

## PREPARATION INSTRUCTIONS VIRTUAL CLASSROOM STUDENTS



Thank you for choosing LifeSwitch Driving Academy as your source for state certified driving training. You have signed up to take this course in a virtual classroom setting. These instructions are being sent to you prior to class start time so you can insure you know the expectations for virtual classroom students and so you can work out any technical issues you might have before the class begins. Unfortunately, we will not have time to help with individual computer problems once the course has started.

We will review general guidelines at the beginning of class. The following rules however are specific to virtual students.

- **Conductive environment** Make sure you are taking the class in a stable, quiet and non-distractive environment. Be aware that what happens behind you is visible to others in the class. Children and pets playing in the background can be hard to ignore.
- **Your video feed** must stay on during class and you must remain in the picture active. Still pictures of you have about a two minute shelf life before the instructor realizes you are no longer blinking or breathing. At that point we will call 911 and give them your address to make sure you are still alive.
- **Bathroom Breaks.** We have a break approximately every hour. Generally that is frequent enough to prevent bathroom breaks during class time. Use your best judgment of course but the expectation is you will be in front of your camera during class time.
- **Muting and Screen Name:** Keep your Mic muted unless you are talking or are about to talk. Please insure your screen name is at least your first name and last initial.
- **Participation Expected.** It is easy to think in a virtual environment you can multi-task and keep half an eye on the course and get by. Don't make that mistake. If the instructor calls on you and repeatedly you are lost about the topic, you can be dismissed from the class and you will have to take it again.

### Technology Requirements

**DEVICE:** You will need to be working from a computer or I-Pad to take this course online. Cell phones are not a suitable device to take the class. The computer must have a working camera with microphone and audio volume for you to hear and be heard clearly.

### Technology Requirements

**DEVICE:** You will need to be working from a computer or I-Pad to take this course online. Cell phones are not a suitable device to take the class. The computer must have a working camera with microphone and audio volume for you to hear and be heard clearly.

**ZOOM:** If you have never used zoom or are unfamiliar with using it, please go through the ZOOM TEST MEETING exercise below. If you are using a Wi-Fi connection you haven't used previously for a virtual meeting, or you are unsure how fast your connection is, follow the SPEED TEST instructions as well. If after following all of these instructions and checking resources to determine how to fix the problem, you still cannot get ZOOM to work (usually camera or audio) then please let us know at least an hour prior to the class start time; we will call you on the phone and try to help you with the issue. Remember however it is your responsibility to make sure you can connect to the virtual classroom.

**SPEED TEST:** You need to have an internet speed minimum of 10 Mbps download and 2 Mbps Upload (MBPS = Megabytes per second). You can check your internet speed by going to <http://www.speedtest.net> then click "GO." It will give you your download speed and your upload speed.

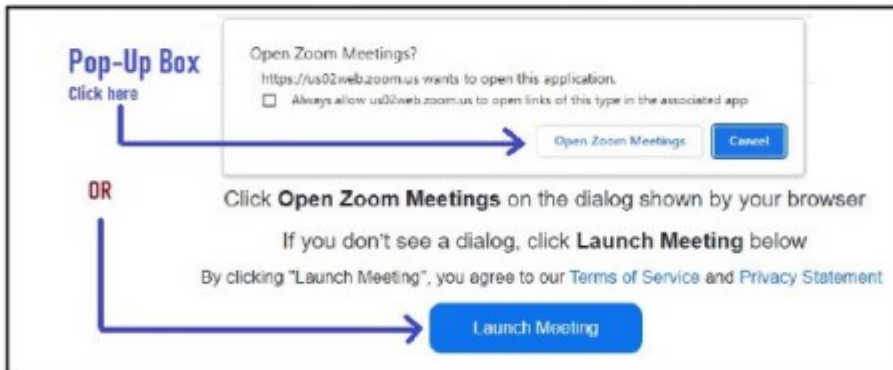


## Zoom Testing and Set-up

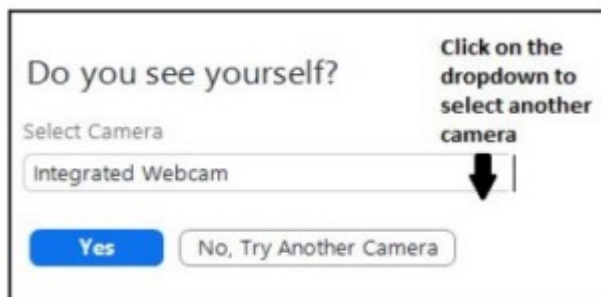
1. On your computer/I Pad click on this link <http://zoom.us/test> You will see this screen. Click on **“Join”**



