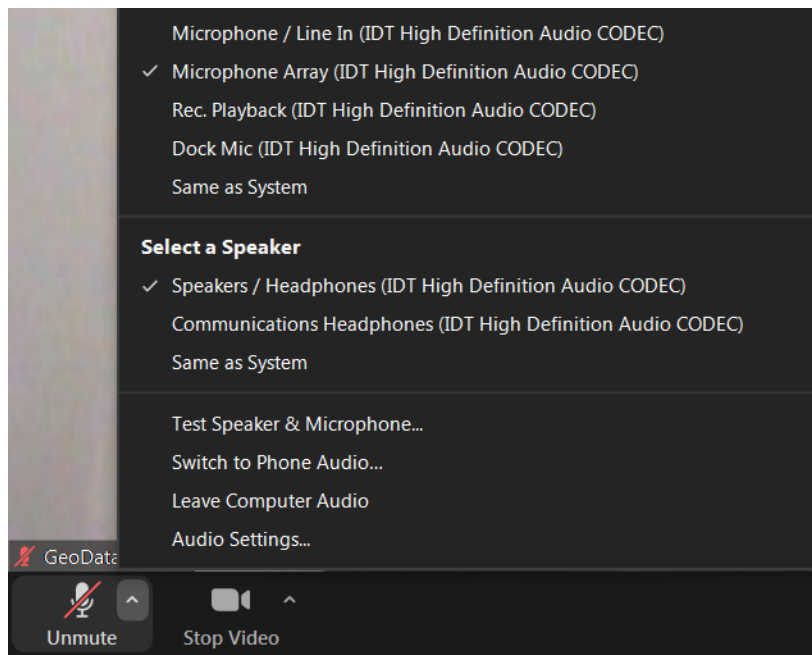


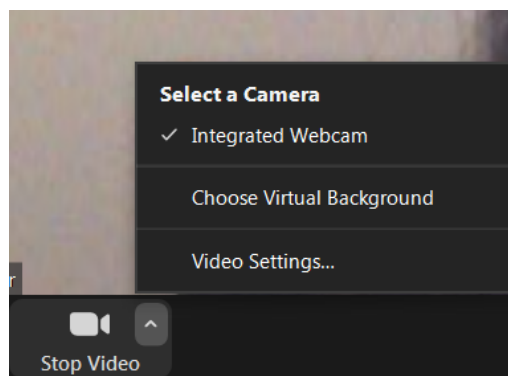
1 Mute/Unmute and Audio Settings

You can mute and unmute your microphone. The host also has the ability to mute you. If you click on the arrow next to the mute button, you will have additional options for audio settings. You can change your microphone, leave the computer audio or access the audio options.

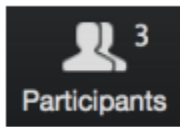


2 Start / Stop Video and Video Setting

You can turn your camera on or off with the Start/Stop Video button. By clicking on the arrow next to the start/stop video button, you can change webcams, access your Zoom video settings, or select a virtual background (if enabled).



3 Participants



If you click on Participants, you can see who is currently in the training session. The participants list also gives you the option to raise your hand or rename yourself.

3.1 Raise Hand

This option notifies the trainer and shows a prompt to simulate hand raise.

4 Polls

The trainer will use polls during the introductory sessions to get to know the attendees a little better. These are easy to use and are anonymous. Simply click on your multiple choice answer to participate.

5 Share Screen

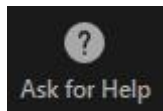


This facility will be used if you need help with something you are working on that cannot be easily answered via the chat window or video call. The trainer will activate a break out room where you can privately share your screen and discuss your problem. The trainer has the option to take control of your screen and also to stop the screen share.

6 Break out rooms

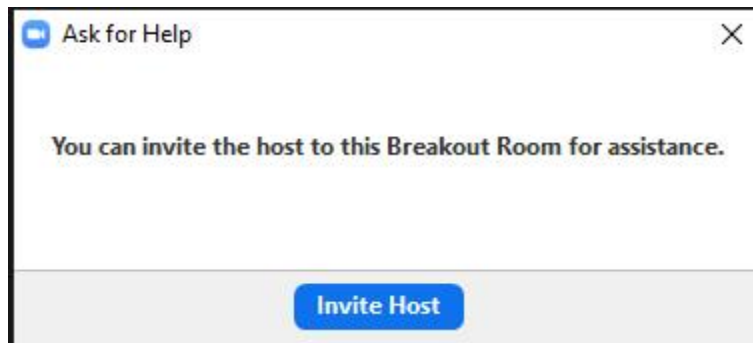
These will be used by the trainer to provide individual help as and when required. The trainer controls the entry and exit from the breakout rooms. These are effectively the same as the main session but just 1-2-1 with the trainer. It is within the breakout rooms that screen sharing can take place.

