Getting Started with Zoom.

A Learner's Guide.

Please note that all training session(s) will be recorded by SSI as part of funding requirements and for course audit purposes. Please ensure that your camera is turned on throughout the session(s). By agreeing to attend SSI courses delivered via Zoom, you are deemed to have consented for your participation to be recorded.

1. Preparing for the Class

a) Ensure that you have received a link to the meeting or a meeting ID which should include the below details:

Topic: <u>Title of Course</u> [AE: <u>AE's Name</u>] <AE = Adult Educator/Trainer/Lecturer>

Time: <u>Date and Time of the Course</u>

Join Zoom Meeting

https://zoom.us/j/<u>xxxxxxxxx</u>

Meeting ID: <u>xxx xxx xxx</u>

Meeting Password: <u>xxxxxx</u>

b) Ensure that you have downloaded and installed Zoom client on your devices [Laptop / Mobile*]

Go to https://zoom.us/support/download or search on Apple App Store or Google Play Store.

Follow the instructions given to install the Zoom client.

Please make sure that your device has an internet connection.

c) Ensure that you have a valid Zoom account before the course.

d) Ensure you are registered with a SingPass and your mobile is setup with SingPass App.

e) Ensure you are in a location with strong & stable Wifi and/or Data connection throughout the course duration.

*Please note that while mobile phones and tablets can be used, laptops are advised to be used for stability and easy access to various Zoom functionalities.

2. Joining the Class

a) When you are ready to start the class, click on the link provided. You will then be prompted to login to your Zoom account.

https://zoom.us/j/xxxxxxxxx
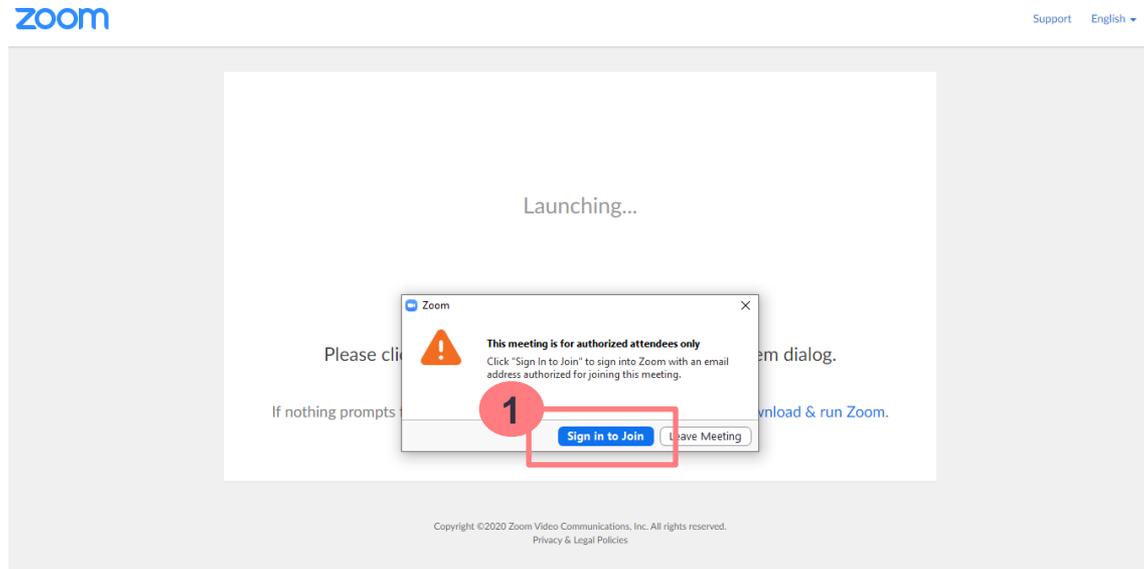
b) Alternatively, you can open the installed Zoom Client from Step 1b and key in the Meeting ID provided and click "**Join**". Key in the Meeting password when prompted.

Meeting ID: xxx xxx xxx

Meeting Password: xxxxxx

2. Joining the Class (cont'd)

c) When logging in, ensure that the name you log in with is the name you registered with SSI (Name as per NRIC) as attendance will be recorded.

d) If your AE has already started the class, you will automatically be added into the class. If not, you would be placed in the "Waiting Room" [see picture 5 above]. Please wait for your AE to start the class.

e) Please do not be late. The Zoom classroom will be locked 15 minutes after the course has commenced.

