

# Getting Started with Zoom. A Learner's Guide.

**Please note that all training session(s) will be recorded by SSI as part of funding requirements and for course audit purposes. Please ensure that your camera is turned on throughout the session(s). By agreeing to attend SSI courses delivered via Zoom, you are deemed to have consented for your participation to be recorded.**



# 1. Preparing for the Class

- a) Ensure that you have received a link to the meeting or a meeting ID which should include the below details:

Topic: Title of Course [AE: AE's Name] <AE = Adult Educator/Trainer/Lecturer>

Time: Date and Time of the Course

Join Zoom Meeting

<https://zoom.us/j/xxxxxxxxx>

Meeting ID: xxx xxx xxx

Meeting Password: xxxxxx



- b) Ensure that you have downloaded and installed Zoom client on your devices [Laptop / Mobile\*]

Go to <https://zoom.us/support/download> or search on Apple App Store or Google Play Store.

Follow the instructions given to install the Zoom client.

Please make sure that your device has an internet connection.

- c) Ensure that you have a valid Zoom account before the course

- d) Ensure you are in a location with strong & stable Wifi and/or Data connection throughout the course duration.

\*Please note that while mobile phones and tablets can be used, laptops are advised to be used for stability and easy access to various Zoom functionalities.

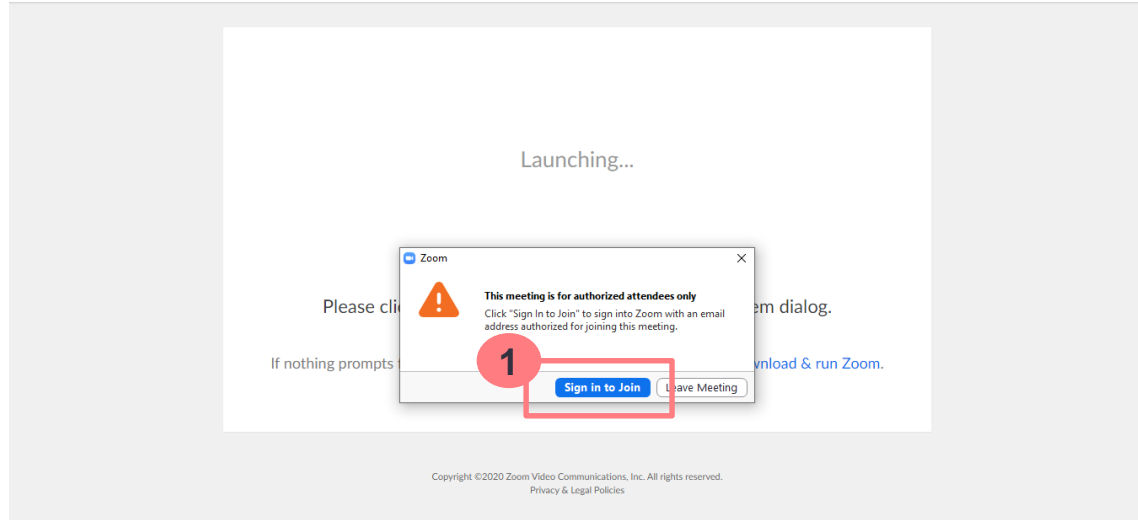
## 2. Joining the Class

- a) When you are ready to start the class, click on the link provided. You will then be prompted to login to your Zoom account.

<https://zoom.us/j/xxxxxxxxx>

zoom

Support English ▾



- b) Alternatively, you can open the installed Zoom Client from Step 1b and key in the Meeting ID provided and click “**Join**”. Key in the Meeting password when prompted.

Meeting ID: xxx xxx xxx

Meeting Password: xxxxxx

## 2. Joining the Class (cont'd)

- c) When logging in, ensure that the name you log in with is the name you registered with SSI as attendance will be recorded.

The screenshot shows the Zoom 'Join a Meeting' interface with five numbered steps:

- 1**: A red box highlights the 'Join a Meeting' button.
- 2**: A red box highlights the 'Meeting ID or Personal Link Name' dropdown menu.
- 3**: A red box highlights the text input field containing 'Grant MacLaren'.
- 4**: A red box highlights the 'Join' button.
- 5**: A red box highlights the 'Please wait for the host to start this meeting.' screen, which includes the start time '11:00 AM', the meeting name 'Noelle's Zoom Meeting', a 'Test Computer Audio' button, and a note for hosts to 'login' to start the meeting.

