

## Some Tips for Using Zoom at The Barrow Group

*Please note: **Zoom issued an update as of 5/30/2020.** If you have not yet downloaded the new version, please do so before joining your class. We have noticed after this update, that some are unable to properly access their mic or video. If this occurs, we recommend deleting the Zoom application and re-downloading Zoom.*

Taking a class online at TBG requires two steps:

- 1) registering for the class on our website, where you select the class you want, add it to your cart, check out, and pay the deposit or full tuition. When you have registered successfully, you will receive a confirmation email.
- 2) registering for the Zoom meeting where the class takes place virtually. There is no need to purchase Zoom or have an account of your own; you will be prompted to download a free version of the program when you receive your meeting link from The Barrow Group.

**ZOOM ACCESS TO YOUR CLASS:** You will receive the invitation to register for the Zoom meeting via email twice before the first class: once when we schedule the Zoom meeting a few days prior to the start of the class and again an hour before the first class. This link is the same link for each individual class in your class session, unless otherwise noted.

*A note about Zoom: **the features and instructions sometimes vary slightly depending on the type of operating system or device you are using.** So things might work or look a bit differently on your screen than what someone else is seeing or describing (or from the instructions below). Usually with a bit of poking around, you will figure out how to access the features you need.*

### REGISTERING ON ZOOM

Again, there is no need to purchase Zoom or have an account of your own; you will be prompted to download a free version of the program when you receive your meeting link from The Barrow Group.

You can access your Zoom meeting using a smartphone, but for the most stable experience Zoom recommends using a computer and a wired internet connection (not WiFi). WiFi can work, but a wired connection is faster and more reliable.

- When you receive the Zoom invitation, click on the link (or copy/paste it into a web browser) and register for the meeting.
- Once you are registered, you will receive a confirmation email with the link to join the Zoom meeting.
- This link will be the same each week unless you are notified otherwise and sent a new link.

## ATTENDING THE ZOOM MEETING

- Navigate to the link using your web browser (either click on the link in your confirmation email or copy/paste the link into the browser's search field)
- Once the meeting page loads, if this is the first time you have used Zoom, you will be prompted to download the Zoom program (called the Zoom client).
- Save that file to your computer and follow the set up instructions on your screen.
- Once the client has successfully installed, your meeting will launch.
- You will be asked to join with your computer audio or phone, and given the opportunity to test your computer audio before joining the meeting.
- You will be held in a virtual waiting room until the instructor starts the meeting and lets you in. If you join the class late and someone is sharing work, your instructor may not let you in right away to avoid disruption.
- [Here](#) is a video that explains how to get started with Zoom.

## IF YOU ALREADY HAVE A ZOOM ACCOUNT OF YOUR OWN

- If you already have a Zoom account you can access the meeting through your account.
- Log in, click on "Join," or "Join a Meeting," then enter the meeting ID and password, which you can find on your confirmation email.

## IF YOU MUST ACCESS THE MEETING WITH YOUR PHONE

- Make sure you download the Zoom Cloud Meeting app ahead of time. It will prompt you to either set up a Zoom account or sign into your existing Zoom account with your email and password.
- Click on the link in the confirmation email and it should take you into your app and then into the meeting.
- [Here](#) is a video that shows how to access a meeting with an app on your phone.

## NEED MORE HELP?

- On the Zoom website (Zoom.us) you can access Zoom technical support by clicking the Support Chat button (it's a little blue circle with a white speech bubble in it in the lower right corner).

## ZOOM FEATURES YOU MAY USE IN YOUR MEETING

- The microphone icon on the bottom left of your screen will mute your mic. We recommend leaving it off (muted) when you are not speaking to minimize background noise in the meeting.
- The video function is voice / sound activated. You can control how you view the meeting by clicking either "Gallery" or "Speaker" view in the top right corner. Speaker view will show the active speaker on the large main screen. Gallery view will show everyone in the meeting in boxes with the active speaker highlighted in a yellow box.
- You can turn your camera on and off by clicking on the camera icon on the bottom of the screen.

- If you click “Participants” on the bottom of the screen you will see a list of everyone in the meeting.
- You can “raise your hand” in Zoom to signal to your teacher that you have a question. Click on “Participants” on the bottom of your screen. The Participants screen will open to the right. At the bottom of that screen you will see a button that says “Raise Hand.” Click there and you will see a little blue hand appear by your name in the Participants list. You can lower your hand by clicking on the same button (the text on the button will say “Lower Hand” when your hand is raised).
- If you click “Chat” on the bottom of your screen a box will open that allows you to type messages to everyone in the class, or to select a specific person to send a private message to. This can be useful if you are having technical trouble or want to ask a question without interrupting the current speaker.

#### ONLINE CODE OF CONDUCT / ETIQUETTE

- Please set up in a quiet room if possible.
- Please make sure that your lighting is adequate so that everyone can see your face clearly.
- Please test out your audio before class begins to make sure that everyone can hear you clearly, and vice versa.
- Please keep yourself muted until prompted to unmute.
- Confidentiality: What happens online stays between participants.
- No screen capturing of other students.
- No personal recordings of the class (with phones or tablets).
- The Barrow Group records only the following classes: Film/TV Acting, On-Camera Self Tape Workshop, Master and Solo Show classes. All recordings are made by the host only and shared as needed.