

Zoom Guide

For Parents

This manual aims to provide you with the instructions which you may need when accessing online learning via Zoom

In order to access Zoom, you may use a web browser or download the app which is available for PC, Mac, iOS and Android.

Using Zoom for education will be in accordance with Aldwickbury's IT and e-safety Policy, Acceptable Use Agreement, Web Conferencing Policy and Safeguarding Policy.

At any point, should you have any questions or problems please email zoom@aldwickbury.org.uk We will get back to you as soon as possible.

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1. Introduction

This Zoom Parent Guide is designed to be used as an easy step-by-step guide to teach you how to access the Online Learning created and offered by staff at Aldwickbury.

As our expertise grow and we expand our range of services, many staff will offer the boys this opportunity to keep up with their studies and/or Tutor conversations online.


2. Downloading Zoom

To access the online Zoom Meeting you must first download the app for the platform you intend to use it on.

<https://zoom.us/download>

Zoom Client for Meetings

The web browser client will download automatically when you start or join your first Zoom meeting, and is also available for manual download here.



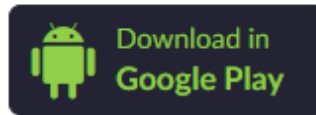
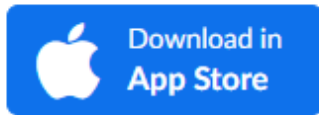
Download

Version 4.6.8 (19178.0323)

Or

Zoom Mobile Apps

Start, join and schedule meetings; send group text, images and push-to-talk messages on mobile devices.



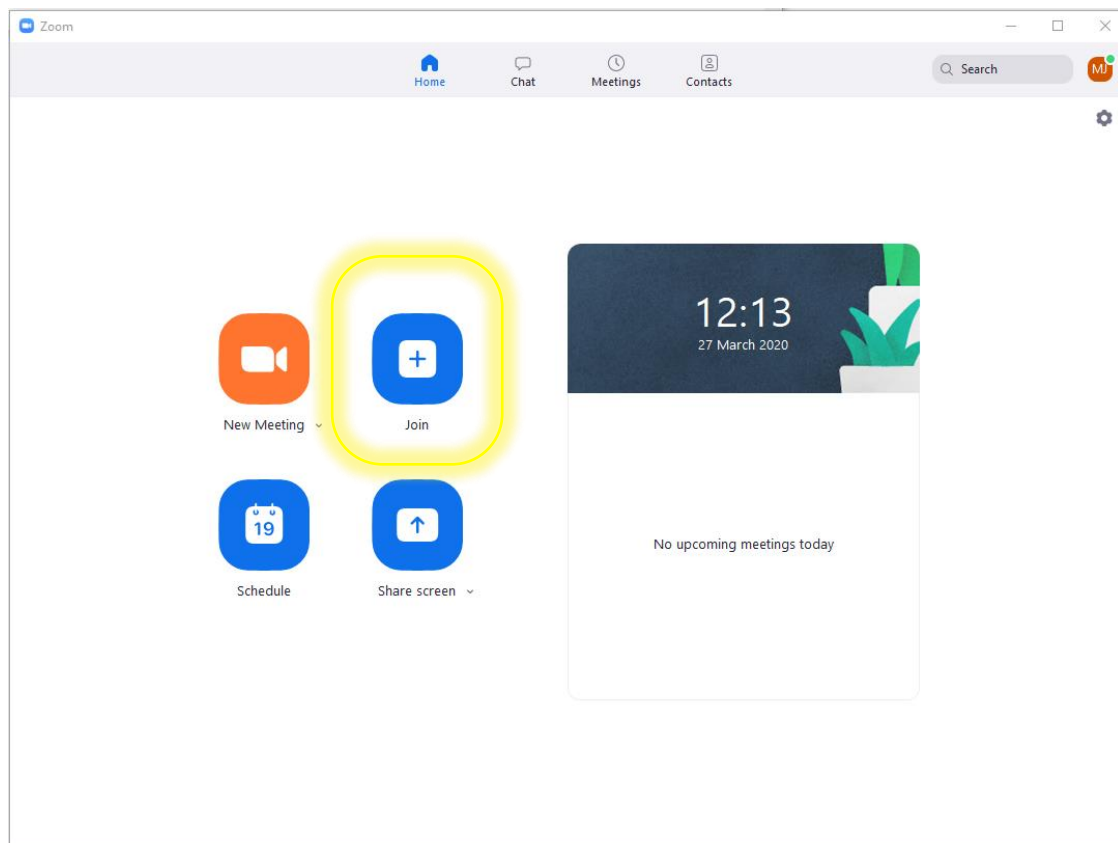
Run through the Install Wizard and then open the programme.