- d) If your AE has already started the class, you will automatically be added into the class. If not, you would be placed in the "Waiting Room" [see picture 5 above]. Please wait for your AE to start the class.
- e) Please do not be late. The Zoom classroom will be locked 15 minutes after the course has commenced.

# 3. Changing Log-in Name

- a) You may be prompted to change your login name to your full name / identifiable name for attendance purposes. Generally, you should have keyed in your name prior to logging in (see point 1 below) or when setting up your account.
- b) If not, click on “Participants”, mouse over your current name, click “More” then “Rename”. Key in your name and click “Ok”

## Join a Meeting

1

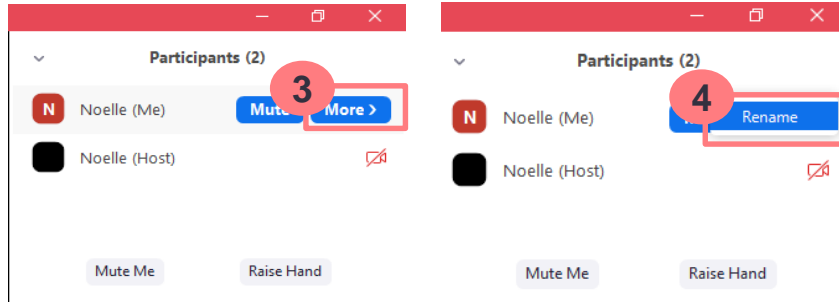
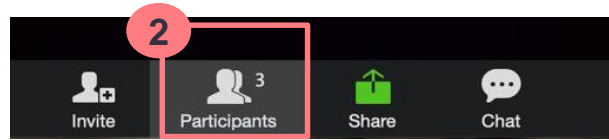
Meeting ID or Personal Link Name

Grant MacLaren

☐ Do not connect to audio

☐ Turn off my video

Join Cancel



5

Rename

Enter a new screen name:

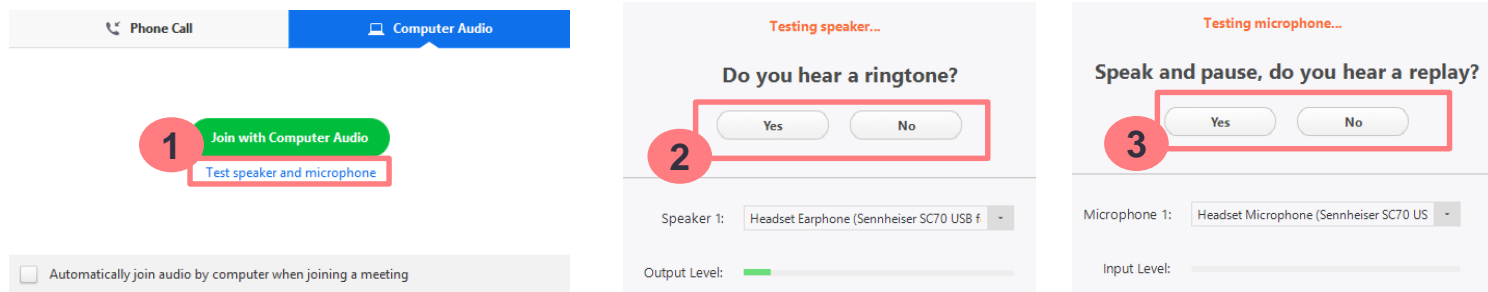
Noelle

☒ Remember my name for future meetings

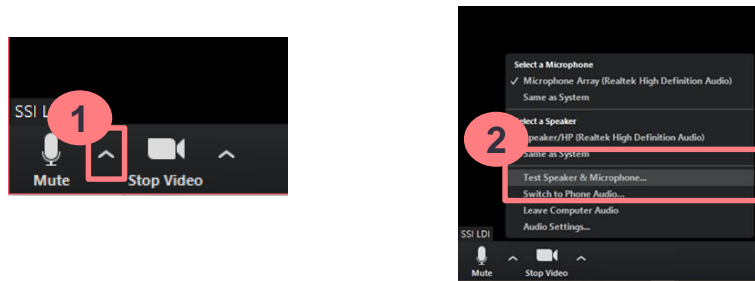
6 OK Cancel

## 4. Checking Audio

- a) Before you join the call, you should ensure that your audio is working properly. This includes your microphone and headphones / speakers.
- b) Click “Test Speaker and Microphone”. A pop-up window will appear to test your speaker and microphone. Follow the on-screen instructions to ensure that your audio system is working.

