

WI Learning Hub – Live Courses Helpsheet

Zoom is an online video conferencing service that we use to conduct our WI Learning Hub courses. Please find below some helpful tips to help with joining our live courses and your use of the platform.

Getting Started:

- Zoom is an internet-based service and while it is possible to join via a traditional landline telephone, we recommend using a PC, laptop, tablet or smartphone.
- Zoom will work via your web browser (Google Chrome, Microsoft Edge, Safari etc) or you can [download the Zoom application](#) if you prefer.
- Zoom offer a variety of [online resources](#) to provide help on the various features that are available.
- You can set up a free account with Zoom by going to <https://zoom.us/> and click 'Sign Up'. Please note there is no obligation to register with Zoom to access the Learning Hub courses.

Joining a Live Course:

Included in your booking confirmation email will be a link to the course as well as the Meeting ID and Password. In order to access the course simply click on the link shortly before the start time. This will direct you to the Zoom platform where you will be placed in the waiting room until the host is ready to start. While in the waiting room you can test your audio and video by clicking 'test computer audio' in the pop up window. Please ensure that your name corresponds with the name you have booked under when signing into Zoom so that attendees can be verified on entry.

On entering the meeting you will be muted. This is intended to keep the focus on the host, avoid noise interference and will ensure that the course can start promptly. If you would like to speak with the host during or after the course you may unmute yourself when invited but please remember to re-mute when you have finished speaking.

- If the link does not work please direct yourself to the Zoom webpage and select 'Join Meeting' <https://us02web.zoom.us/join> where you can join a meeting by entering the Meeting ID and Password.
- If you are joining a multi-part course please keep the meeting link safe as it will be the same for each session.
- If you are unable to join and get an alert 'Host is in another meeting' pop up, please double check the Zoom code which you are using. It either means that you are not using the correct code or are trying to access at the incorrect time.

Visuals:

Ensure you are viewing in 'Speaker View' or 'Full Screen' mode.

If you see lots of people on your screen you are in 'Gallery View'. The 'View' icon can be found on most devices in the top right hand corner of your screen to switch to the recommended views.

Read more about troubleshooting video issues on the Zoom website – [click here](#).

Please click on the below video to learn more about joining a Zoom meeting.



Sound:

The sound will be tested prior to participants entering the meeting, therefore if you have any difficulties with sound these will likely be linked to your device or own internet connection. There are several ways of improving the sound quality.

- Ensure you have connected to 'computer audio' when you initially join from the waiting room.
- Ensure the device isn't muted and try turning the sound up on your device. (Also ensure that the device doesn't have headphones already plugged in or is already connected via Bluetooth to another speaker, wireless headphones or hearing aid in another room)
- Try turning the sound up on the Zoom settings – this can be done by clicking on the small upwards arrow to the right of the microphone symbol in the bottom left of the meeting screen. Then click on 'Audio Settings' and increase the 'Output Volume' on the 'Speaker Settings'.
- If you are listening alone you may find using headphones a good way to improve the sound quality or you could try using an external speaker.
- Alternatively, it is sometimes beneficial to leave the meeting and re-join – a member of the Learning Hub team will be on hand to let you back into the meeting.
- You may wish to try signing in on another device if you have access to one. You can watch on your laptop, PC, iPad, tablet or smartphone.
- If bandwidth is low, try switching off your camera, shutting down any other programmes/applications running on your device and ensuring that your WIFI isn't being used by another device in the household.
- Switch from using WIFI to 4G if you have access to it – you can hotspot a smart phone if you have a large enough data allowance and adequate 4G signal.

Read more about troubleshooting audio issues on the Zoom website – [click here](#).

Chat Box:

There is a 'Chat' box facility on Zoom which can be used throughout the course. Depending on the nature of the course, hosts will aim to answer questions posed in the chat unless it has been specified that questions will be answered at the end verbally. If you have any WI Learning Hub related questions or technical issues you can pose these directly to the Learning Hub team by privately messaging the 'WI Learning Hub' host who will do their best to help you.

- In the meeting controls toolbar, click the Chat icon. The Chat panel will open.
- Click in the text input box and enter your message.
- Click the 'To:' drop-down menu to select who you want to send your message to.
- Note: Your available options may be restricted by the host.
- Press Enter or click the send icon to send your message.

Subtitles:

At the bottom of the screen you will see a 'Closed Caption' icon or 'CC' which relates to the subtitles function. If you would like to use this function simply click on the small upwards arrow to the right of the 'CC' icon and click 'Show Subtitles' to start. Sometimes subtitles start automatically on entering the meeting. If you would like to turn them off you can do so by clicking the small upwards arrow to the right of the 'CC' icon and clicking 'Hide Subtitles'.

We use the best software for live captioning currently on the market, however we cannot guarantee this will always be 100% accurate, and from time to time words may be subtitled incorrectly.

Live Course Etiquette:

Our aim is to create a welcoming, inclusive, and respectful learning environment for all attendees. Whether you're a regular learner or joining us for the first time, please help us maintain a positive atmosphere by following the etiquette below:

Mics & Chat:

- Please remain on mute unless invited to unmute by the host.
- Please keep comments relevant to the theme of the course. If you arrive late or need to leave early, there's no need to inform the host or chat.
- If the host is screen sharing, please keep public chat to a minimum as it may obscure content for other participants.
- The chat function is primarily for course-related questions and technical support. It also acts as a backstage communication tool between the WI Learning Hub support team and host, so we need to keep it clear and easy to navigate.
- If chat becomes overly busy with repeated questions or off-topic comments, we may:
 - Remove duplicate or previously answered messages
 - Temporarily disable the chat function
 - Privately remind users to stay on topicThese actions help maintain focus and ensure smooth delivery of the session.
- For any tech issues, please message the WI Learning Hub support team privately. (See the 'Chat Box' section of your Helpsheets for how to do this.)

Course Content & Feedback:

- Please note that our hosts are independent experts and external trainers, and are not able to comment on the operations of the WI Learning Hub or the NFWI.
- We always welcome constructive feedback and course suggestions. Please send these via email or through our post-course feedback forms rather than raising them during the live session.

Children & Additional Participants:

- Please be mindful that children may occasionally attend sessions but only under the supervision of a parent or responsible adult.
- Their attendance is at the discretion of that adult, who remains fully responsible for ensuring they do not disrupt the session and that the content is suitable for them.
- We encourage parents to guide younger learners in following the same respectful behaviour expected of all attendees.

Privacy & Recording:

- Most sessions are recorded for quality and catch-up learning purposes. By joining, you consent to being included in the recording.
- Please include your full name when joining the session to help us identify you and ensure everyone is present.
- Cameras are default set to be switched on when you enter the Zoom, however you're welcome to switch off your camera at any time.
- Please do not share any personal or sensitive information via chat or during the session.

Disruption & Conduct:

We're committed to providing a supportive and inclusive space for all learners. To help uphold this:

- Please speak respectfully and avoid interrupting the host or fellow attendees.
- Please refrain from making personal remarks, inappropriate jokes, or any behaviour that may be considered disruptive, dismissive, or offensive.
- Please do not monopolise discussions, we want everyone to feel welcome to contribute.
- If a participant's behaviour becomes disruptive, the following may occur:
 - A polite reminder or warning from the host or WI Learning Hub Team
 - Temporary muting or chat restriction
 - Removal from the session if disruption continues

If you experience or witness behaviour that concerns you, please contact the WI Learning Hub team via private chat or email. We take all concerns seriously and aim to respond swiftly and supportively.

If you have any further issues or queries please direct these to:

wilearninghub@nfwl.org.uk