icon (1) in the bottom-left hand corner, choose “Audio Options”, then “Test Computer Audio”.



Problems Connecting Video

Click the arrow next to the camera icon (2) and select “Video Settings”, then choose the appropriate device.

My Video is Freezing/Glitchy

- This may be temporary.
- If this keeps happening, first try closing unnecessary programs.
- Consider a hard internet connection (versus Wi-Fi) or try other tips from the Connectivity Problems section (above)

No One Can Hear Me

- Make sure your microphone is plugged in (power and computer connection) if you are using an external microphone.
- In Zoom, go to Audio Settings (arrow next to mic (1)) you can adjust your microphone volume.
- Click the arrow next to the microphone icon (1), choose **Test Speaker & Microphone**. A dialogue box will come up and test your speakers, click “yes” if you can hear the tone, then it will test your microphone by asking you to speak. After a few moments, if your microphone is working, it will give you playback. If this works, click yes. If not, try to select a different microphone from the drop-down menu and test again.

I still cannot hear/see or be heard/be seen

- Make sure you have clicked “Join with Computer Audio”.
- You may be in the “waiting room”, email the instructor to let you in.
- Join via a mobile device (smartphone or tablet)
 - For iOS, search for *ZOOM Cloud Meetings* in the **Apple AppStore**.
 - For Android, search for *ZOOM Cloud Meetings* in **Google Play**.
 - This course is best accessed via laptop or PC, as there are functionality requirements for full participation
- **Last resort:** Join by phone (please use local number for your area, if provided)
 - This is only a temporary solution as students are expected to have the audio and video capabilities on their device prior to start of course. This function may cost long distance charges, costs the organization, and impacts the flow and function of the class.

ZOOM Tips

- Be sure to mute your mic (lower left corner of your screen) as soon as you sign on and whenever you are not speaking. This is important to avoid background noise and distractions for others.
- Close unneeded applications on your computer to keep the video optimally functioning.
- You might want to use a headset with an external mic for best hearing and speaking capabilities.
- When you are speaking, let others know that you are finished by saying one of these sign-offs: “That’s all.” “I’m done.” “Thank you.” so that everyone knows you have finished your comments.
- If you want to speak, physically raise your hand so the host/instructor can see you.
- You can ask questions and make comments silently if desired using the “Chat” feature (also on the bottom and center of your screen).
- Gallery View is best for discussion and group work, Speaker View is best for during lecture. Change the view by clicking on icons in the top-right corner.
- Be mindful of your background lighting. If you are sitting in front of a window, you may be completely darkened by the light coming through the window. Your overhead light also might need to be turned off or dimmed as well.
- Be sure that there is nothing visually distracting (e.g., cars or people going by) in the background.
- Remember to sign out or “leave the meeting” when the session is finished.

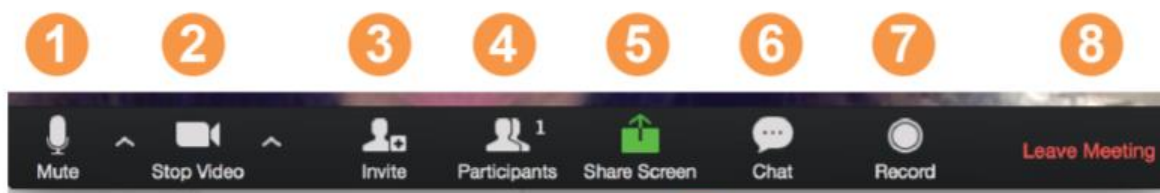
You can also download the app for your mobile device:

- For iOS, search for ZOOM Cloud Meetings in the Apple AppStore.
- For Android, search for ZOOM Cloud Meetings in Google Play.
 - Again, this course is best accessed via laptop or PC as there are functionality requirements for full participation

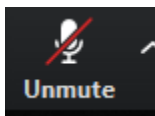

Student ZOOM Guide

ZOOM Menu Bar:

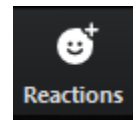
The ZOOM Menu Bar appears at the bottom of the ZOOM window once the meeting begins. If you do not see it, move your mouse slightly and the bar will appear.



