Instructions for joining an SRA online training course

About Zoom

The Zoom video-conferencing platform is widely used for online training and events. Some UK government departments, public bodies, universities etc. don't allow Zoom to be accessed from work computers, so **please check with your employer** if you plan to use a **work computer** – and if necessary use a personal laptop, iPad, or even smartphone instead.

Zoom has a reputation for not being GDPR-compliant, but an independent comparison found it no worse in this regard than many other platforms, including those used in government, public bodies, etc. Zoom's website describes its compliance measures.

We don't record training sessions, so the data privacy issue is minor. We describe below how to create a Zoom account but it's not a requirement – you can just paste the meeting link into a browser. If you do this, please allow time to test your camera and microphone.

A safe space for everyone

You will be in a live session with a small group of people you probably don't know.

Please treat everyone on the course with respect, politeness and consideration.
We expect you to keep to the high standards of ethical behaviour towards others that you would when conducting research.

Complaints about racist or other discriminatory language or behaviour will be investigated. If you have any such concerns arising from a course, please contact Graham Farrant, SRA chief executive, graham.farrant@the-sra.org.uk or 0207 255 0695

Equipment needed

1. **Laptop, PC, Mac, Ipad (even smartphone) – basically a computer that has:**
   - **Access to the internet**
   - **A camera**
   - **A microphone** (either inbuilt, or plugged-in)

Without these essentials, *you won't be able to take part* in an online training course.

2. **Earbuds, earphones (with or without a microphone).**
   Earbuds/earphones that plug in to your computer will greatly enhance your experience of the training. The best option is a headset (earphones + microphone). Or if you have a separate plug-in microphone, please use that.

Setting up with Zoom

- *If you already have a Zoom account that you've used for meetings, skip this section.*

If you don't have an account with Zoom, you can create one: visit https://zoom.uk/signup and sign up with your email address. We strongly recommend that you **don't sign up with login details from an existing account**, eg. Facebook. Keeping accounts separate ensures that your personal data isn't shared between platforms.
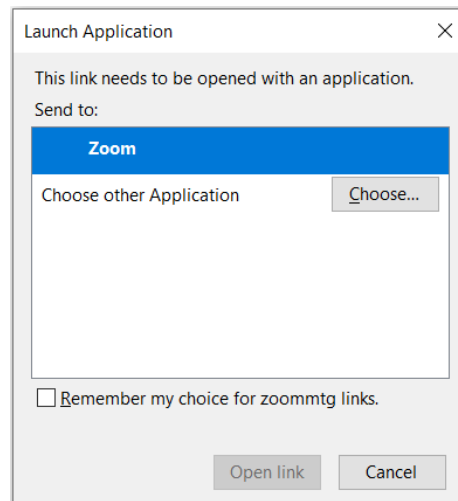
You will receive an email from Zoom; in this, click Activate Account.

Be sure to use your *proper name* for this account so the trainer will know who you are. (If you already have a Zoom account and need to change the name, sign in and click Profile.)
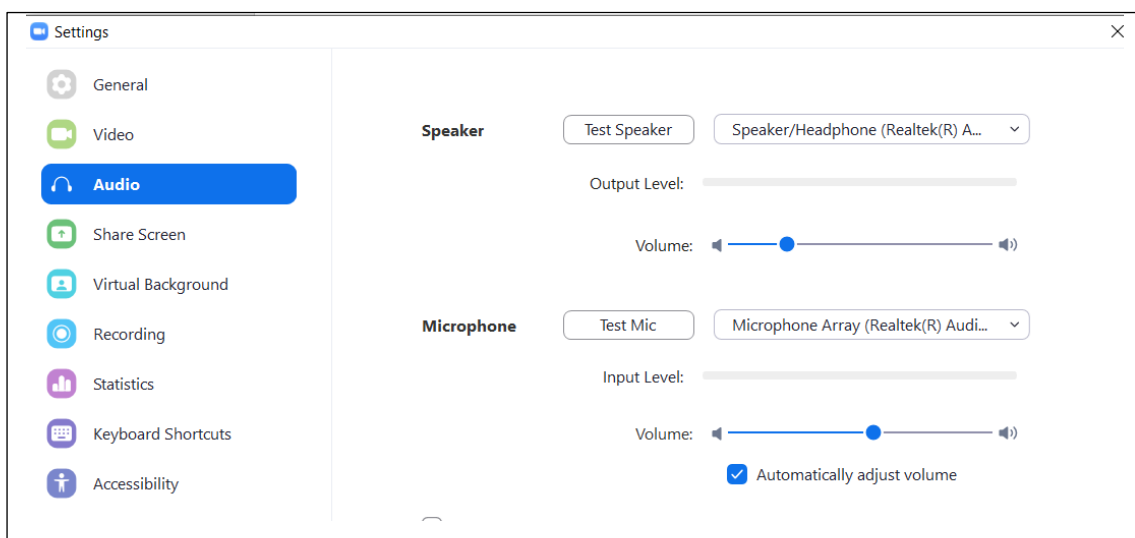
Test your equipment

If you haven't used Zoom before, sign in, then go to https://zoom.us/test and click Join.