The apps can be found in the appropriate app store for mobile devices.

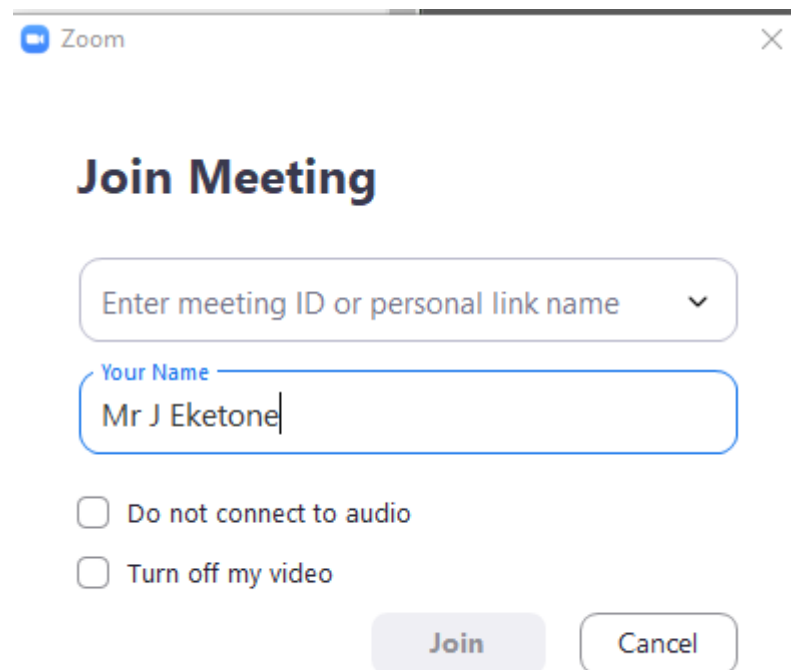
3. Join a Meeting

3.1 [From a PC or Mac](#)

After launching Zoom, click **Join** to join a meeting without signing in.



At this stage you will be asked to enter a **Meeting ID** code



Zoom

Join Meeting

Enter meeting ID or personal link name ▼

Your Name
Mr J Eketone

☐ Do not connect to audio

☐ Turn off my video

Join Cancel

Parents of Younger Boys: Staff have been asked to post you the meeting code either by posting it to their Seesaw or Showbie Class page or emailing to the parents directly. Staff will email you in the first instance to let you know which of these two methods they will use.

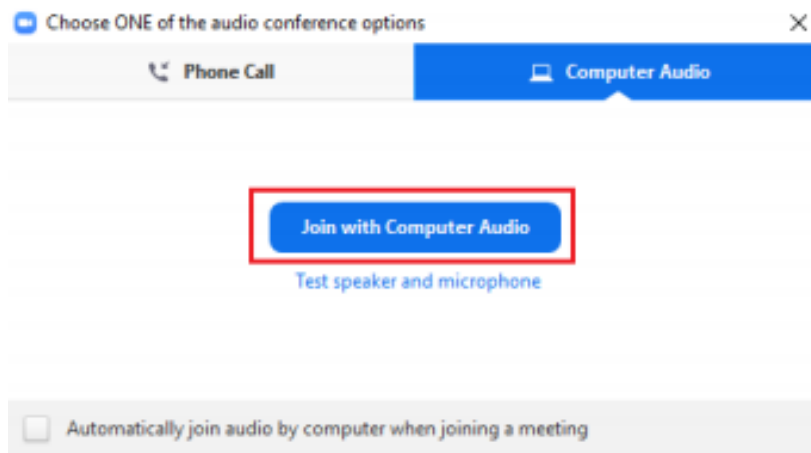
Parents of Older Boys: In this instance it may be easier for the staff to communicate directly to the boy via an already established Showbie classroom. If not, they will email the parents the code.

