Getting Started with Zoom – an OLLI at NC State Member Guide

First of all you do not need to have a Zoom account to participate in a Zoom event. You will be prompted to download the software once you have clicked on the link in the invitation you receive. You may wish to create an account but that is not required to participate. The first time you access Zoom, click on the link about ten minutes early to allow time for the download to happen. If you get a message on screen to say the host has not yet started the meeting, just wait until they do.

What Equipment Will I Need?

It is possible to access Zoom using a telephone, either a landline or a smartphone using cellular data or internet. However, using a computer or tablet will allow you to use the full capabilities of Zoom and for that you will need an **internet connection**.
The following equipment will enhance your experience of Zoom:

A camera built into your device or a separate web camera – this will allow you to see the instructor and your classmates for a more interactive experience. If you do not have a camera you will still be able to see the instructor and the rest of the group.

A microphone, again either built in to your device or attached. A headset with microphone will let you hear and be heard more clearly.

A charger connected to your device during class will ensure you do not have an unexpected power loss to interrupt your learning.

Practice in Advance of Your First Zoom Class or Lecture

Please note that Zoom uses the term "Meeting" so you will see that term used on the platform, but for OLLI purposes the meeting is a class or lecture.

You can also go on the Zoom support website for helpful information and do a Zoom test meeting to practice connecting your audio and video and using the features, including the Chat function.

http://zoom.us/test

Click on this link to watch a video about joining a meeting, we recommend you join from the link in your email invitation from the OLLI office or from your REPORTER Brickyard account. Note that all your Zoom invitations will also contain a password, this is not shown on the video. The password will already be built into the link you receive from OLLI so you will not need to enter it.

https://bit.ly/JoinOLLIZoom

What Can I Expect After I Register for A Zoom Class?

When you register for an OLLI Zoom class you will receive a receipt to confirm your registration.

A few days before the start date you will receive an invitation from OLLI via email. **Save this** as it will contain the link you need to access the class, the meeting ID number and a password for reference. OLLI uses a password to gain access to increase security and prevent unauthorized persons joining the class. The information is already built into your link so there is usually no need to type it in. Please do not share the link with anyone else, it is for your personal use only.

If you use Google calendar, we also strongly advise you to add your courses to your Google calendar. You can add the course to your calendar by clicking on the View Details button and the calendar icon. You can also add courses to your calendar by clicking on the links in your Registration Confirmation email.

If the class has multiple sessions you will use the same link each week.

You can also login to your REPORTER Brickyard account to access the Zoom link.

Login to your Brickyard Account with your email address and password

In the Upcoming Courses section…

Click the "Go to Webinar" button next to your class to join the Zoom! No need to find the email with the Zoom link in it!

On the Day of the Class:

Set Up Your Space and make sure you have everything you need in advance:

- Find a place where your internet or cellular service is strong and there is little or no background noise
- Turn on all your lights so you can be easily seen
- Do not sit in front of a sunny window or lamp as you will be backlit and hard to see
- Be aware that people will see everything that is behind you in your room. Many people prefer to sit in front of a plain wall.
- Get everything you need before the meeting starts, pen, notepad, beverage
- Turn off or silence other devices, and landlines if possible.
- Let others know you should not be disturbed, including your pets!
- Make sure your device is plugged in
- Do not have two separate devices connected to the Zoom meeting at once in the same room as this created disturbing feedback noise. This may be because a friend or partner is in the same room as you with their device, or because you first joined the meeting with one device then switched to another because you had problems with sound or video.

Joining the Meeting:

Join the meeting 5 minutes early so that you are ready when the class or lecture starts.

Click on the link for your Zoom class or lecture.

The joining process will ask you to join using Video and join using computer audio so you should say yes to both. We strongly encourage OLLI participants to enable their video for most of the class. If the instructor can't see your faces, it's much less fun for them, and all OLLI instructors volunteer – let's make it as enjoyable as possible for them! At a minimum, Audio is definitely required.

