Zoom Cribsheet

Introduction

U3AC has several licences for Zoom, so classes can be delivered over the internet as a video-conference.

- You will need a computer with a camera, microphone and speakers to run Zoom classes.
- Materials used in the class can be posted on the U3AC website for members to look at.

Scheduling the class – hosted by U3AC

- Your Zoom session will be set up by the Office (unless you are hosting the course on your own).
- Tutors and class members will be sent an email containing a link to join the meeting.
- **You will need to keep the email with the link in it for use each week.**

Although not compulsory, it is advisable for the tutor to send a reminder to their class members including the link, a day or so before the session. The General Data Protection Regulation (GDPR) applies to classes held via Zoom (see Tutor Support Handbook): **remember to put the members' email addresses in the BCC field**.

Running the class

- It is essential that classes do not run over their allotted time, so that subsequent classes can take place.
- If the session is hosted on a U3AC Zoom licence, U3AC will take the register. Otherwise **you should take the register in the usual way** (see Tutor Support Handbook) and tell the Office about absences.
- If the class is hosted by U3AC, members will be given a brief introduction to Zoom in the first session
- At the end of the class. If the Zoom session is hosted by U3AC, they will close it down. You must finish promptly to allow the next class to start.

Orientation and positioning of your screen

- It is a good idea to raise your laptop (e.g. place it on some thick books) so that the camera is level with your eyes.
- Your face should be well lit from the front.
- Check what is behind you in the background - avoid anything which might give offence to other participants.

Good practice for Zoom classes – establishing protocols

It is important that all video-conference classes follow the same basic approach and protocols so that, once a member has been familiarised for one Zoom course, they will be able to participate in all Zoom courses, regardless of the tutor or class.

Protocols

- Establish with the group how you intend to manage the session: you may accept questions/comments at any point, or after a period of tutor input, or only at the end of the session.
- In larger classes, or where a presentation or lecture is to be given, you may wish to request that participants mute themselves as background noises can be very distracting.
- Participants who wish to speak should indicate this by raising a hand
- Participants can give a 'thumbs up' and 'thumbs down' for agreement and disagreement.

Sharing your screen on Zoom

The instructions below are for computer/laptop users (PC or Mac). iPad users will find the buttons in different places on their screen.

Warning for iPad users: Swiping down on your screen may turn off the camera!

1. Before you start your Zoom session, open the item you wish to share on your desktop (PowerPoint presentation, Video etc.).
2. When you are ready to share your screen, select the 'Share Screen' button in the centre/bottom of the screen.
3. Select the window you want to display from the thumbnail options.
4. If your presentation/video has sound, make sure you check the 'Share computer sound' box on the bottom left of the screen.
5. Click the blue 'Share' button in the bottom right of the screen.
6. Deliver your presentation as you would normally do. Participants will see the slideshow and thumbnails of the presenter and others in the group.
7. When the presentation has been completed, press the red 'Stop Share' button at the top centre of the screen.

Sharing music on Zoom

To ensure clear and consistent sound, use a good quality microphone if possible so that your voice can be picked up clearly.

It's best to use headphones when instructing and playing music simultaneously

If you will be sharing sound from your computer during the session (e.g. play a video or music file), it is best to set this up beforehand.

1. Ensure that the sound on your computer is not muted.
2. In Zoom, select the Share Screen button and select the window you wish to share.
3. Check the 'Share Computer Sound' box in the bottom left-hand corner of the window showing the window thumbnails.
4. Click the **Advanced** tab at the top of the window and select 'Music or Computer Sound Only'.
5. Click the blue Share button.
6. You will see this at the top of the screen to indicate that you are sharing successfully.
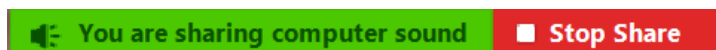
7. You will want to adjust the volume level of your computer so that your voice can be heard over the music.

Breakout rooms

If you are wishing to use breakout rooms during your session, please let the Office know beforehand. You will need to be made Co-host once you have joined the session.

1. After you have been made Co-host a breakout room button will appear in the control bar.
2. Once you click on the breakout room button you will have two choices, Automatic and Manual allocation.
   a. Automatic allocation - the system will automatically decide which members go into which rooms for you, once you have decided how many rooms you wish to have. You can swap people around before opening the rooms.

b. Manual allocation - you will need to assign members to rooms yourself once you have decided how many rooms. You will also have the option to put a timer on how long the rooms are to remain open.

3. Once you have clicked the Create button you will need to open all rooms, members will then be sent a message on their device for them to join the breakout room.

4. You as co-host will be able to drop into each room if you wish to check on how members are getting on.

5. If you have assigned the rooms automatically you will need to click on the "End rooms for all" button once you have finished and members will be given a 1 minute countdown to the room closing (they can leave before the minute is up but some may not).

Troubleshooting

If you have a weak or intermittent internet connection, here are some things you can try:

- Quit all other programs that might be using bandwidth in the background, e.g. browsers or email.
- If you are using WiFi, ensure you are getting a strong signal by moving close to the router.
- If you are sharing your internet connection with others, ask them to minimise their usage while you are on the call.
- Try turning off your video.
- Try connecting to Zoom via your smartphone or tablet, instead of a computer.
- If you do file- or photo-sharing with some online system, start your computer well before the session so that any synchronization can complete before the session starts.

For further instruction and helpful tips please refer to the Tutor Support Handbook.

## Finding your way around Zoom

Toolbar

When you move your mouse over the window (or press the ALT key), the Zoom toolbar appears at the bottom of the screen.
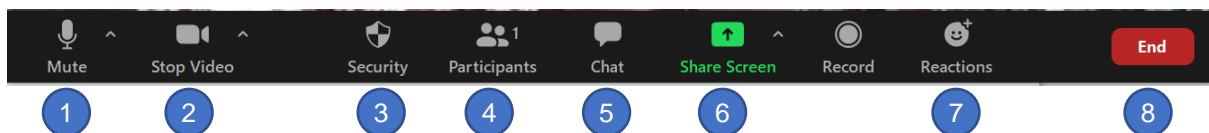
1. **Mute/Unmute** Click to mute your audio (helpful in group meetings). The upward arrow (^) to the right opens a pop-up menu with various audio settings and choices, depending on your hardware. When you are muted, a red mute icon appears in the bottom left-hand corner of your picture. To quickly unmute yourself on a PC/Mac, press and hold down the spacebar; releasing the spacebar mutes you again.

2. **Stop Video/Start Video** Click to turn off your video (helpful if your internet connection is weak). The upward arrow (^) opens a pop-up menu with various video settings and choices, depending on your hardware.

3. **Security** (Host only)

4. **Participants** Click to see a list of participants in the meeting at that time.

5. **Chat** Click to open the text panel, where participants can post questions.

6. **Share screen** Click to share your screen so participants can see presentations etc. (see section on Sharing above).

7. **Reactions** These can be used to indicate personal reactions - hands up, thumbs up.

8. **Leave/End** Click to leave the meeting (if you are a guest) or end the meeting (if you are the host).

Display options
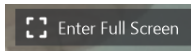
Enter Full Screen Click to make the Zoom window use the whole of your screen.

Gallery View/Speaker View In Gallery View, each participant is the same size on the screen and the speaker is outlined in green, while in Speaker View the video of the current speaker fills most of the screen and the video of the other participants is in small thumbnails at the top of the screen

Each participant can choose individually which view they prefer to use.

Rename

When the participant hovers their mouse over their image, a blue 3 dot icon (**...**) appears. Clicking on this gives a range of options, including 'Name'. Clicking on 'Name' allows participants to change the name that is displayed on the screen under their image.