You should see this pop-up:

Click 'Open link' to start the test meeting, and click 'Test Computer Audio' if prompted. You should see this pop-up:

- Click the 'Test speaker' button and you should hear a sound.
- Click 'Test mic' and say something; in a few seconds you should hear this played back.

On the left side of the screen, click 'Video' – you should see your own image, via the camera on your device.

- *You **won't be able to join** the training until your speaker and microphone are working*

Video/camera not working: see this [help page](#) in Zoom. Audio/microphone: this [help page](#)

Before the course starts

A few days before the course we will email you a link to a webpage that contains:

1. **A reminder of the date and start time for the course**
2. **The link to join the training via Zoom**
3. **Key documents for the training**

We may ask you to read one or more of the documents ahead of the course.

IMPORTANT: please tell other computer-users in your household that you will need as much of the broadband as possible on the training day! If others are streaming videos / games this may cause difficulties, although this depends on the strength of the broadband.
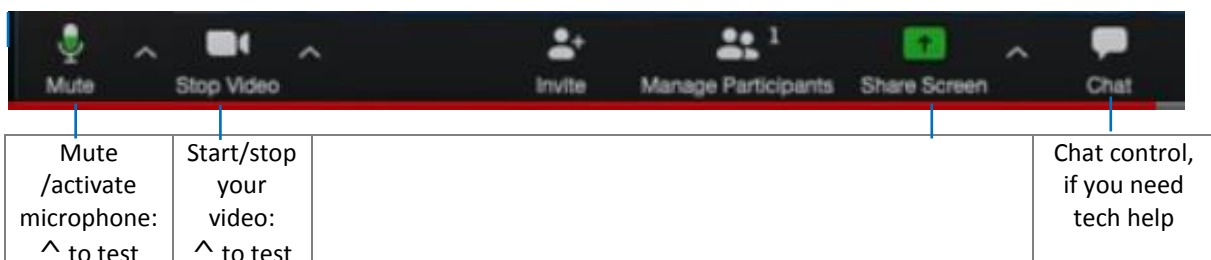
Joining the training session

- **Find a quiet location.** Close the door, put your pets somewhere else, switch off email, twitter feed, etc: Close email and other messaging services.
- **Don't be late:** Please join the session 5 – 10 minutes before the start time, by copying and pasting the Zoom link into a browser.
- Make sure you join with Audio, and Video too (unless you have strong reasons not to appear on screen). It is very helpful for the trainer to be able to see attendees.
- Be aware that everyone in the session can hear and see each other.

Important: check that your face is clearly visible and not in shadow, eg. by being too close to a window or an overhead light. Try to sit where the background is not distracting.

Your controls

Move your mouse pointer on the Zoom screen to see the controls. The ones you need are:

Mute /activate microphone: ^ to test	Start/stop your video: ^ to test			Chat control, if you need tech help

Check the 2 controls on the far left side: Audio (microphone), and Video. If either icon has a red line through it, this means it's switched off: click the icon to switch it on.

Troubleshooting: if you're having trouble hearing or seeing others, ***use the 'Chat' control to ask the tech support person for help*** (the trainer will tell you their name at the start).

Mute your microphone

When you're not speaking please mute your microphone to avoid background noise for other participants. Don't forget to unmute when you want to talk!

During the training

The trainer will start by welcoming attendees and explaining what will happen in the session. It's likely to be a mixture of slides, short videos, questions and answers, and practical exercises where attendees may be put into virtual groups (called 'Breakout rooms' in Zoom) to work on a topic, then all brought back to the main room to share work.

There will be regular breaks – the timing is noted on the Agenda that we'll share with you ahead of the course.

Introductions

The trainer will ask everyone to introduce themselves and say a little about what they hope to get out of the training.

Screen sharing

The trainer will at times share their screen with attendees. This makes their screen 'take over' your whole screen: to reduce its size, at the top of the screen select View Options and 'Exit full screen'.

Take part in discussions and Q&A

When the trainer invites feedback, ideas, etc. from participants, do take part. Online communication is not quite as easy as face to face, but it's worth making the extra effort.

The trainer will advise if they want you to hold a hand up before saying something – to avoid everyone speaking at once.