If you try to sign in to a class and receive an error message that your passcode is invalid, open up your Zoom account and log out. Sign back in and re-enter the meeting ID and passcode.
If you are unable to join by clicking the blue link above try opening the Zoom app and entering the meeting id and passcode.
If you continue to have a problem joining your class, please call 919-515-5782, but if you cannot reach us right away, you can also login to your REPORTER Brickyard account to access the Zoom link.

Get Familiar with the Most Commonly Used Zoom Features

The first three features have a toggle button that allows you to move back and forth between the two modes.

Mute/Unmute

Unless you want to speak you should keep your microphone muted. This eliminates background noise which can be considerable when there are over fifty people in a class. You can easily unmute using the button on the control panel. Another method is to temporarily hold down the space bar on your keyboard while you speak.

Microphones are usually not muted before class begins to allow a few minutes of socializing, but participants will all be muted at the start of class

Start Video/Stop Video

OLLI instructors and staff would prefer that you keep your video on so that you can be seen. This enhances the class experience greatly for instructor and participant alike. However be aware that everything you do can be seen so you may wish to temporarily stop your video if you need to do so for a few minutes.

Gallery View/Speaker View

For this feature the mode that is displayed is not the one you are currently in, so that if you are in Speaker View (the person speaking will be displayed on full screen, with

everyone else in a small box) Gallery View will be the button that is displayed. This means that to get to gallery view (where everyone is displayed in the same size box, up to 25 on a PC or laptop screen) you click on the Gallery View button.

You can play with the views feature on your first Zoom experience without affecting anyone else's experience.

Chat Function

While in a class you are able to type comments or questions in the chat box. To do this click "chat" in the meeting controls, which will open the chat on the right side of your screen. In OLLI classes your chat will usually be to "everyone" because that is how the session is set up. However, in some Zoom meetings it is possible to be able to send a private message to one person by clicking on the drop down arrow and selecting that person's name from the list of participants.

Most OLLI instructors will ask you to type any questions in the chat box rather than asking out loud. The class assistant will be monitoring the chat and alerting the instructor when questions are asked.
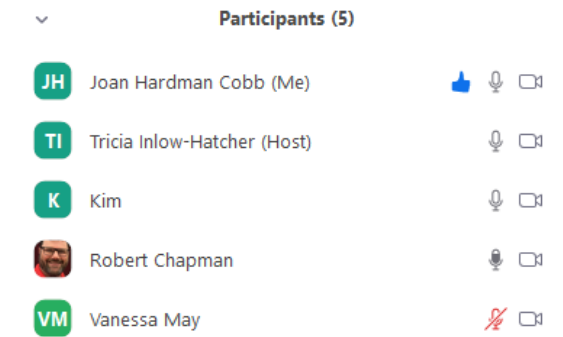
Participant Panel:

Clicking on "participants" in the meeting controls will bring up a list of the participants on the right side of your screen. You may need to scroll up and down to see the whole list.

There are several things you as a participant can do from this panel including raise your hand, chat and change your display name. To do the latter you will click on the three dots/more to the right of your name to get the drop down list of actions.

Raise Hands

Some instructors will ask the class participants to "raise their hand" virtually to ask a question rather than use the chat function. To do this you will click on the hand symbol at the bottom of the participant window. Click on the hand again to lower it, otherwise it will stay on. The Class Host will also monitor this and let the instructor know if a hand is raised.

There are other options too like thumbs up or down to express an opinion! These will disappear after a few minutes and are not typically used in OLLI classes.
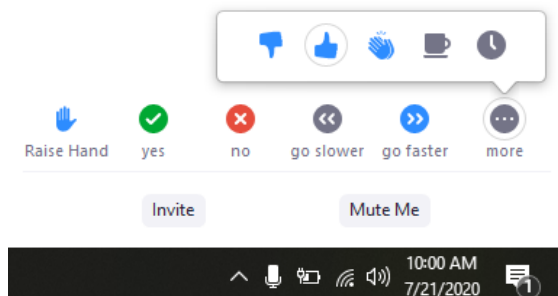
We hope you enjoy OLLI's Virtual Classroom!