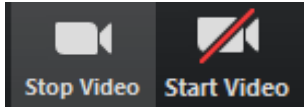


- c) If you clicked “Join with Computer Audio” and have already been brought into the meeting, you can still start an audio test. Look for the “Microphone” icon at the bottom left of the screen and click on the “Arrow” icon (^) next to it. Look for “Test Speaker and Microphone” and follow the on-screen instructions to ensure that your audio system is working.

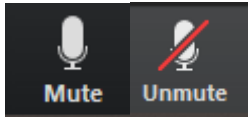


## 5. Switching On and Off Camera / Mute / Unmute

- a) Click on the “Video” icon to switch on and off your webcam. You are required to switch on the camera throughout the duration of the course. AEs will request for you to switch on your camera for attendance taking. Please also ensure you are appropriately-dressed.



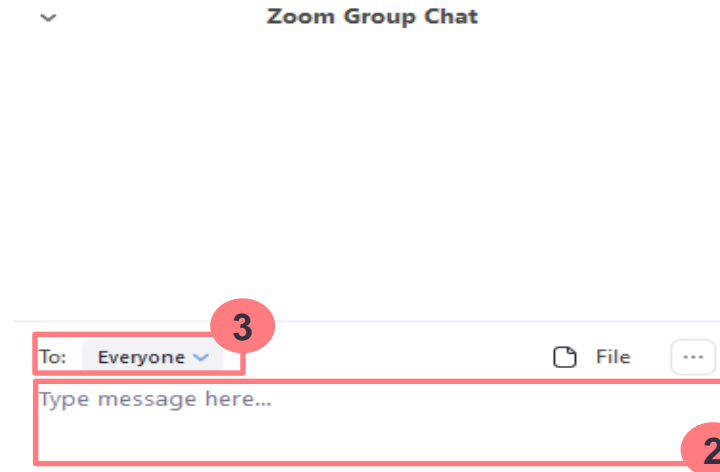
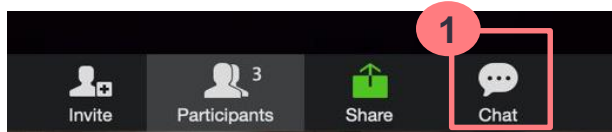
- b) Click on the “Microphone” icon to mute or unmute your microphone. You are encouraged to mute your microphone when you are not speaking. This reduces background noise and interference for your AE and coursemates.



- c) To mute, unmute or adjust volume of your speakers, please adjust the settings on your laptop directly.

# 6. Chat Function

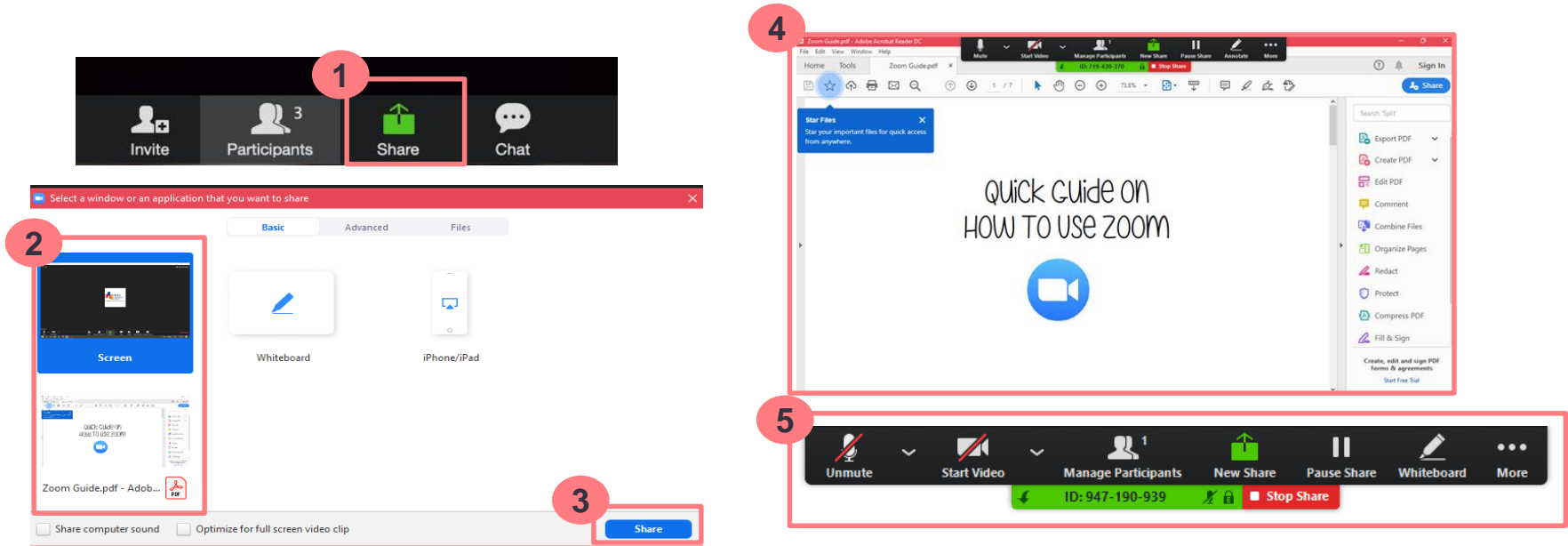
- a) There is a chat function within the Zoom meeting that allows learners to chat with specific persons (eg. to AE) or broadcast a message to all participants.
- b) Click on “Chat” icon and a chat box will open on the side. Type your message in the text box provided and press “Enter” on your keyboard to send.
- c) Use the drop-down beside “To” to select who you intend to send the message to.





