Tips for the online classroom

Thank you for enrolling in one of the Learning Centre's Online Classroom courses. This course is delivered using the Zoom videoconferencing platform. You will meet online with the facilitator and other learners.

Our training is interactive and **requires your full participation**. Together you will be applying your clinical experiences and knowledge to enhance your skills through activities and discussions.

Please note the following important information regarding your participation:

- Active participation is required via computer or laptop with camera and microphone.

- Participate individually, do not share devices with another learner.

- You must be engaged for the duration of the training session, you cannot come and go, do not undertake other tasks during the training.

  Failure to participate appropriately in the training may see you removed from the session, or marked as incomplete in the course.

- You are not permitted to share your link or resources with anyone.

- If a colleague indicates they have not received information please direct them to contact us immediately – do not share your information.

Preparation for the workshop

Before you attend, it is important that you prepare:

- **Check your technology prior to participating**. Internet connection and audio-visual input is **required**. It is crucial that you can not only hear the trainer speaking, but also be able to speak yourself and interact throughout the training.

| Desktop PC | Laptop | Mobile Device |
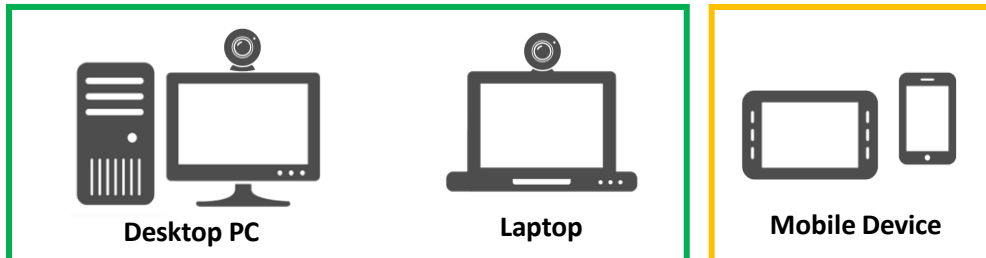
  - **Most recommended:** A computer or laptop **with a webcam** and **headphones** or **external speakers**. Where no webcam is available, **audio/microphone must be accessible at a minimum.**

  - **Next option:** Tablet with WiFi connection, power connection and headphones/speakers.

  - **Last resort:** Mobile phone with power connection and headphones/speakers. **There is imited functionality from a mobile phone.**

     Note: To access training from your phone/tablet, download the ZOOM app from the Apple or Google Play store.

ENSURE YOU HAVE SUFFICIENT POWER SUPPLY AVAILABLE FOR ALL DEVICES

Training resources

Download the Participant Workbook and other resources. You may use this electronically during the session if you are joining from a PC or laptop computer. It is **recommended** to have a **printed copy** available to take notes, or if joining from a mobile device.

Reflect on your clinical skills. What are your challenges? How would you like to improve your documentation and approach?

Find or arrange a good location that will be available for your session. A quiet place with computer access and decent internet connection is most desirable. We recommend no more than two people joining the session for each computer/device, and **all people present must be enrolled** in the session.

Joining a session

*Your **enrolment confirmation** is **emailed one week prior to the training date**. This email will contain a **URL (link) and password** to join the Zoom session.*

*Please **join the session 15 minutes prior to the start** of the classroom session to set up and allow testing of your access. Use the password provided to enter.* **Note**: Session times are AEST Brisbane (QLD) times.

Two ways to join a session:

via the **Zoom app** – clicking on the link provided in your confirmation email will automatically load the app. **You may be prompted for a Meeting ID and Passcode so please ensure you have this information on hand.**

via **Web browser** – for those unable to access or download the app. A 'join from your browser' option will present when you click on your link.

You can test your connection prior to the training day. You won't be able to enter the session, but if you get to a screen similar to the one here, you know that the process works.

The meeting is scheduled for 5/05/2020.

Start: 12:00 PM

QC33 CCRAM Online (Part 1)
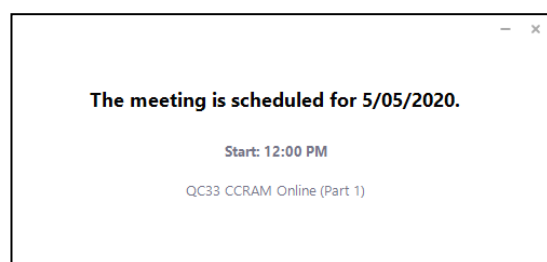
For specific details on how to join via a Web browser scroll to the end of this document for **Zoom instructions**. *We have also included instructions for access directly via the Zoom website as a third alternative if required.*

When you attend the session

During the session you will be referring to the participant workbook and possible video scenarios. These are available from the The Learning Centre Learning Management System (optional) https://www.qcmhl.qld.edu.au/ in the "Resources" section of the specific course in which you have enrolled.

Before you join the Zoom session, we suggest you have the following open on your computer (or other device) or in hard copy if you prefer:

- The **Participant Workbook** and **Activity Record**
- Any **handout resources** that are unlocked in the course
- The **video links** and **transcripts** document
- The Learning Centre Learning Management System https://www.qcmhl.qld.edu.au/

Note: On occasions, session or portions of a training session may be recorded for quality and training purposes. Consent is acknowledged through your enrolment.

