TEI's Guide to Connect to the Online Classroom

TEI: THE EVALUATORS' INSTITUTE

CLAREMONT EVALUATION CENTER

Claremont Graduate University

Online

CONTENTS

DAILY SCHEDULE*

9:45 AM	Classrooms open
10:00 AM	Courses begin
1:00 PM	Lunch break
2:00 PM	Courses resume
5:00 PM	Courses end

*Please note that times given are Eastern Time (ET).

Read the Connecting Instructions and Room Features sections below before your course begins.

In order to participate fully in your TEI course, you will need to ensure that your sound system, microphone, and computer connection are set up correctly. Please read this guide carefully to ensure that you have the technology you need before your course.

On the **day of your class**, we recommend logging in at **9:45 AM ET** so that we can **confirm your audio and connection before class begins**. Please note that we will not be able to adjust your audio, microphone, or connection after the course has begun, and that TEI will not issue any refunds or vouchers due to issues with your audio or connectivity that may arise during the course. If you run into any challenges on the day of your course, please contact your Course Producer or tei@cgu.edu for assistance.

Course completion certificates will only be given to those who engage in the class; we recommend checking in early to set yourself up for success!

PREPARING FOR THE VIRTUAL SESSION

Our sessions are highly interactive and will include opportunities for you to verbally engage with your faculty member and/or peers. We encourage participants to connect to the virtual meeting room from their individual computer and to use a microphone headset with a USB port.

We recommend identifying a quiet room with a closed door for the duration of your course. Please close all other programs on your computer before logging into the virtual room 15 minutes early to ensure we start on time.

Detailed instructions for connecting to the meeting room are included in this version of the *TEI Guide to Connect* to help you familiarize yourself with the Zoom platform. Please review the minimum system requirements below before logging into the session.

If you have any questions about whether or not your operating system and software are compatible with Zoom, please reveiw the article System requirements: Windows, macOS, Linux in Zoom's help center. We recommend the following set up, but defer to the information provided by Zoom to ensure that your systems are compatible:

Software

- Operating system: XP, Vista, Windows 7 or higher, Mac OS X with Mac OS 10.10 or higher
- Processor: Intel Core2 or equivalent/RAM: 4MB minimum
- Up-to-date version of web browser (Chrome is recommended)
- Java, Flash and cookies enabled on your web browser
- ActiveX enabled on Internet
- High-speed Internet connection (DSL, cable modem, ISDN or T1)

Recommended Hardware/Physical Set-Up

- Computer (tablets not recommended)
- Microphone headset with USB port connection
- Webcam
- Ethernet cable connection to internet source (Wi-Fi only recommended if you have a stable and reliable connection)
- Lamp or natural light to enable attendees to see your face on video
- Private room in a quiet space where you will not be interrupted. (Remember to silence all telephones and mobile devices.)

If you have any questions related to the course technology, please contact your Course Producer or tei@cgu.edu.

CONNECTING INSTRUCTIONS AND ROOM FEATURES

Before the Meeting

1. Click on this link to run a quick **diagnostic test** of your internet **connection**.
2. Identify a **working** computer **headset with a microphone**. We recommend one with a USB connecting port.
3. Watch this brief video on **how to connect** to a virtual meeting.
4. **Review** these **instructions** in their entirety. For more detailed information on connecting to a Zoom session, click here.

Joining the Meeting

1. Each courses has its own **unique Zoom link**. Please click the "**Join Session**" **button in Attendee Hub** (available five minutes before the course starts at 9:55 AM) or the **link in the welcome e-Mail**.

2. If you have not already **downloaded Zoom**, you will be directed to download the Zoom Launcher to install the desktop application. A zoomusLauncher.**zip file** will appear in your downloads folder.

   Click zoomusLauncher.zip.
   Then double click zoomusLauncher to join the meeting.
   If nothing prompts from browser, try again.

3. Click on the file and **follow the guidance to install** the launcher. A dialogue box will appear stating, "ZoomusLauncher is an application downloaded from the Internet. Are you sure you want to open it?" Click "Open".

4. A larger Zoom meeting window will appear where you can select to **join** the Audio Conference. You will have three options for **connecting your audio**:

   a. "Join by Phone"
   b. "Join by Computer"
   c. "Call Me"

   > **TIP:** If you typically experience Internet connectivity issues, we recommend connecting your audio via phone to reserve your Internet bandwidth for visuals.

Joining Audio by Computer

This is the recommended option. This option requires you to have a computer enabled with a speaker/microphone and is optimized by the use of a headset.

