



ZOOM FAQ's

What kind of device do I need?

All you need to get started is a computer, tablet or mobile device with audio and video capabilities. We recommend using a laptop or tablet as the larger screen size will make it easier to see the rest of your classmates and the detailed demonstrations by the teacher.

How do I get Zoom?

You do not need a Zoom account but you will need to download the Zoom application to your device from here: <https://zoom.us/download>

Do I Have to Pay to Get Zoom?

No, downloading zoom is free.

I've downloaded Zoom, now what?

The link to log into your class will be included in your class receipt when you register online (bottom portion). Please retain this receipt. When it's time for your class, just click on the link and you'll be put into the waiting room for the class.

The link will also be sent to you on the day of your class. If you can't locate it on your receipt, please check your email, including your spam folder.

I can't find the link on my receipt or in my email, including my spam folder?

Email info@pomoarts.ca and we will resend the link. In the subject, put in: Zoom Link for Class Code (insert your class code). In the email, please indicate the name of the ASAP account holder, name of class, name of person registered in the class.

Will I use the same link for every class?

Yes, so please save the link so you can easily locate it again.

When should I click on zoom link?

Please join the meeting 5-10 mins prior to class so the teacher has time to admit everyone to the meeting and take attendance.

For camps, please join 10-15 mins prior to class.



What is a Zoom Waiting Room?

Once you've clicked the link, you will get a message asking you to wait for the host. This is the equivalent of being in a reception area. Your teacher will need to let you into the main zoom room (equivalent of the classroom) one by one. So please be patient, this may take 5-10mins.

For summer camp attendees, this may take up to 15 mins.

What do I do while I wait?

Make sure your video is enabled and your microphone is on AND that your account name is set to your FULL NAME or that of participant if you are a parent.

Make sure your supplies are laid out and you're ready to begin working.

What kind of Zoom Etiquette should I keep in mind?

- During class, the teacher will be in control of muting and unmuting your microphone. This is to prevent audio feedback and ensure that you can hear what the instructor is saying.
- Your video will be on during class, so if you have a question, you can use the wave your hand button, or use the [chat function](#) to ask a question.
- Be aware of your surroundings and their impact on the class. If possible, set up your device in a quiet and private space, away from barking dogs, TV, radio or music.
- Do not take phone calls, look at emails or texts, or browse other websites during your class time. Unless requested by the teacher, don't have any other websites open.
- Dress as you would for an in-class session
- Be prepared, have your supplies laid out, eat beforehand and be ready to fully participate in the class.
- Be patient. We are all adapting to a new way of teaching and learning, and there may be a few hiccups along the way.
- Be kind to yourself if you're having a harder time learning online, and be kind to your fellow students and teacher who are also learning.

What are you doing to keep the Zoom classes secure?

All meetings will be password protected. Only those with a direct link or password can access the class, the general public cannot participate. Please help keep passwords secure – do not share the link.

All meetings will be "locked" after all students have joined. That means after the teacher has verified that all registered participants are in the classroom, no one else can join.

Where can I learn more about zoom?

In-depth tutorials are available here: <https://support.zoom.us/hc/en-us/categories/200101697>