Workplace Health and Safety considerations

You will be working online for a length of time. For courses over 3 hours, there will be a 10-15 minute break during the session. Please be aware of workplace health and safety issues. Ensure your seat is comfortable and your device is at a suitable eye-height. Use a comfortable volume on your headphones/speakers. You can stand or move about during the session. Feel free to stretch as needed.

If you are having to move around a lot, please mute your sound and/or video so as not to disturb other participants. If possible, let the facilitator know if you must leave your computer/device for a short while during the session.

Information about Zoom

Your enrolment confirmation is emailed approximately one week prior to the training date. This email will contain a URL (link) and password to join the Zoom session. Please join the session 15 minutes prior to the start of the classroom session to set up and allow testing of your access.If you are unsure about using Zoom, you may like to view this short video. https://www.youtube.com/watch?v=vFhAEoCF7jg

Some features of Zoom:
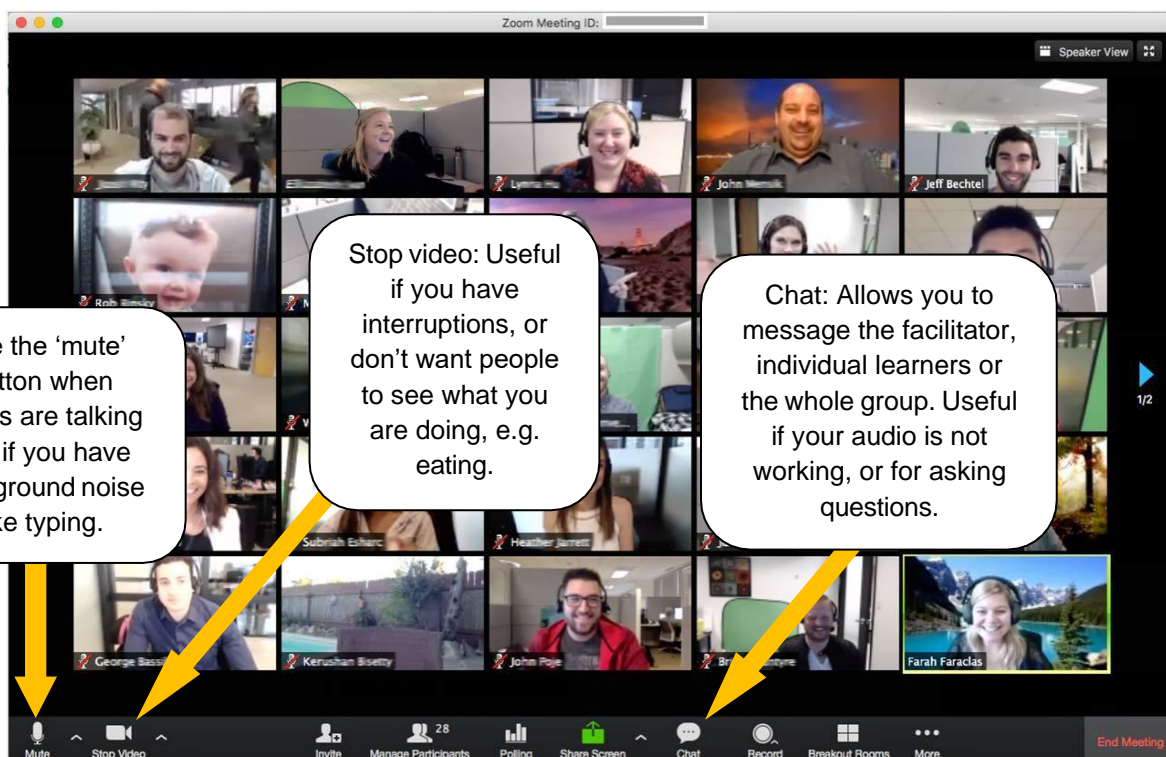
Troubleshooting

If you experience any initial problems with sound or audio, we suggest the following:

Check your headphone or speaker connections, and that you are sitting close to the device microphone.

Ensure your audio/microphone is not accidentally muted, and your camera is connected and not covered.

Use the chat or phone number (provided at start of session) to communicate with our Tech Support for any technical issues.

You may contact the Learning Centre via email to work through any other issues qcmhltraining@health.qld.gov.au or phone 0436 613 469

If these suggestions don't help you with your problem, we have more specific/detailed troubleshooting instructions located at the end of this guide. *Refer to page 11 for **Online Classroom Troubleshooting Guide.***

We will have a technical support person on hand to help during the session. Your enrolment confirmation email will provide you with technical support / Zoom troubleshooting support contact phone number. Please do not use this phone number for any other enquiries or at any other time, this service is only available for the duration of the live training session.

We look forward to meeting you in the online classroom!

Note: don't forget to enrol in your Part 2 session <u>after</u> completing Part 1. Enrolments open after attendance is recorded in the online training system. You will receive an automated email when this has been actioned.