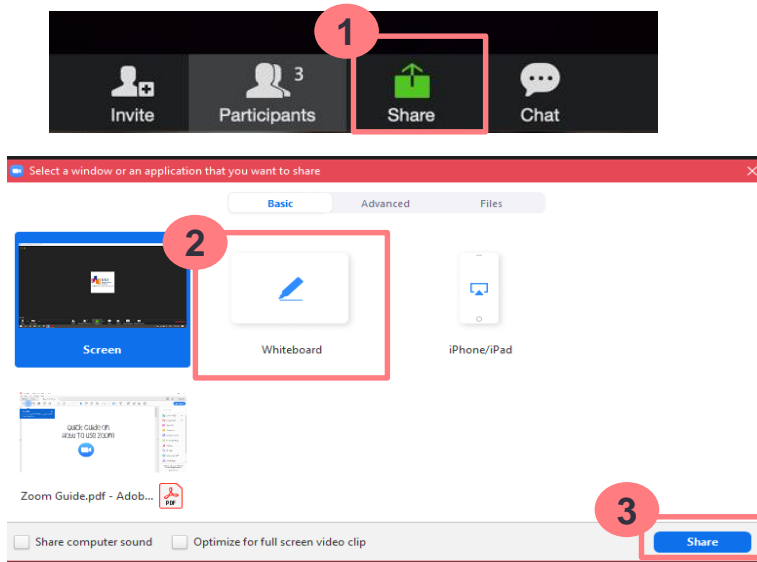
# 7. Share Screen

- Your AE may request for you to share your screen if there is a need for you to present your discussion.
- Click on “Share” and a pop-up window will appear for you to select which screen to share. Please ensure that the window is already opened on your desktop. Once you click “Share”, the file / window you chose to share will expand into full-screen mode. You can start presenting. A tool bar will appear at the top of the screen for you to manage the sharing.
- Click “Stop Share” to end sharing.



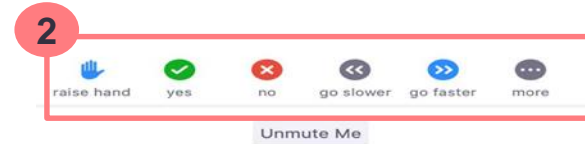
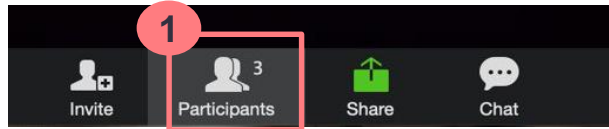
# 8. Share Whiteboard

- a) Alternatively, you may be requested to share a whiteboard which will allow participants to annotate together on-screen.
- b) Click on “Share” and a pop-up window will appear for you. Select “Whiteboard”. Your screen will become a blank page and an annotation toolbar will appear.
- c) Click “Stop Share” to end sharing.



