

## Zoom Guidance for Online Courses

### What is Zoom?

Zoom is a web-based video conferencing tool that you can use to meet and talk to individuals and groups of people online.

### Joining a Zoom meeting

1. You can join a meeting through either the [Zoom website](#) or via the Zoom app (see [FAQ](#) below for more info). You do not need to download anything to join via the website.
2. If joining via the website, click the "Join a Meeting" tab in the top right hand corner. If you are joining via the application, the join button will be on the first screen.
3. When prompted, enter your designated Meeting ID (The Meeting ID can be a 9, 10, or 11-Digit number).

Join a meeting

Meeting ID

Your meeting ID is a 9, 10, or 11-digit number

Join

The ID and password will be emailed to you prior to the start of the course.

Please enter the meeting password

Password:

These details will be unique to each course and must not be shared with anyone. Only learners enrolled on the course will be permitted to enter.

4. You will be automatically directed to the Waiting Room, and the tutor is notified that you are waiting.

Please wait, the meeting host will let you in soon.

The tutor may send you a message via the Chat to welcome you. When it is time for the meeting to begin, the tutor will admit you to the main session.

For more information, there is a useful video on joining meetings at the [Zoom Support Website](#)

### Getting prepared, before your Zoom meeting begins

- Ensure that you have a good internet connection and your device has adequate charge.
- Sit in a quiet private location, to reduce ambient noise and maintain confidentiality.
- We recommend that you use headphones where possible.
- Be mindful that you and your background will be visible to everyone. Ensure that anything you do not want others to see is not in view. Set up the camera so that a full head and shoulder shot of you is visible.
- Have the resources listed on the Course Information Sheet ready.
- If you are joining the session using a smartphone, it is recommended to turn on Airplane Mode to avoid unwanted interruptions.

## During the meeting

Once the tutor has admitted you into the session, you will be able to participate with other learners in the 'virtual' room. At this point, you will be prompted to turn your microphone and camera on so that the other participants will be able to see and hear you. The following members of staff may be in attendance alongside the tutor.

Session Host – Assists tutor and learners with technical issues or support

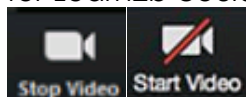
Learner Support Team Member – Present where required to offer 1:1 learner support

Quality Assurance Team Member – Present when a quality visit is being made to the class

**Microphone** – You are able to mute/unmute your microphone at any time. Please keep your microphone muted when possible as this reduces unwanted ambient noise. The tutor will guide you when to unmute/mute.



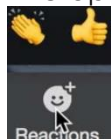
**Video** – You can turn your video off and on again use the 'stop/start video' function. During the session, your camera is not recording anything, but it enables others to see you. We ask that all participants take part in the session with the **camera switched on**. This is mandatory requirement for Learn2b courses.



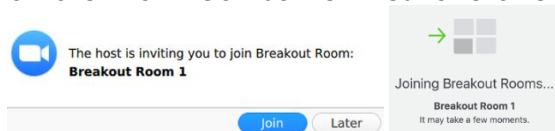
**Chat** - You can type and send a question or statement to everyone using this function. If you click on "To: Everyone" you will also have the option to choose to send a message privately to the tutor and/or session host, too.



**Reaction Buttons** – You can use the reaction buttons to communicate nonverbally when your microphone is muted.



**Breakout Rooms** – Your tutor may create smaller breakout rooms within the virtual classroom to facilitate an activity or discussion. You will be prompted to join/leave the breakout room. Please be aware that it can sometimes take a few seconds for the breakout room to load.



**Think about your actions on camera** - Remember that everyone can see you. Try to stay still as too much movement may affect your signal.

## Frequently Asked Questions (FAQ)

### What do I need to be able to use Zoom?

You will need a computer, laptop, smartphone or tablet. Your device needs to have a camera and audio function. You will also need a secure, reliable internet connection use. See Appendix 1 for using IPad/tablet.

### **Can I use Zoom on my phone?**

Yes. Zoom has a free mobile app for both iOS and Android. You will need to be connected to Wi-Fi or have a data plan on your mobile device to start or join a video meeting.



### **Is there a cost to using Zoom?**

No. Zoom is free to use, however if you are using your data package to connect to Zoom you may be charged for this. For more information on Zoom and data usage please visit [Zoom Help Centre](#) or contact your internet or mobile phone service provider.

### **Do I need to sign-up or register to use Zoom?**

No. Joining a meeting does not require you to sign-up or register (see [Joining a Zoom meeting](#) above for more information).

### **What happens if I lose my connection?**

Sign back in using the Meeting ID and Password and the tutor will let you back in to the session. On Learn2b courses, please be assured that the Session Host will contact you by phone to check if you need any support to re-join the session.

### **Links to further information and support**

[Adult Learning Online Safety Guidelines](#)  
[Zoom Help Centre](#)

If you require any additional support or guidance please contact our Learner Support Advisor by email [alsreferrals@northnorthants.gov.uk](mailto:alsreferrals@northnorthants.gov.uk)