*If you are unable to attend your scheduled training it is important that you notify us as soon as possible, there may be other learners on the 'waiting list' able to attend in your place. If you are unable to attend this training, please email **qcmhltraining@health.qld.gov.au** or phone **0436 613 469**.*

*When making decision around training attendance and your location throughout the training **please remain COVID-19 safe**.*

Zoom instructions

Where the Zoom app is not available: **Web browser option**

"Join from your browser" allows participants to bypass the Zoom application download process and join a meeting directly from their browser. This is a workaround for participants who are unable to download, install or run applications.
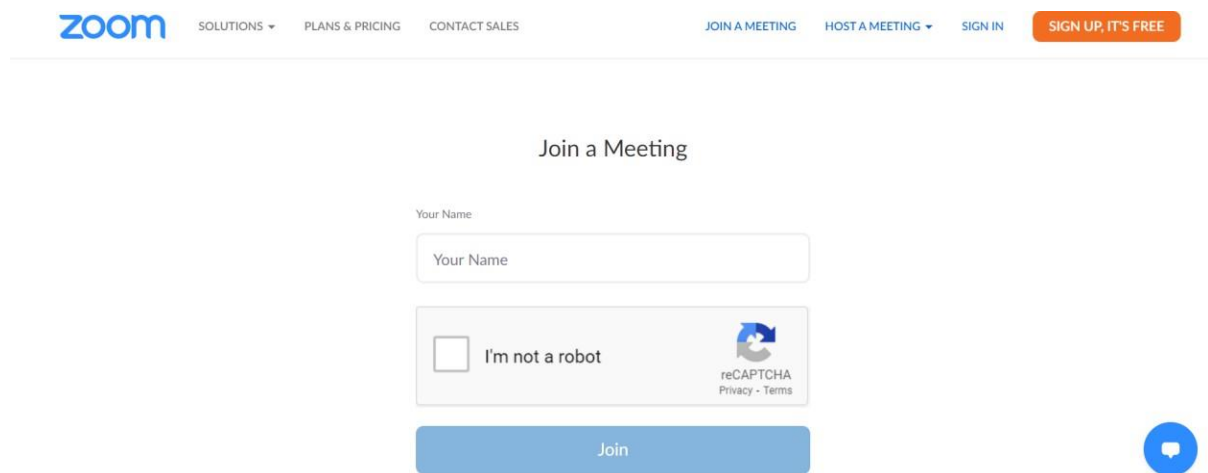
> Please ensure your browser supports using the computer's audio device. To use Zoom, install the latest version of a standard browser such as Chrome, Firefox or Chromium Edge.

Step 1:   Click on the Zoom link provided in your confirmation of enrolment email.

Step 2:   Select "join from browser" option.
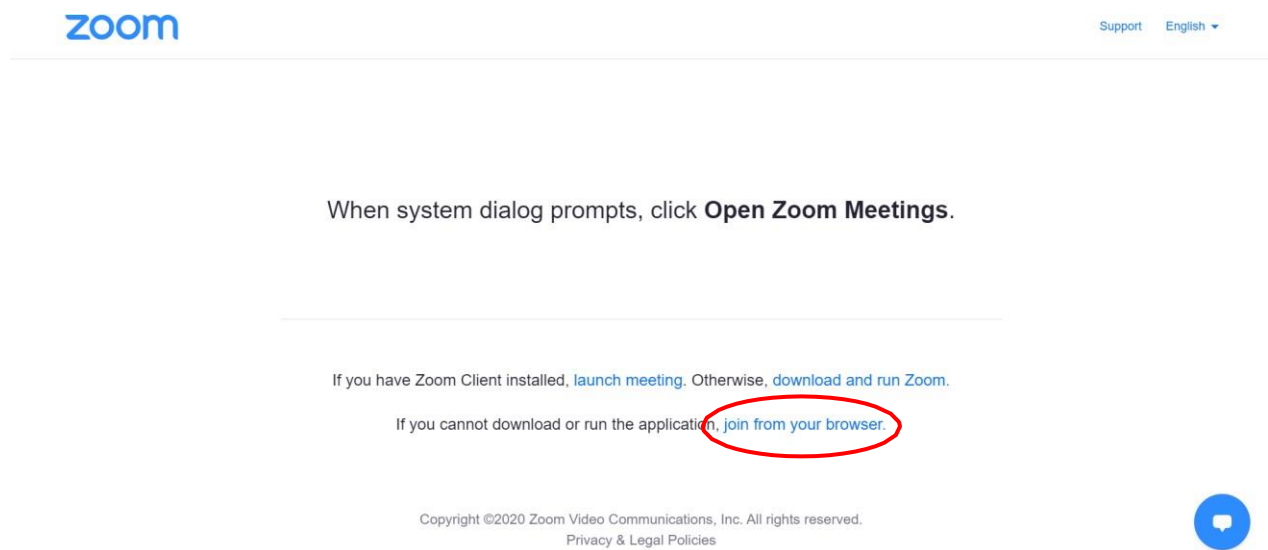
Step 3:   Enter your name and click "join"

