U3A Network Victoria
Go Online Project

A GUIDE FOR PARTICIPANTS
APRIL 2020

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Introduction

This guide has been developed to support participants in online activities offered by U3A through Zoom.

Zoom is a cloud-based video conferencing service you can use to virtually meet with others - either by video or audio-only or both. It can be used on a variety of platforms including Mac computers or PCs as well as Apple or Android smartphones and tablets.

It allows you to:
- Share your screen with other meeting participants, including showing PowerPoint presentations, You Tube videos and so on
- Annotate shared documents
- Send files to participants during the meeting
- Use a virtual whiteboard

You can even record the Zoom meeting!

Each U3A will purchase one or more Pro Zoom licences. Only one activity can operate at a time on each licence.

Equipment required:
- A computer, laptop, iPad, tablet or Smart Phone
- To use the video facility the device must be fitted with a camera. If there is no camera fitted in the device an audio link can be established
- Internet connectivity

Setting up the Zoom application

The Zoom application will be automatically installed on each participants' device once the participant clicks on a link included in the initiating email sent by the tutor.

The following is a check list related to Zoom technology:
- Check that you have a microphone and webcam installed on your computer. If you do not already have these in your device, you will need to install them. Contact your Zoom Mentor for assistance. Laptops, tablets and smartphones will have these inbuilt
- Use the Zoom app to test your audio and video settings, and adjust as necessary – refer to the URL on page 4 for more information
- You could choose to use a headset to maximise the audio component of Zoom, but it is not essential – if so, test in advance of the online meeting
- Your internet connection will have a big impact on how Zoom streams video and audio. Close down any unnecessary devices, apps or tabs in your browsers so you can maximise your speed. Ask others using the same connection to either do the same or to close down completely during the meeting

The following is a check list related to the environment in which you will be working:

- Always look your best – do not forget the other participants can see you
- Set your device up in a private space, to minimise noise and distractions from passers-by
- Lighting should come from in front of you, or from the side, in order to best light your face
- Keep your background clear of distractions
- Look at your webcam, not the screen – this avoids having people look up your nose or at the top of your head! You may find you have to raise your computer or device so that the camera is at eye level

To become familiar with the technology participants may Zoom with a friend, family member or colleague using the free Zoom download option offered on the Zoom website. However, this free version should not be used to host any activities.

Invitation email

The tutor emails an invitation to join the class online two to three days before the class is scheduled. If not already downloaded by the participant, Zoom will automatically download the app and walk the participant through the process of configuring their computer to join the meeting. It is a simple three step process.

This is an example of the content of the email sent by the tutor:

> To Join the Zoom Meeting please click on the password encrypted link below
> https://zoom.us/kj/4455630401?pwd=byrdfnOXJkZFEwOGJkVEFGaEtwZz09
> Time: 11:00 AM to 12:30 PM
> Date: Friday, 17 April 2020
> Meeting ID: 455 059 545

Once the class begins the tutor and the participants will see many if not all other participants. Here is what U3A Whittlesea's Writers Group looked like at their class on Wednesday, 18 March 2020:

Below are some links to guidance in how to test video and audio and how to host a meeting.

Testing video and audio
Test your video
https://support.Zoom.us/hc/en-us/articles/201362313-How-Do-I-Test-My-Video-

Test your audio
https://support.Zoom.us/hc/en-us/articles/201362283-Testing-computer-or-device-audio

Join a meeting
https://www.youtube.com/embed/vFhAEoCF7jgrel=0&autoplay=1&cc_load_policy=1

Configure a meeting
https://www.youtube.com/watch?v=HqncX7RE0wM&feature=emb_rel_end

How to run a meeting
https://www.youtube.com/watch?v=l8UwTwjpE6E

How to use Zoom plus Breakout Groups
https://www.youtube.com/watch?v=6i-NA563Ojk

Security Issues
Outsiders may access or 'bomb' a Zoom meeting. Be assured that the likelihood of this is low provided the tutor is using the U3A-provided Zoom account and they invite participants by sending a Zoom-generated email. As per the example above, the password for the meeting is NOT to be included in the email.

Participants are discouraged from trying to access a meeting through their own Zoom account. Simply respond to the email by clicking on the link provided there. Also, as a precaution do not post links to Zoom meetings on social media or take a snapshot of the link and pass it on.

The U3A-provided Zoom account is available only for online U3A activities and should not be used to connect class members outside of class time.

Additional information
Zoom has online training (https://support.Zoom.us/hc/en-us/categories/200101697) – and a support centre (https://support.Zoom.us/hc/en-us). There is a lot of helpful information to be found on their website.

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