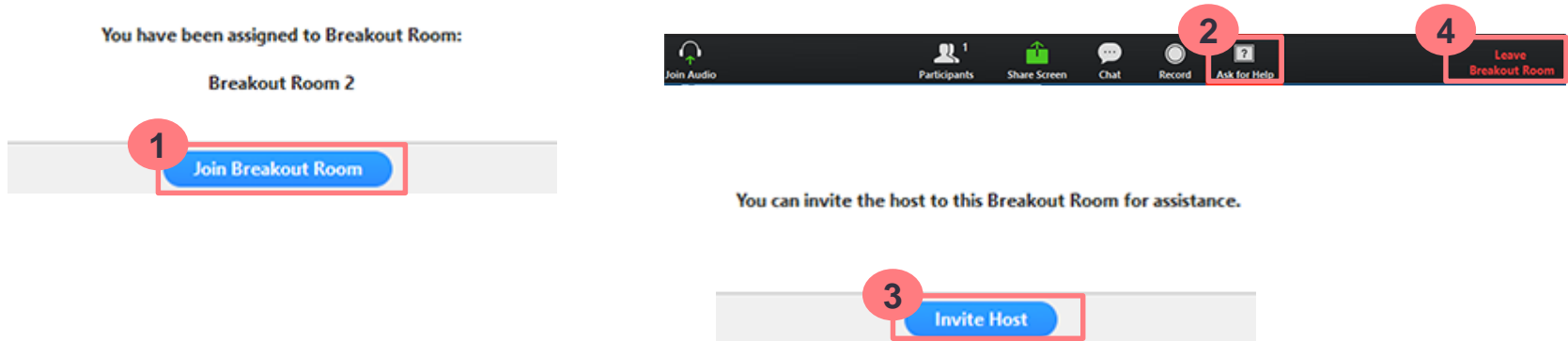
## 9. Meeting Reactions

- a) Your AE may also request for you to use “Meeting Reactions” to notify him/her during the class for answering questions, getting attention or asking the AE to go faster or slower.
- b) Click on “Participants”, a window will open at the side. Depending on what your AE has instructed, use the “Meeting Reactions” as required.
- c) Do note that your AEs may not see the reactions immediately. If you would like to get your AE’s attention immediately, you could also unmute yourself to speak with him/her.



# 10. Breakout Rooms

- a) For class discussions, your AE may split you into different discussion rooms.
- b) Click on “Join Breakout Room”. Once you are brought into the room, you can commence the discussion assigned. Do be reminded that at least one person should take notes of the discussion as instructed by the AE if there is a need to present the sharing.
- c) Within the room, you would only be able to speak to fellow learners whom are assigned to the same room. Do note that “Chat” and “Share Screen” will only be seen by users in your breakout room.
- d) If you need the AE’s help in your breakout room, click “Ask for Help” and “Invite Host to Breakout Room”.
- e) You would either be automatically brought back to the main room at the end of the stated discussion timing or you could click on “Leave Breakout Room”



# 11. Post-course Evaluation

- a) SSI will send you a QR code for to complete the post-course evaluation, just before the course ends.
- b) This QR code leads to a FormSG online evaluation page.
- c) At the end of the course, please complete the evaluation within 1-day of the course conclusion, even better, immediately before leaving the Zoom session.

## 12. In Summary – Key things to note:

When?	What?	How?
After receipt of Confirmation Email	<ul style="list-style-type: none"><li>• Log-in to LearningCloud to access course materials</li><li>• Sign-up for and ensure you have a validated Zoom account</li></ul>	Refer to email Section 1
15 min before class commences	<ul style="list-style-type: none"><li>• Log-in to given Zoom link and connect to the class</li><li>• Ensure the following:<ul style="list-style-type: none"><li><input type="checkbox"/> You are appropriately-dressed</li><li><input type="checkbox"/> Your user ID is your name as per NRIC/registered with SSI</li><li><input type="checkbox"/> Your video function is enabled, and your audio is working alright</li><li><input type="checkbox"/> Test the Chat function</li><li><input type="checkbox"/> Test the Reaction function</li></ul></li></ul>	Section 2  Section 3  Sections 4-5  Section 6 Section 9
15 min after class commences	The Zoom session is locked.	
Before end of course	Scan QR Code given by SSI to complete the Post-Course Evaluation	Section 11

# GETTING READY FOR ZOOM



1. Find a quiet place with minimum distraction for a conducive learning experience online



2. Ensure you have a stable internet connection



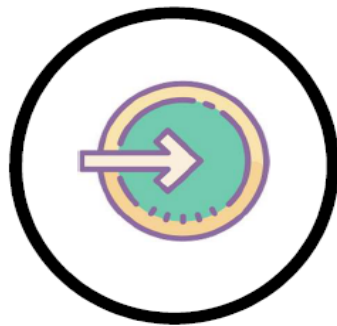
3. Get ready your headphones and mic for class participation



4. Dress appropriately for the session



5. Be prepared for class (i.e. pre-class activity/readings) to maximise the learning experience



6. Login to Zoom 5 minutes earlier so the class can start on time

**We hope that this guide provides you with some basic information on how to navigate Zoom for your classes.**