Step 4:   Click "join audio by computer".   You are now in the online classroom!
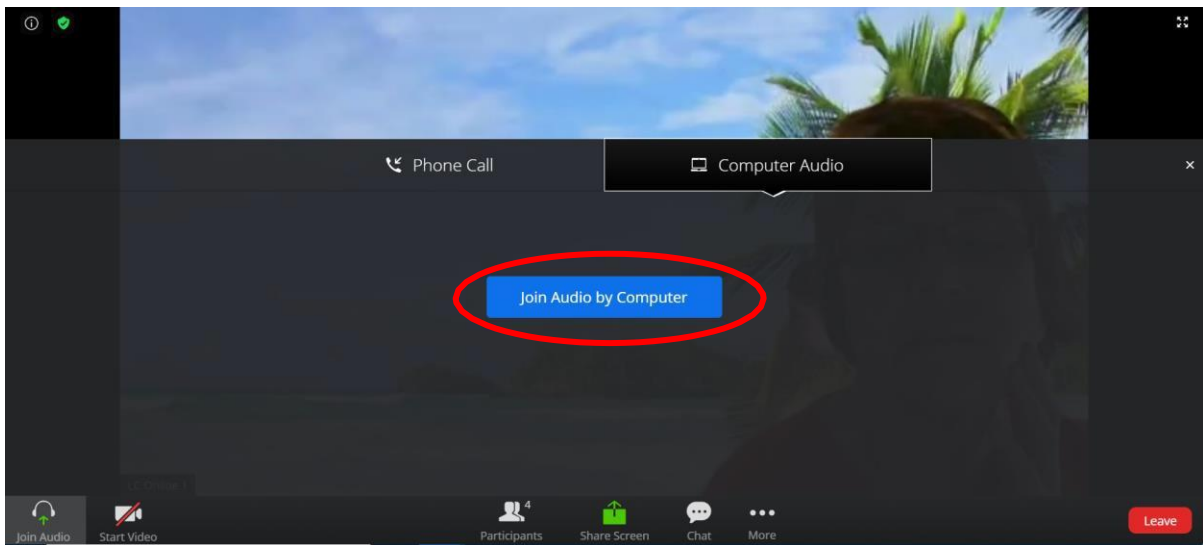
Step 5:   Audio and video settings can be adjusted using the icons in the bottom left hand corner of your screen.


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<p align="center">Alternate method: Join via Zoom Website</p>

Please ensure your browser supports using the computer's audio device. To use Zoom, install the latest version of a standard browser such as Chrome, Firefox and Chromium Edge.

1. **Go to the Zoom website and log in**: **https://zoom.us/join**

2. You will receive a prompt to insert **Meeting ID** *(this number is provided in your confirmation of enrolment email).* Enter this number and click on "Join"
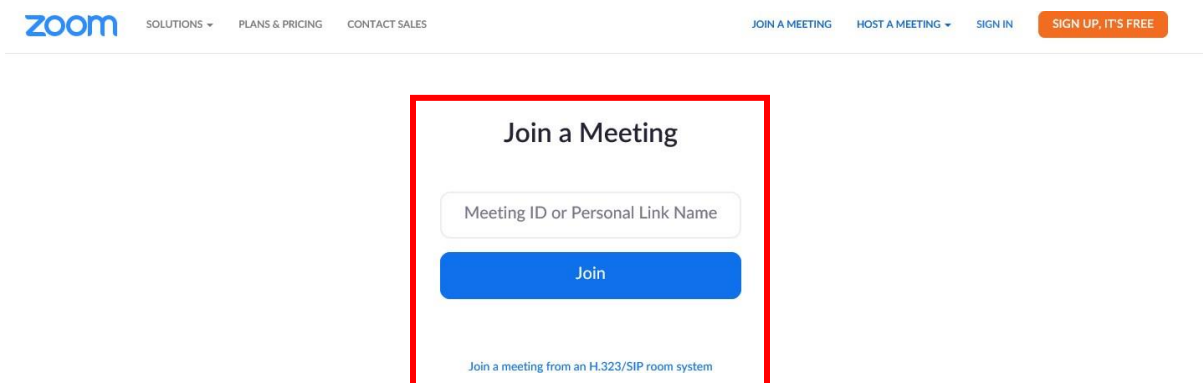
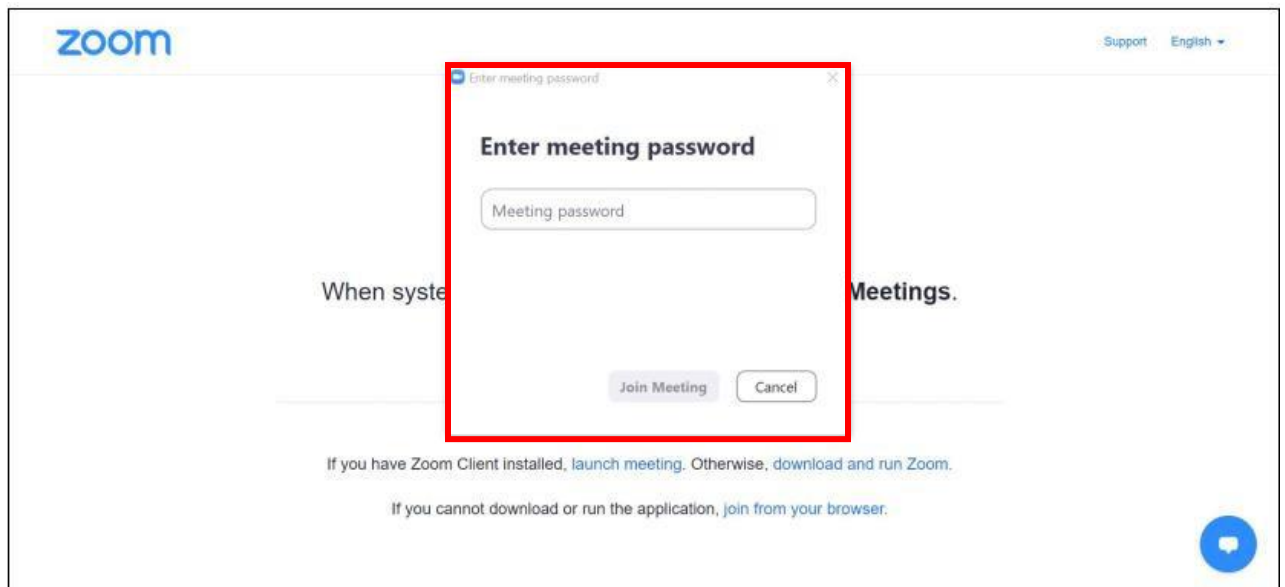3. You will then be prompted to "Open" the Zoom meeting.
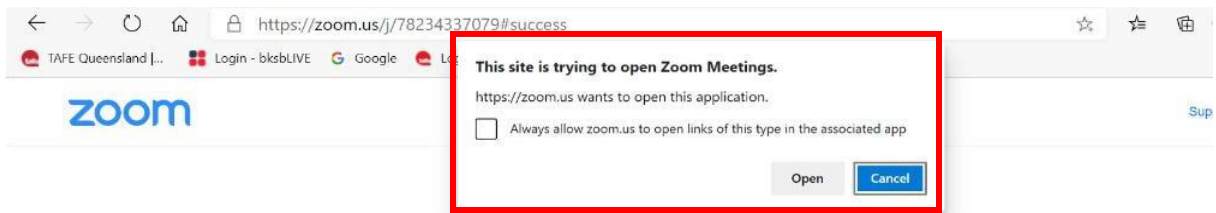
4. Enter **Meeting Password** *(this code is provided in the confirmation of enrolment email)* and click "Join Meeting".

