

Zoom Training How-To Guide

We have created a simple set of instructions to help you get the most out of zoom based training sessions with us. Zoom is a bit like FaceTime, WhatsApp or other video platforms. It allows you to have face to face time with a trainer, opportunities to engage and ask questions much like in a regular training session.

You will not be asked to share information from your computer or mobile. You just need a device that has video and microphone capabilities. A larger screen will provide a better experience.

Invitations

You will be invited to the training session in 2 ways:

1. An invite will be sent to outlook calendars (if you have one)
2. A further invite will be sent to your email address

The invite contains a quick link that you can click to take you directly to the class without the need to type in any ID or password.

If you wish to join the meeting on a different device such as your mobile you can type in the meeting ID and password which can be found in the text body of the email.

The screenshot shows an Outlook email titled "Zoom meeting invitation - Alex Moving & Handling". The sender is Chris Lindsay. The email body contains the following information:

- Trainer is inviting you to a scheduled Zoom meeting.
- Topic: Alex Moving & Handling
- Time: Jun 17, 2020 02:00 PM London
- Join Zoom Meeting
- Quick Link – just click to join: <https://zoom.us/j/95820933352?pwd=ZWNEQkJLck9CekRVQ3lmd3NhYXkyZz09>
- Meeting ID: 958 2093 3352
- Password: 454252
- Meeting ID: 958 2093 3352
- Password: 454252
- Find your local number: <https://zoom.us/u/aim3RTYKt>

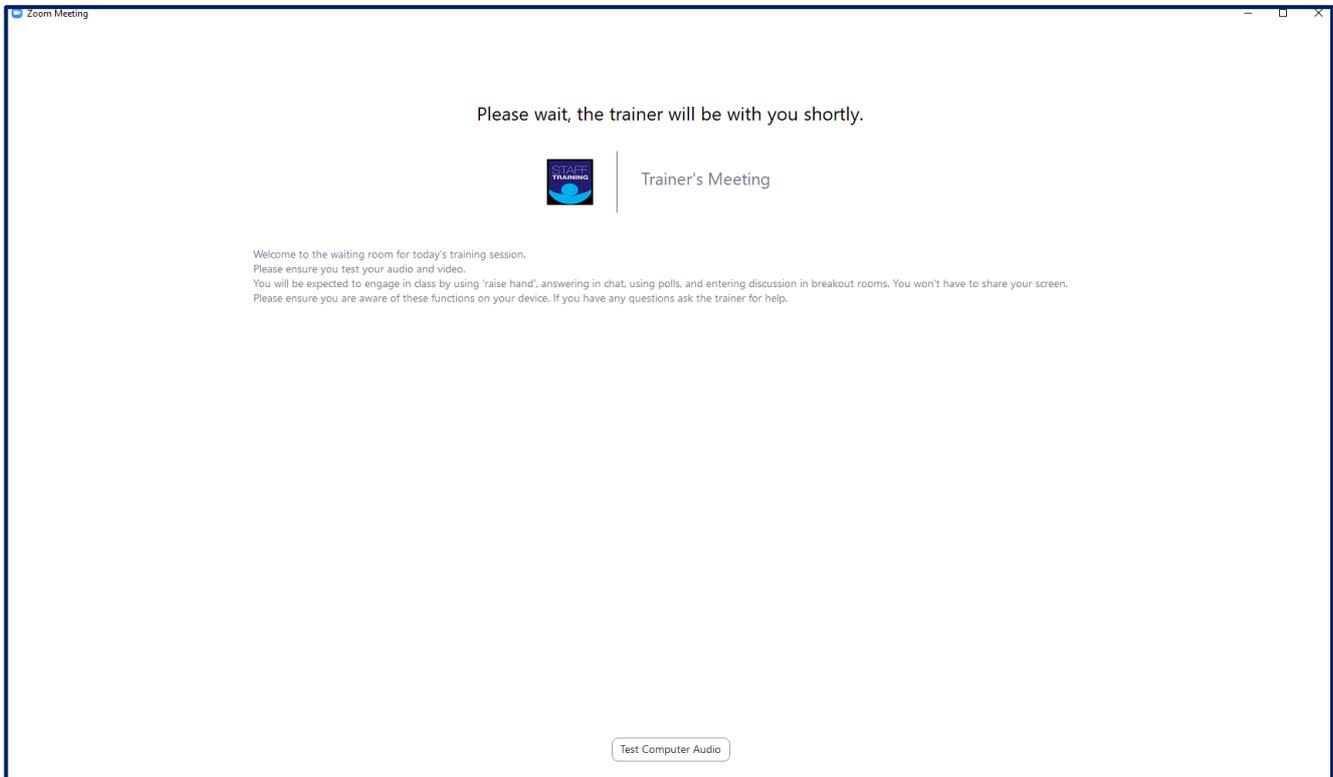
Annotations in the image include:

- A box labeled "Quick Link – just click to join" with an arrow pointing to the Zoom URL.
- A box labeled "Meeting ID & Password – If using a mobile or other device" with an arrow pointing to the Meeting ID and Password information.

You can log in to the meeting via the zoom website, but we recommend downloading the zoom app. It is available on all formats.

Login & waiting room

Once you have logged in you will be taken to the waiting room page shown below. There are some reminders on screen that will mention some of the features you will be asked to use during the session and at the bottom there is a button to test your audio. We recommend doing this.



The trainer may message you whilst you are in the waiting room and this will pop up as a chat. When the session is ready to start the trainer will admit you to the main room. You need to ensure you have your audio and video turned on. Again, this will pop up on screen.

Navigating the Zoom Menu

The main menu for training is shown below. It may be set on your device to be on screen all of the time, but you may also need to move your mouse or touch the screen to reveal it depending on your system.

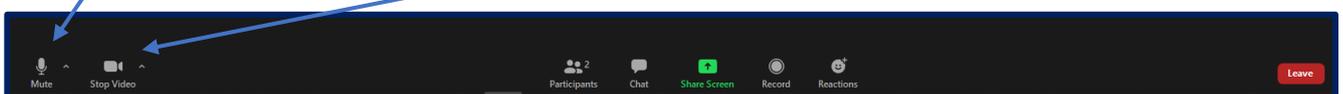
The menu is as follows:

Mute

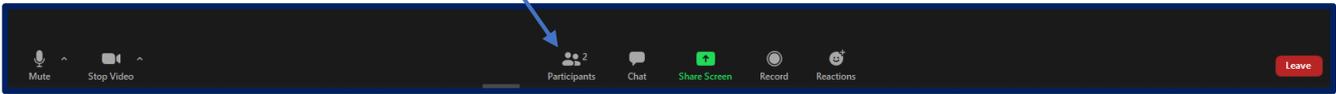
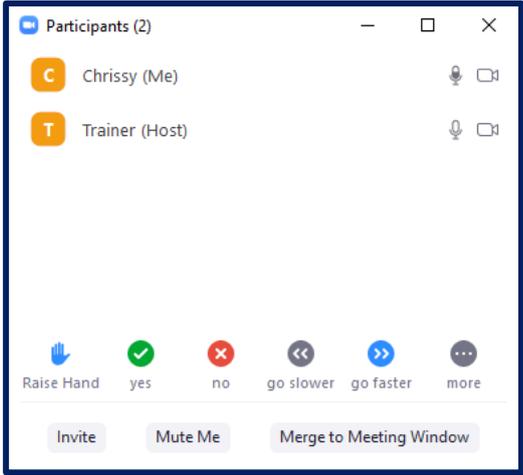
You are muted if there is a red line through this button. Click it to unmute/mute.