2. Next you will see a screen asking you to confirm you want to open a zoom meeting. This should come up as a pop-up screen. If so, click on **“Open Zoom Meetings”** in the pop-up window. If no screen pops up, it has probably been blocked by security on your browser. If you do not see a pop-up screen click on “Launch Meeting” in center of page. Then click on **“Open Zoom Meeting”**

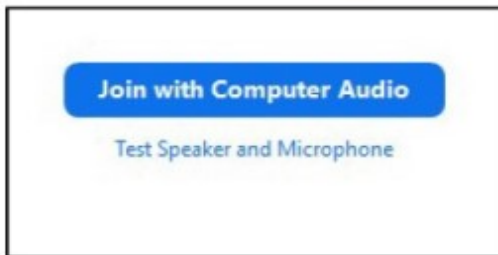


3. Once you are in the test meeting, the first thing you will be asked is **“Do you see yourself?”** If you do then your camera is working. If you do not there is a list of active cameras to choose from in the drop down. Select the camera you want to use and hit try another camera. If you can't get your camera to work, try looking at [www.zoom.com](http://www.zoom.com) for help or look in your settings under **“camera.”**

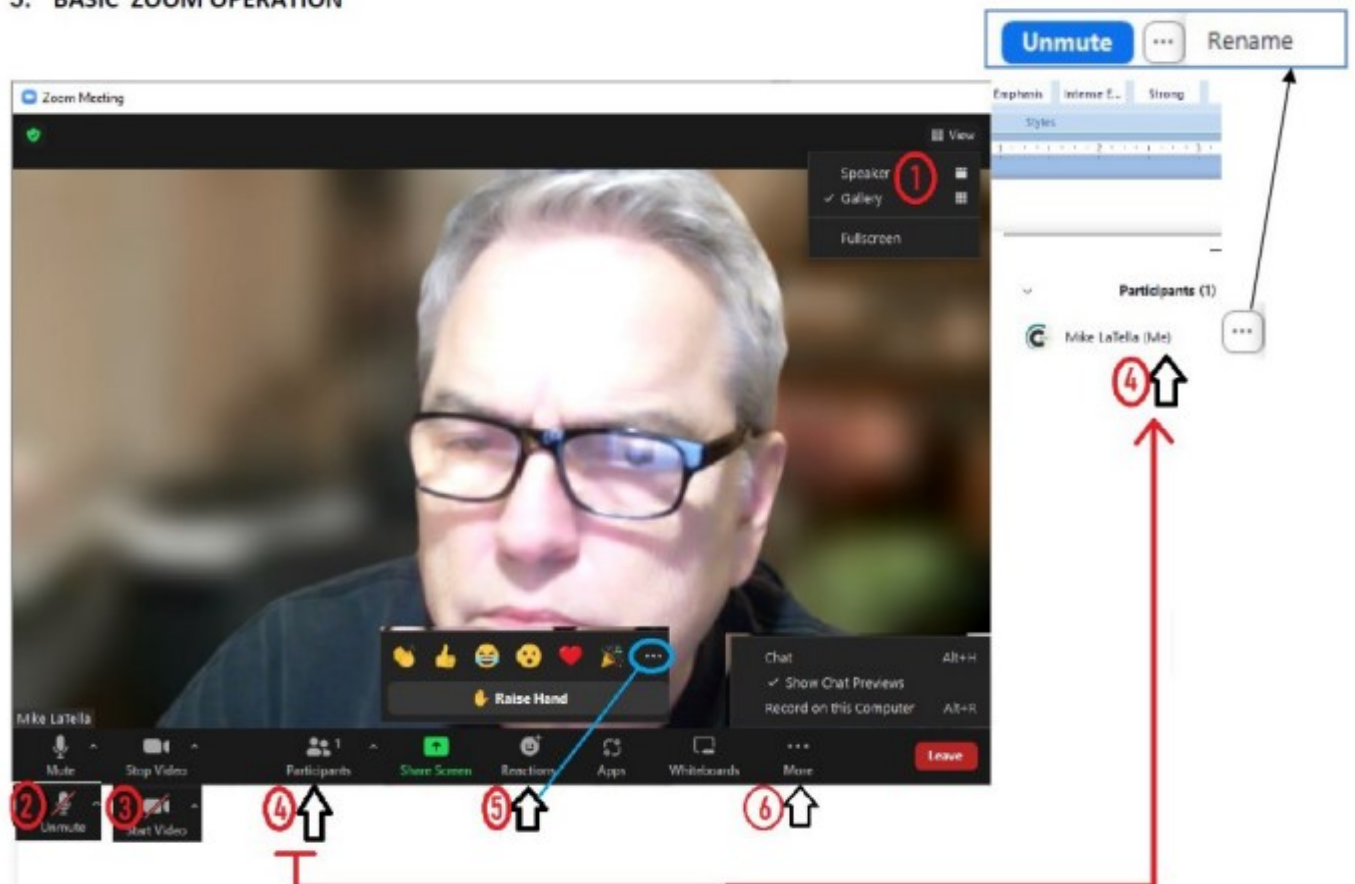




4. Depending on whether zoom recognizes your mike and/or speakers, you may next see a screen asking if you want to join with computer audio. Select **“Join with Computer Audio.”** You will be able to test audio and speakers shortly.