5. Select audio conference option - "Join with Computer Audio" is the preferred option.
   You can also test your speaker and microphone by selecting the option underneath before entering the classroom.
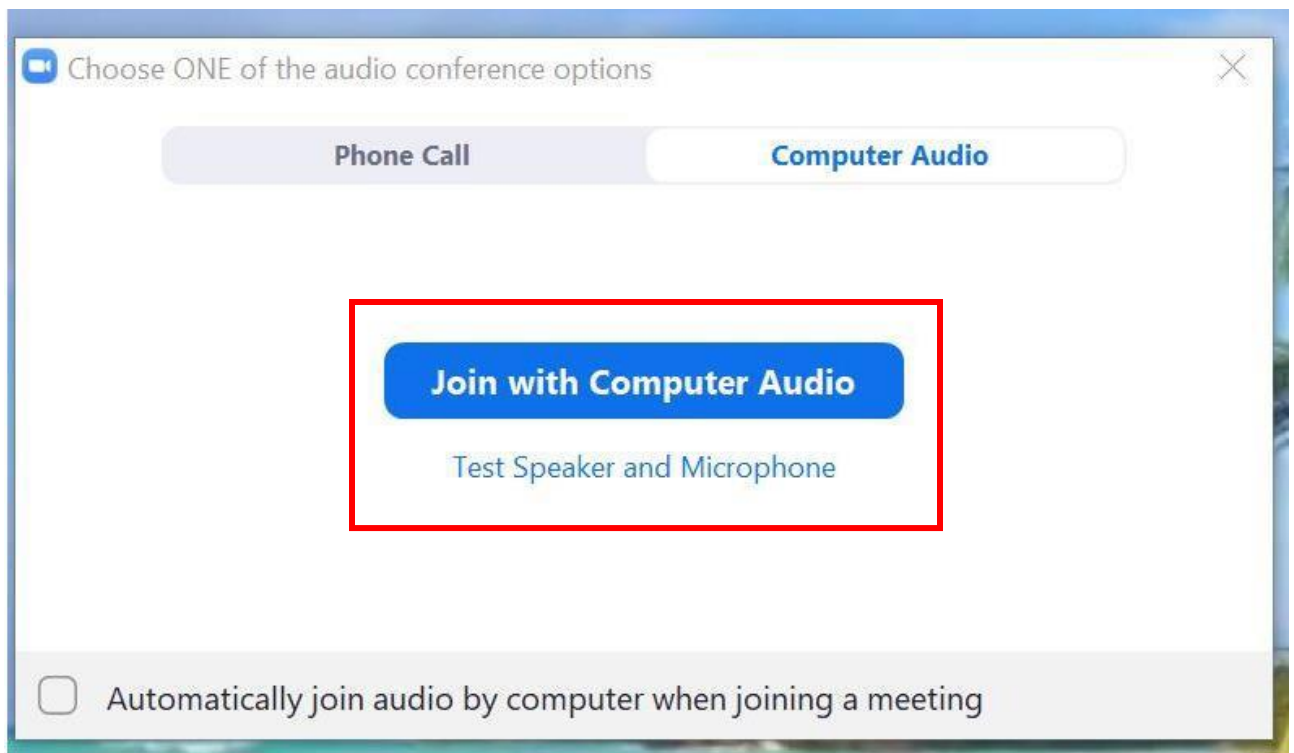