3. Changing Log-in Name

a)   You may be prompted to change your login name to your full name (as per NRIC) for attendance purposes. Your name will be authenticated by SSI or the AE when you log in to Zoom, in order for you to continue in the class online. Generally, you should have keyed in your name prior to logging in (see point 1 below) or when setting up your account.

b)   If not, click on "Participants", mouse over your current name, click "More" then "Rename". Key in your full name (as per NRIC) and click "Ok"
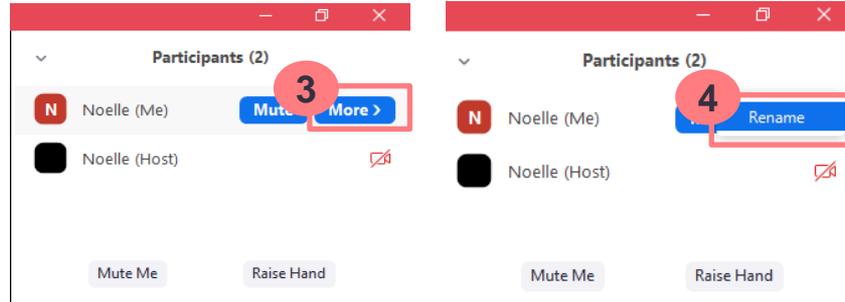
4. Checking Audio

a)   Before you join the call, you should ensure that your audio is working properly. This includes your microphone and headphones / speakers.

b)   Click "Test Speaker and Microphone". A pop-up window will appear to test your speaker and microphone. Follow the on-screen instructions to ensure that your audio system is working.
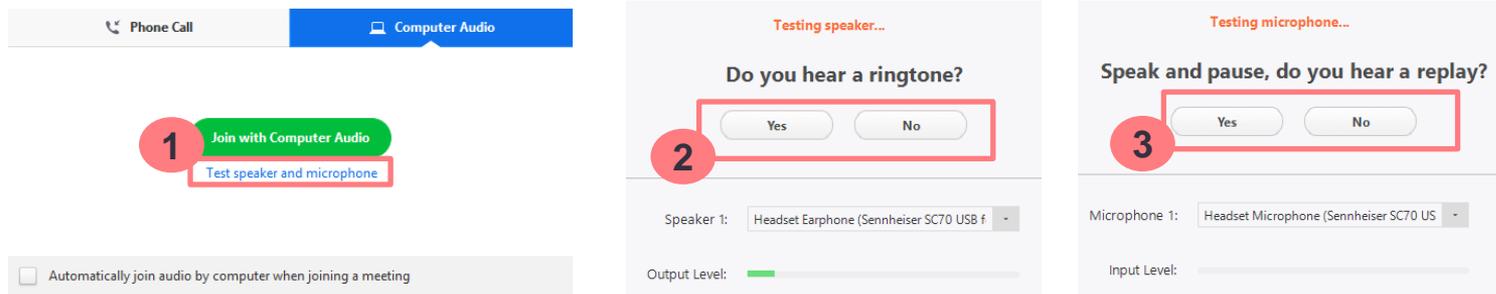
c)   If you clicked "Join with Computer Audio" and have already been brought into the meeting, you can still start an audio test. Look for the "Microphone" icon at the bottom left of the screen and click on the "Arrow" icon (^) next to it. Look for "Test Speaker and Microphone" and follow the on-screen instructions to ensure that your audio system is working.
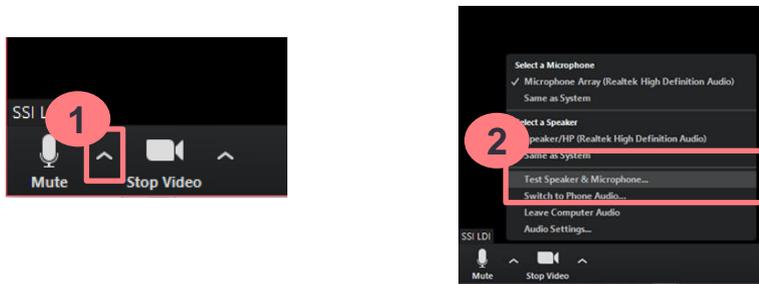
5. Switching On and Off Camera / Mute / Unmute