Video

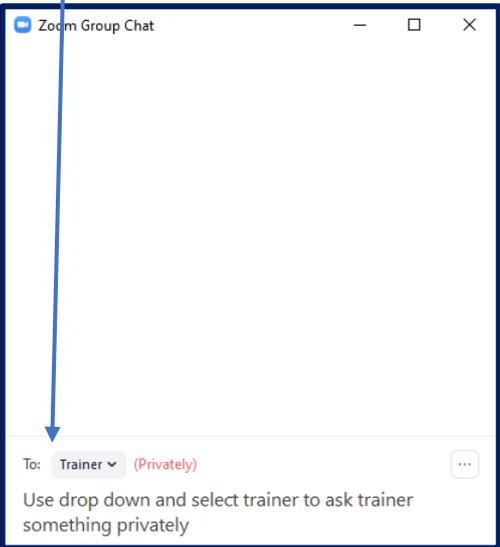
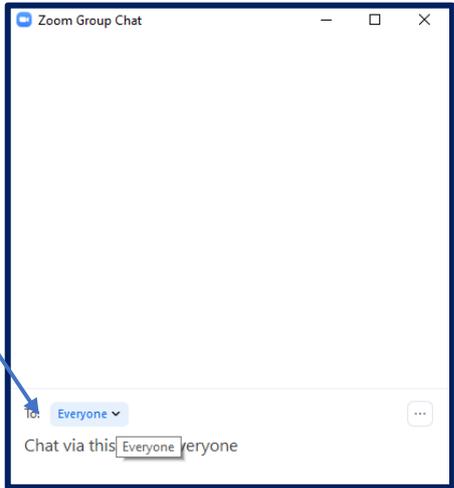
You can't be seen if there is a red line through this button. Click it to show video. We need to verify attendance so video must be turned on during the session.



Participants
 This is a menu that you can click to reveal all of the class participants
 You can find the raise hand icon within this menu.
 Click on raise hand to get the trainers attention or to ask or answer questions.



Chat
 You can click on this menu to view the class chat.
 Once in the menu you can type a chat for the class to see.
 Alternatively, you can put a chat through to the trainer only.



Screen Share
 This feature will not be available to class members.
 You will not have to share your screen in class.
 This means you may need a pen and paper to jot down some answers to questions

Change the view

You can change how people appear when you are in class.

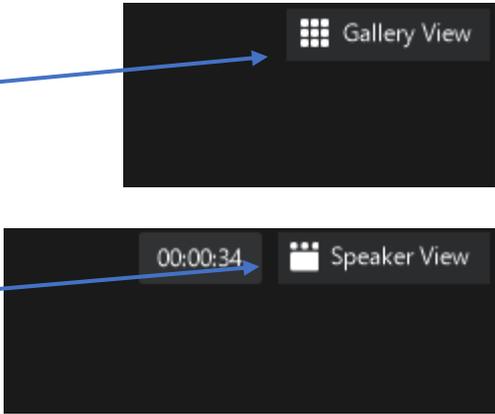
Speaker view - makes the person currently speaking full screen. The rest of the class are small windows.

Gallery view - makes all class members the same size. The person speaking will be illuminated with a green border.

Gallery View
When you see this icon you are in speaker view and need to click it to go to gallery view.

We recommend gallery view for sessions.

When you are in Gallery view you will see speaker view written on screen.



Please note that on mobile devices your experience may be slightly different. You may need to swipe your screen to change the view.

Additional Features

There are two additional menus that may appear during the class. They are Polls and Breakout rooms.

Polls
The trainer may ask you to vote in a Poll.

This will usually take the form of a question that is multiple choice.

When the trainer launches the poll, a window will open on your screen.

You just need to select the answer or answers that you think are correct and submit your answer.

You can view results in the poll menu. You will remain anonymous to the class too.

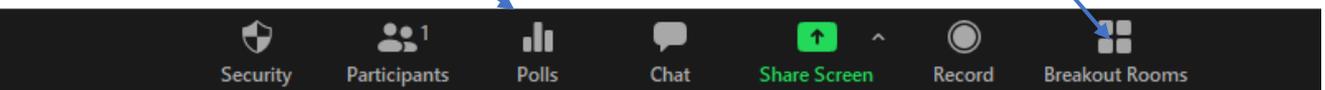
Breakout Rooms
The trainer may ask you to join a small group of two or three people to engage in a discussion.

This is known as a breakout room.

A window will open on your screen when you are asked to join a room.