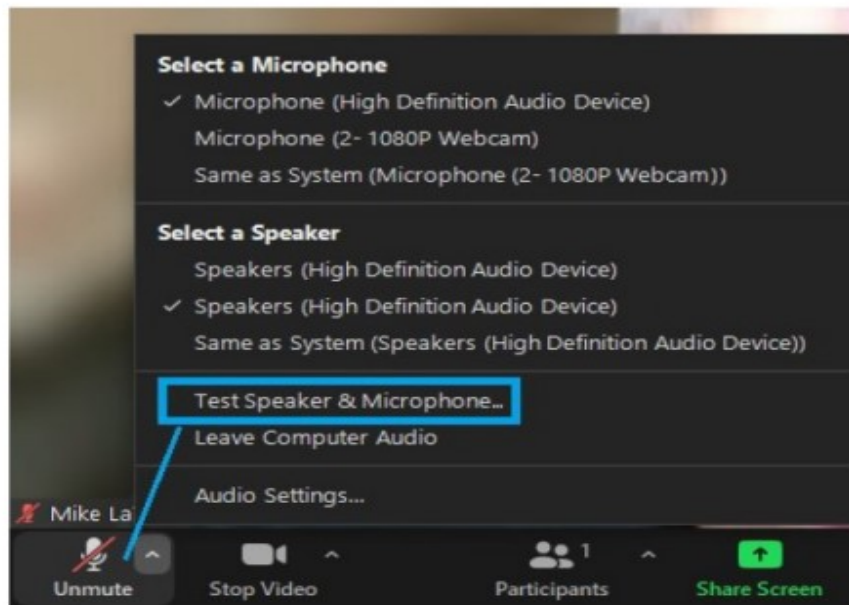
## 5. BASIC ZOOM OPERATION



### **These are the basic actions you need to know on Zoom; you can play around with them in test mode**

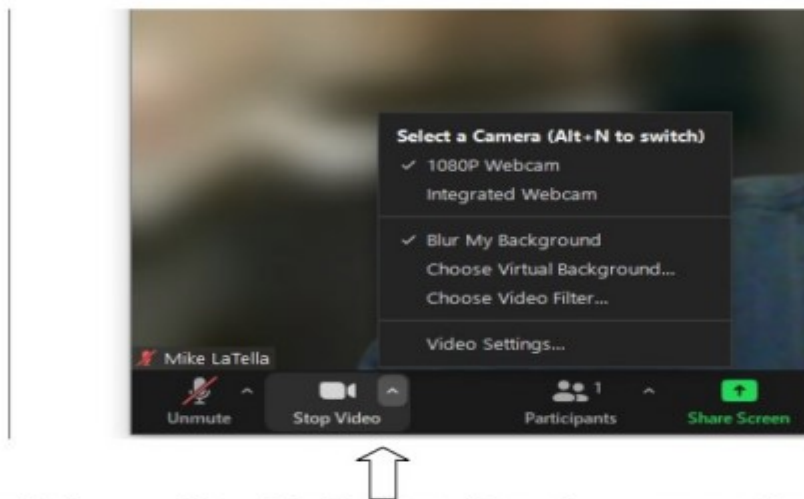
1. Look in upper right corner. This determines your view. You can look at gallery which shows everyone on the call, or you can choose speaker which means you only see the person speaking; make sure your view doesn't block the presentation
2. Important. A single click mutes your Mic. You want to be muted unless you are talking or about to talk.
3. A single click turns off your video so that others can't see you but you can see them. In this class keep your video on except for extreme circumstances.
4. Clicking "Participants" allows you to see all of the people in the room. It also tells you if their mic and video are on or off. Next to your name are three dots. Click on those three dots and you can change your screen name.
5. "Reactions" can be clicked to raise your hand to ask a question or send an emoji. If you click on the three dots (circled in blue) you will be given a choice of dozens of emojis. Generally, the emojis are fine if you stick to the 7 on the first click. If they are overused they become distracting and obnoxious. Use your best judgment.
6. The last option "More" is only used for Chat which you can use to ask questions or answer questions. Chat is limited to things you say to the instructor and entire class. Person to person chat is not allowed.

## 6. A FEW ADVANCED FEATURES OF ZOOM



If you click on the arrow next to the microphone (the icon you use to mute and unmute your mic) you will see a list of options. It lists the microphones and speakers you have available on your system and allows you to change them. But before you get started, this is where you can check your sound and your microphone to make sure they are working. Just click on “Test Speaker and Microphone” and it will walk you through the test.

If you click on the arrow next to the microphone (the icon you use to mute and unmute your mic) you will see a list of options. It lists the microphones and speakers you have available on your system and allows you to change them. But before you get started, this is where you can check your sound and your microphone to make sure they are working. Just click on “Test Speaker and Microphone” and it will walk you through the test.



