

HOW TO GET THE MOST OUT OF YOUR ZOOM CLASSES WITH US

This guide is for anyone who is new to our Zoom classes, or those of you who would like to be able to navigate Zoom better during classes. Zoom is pretty user friendly, and chances are you won't have to do much. Having said that, it can get confusing, and sometimes things don't work as they should, so here are some helpful hints.

ZOOM CLASS INVITATIONS

There are two ways you will be invited to a Zoom class:

Without registration:

- the teacher/school hosting the class will send you an email with a direct **link to join the class**.

With registration:

- the teacher/school hosting the class will send you an email with a **link to register** for the class. Once you have registered, you receive a **confirmation email with a link to join the class**. Note: the confirmation email is automatically generated by Zoom, so if you cannot find it, search for no-reply@zoom.us. It may turn up in your junk mail box!

Registration:

You may be asked to register once, or register for every class. Please make sure you enter your email correctly, otherwise you may not receive the confirmation email.

Recommendations:

- Create a mailbox folder and save all Zoom class emails there. That way, if you need to find one, they will all be in one place.
- Register as soon as you receive a registration email, look out for the confirmation email, save both to your Zoom mailbox
- Save the class to your calendar – see below

SAVING THE CLASS TO YOUR CALENDAR

In the confirmation email you will see:

[Add to Calendar](#) [Add to Google Calendar](#) [Add to Yahoo Calendar](#)

Click on the type of calendar you have, and the embedded link should automatically add the class to your calendar. This saves the link for joining the class there too, so it is easy to access on the day. It also automatically converts the time to your time zone, thereby avoiding any start time confusion.

JOIN THE CLASS EARLY (if offered)

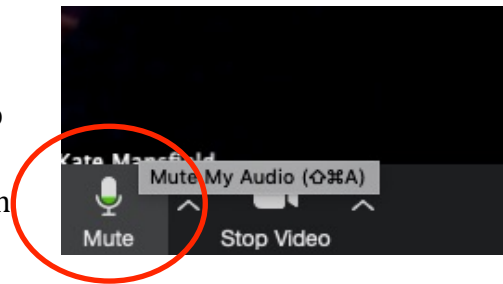
Most classes being offered by TCF and our TCF affiliated Schools ask you to join up to 15 minutes before the class start time. Be prepared with your Join Link to hand ahead of time, and join early. This way the person hosting the class still has time to help if you are having trouble joining, let participants in to the class, and start on time.

You can always connect your device, and then step away again until the class starts.

DURING THE CLASS

Sound

When you join the meeting your sound may be automatically muted, but you should be able to hear the teacher. If you are not muted, you can mute yourself by clicking on the mute button in the bottom left of the screen.



If you can't hear the teacher, make sure the volume on your computer is turned up, using the volume buttons on your keyboard / device.

Troubleshooting Sound Issues

If you still can't hear:

1. Make sure Bluetooth is turned off; and/or
2. Go to the sound settings in your system preferences, and select 'Internal Speakers' for output, and 'Internal Microphone' for input.



The teacher will mute everyone when they are ready to start to prevent background noise. **When you are invited to interact**, you may need to unmute yourself before talking.

Mute / Unmute

You can **mute / unmute your volume** from the icon on the bottom left of your screen, or from your video thumbnail.

Speaker View / Gallery View

Zoom has two view options:

- Speaker View – this makes the teacher large
- Gallery View – shows thumbnail videos of all participants with their video on

We recommend you have your video turned on. This helps the teacher monitor who is in the class, and also to observe how you are moving.



Speaker View



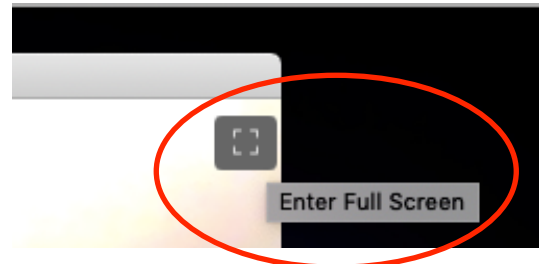
Gallery View

During the class, choose Speaker View from the top right corner of your screen. During interactions, you can switch to Gallery View, to see your classmates. Increase the number of thumbnails you can see on your screen in Settings / Video.

