# YogaLiveLink Instructor Guidelines for Successful Sessions

## Welcome to YogaLiveLink.Com

We are very excited you have chosen to join our excellent, handpicked team of Yoga Instructors and Yoga Therapists! To ensure the absolute best experience for you and your students we've compiled tips, recommendations, and requirements for working with YogaLiveLink's unique web video environment.

Before your first official training session we'll schedule a test session with you to ensure that your webcam, computer and Internet setup are correct and work properly with our web video environment. Overall, it is easy to set up the webcam and other equipment you'll need, and arrange your session space for the best training experience.

We welcome your comments, suggestions and concerns. Please feel free to contact us at any time – we want the best YogaLiveLink.com experience for you and your students!

## Room Setup

- **Space and Lighting:**
    - A simple, uncluttered space with a light colored background is best.

    - Set up both front and side lighting directed at the space you'll be standing during your sessions. This lighting arrangement will gives your body more visual dimension on the screen, which helps the student see your movements better.

    - Also, your students will totally appreciate it if you can designate a space specifically for teaching your online sessions. This simplifies your training sessions, too, as you won't need to arrange the space and equipment every time you have a session – it will all be ready to go.

- **Webcam, computer, and body placement:**
    - Plug your USB extension cable into your webcam and computer.

    - Using your USB extension cable, place your webcam 7 to 8 feet away from where you'll be standing and about 3 feet off the ground.

    - Place your computer as close to you as possible so you can easily see the details of the student's postures on your screen.

    - Place yourself, your computer, and your webcam in the same line – that way when you are looking at your student on your computer screen your student will still see you face on. If you were to place your computer to one side instead of inline with the webcam, your student would see you looking to the side instead of looking face on whenever you look at the screen to give instructions.

- o Remember, students feel more at ease and will understand your cues better when you deliver your sessions face on, with direct eye contact.

- **Be entirely visible:**
  - o Your student needs to be able to see your entire body both when you are on the floor and standing.

  - o Test whether your student can see all of your body by setting up your webcam and watching yourself on your computer screen in both standing and floor poses – will the student be able to see all of you in every pose?


## Equipment and Audio Recording Software

- **External Webcam:**
  - o The quality of your webcam is vital in creating a clear image for your student, so we ask you to use an external webcam. Webcam's that are built into the computer do not provide the clarity of picture or versatility you'll need for your yoga sessions. *See our online store for the webcams we've tested and recommend.

- **Wireless Microphone:**
  - o We ask you to use a wireless microphone to make sure your student is able to understand you perfectly. *See our online store for the microphones we've tested and recommend.

- **Direct Internet Connection with Ethernet Cable:**
  - o To create the best Internet connection your computer needs to be directly hooked up with your Internet device via an Ethernet cable. *See our online store for the Ethernet cables we've tested and recommend.

- **High-Speed Wired Internet:**
  - o Your computer must be connected to the Internet via a high-speed <u>wired</u> Internet connection. Wireless Internet is <u>not</u> fast enough at this time to meet our clarity, stability, and visibility requirements.

- **Minimum Internet specifications:**
  - o A DSL connection with 1.5Mbs downstream and approx 0.75Mbps upstream with a ping rate no greater than 300ms. This would be a "Standard" DSL connection from most Internet providers.

  - o If you do not have access to a wired connection and only have wireless, please contact us and let us know.

# YogaLiveLink Instructor Guidelines for Successful Sessions

- **Audio Recording Software:**
  - You will need to record the audio of each session and with the exception of Yoga Therapists send the audio file in MP3 format to YogaLiveLink. See the section "Audio Recording Software Suggestions" for software information and suggestions.

## The Session

- **Overview -- Beginning a session:**
  - Please be absolutely punctual for the start of your session. To begin, log into your account [www.YogaLiveLink.com](www.YogaLiveLink.com) a few minutes before the start time of your session.

  - Turn on your audio recording software so you can record the audio of your session to be forwarded to YogaLiveLink at the end of your session.

  - Have your yoga mat and space ready, and do a quick test to make sure your webcam and Internet connection are fully functioning.

  - When you're ready, look for your session then click "Begin Session" and wait for your student to join the session.

  - When your student joins the session you'll both be able to see and hear each other and go through the training.

  - If you encounter technical issues, please call 1-800-562-1259 or in Portland 503-427-1922.

- **Length of a session:**
  - The official length of a training session is 50 minutes. We have designed the video streaming to continue for 10 minutes beyond the end of the session to give you time to fill in the "Rate the Student" form and make notes about the session for reference. Also, if you end up needing a little more time to complete the training, you may go overtime and use some of the 10 minutes to finish the session with the student.

  - **Note:** The video streaming will cut off 60 minutes from the start time and you will no longer be able to see your student. However, if your student has questions he/she can send an email through the Contact Us button located on the right side of the website.

- **Recording the audio of sessions:**
  - o **NOTE:** Before your first session, please be sure to have audio recording and MP3 encoding software installed on your computer system. You'll find information about recommended software in the "Audio Recording Software" section of this document near the end.

  - o You *must* record the audio of your yoga sessions. To do this, go to you're My Session page, find your recently completed yoga session in your Past Sessions area, then click the Upload Audio link and follow the instructions.

  - o Recording of audio applies for Yoga Therapy as well, but as it is Therapy and is legally confidential the recording is saved and stored with the Therapist for 6 months.YogaLiveLink will not store the audio files made from Yoga Therapy sessions.

  - o We keep records of regular training sessions for reference in the event that a complaint is made that a session was not conducted properly or legally. These recordings help protect Instructors.