Enter the given code and then add your boys name in the appropriate box. This name must be identifiable.

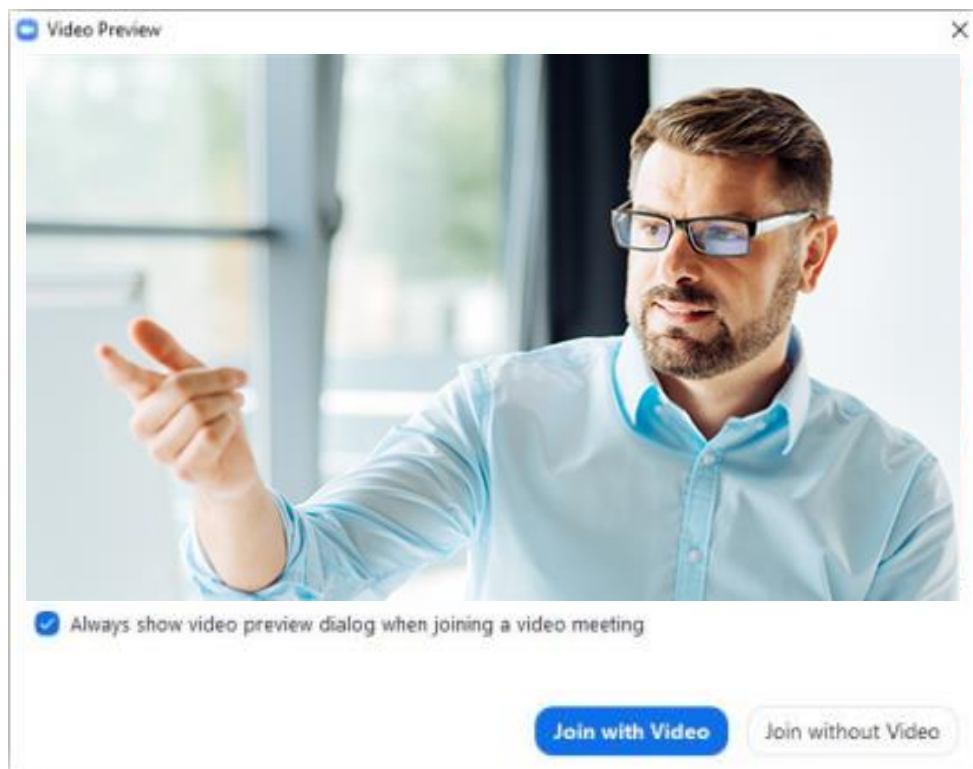
Leave the two check boxes unchecked and click [join](#)

Audio

You will then be asked to choose your audio options. The application will allow you to test your speakers and microphone settings. Just follow the instructions and then click "Join with Computer Audio" to start your session.



You may be asked to select "Join with Video" in a preview window to start learning. Some platforms do not ask this. You may need to wait a moment for the class to commence, please be patient.



3.2 From an Android device

Step 1 – Download the Zoom App from your Google Play Store on your mobile. Open the App and select "Join a Meeting". Please note that registration is not required.

Step 2 – Enter the Meeting ID number we have sent you in advance and type your son's name. If you do not know the meeting ID number, please contact us.

Parents of Younger Boys: Staff have been asked to post you the meeting code either by posting it to their Seesaw or Showbie Class page or emailing to the parents directly. Staff will email you in the first instance to let you know which of these two methods they will use.

Parents of Older Boys: In this instance it may be easier for the staff to communicate directly to the boy via an already established Showbie classroom. If not, they will email the parents the code.

Step 3 – Check your audio and video settings in “Join Options”.