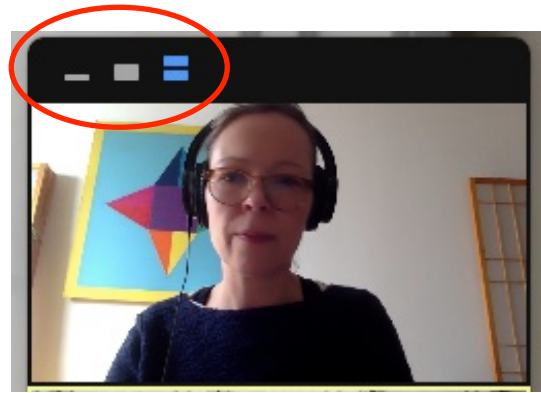
How to maximize view of teacher

You may find that when trying to follow the teacher, the view is partially obscured by the participant thumbnails. You can maximize the screen view of your teacher by following the tips below.

1. In the top right corner of the Zoom window, please choose **Enter Full Screen**. Participant video thumbnails will appear on the right. If video thumbnails are across the top of the screen you are not in Full Screen mode.



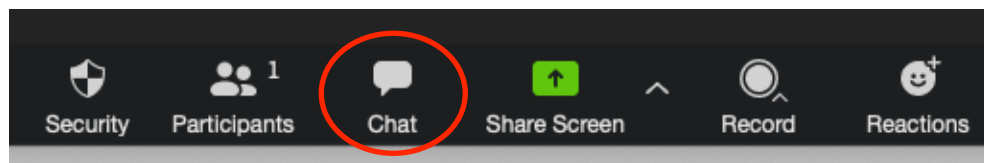
2. You can hide thumbnails when in speaker view by selecting the single thin bar on left at the top of the participant thumbnails. To show thumbnails again, select the two bars on the right (shown blue).



Asking questions

Different teachers will have different ways they prefer to deal with questions. Listen for instructions at the beginning of the class. We recommend staying muted until prompted to talk to reduce background noise.

To post a question in chat, click on the chat icon at the bottom of your screen. The chat window will appear on the right. Type your question here.



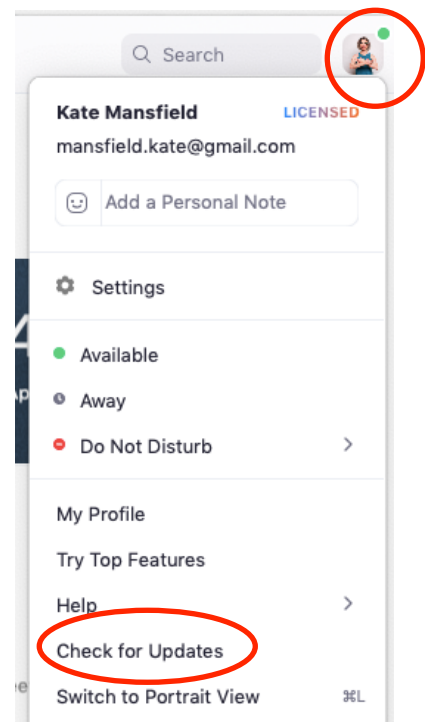
Chat can be distracting, so we recommend you stay focused on the teacher until invited to interact. Keep questions short and to the point.

KEEPING YOUR COMPUTER SAFE

Security guidelines recommend making sure you have the latest version of ZOOM downloaded. To check for updates, launch the Zoom app, click on your user icon in the top right corner, and from the drop down menu click 'Check for Updates.' If new updates are available, a message will appear that says 'Update Available'. Click on 'Update' to install.

If you are planning to join classes regularly, we recommend setting up a free Zoom account. This way you are an Authenticated User.

It is also a good idea to log out of any applications you have open on your desktop.



TCF takes the security of these Zoom classes very seriously. Requiring registration helps us to ensure all participants are genuine. This significantly reduces the risk of Zoom bombers. Please help us by providing your full name, and answering all questions fully. We do not share this information with anyone else.

If you still have concerns about Zoom security, you can set up an email address specifically for these classes, but please still provide us with your full name when registering.

I hope this is helpful!

If you have any questions about using Zoom for our Qigong and Tai Chi classes please email [Kate](#).

Compiled by Kate Mansfield, April, 2020.