You can do the same thing with video. Just click on the arrow up on the video camera. Be careful here until you have a chance to read about it and know what you are doing. Different backgrounds for instance take up a huge amount of space and for many computers it will cause your system to crash.

## 7. Look for Answers and Improve your Knowledge on Zoom

Whether preparing for this LifeSwitch class or just to improve your skill set, Zoom does a really good job of providing online resources to allow you to take your understanding level as high as you want to go. Check out

<https://support.zoom.com/hc>

There are troubleshooting solutions and self-help videos for everything you could ever need in learning about this new mainstay in today's business world.

The screenshot shows the Zoom Support website interface. At the top, there is a navigation bar with the Zoom logo and links for Products, Solutions, Resources, and Plans & Pricing. Below this is a secondary navigation bar with dropdown menus for Product Support, Support by Topic, More Support, and Contact Support. The main content area is divided into several sections:

- Getting Started:** Represented by a rocket icon, with the text "Everything you need to know to get started with Zoom products and features."
- Account Management:** Represented by a gear icon, with the text "Manage billing information, get login support, and secure your Zoom meetings."
- AI Companion:** Represented by a star icon, with the text "Zoom AI Companion empowers you to increase productivity, improve team effectiveness and enhance your skills."
- Audio & Video:** Represented by a headset icon, with the text "troubleshoot audio and video technical issues."
- Learning Center:** Represented by a person at a computer icon, with the text "Become a qualified Zoom expert with on-demand and live training options."
- Community:** Represented by a group of people icon, with the text "Find solutions, ask questions and collaborate with other webinar users in the Zoom Community."
- Featured articles:** A list of links including "Joining a Zoom meeting", "Understanding Zoom privacy alerts", "Not receiving emails from Zoom", "Zoom user types & roles", "Configuring professional audio settings for Zoom Meetings", and "Zoom Meetings".
- Top Resources:** A list of links including "Zoom Cloud Status", "Live Training", "Professional Services", "Premier Support", "Zoom Virtual Backgrounds", and "Enhancing your video in Zoom".
- Release Notes:** A section with the text "Stay up to date with the latest features, improvements, and bug fixes for Zoom pi" and a link "View all release notes".