a) Click on the "Video" icon to switch on and off your webcam. You are required to switch on the camera throughout the duration of the course. AEs will request for you to switch on your camera for attendance taking. Please also ensure you are appropriately-dressed.
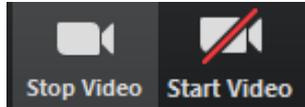

b) Click on the "Microphone" icon to mute or unmute your microphone. You are encouraged to mute your microphone when you are not speaking. This reduces background noise and interference for your AE and coursemates.
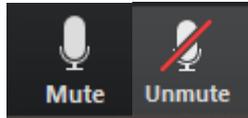
c) To mute, unmute or adjust volume of your speakers, please adjust the settings on your laptop directly.

6. Chat Function

a)   There is a chat function within the Zoom meeting that allows learners to chat with specific persons (eg. to AE) or broadcast a message to all participants.

b)   Click on "Chat" icon and a chat box will open on the side. Type your message in the text box provided and press "Enter" on your keyboard to send.

c)   Use the drop-down beside "To" to select who you intend to send the message to.
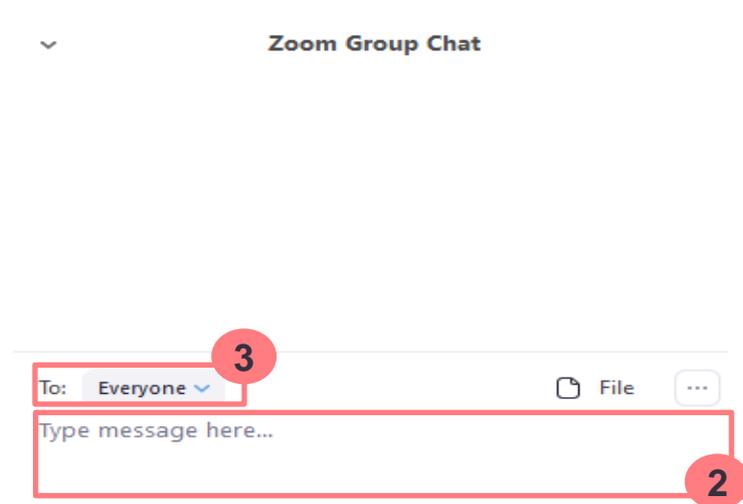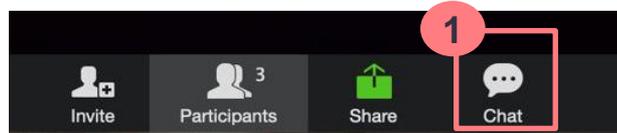
7. Share Screen

a) Your AE may request for you to share your screen if there is a need for you to present your discussion.

b) Click on "Share" and a pop-up window will appear for you to select which screen to share. Please ensure that the window is already opened on your desktop. Once you click "Share", the file / window you chose to share will expand into full-screen mode. You can start presenting. A tool bar will appear at the top of the screen for you to manage the sharing.