6. You are now in the Zoom online classroom!

7. Audio and video settings can be adjusted using the icons in the bottom left hand corner of your screen.
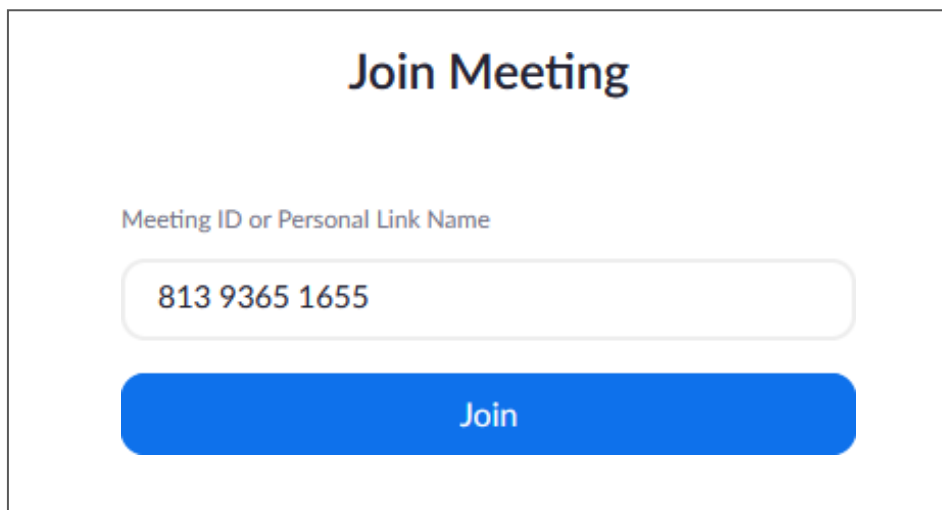
Online Classroom Troubleshooting Guide

My link is not working

- Should the link provided in your confirmation email not let you join the online classroom session, please try the following steps:
    - Navigate to the **ZOOM WEBSITE** via www.zoom.us using either of the following browsers: Chrome, Firefox, MS Edge
    - At the top right of the page select the **JOIN A MEETING** option
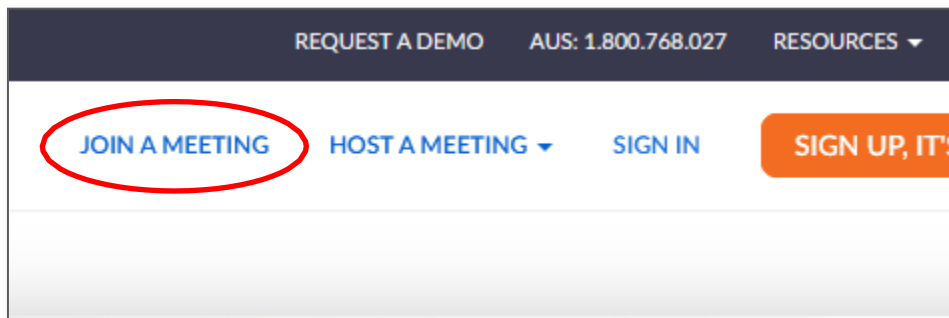
    - Enter the **MEETING ID** on the following page (provided in your confirmation email)
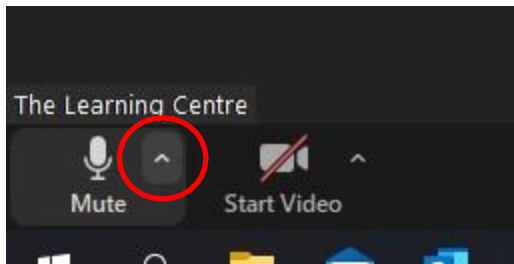

    - If prompted, use the **MEETING PASSWORD** provided in your confirmation email
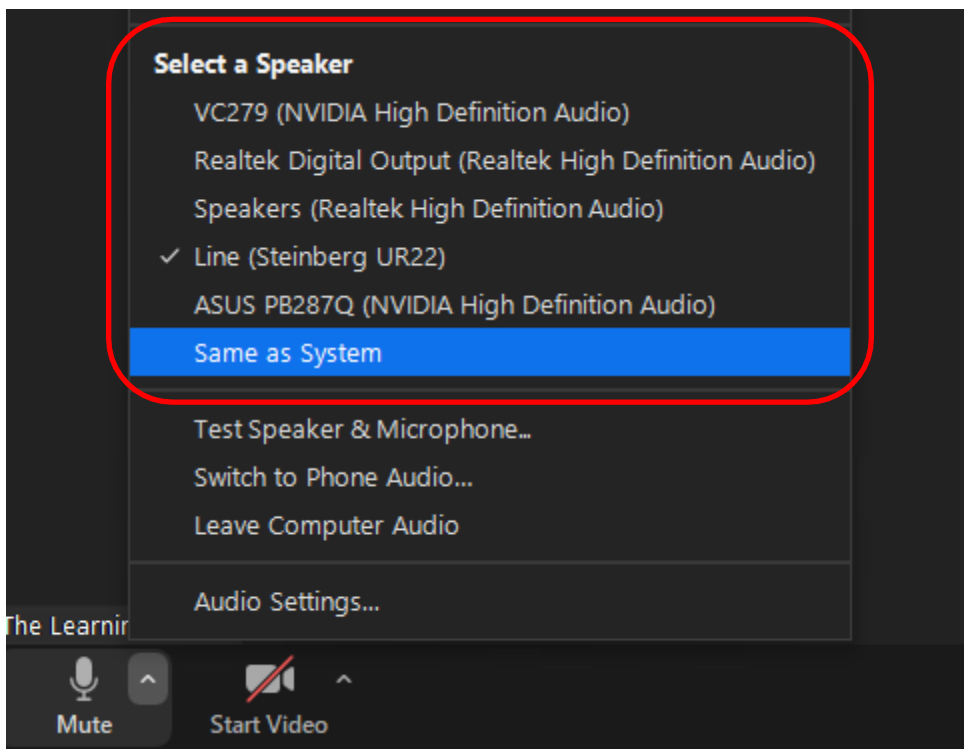   - Join the meeting.