With the ZOOM Menu Bar, you are able to do the following:

1. Mute/unmute your **audio** (not the audio of other participants). You can also select your audio input/microphone here by clicking the up arrow next to the microphone icon. A red line through the microphone icon means you are muted. Click on the icon to unmute. 
2. Start/stop your **video**. You can also select your video input/camera here by clicking the up arrow next to the camera icon. A red line through the camera icon means your camera is off. Click on the icon to turn on. 
3. **Invite** more people to join the meeting (not applicable for your class).
4. View a list of **participants**. Clicking on this list will show a list of everyone in class. Here, you can change your screen name to your real name, by hovering over your name, selecting “More” and “Rename”. You can also virtually raise or lower your hand (use this during PowerPoint presentations, when your camera is off, or when asked to use this function).
5. **Share Screen** (everything you have open) or select a specific application to share (e.g., a Microsoft Word document) (may not be applicable for your class).
 - a. If you are asked to share your screen, be sure that you have closed confidential, sensitive, or personal web pages and documents. If you share a web page, everyone can see your open tabs.
 - b. If you want to be sure the work you have done is saved consider using a document (e.g., MS Word, Google doc, etc.), instead of Whiteboard. (This also applies to work done in Breakout Rooms)

6. Private or group **chat**. Send a message to one person (using private chat) or to all participants.
 - a. You may wish to keep this open, so you can follow chats, classmate questions, and comments.
 - b. Some students may find this distracting and not wish to use it during lectures or class discussion, they are not required to do so.
7. **Record** the meeting (not applicable for your class. ***note - students do not have permission to record this class**)
8. **Leave** the class. (if you leave during the class, you may need to email the instructor to let you back in, as the class will be locked at the start of each day.)
9. Not Pictured: You may also have a **Reactions** function.



Additional Functions:

1. At the top of the screen (if your camera is on) you can toggle between **Speaker View** and **Gallery View**.
2. **Speaker View** is best during lecture so you are not distracted by the other students.
3. **Gallery View** is ideal for class discussion so you can read facial cues, see who has their hand up, create a more in-person feel for class participation.
4. At times your instructor may guide you to change view. Please follow these prompts to get the most out of the course.
5. Your instructor may also ask you to turn off your camera during certain modules. This may be for a number of reasons, please follow these prompts as well.
6. When you are in Speaker View, you will see an option to switch to Gallery View and vice versa.



If you see this ↑, you are in Gallery View

If you see this ↑, you are in Speaker View

Tips for Success for Online Learning

- Become familiar with using the technology before the start of the class. The instructor or ADRIA staff will not be able to troubleshoot for you during the class. Ensure you are familiar with the mute and chat functions in ZOOM.
- Treat the online class as you would an in-person class. Be on time and do not engage in other tasks, calls, etc. during class time.
- Participate as actively as you would for an in-person class. Stay engaged, ask questions, and participate in the discussion. Remember, people can see you and notice when you are engaged or not.
- Set up your environment so that it is free of distractions, background noise, etc. during class time.

Attendance, breaks, and stepping away

- **Attendance:** Full attendance of all 5 days is required. Students who do not attend all 5 days will not be eligible to write exam or for course completion.
- **Breaks:** Recognizing that this is an intensive format, we have scheduled additional breaks so that students can take care of their needs. Please be prompt in returning from breaks. **REMAIN LOGGED IN.** Remember to mute your microphone and turn off video for your privacy.
- **Stepping-away:** We understand that students may have multiple responsibilities during this difficult time (working from home, children, pets, etc.). We also expect that everyone has done their utmost to clear their work schedules as much as possible so that they are not “just stepping out to take a call” on a regular basis. If you must step out, please ensure your mic is muted. It is up to the instructor’s discretion to decide when a student has stepped out for long enough or often enough to be deemed as not having attended the whole course. Students in danger of not completing the course will be given a warning, when it is feasible to do so.

Online Learning Etiquette

- Downloading the application gives you and others interacting with you the best online interactive experience. You can always delete the application once the course is completed.
- Choose a quiet space to attend the course. Mute your mic when you are not speaking.
- Be sure your name is correct for the instructor and participants to see.
- Speak in the direction of the microphone.
- Turn on your camera. Look at the camera when speaking to give “eye contact”.
- Using your camera and being able to see and be seen is a key aspect of participation and can help create a classroom environment.
 - The instructor will give specific instructions to turn your camera off/back on at various times throughout the course depending on the learning modality.
- **HOWEVER:** if your internet connection is not strong, using the video can affect usability of the rest of the application. If it is between being seen and hearing, choose quality of audio over video.
- Do not be shy about asking questions.
- To ask a question: Raise your hand if the question is timely; use the time the instructor offers for questions; and/or make use of the chat function to share comments and questions that may not be as timely.
 - For highly specific questions (i.e., about your particular experience that would not be applicable to other students or situations), you can email the instructor or use the chat function directed at the instructor. These are the most appropriate medium for highly individualized questions.
- The chat function can act as a backchannel for communicating reactions, thoughts, questions, and points for clarification. Please use this function freely to support your learning, but remember to keep comments productive and on task.