c) Click "Stop Share" to end sharing.
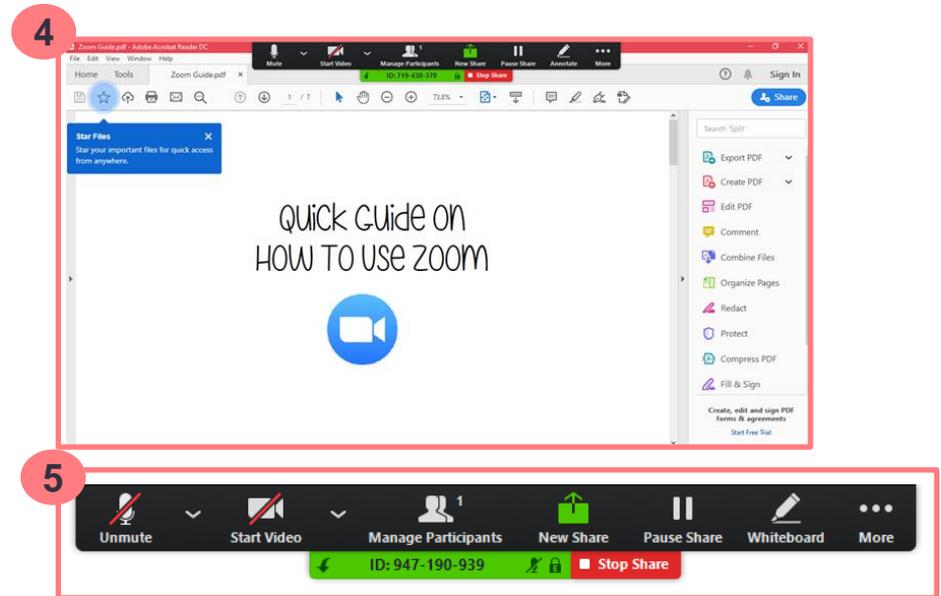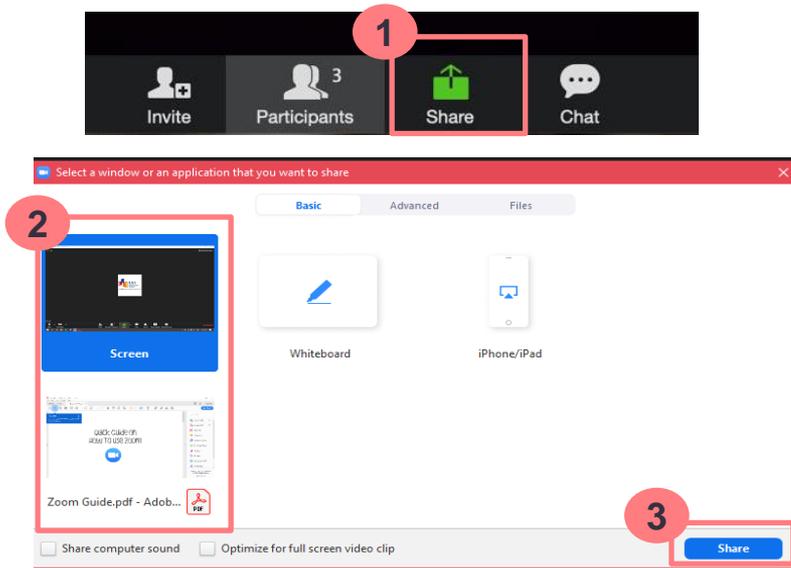
8. Share Whiteboard

a)   Alternatively, you may be requested to share a whiteboard which will allow participants to annotate together on-screen.

b)   Click on "Share" and a pop-up window will appear for you. Select "Whiteboard". Your screen will become a blank page and an annotation toolbar will appear.