Audio is not working

- **ISSUE 1: I cannot hear the presenter**
    - Click the tick next to the **MICROPHONE ICON** in the bottom left of your screen
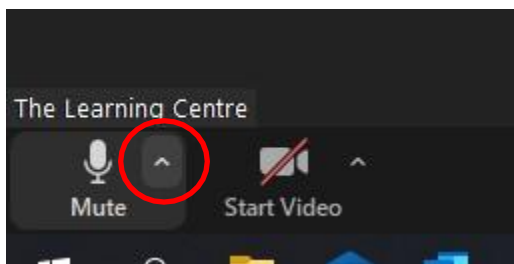

    - In the pop-up menu check under the **SPEAKER** section, whether the correct device is selected (i.e. your computer speakers, headphones, etc.)
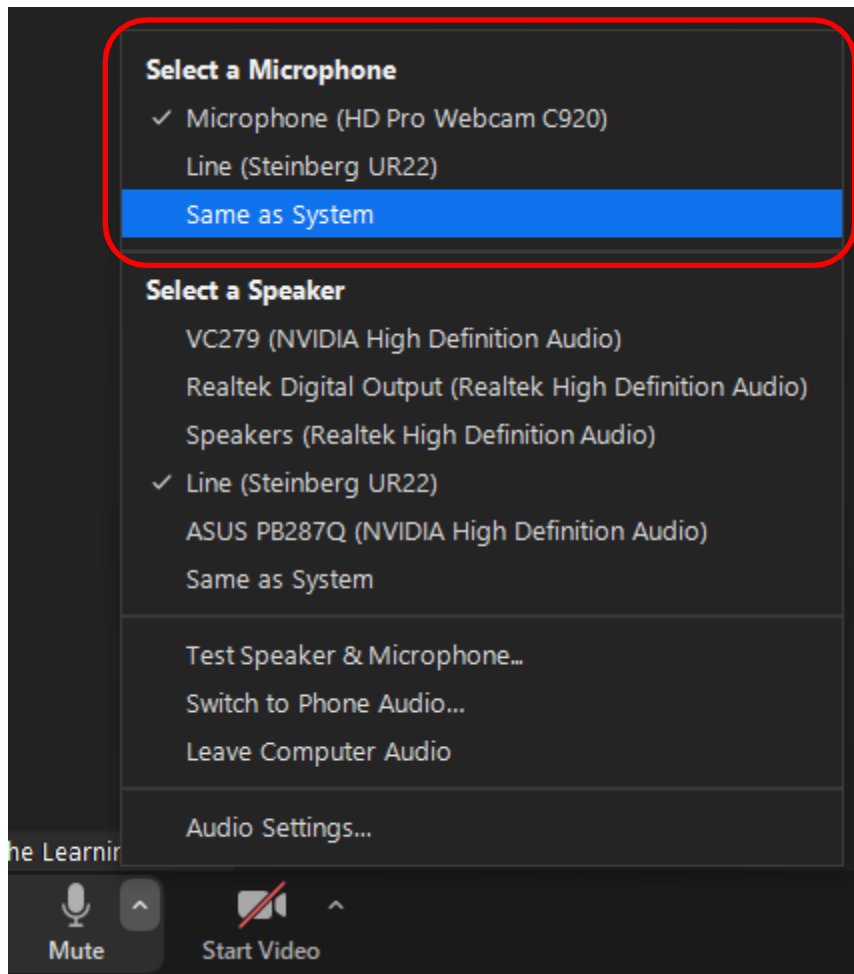

    - Selecting the **SAME AS SYSTEM** option will enable the correct device in most cases.

- **ISSUE 2: Nobody can hear me**
    - Click the tick next to the **MICROPHONE ICON** in the bottom left of your screen

- In the pop-up menu check under the **MICROPHONE** section, whether the correct device is selected (i.e. built-in microphone, external/webcam microphone, etc.)

- Selecting the **SAME AS SYSTEM** option will enable the correct device in most cases.