6.1 Asking for help

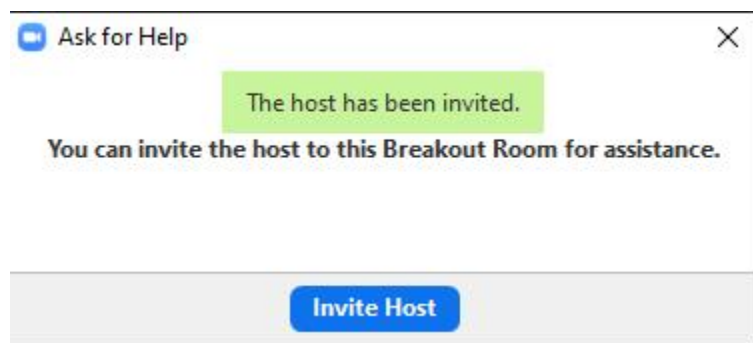


Click onto the Ask for help button to notify the trainer that you need some assistance.

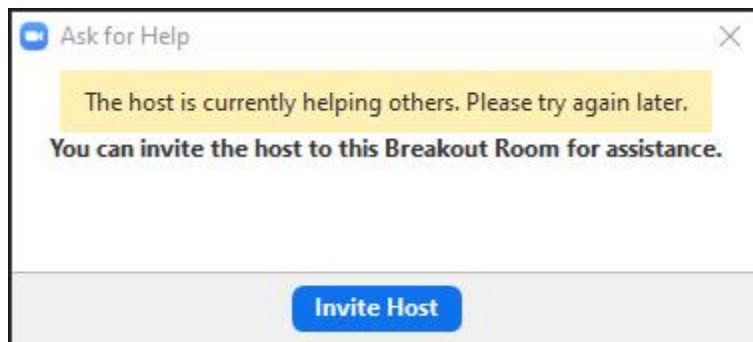
When you click onto this the following pop up will appear – Click the Invite Host button:



You will then see a notification that the host has been invited:

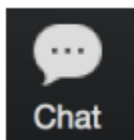


If the trainer is busy with another delegate and unable to help straight away you will see this message:



There is no need to click to ask for help again as the trainer will be aware of your request. As soon as the trainer has availability to join your breakout room to provide help they will do.

7 Chat



Chat with individuals or everyone in the meeting. Click Chat to open up the chat window and chat with other participants or view chat messages. Select the drop down next to To: to change who you are chatting with.

NOTE: The chat facility only works in the room you are in and with those participants in the same room at the same time. For example if the trainer is in a breakout room with another delegate you will not be able to chat with the trainer and will have to wait until they return. The trainer may also

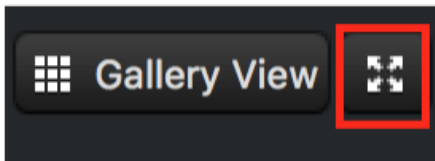
put you in a breakout room at this point so that you can notify the trainer if you need help by clicking on the ask for help button as shown previously in the breakout room section.

8 Video layout

At the upper right of the Zoom window, you can switch between active speaker view and gallery view. You can also switch between a shared screen and the video by clicking on a button available in this location during a screen share.

8.1 Full Screen mode

At the top right of the Zoom window, you can enter or exit full screen mode. You can also exit full screen by clicking Esc.



9 Leaving the meeting

You can leave the meeting at any time by clicking on the Leave Meeting option at the lower right corner of the Zoom window.

10 FAQ

10.1 Should I have my microphone muted during the presentations?

We recommend that attendee microphones are muted during the presentations. If there is a question during the presentation please do unmute and ask or use the chat facility.

10.2 Do I need to have my video on during the course?

We recommend having your video on to introduce yourself and during the course as this allows the trainer to clearly see if there are any issues.

10.3 What do I do if I accidentally leave the meeting?

If you accidentally leave the zoom meeting simply re-enter using the same information you originally used to join the session.

10.4 What do I do if my internet is slow?

If your internet is slow stop sharing your video during the session to see if this helps.