1. From the Zoom Window, select "Join Audio Conference by Computer."

2. You will then enter the meeting room, where you will be on mute.
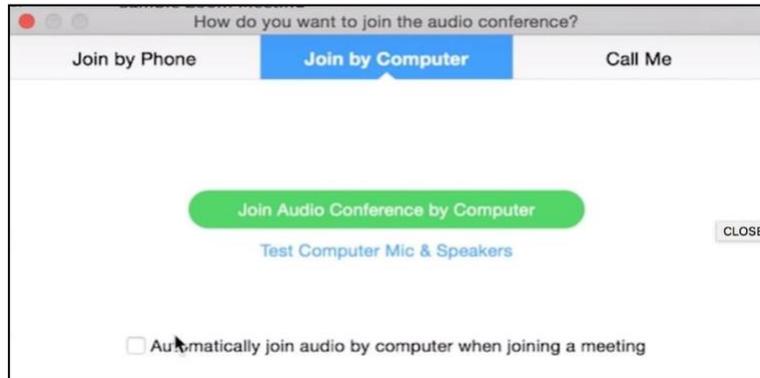
   The course producer will invite you to test your sound by saying a quick hello.

3. Then, please **remember to place yourself on mute** by clicking once more on the microphone icon labeled "Mute" at the bottom left corner of the screen.

Joining Audio by Telephone**

**Please note that this option is provided through your computer connection. We prefer that you log on with a computer for this training.

You can join a Zoom meeting via teleconferencing/audio conferencing (using a traditional telephone). This is useful on occasions when

- You do not have a microphone or speaker on your PC/Mac;
- Your local internet connection has limited bandwidth and you are experiencing interruptions in sound quality; or
- You cannot connect to a network for video and VoIP/computer audio.

These are the steps:

1. From the Zoom Window, **click "Phone Call"**

2. Follow the instructions for dialing in. Select the country you're calling from in the flag menu if the correct country is not already selected.

3. Using your telephone, dial one of the numbers provided.

4. Enter your 9-digit meeting ID, provided in the link to connect section and listed on the screen, followed by #.

5. Enter your participant ID as listed on the screen, followed by #.
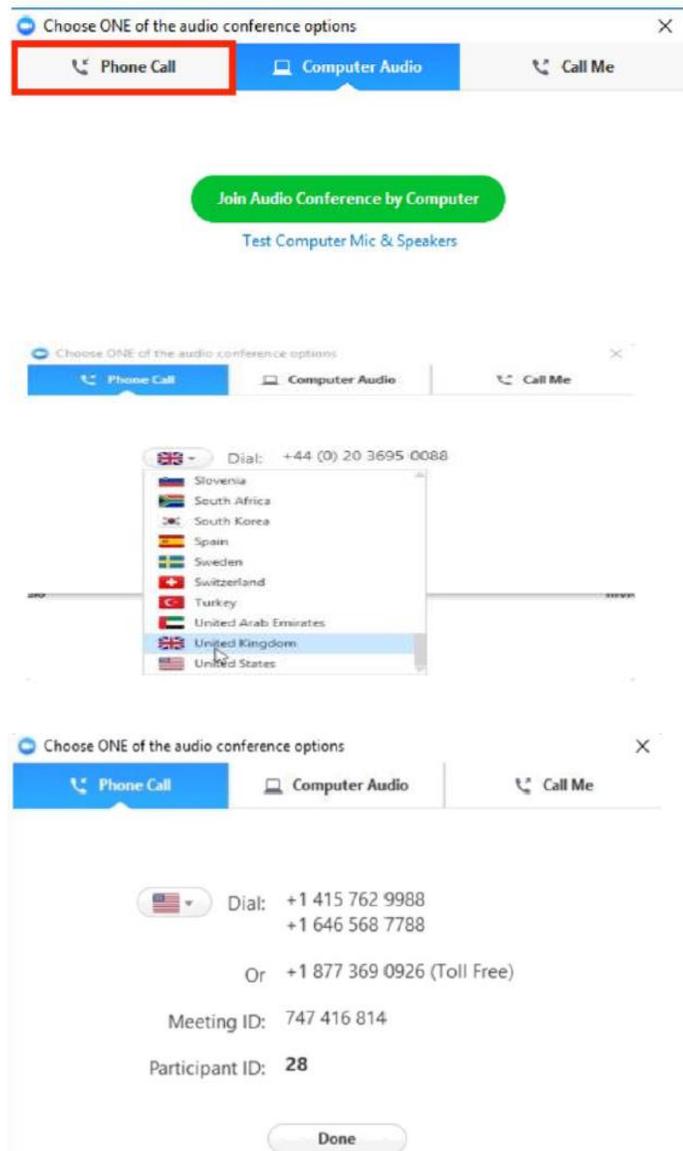
Changing Your Audio Selection

You have the option to change your audio selection at any time during the meeting. If you join computer audio automatically, you can leave computer audio and join by phone.

1. Click the arrow next to Mute/Unmute

2. Click **Leave Computer Audio**

3. Click **Phone Call** and follow the prompt to dial in

Phone Controls for all Dial-In Participants

The following commands can be entered using your phone's dial pad while in a Zoom Meeting:

*6 - Toggle mute/un-mute

*9 - Toggle raise/lower hand