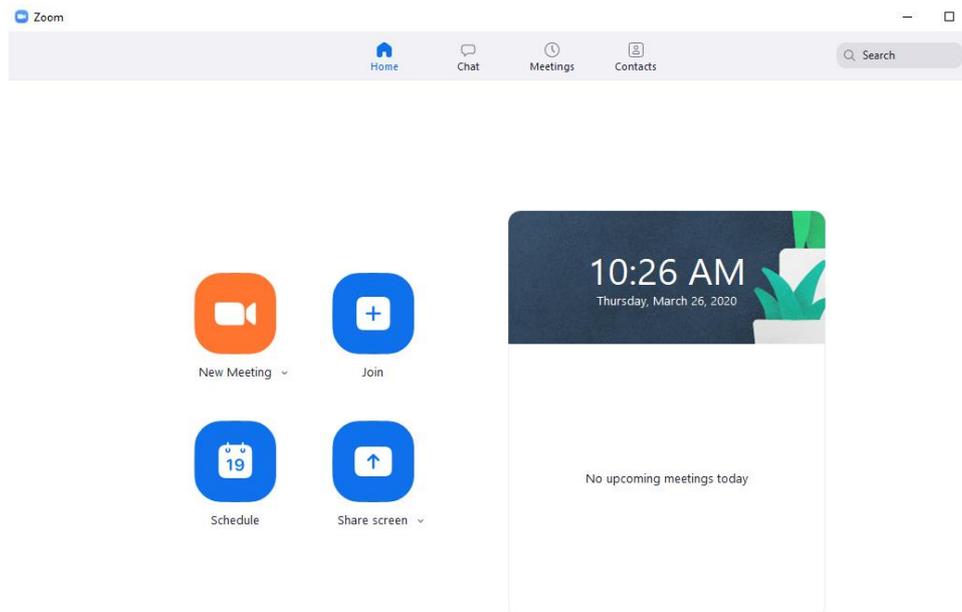




Using Zoom: For Solent Recovery College Students and Attendees



Zoom is a popular video conferencing tool that can be used for:

- SRC courses, sessions and training
- Guest speaker presentations
- Online discussions and tutorials
- Peer support groups
- and more...

During this period SRC is temporarily switching to an online way of teaching so we can continue to deliver our key courses and sessions. Use this document to help you prepare for your Zoom-supported learning.

The Solent Recovery College Student Conduct Code does apply to using and participating in Zoom courses. We are not therapy, SRC is purely an educational approach to managing and/or supporting others with their mental wellbeing.

The Required Equipment

It is possible to join a Zoom meeting with nothing more than a landline phone. However, for the best possible experience, we do recommend using the following hardware...

- **A web camera:** Many laptops, all-in-one PCs and mobile devices come with a built-in camera. For desktop setups, you may need to purchase a webcam in order to fully participate in the online teaching experience. Without a webcam, you are not able to transmit video. **A headset with a microphone:** this will allow you to hear and be heard more clearly. It will also help to block out some of the background noise.

Recommended Software

You are strongly encouraged to download **Zoom Desktop Client** (which is free).

Doing so will give you access to many more features. Zoom is simple to use, but if you do have any concerns please contact SRC@solentmind.org.uk. Zoom works on the following browsers:

- Windows: Firefox, Chrome, Safari5+
- Mac: Safari5+, Firefox, Chrome
- Linux: Firefox, Chrome

If you choose not to download the **Zoom Desktop Client**, you will still be able to access some (but not all) of Zoom's features using a Chrome browser.

[Watch a 3-minute video about the Zoom Desktop Client](#)

Accessing SRC Online

You must provide SRC with a valid and up-to-date email address as you will receive an email invitation to join the online class.

Click on the link provided in the email and follow the onscreen instructions. Classes will start on time. If you can login at least 5 minutes before class is due to start. An online waiting area has been set up.

You can join a Zoom meeting using a smartphone or landline device.

- Using the **Zoom app** on a mobile device: Click the **Join Zoom Meeting** link to open the app, much the same way as joining from a computer.
- Using the **dial-in** option: Select **One-tap mobile** to call in using your smartphone phone. *The meeting ID automatically enters.*
- **Dial by your location** if using a landline phone. *You will need to enter the **Meeting ID** and **password**, located in the meeting invite.*

Joining an SRC Zoom Class

Before joining the zoom meeting:

- It is strongly recommended to clear all browser history/cache and reboot your computer before joining any Zoom classes.
- Make sure your computer is plugged in to a power source.
- If possible, connect to hard-wired internet (ethernet) for the best possible connection and meeting experience.
- Zoom will request access to your webcam and microphone. Click **Allow** to give the app or browser permission to use your computer's microphone and camera.
- Check that you are using the latest version of Zoom. Zoom will let you know if an update is required.

After joining the zoom meeting:

- Check the audio and video settings to make sure your camera, microphone and speakers are working correctly and troubleshoot as needed.
 - If you have it, wear a microphone + earbud/headphone headset as this produces better quality sound and reduces background noise.
 - When you join the class, your SRC Trainer may have all participants' microphones muted automatically.

Best practices to follow during class:

- It is easy to get distracted online. Please:
 - Close as many tabs and apps as possible on the device you are using.
 - Put away phones and other devices.
 - Minimize distraction while maximizing attention, respect, engagement, and learning.
 - Be aware of your background and ensure no location identifying information is on display.
 - Do not take screenshots of the session or share any information from the course on social media.
- If you're not actively speaking please **mute** your microphone.
- To feel more connected and engaged we recommend having your camera initially switched on, unless you are feeling too anxious or have any technical issues.
- Use the "*hands up/thumbs up*" feature if you wish to talk. This can be found in the **Participant** list.

- Set your computer or mobile device on a solid surface to avoid sharing a 'bouncing' screen.
- Use the '*Chat*' function within Zoom to ask questions directly to the trainer or the whole class. Please follow the student agreement/housekeeping guidelines when posting.

*These sessions are limited in spaces. If you are unable to attend please contact us to make us aware. If you do not attend 3 sessions in a row without notification you may not be able to enrol for future sessions.

For you have any questions or require some support in setting up Zoom please contact:

SRC@solentmind.org.uk | 07971 348 555