- **Moving through a session:**
  - o Face the camera and welcome the student.

  - o Begin your session with a conversation about the student's general well being. Be sure to ask about whether the student has any injuries, pain, physical limitations or other issues. Let your student know that she/he can stop at any time if she/he feels uncomfortable.

  - o Discuss camera setup and make sure you and the student can see and each other well. This will also give you a chance to make sure that you can hear each other clearly.

  - o Ask the student if there is anything she/he would like to cover during the session. Also, let the student know that it is always a good to ask questions and to feel free to ask questions at any time during the session.

  - o Begin the session facing the student and have the student face you. As you move through the session, you may have the student turn to the side.

  - o Keep your eyes on the student as much as you can so you are able to see how he/she is moving and the position of the body.

# YogaLiveLink Instructor Guidelines for Successful Sessions

- o Verbalize pose instructions as much as possible and give praise very often -- more than you would in a group setting. This helps the student flow through the session and it also help both of you stay connected with each other as if you were in the same room.

- **Emergency protocol:**
  - o If an emergency situation happens with your student, you may click on the Emergency button located at the top of your web video screen. The student's name, home location, and time zone are included in the Emergency information.

  - o Before calling 911 verify that the student is at the home location listed, and if not then get the address and location and write it down.

  - o **Call 911 and give the CURRENT location of the student** so emergency services in the student's area can be directed to help the student.

  - o **NOTE:** YogaLiveLink logs every time the Emergency button is clicked. This is to keep the student's information private. Only click on the Emergency button in the event of a real emergency. Clicking on the Emergency button in non-emergency situations will prompt YogaLiveLink.com to do an evaluation of the Instructor.

_____

## Audio Recording Software Suggestions

YogaLiveLink.com requires yoga instructors to record, save, and send the audio of each session for quality control purposes to help protect the Instructors in the event of an issue. We require that the audio files be saved in MP3 format.

You may use any audio recording software available to you to record audio sessions. If you have no preferred recording software, YogaLiveLink suggests using the free recording software Audacity coupled with the Lame MP3 encoder software to save your files in the proper MP3 format. Audacity and Lame MP3 are both available for free online and work on both Macintosh and PC systems.

- **NOTE:** YogaLiveLink.com is not the creator of Audacity or Lame Mp3 software and offers NO SUPPORT or TECHNICAL ASSISTANCE on using the software. For more information or technical assistance refer to the website for the Audacity product: http://audacity.sourceforge.net

**To use Audacity and Lame MP3 as your yoga session audio recording software:**

- Download and install Audacity to use for recording audio files.
- Download and install the Lame MP3 encoder to use for saving your audio files in an MP3 format.

## Download and install AUDACITY audio recorder:

### Windows 98 / ME / 2000 / XP

1. Download File: http://www.yogalivelink.com/audio_recording/audacity/audacity-win-1.2.6.exe
2. Install the file using all default program options.

### Windows Vista or Windows 7

1. Audacity is available for these versions of Windows, but you will need to visit the Audacity website for instructions on downloading and installing the software which is current in a BETA stage (not fully released or supported). No usage instructions are provided by YogaLiveLink.com.

### Mac OS 9 or X

1. Download File:

   - For Mac OS X (**Intel**): http://www.yogalivelink.com/audio_recording/audacity/audacity-macosx-intel-1.2.5.dmg
   - For Mac OS X (**PPC**): http://www.yogalivelink.com/audio_recording/audacity/audacity-macosx-ppc-1.2.6a.dmg

2. Inside your Applications folder, create a folder called "Audacity"
3. Double-click the downloaded .dmg to mount it
4. Option-drag the whole of the .dmg contents (not the .dmg itself) into the "Audacity" folder you created
5. Double-click the Audacity icon inside the "Audacity" folder to launch the program.

# YogaLiveLink Instructor Guidelines for Successful Sessions

## Download and install the LAME MP3 encoder:

## Windows

1. Download File:
   http://www.yogalivelink.com/audio_recording/lame/Lame_v3.98.3_for_Audacity_on_Windows.exe
2. Save the file anywhere on your computer.
3. Double-click **"Lame v3.98.3 for Audacity on Windows.exe"** to launch it (you can safely ignore any warnings that the "publisher could not be verified").
4. Follow the "Setup" instructions to install LAME for Audacity. Do not change the offered destination location of "C:\Program Files\Lame for Audacity".
5. The first time you choose "File > Export as MP3", Audacity will ask for the location of **"lame_enc.dll"**. Navigate to "C:\Program Files\Lame for Audacity", select "lame_enc.dll", then click "Open" and "OK". In Audacity Beta, choose "File > Export", select "MP3 Files" in "Save as type", then the export should proceed immediately.
6. In case of difficulty, please seek help through the Audacity website.

## Mac OS 9 or X

1. Download File: http://www.yogalivelink.com/audio_recording/lame/LameLib-Carbon-3.91.sit
2. Use Stuffit to extract "LameLib" from the .sit ( NOTE: Extracting of the file may happen automatically depending on your computer setup).
3. Double-click the .pkg to install **"libmp3lame.dylib"** in /usr/local/lib/audacity, or save **"LameLib"** anywhere on your computer.
4. The first time you choose "File > Export as MP3", Audacity will ask for the location of "libmp3lame.dylib" or "LameLib". Navigate to that location, then open the file and click "OK". In Audacity Beta, choose "File > Export", select "MP3 Files" in the list of file types, then the export should proceed immediately.
5. In case of difficulty, please seek help through the Audacity website.