Zoom guidance for Digital Mentors

Zoom is an incredibly useful video conferencing tool that enables you to hold your digital skills sessions remotely, This means that learners who might not be able to attend in person can still benefit from your support in learning how to use technology and the internet.

As with face-to-face sessions, there is a lot of preparation and group management needed when holding a digital skills session over Zoom. Below is some guidance to help you and your learners have a smooth experience.

Make your meeting easily accessible

When you're setting up your Zoom sessions, it is good practise to make it as easy as possible for your learners to get into the session.

Zoom offers multiple security features to make sure that your session is protected, however these extra steps can be confusing for your learners. Removing the registration requirement and passcode from your session will enable your learners to join using either just the Meeting ID you give to them or the joining link you can email to them:

Tip: You can secure your session once all of your learners are in by locking the session. Alternatively, you can manage who is let into your session by using the waiting room feature.

Make sure your learners have the details of your session and how to access it

We've developed three new, step-by-step guides to help your learners access your sessions. Each printable guide includes steps on how to download Zoom onto the relevant device, along with how to access your session on their device when it is time.

There is also space for you to add the date, time, Zoom meeting ID and your contact details to the document, should you wish to.

- **How to access a Zoom digital skills session - laptop (Windows or Mac)**

- **How to access a Zoom digital skills session - iOS**

- **How to access a Zoom digital skills session - Android**

Use meeting controls to avoid unwanted distractions

As the host of a Zoom meeting, there are several controls you have at your disposal to minimise disruptions for you and your learners.

If your learners are new to Zoom, they may be a little bit confused with how to manage their microphones/camera/sharing their screen. Luckily, Zoom allows you to restrict your learners from doing all of these things for the times when all you need them to do is sit and listen.

This is all managed from within your Zoom Meeting. To control whether your learners can unmute themselves or show their video, first click on the "More" button in the participants panel (number 1 on the screenshot right). You will then see options for controlling what your learners can do (number 2 on the screenshot right). There is also the option here to automatically mute learners on entry (number 3 on the screenshot right).
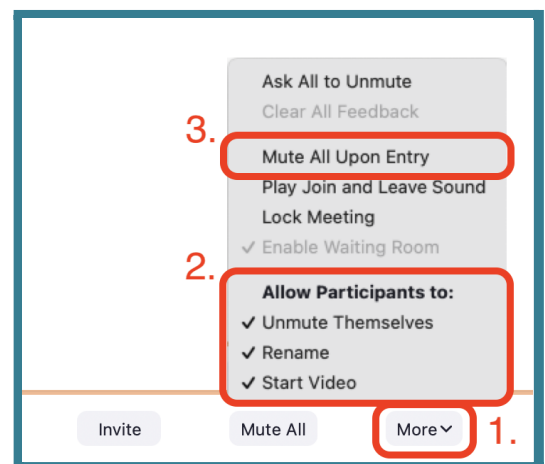
> **Tip:** Combining the options of ticking "Mute All Upon Entry" and unticking "Unmute Themselves" will stop any accidental disruptions during any demonstration/explanation sections of your session!

You can also stop learners from accidentally sharing their screen during sessions. Click on the little arrow in the "Share Screen" box will allow you to change who can share their screen and whether they are allowed to interrupt the host:
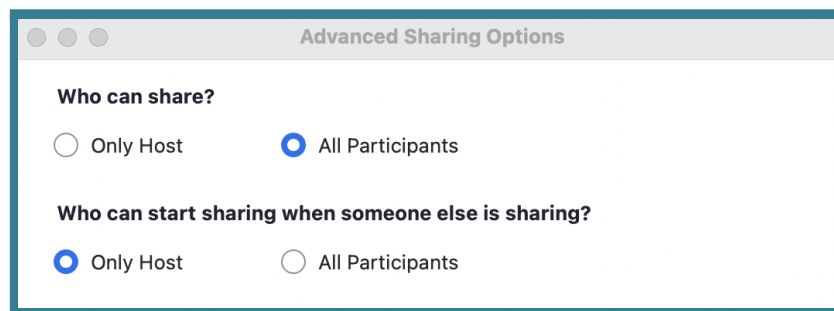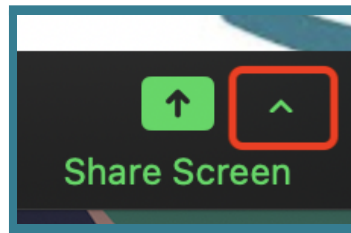
Zoom "meetings" are more interactive than Zoom "webinars"

In Zoom (depending on the package you pay for) you may have the ability to hold either a "meeting" or a "webinar". Webinars are great for sharing information with a lot of people all at once, but they aren't very interactive for your learners. Your learners will be able to see you and you can share your screen, but they can't put their microphones on to ask questions, put their cameras on to say hello or share their screen if they're stuck or need guidance. For a small digital skills session (we recommend no more than 6-8 people per Digital Mentor), a Zoom "meeting" would be better.

Other resources to help you deliver a digital skills session through Zoom

The **Be Connected Network Partner website** has some other resources available to support you as a Digital Mentor:

- **Checklist for delivering digital sessions remotely:** This checklist will help you to make sure you've thought of everything you need before your Zoom digital skills session.

- **Top tips for delivering digital skills sessions remotely:** These helpful tips will help you feel more confident in making sure you look the part and help keep your learners engaged during your Zoom digital skills sessions.

If in doubt, ask for help

Delivering digital skills sessions over Zoom can not only be challenging for your learners but also for you as a Digital Mentor. At Good Things Foundation, we have a wealth of experience in delivering training sessions, webinars and meetings remotely. Please give us a call on (02) 9051 9292 or send us an email at **connect@goodthingsfoundation.org** if you'd like any support with getting started or if you find yourself stuck on a problem.

Alternatively, the **Network Partner Facebook group** is a great resource to ask questions and stay in touch with your fellow Network Partners.