Step 4 – Then select “Join Meeting”.

3.3 From an IOS device

Step 1 – Download the Zoom App from your App Store to your computer or device. Open the App and select “Join a Meeting”. Please note that registration is not required.

Step 2 – Enter the Meeting ID number we have sent you in advance and type your son's name. If you do not know the meeting ID number, please contact us.

Parents of Younger Boys: Staff have been asked to post you the meeting code either by posting it to their Seesaw or Showbie Class page or emailing to the parents directly. Staff will email you in the first instance to let you know which of these two methods they will use.

Parents of Older Boys: In this instance it may be easier for the staff to communicate directly to the boy via an already established Showbie classroom. If not, they will email the parents the code.

Step 3 – Choose “Join with Video”

Step 4 – Choose “Call using Internet Audio”.

4 – Testing Zoom

You can join a test meeting at <https://zoom.us/test> to familiarise yourself with Zoom prior to your scheduled lesson.

It may take the boys a little while to get used to how Zoom deals with conversations – it prioritises the sound from the person determined to be talking and puts a coloured box around that person. There is a “hands up” option!

5 - Frequently Asked Questions

The following are some of the most common questions or problems you may encounter.

5.1 ***“Do you need an account to use Zoom?”***

A Zoom account is not required if you are strictly joining Zoom Meetings as a participant. If someone invites you to their meeting, you can join as a participant without creating an account.

5.2 ***“My audio/video isn't working.”***

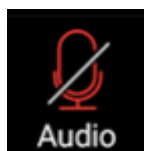
Please check the sound settings on your computer or electronic device to ensure your audio is not on mute and test if your microphone is working. Please also check if your desktop/laptop has a built-in camera and microphone. If not, you may need to plug in an external web camera and a headset (with a microphone). If you would like further support on the model of the electronic device you are using, please visit <https://support.zoom.us/hc/en-us/articles/202952568-My-Video-Camera-Isn-t-Working>

5.3 ***“I can hear an echo during class.”***

An echo can be caused by several factors, such as a participant who is connected to the meeting on multiple devices, or the joining of two participants from the same location. Please only log into the meeting from one device at each location.

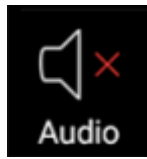
5.4 ***“Why can't the teacher and other students hear when I speak?”***

Please ensure your microphone is not on mute. If you see the muted Audio icon (usually at the left bottom corner) in the meeting controls, tap it to unmute yourself:



If you are still muted, the teacher may have muted you upon entering the meeting. Ask to be unmuted by sending a chat message to the teacher. Please also ensure you have connected

your mobile device's audio. If you see the following Audio icon in the meeting controls, tap it and select Call via Device Audio. If prompted, allow Zoom to access your microphone.



5.5 “How can I join the lesson again if I accidentally leave the meeting room?”

Please ensure you still have a stable internet connection. You can re-join the lesson by following the steps detailed above and by using the same Meeting ID.

5.6 “How can I change my username during my lesson?”

If you are using a web browser, please click “Participants” and you will find your name listed in the right-hand panel. Select your name, then click “More” and then “Rename.”

5.7 “How can I change the view so I can see all the people in the meeting?”

At the top of the screen you change the view to **Gallery View** or **Speaker View**. Basically, gallery view shows the entire class and speaker view puts the person speaking into the main area. Boys may choose to switch between to two as appropriate.

Tip: If it is a teaching moment, use Speaker View. If it is a discussion moment, use Gallery View.

5.8 “If I am ‘Muted’ how do I communicate with the class?”

There is a **Raise Hand** feature at the bottom of the screen, by hovering with curser or tapping. Use this to indicate to the host teacher that you want to speak. Some teachers may simply require you to physically raise your hand as you would in school. Be patient, you shouldn't expect them to call on you immediately, it may be more important to listen at that time.

If you would like additional help getting started with Zoom or you cannot find an answer to your questions in this guide, you can visit the Zoom Official Website for more support.

Should you have any questions, please contact us at zoom@aldwickbury.org.uk