PRO TIP: **USE YOUR PHONE AS AN AUDIO DEVICE (i.e. speaker or microphone)**

Should none of the above solve your issue, to not waste too much time on troubleshooting and miss valuable training content, you can connect your phone to be used as a speaker/microphone:

Ensure the ZOOM app is downloaded on your phone (available for free from App Store or Google Play Store)

- *Open the training link you received in your confirmation email on your phone. Should the link not be available to you on your phone, you can alternatively follow these steps:*
  - *Open ZOOM app*
  - *Join a meeting*
  - *Enter meeting ID and password (from confirmation email)*

- Once you have joined the meeting on your phone as well as on your PC, you will be able to follow the visual content on your larger computer screen, while using your phone's speaker/headphones and microphone for audio purposes.
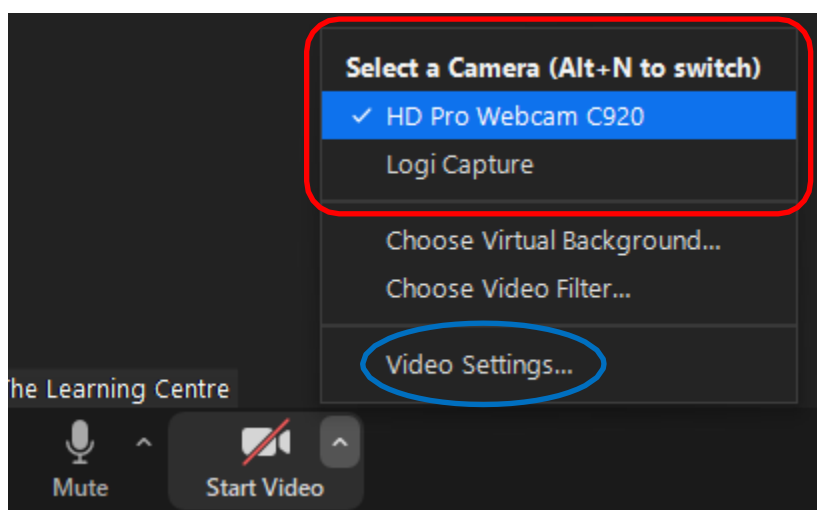
Video is not working

- **ISSUE 1: My external camera is not connected yet**
  - Ensure the external camera is plugged into an available USB port on your computer
  - Click the tick next to the **CAMERA ICON** in the bottom left of your screen
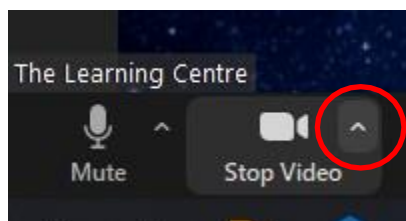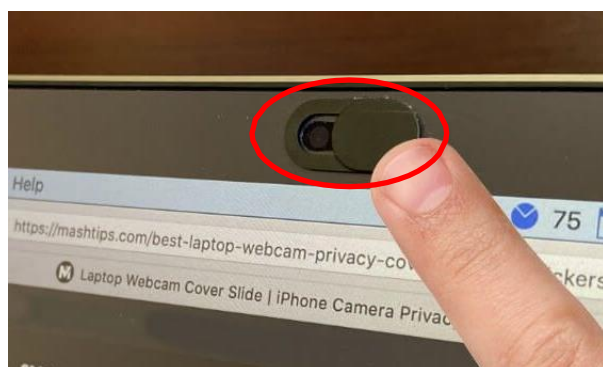

  - In the pop-up menu check that your camera is selected and active

  - If you are unsure whether your camera is working, test your connection by running the camera check from the Video Settings.

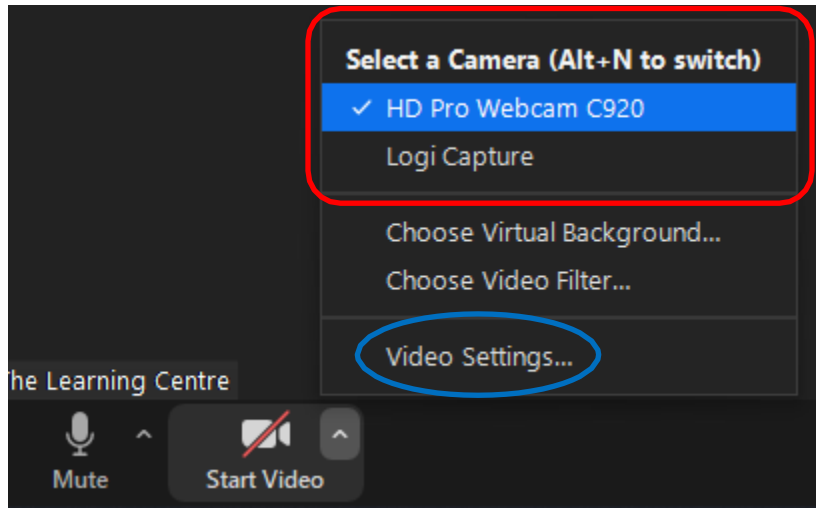- **ISSUE 2: My camera is connected but nobody can see me**
  - First check that nothing is obstructing your camera (some cameras have shutters that can be moved in front of the lens when not in use)

- If your video is still not coming through click the tick next to the **CAMERA ICON** in the bottom left of your screen

- In the pop-up menu check that your camera is selected and active

- If you are unsure whether your camera is working, test your connection by running the camera check from the Video Settings.

NOTE: *In some cases, removing the camera from the current USB port and plugging it into another available port will solve potential connection issues.*

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