c)   Click "Stop Share" to end sharing.
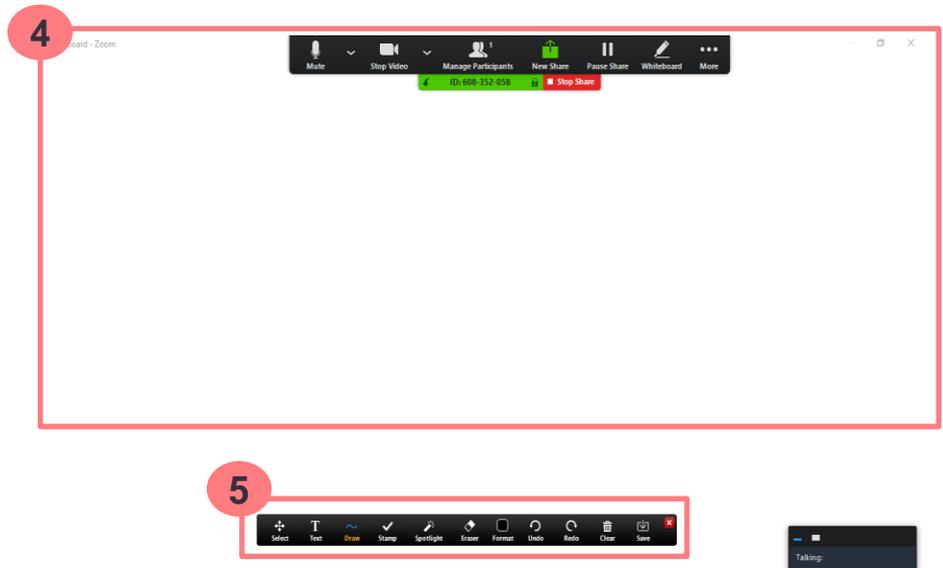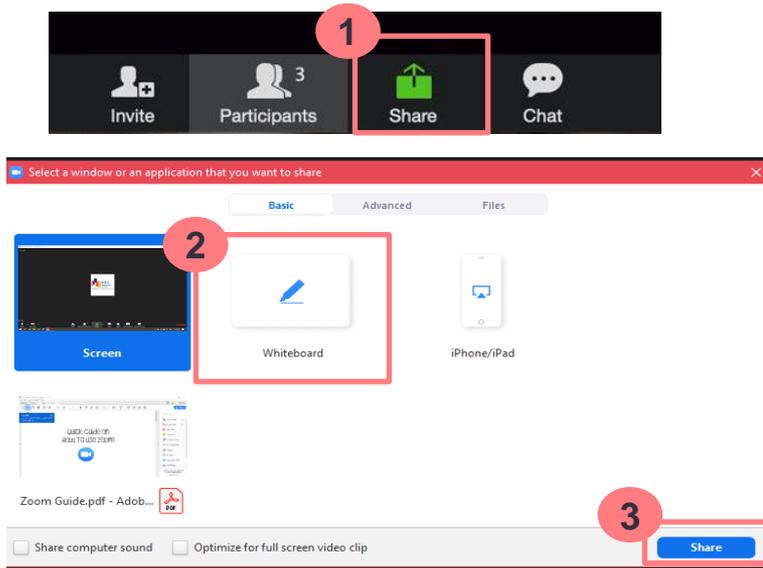
9. Meeting Reactions

a) Your AE may also request for you to use "Meeting Reactions" to notify him/her during the class for answering questions, getting attention or asking the AE to go faster or slower.

b) Click on "Participants", a window will open at the side. Depending on what your AE has instructed, use the "Meeting Reactions" as required.

c) Do note that your AEs may not see the reactions immediately. If you would like to get your AE's attention immediately, you could also unmute yourself to speak with him/her.
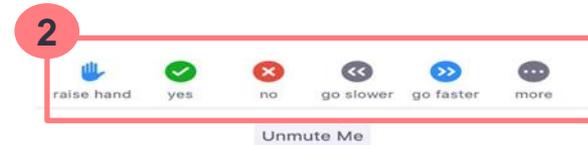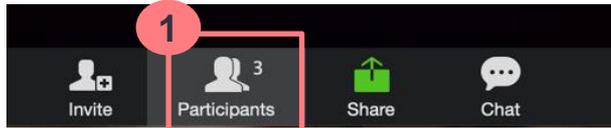
10. Breakout Rooms

a) For class discussions, your AE may split you into different discussion rooms.

b) Click on "Join Breakout Room". Once you are brought into the room, you can commence the discussion assigned. Do be reminded that at least one person should take notes of the discussion as instructed by the AE if there is a need to present the sharing.

c) Within the room, you would only be able to speak to fellow learners whom are assigned to the same room. Do note that "Chat" and "Share Screen" will only be seen by users in your breakout room.

d) If you need the AE's help in your breakout room, click "Ask for Help" and "Invite Host to Breakout Room".

e) You would either be automatically brought back to the main room at the end of the stated discussion timing or you could click on "Leave Breakout Room"

You have been assigned to Breakout Room:

Breakout Room 2

1 Join Breakout Room

2 **4**

Join Audio   Participants   Share Screen   Chat   Record   Ask for Help   Leave Breakout Room
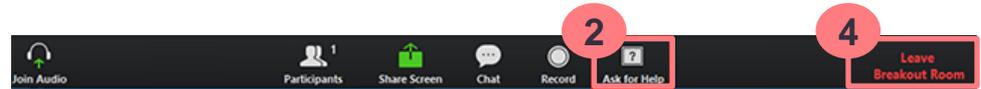
You can invite the host to this Breakout Room for assistance.