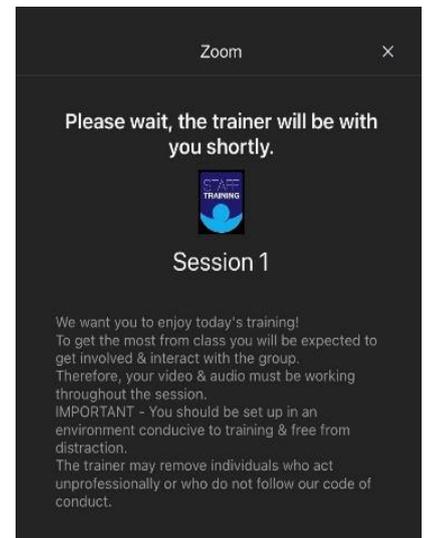
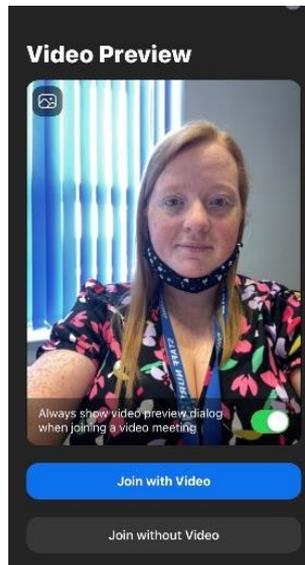
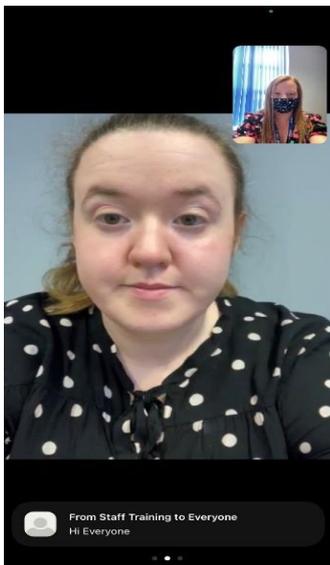
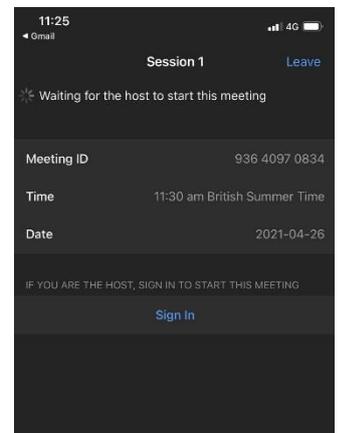
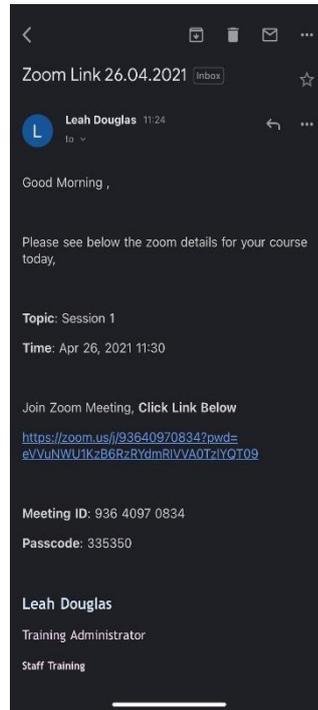
Click to join. There will be a button to leave the room and return to the main class and a further button to call the trainer for assistance.

We recommend having pen and paper to jot down answers as you may be asked to feedback from your discussion to the class.



Using an iPhone

1. You will receive your zoom link via email.
2. If you click on the BLUE HYPERLINK, it will redirect you to the waiting room.
3. Once the trainer has accepted you into this training you will then be prompted to join with video – Please allow this to enable trainer to hear you,
4. If other attendees are in the session with you then you will also be able to see this from your screen
5. The trainer may also use the chat within ZOOM and if so this will appear at the bottom of your screen,





Zoom has many other functions that may be introduced over time, but we do not wish to overwhelm people who have not used the platform before.

You may wish to have a practice on the system before your first class. You can go to <https://zoom.us/test> and follow the instructions to enter a test meeting on your own.

We recommend that you set up a personal zoom account if you haven't already. It is free, and will give you an opportunity to practice using zoom before training.

Downloading the app will also improve your experience. If you have any queries about our zoom training sessions you can contact info@stafftraining.me and someone from our team will be able to help you.