3 Invite Host
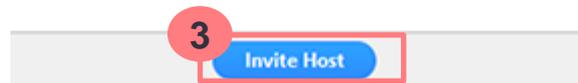
11. Attendance Taking & Recording of Zoom Training

Attendance Taking

Attendance is taken via screenshots on Zoom in Gallery View. This is done at least twice per day, once after the session starts, and after every subsequent break (e.g. after lunch) and at the end of the training day. The following will be captured in the screenshots on Zoom.

a)   Face of learner

b)   Name of learner (as per NRIC)

c)   Desktop Date & Timestamps

Recording of Full Training on Zoom

SSI records the training over Zoom in full as part of funding requirements and for course audit purposes. Learners are required to keep their videos turned on throughout the training. The following details are captured in the recording.

a)   Face of learner

b)   Name of learner (as per NRIC)

c)   Zoom's Date & Timestamps

12. Post-course Evaluation

a) AE will display a QR code for you to complete the post-course evaluation, just before the course ends.

b) Please use your mobile to scan the QR code to access the TRAQOM Quality Survey online page.

c) You will be required to input the last 4 characters of your NRIC and Course Run ID (AE will provide on the slide).

d) Please complete the survey before leaving the Zoom session.

13. For Courses with Assessment Components

The below instructions apply only for courses with assessment components, or unless otherwise informed by SSI in the course placement/course confirmation email sent to learners prior to course commencement.

a) Learners are to report to SSI for the written assessment. The date, time and venue/room will be informed by SSI in writing.

b) Learners are to arrive at least 15 minutes before the commencement of the written assessment directly to the assessment venue/room.

c) Learners are to inform SSI in writing at least 3 days before the written assessment date should alternative arrangements for written assessment need to be made. SSI will assess each request on a case-by-case basis and make alternative arrangements where warranted. Please note that a rescheduling fee will be chargeable to learner/organisation.

d) Learners are not allowed to linger in SSI premises before or after the written assessment duration.

e) (Where applicable) Oral interviews as part of the assessment process may be conducted over Zoom or in-person at SSI.

14. In Summary – Key things to note:

When?	What?	How?
After receipt of Confirmation Email	• Log-in to SSI's Integrated Learning and Training Management System (iLTMS, aka LearnHere) to access course materials • Sign-up for and ensure you have a validated Zoom account • You are registered with SingPass and your mobile is setup with SingPass App	Refer to email Section 1
15 min before class commences	• Log-in to given Zoom link and connect to the class • Ensure the following: ❑ You are appropriately-dressed ❑ Your user ID is your name as per NRIC/registered with SSI ❑ Your video function is enabled, and your audio is working alright ❑ Test the Chat function ❑ Test the Reaction function	Section 2 Section 3 Sections 4-5 Section 6 Section 9
15 min after class commences	The Zoom session is locked.	
Before end of course	Scan QR Code given by AE to complete the Post-Course Evaluation	Section 12

GETTING READY FOR ZOOM

1. Find a quiet place with minimum distraction for a conducive learning experience online
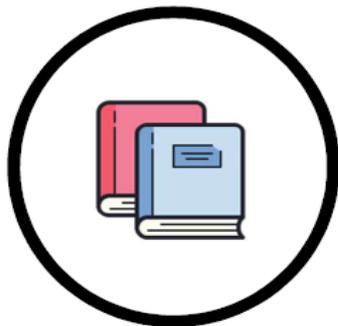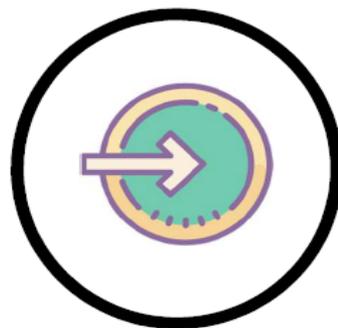
2. Ensure you have a stable internet connection

3. Get ready your headphones and mic for class participation

4. Dress appropriately for the session

5. Be prepared for class (i.e. pre-class activity/readings) to maximise the learning experience

6. Login to Zoom 5 minutes earlier so the class can start on time

We hope that this guide provides you with some basic information on how to navigate Zoom for your classes.