Simple Steps to a successful
Virtual Classroom Learning experience

Preparation is key!

Please take 5 minutes at your leisure to prepare for the very best learning experience possible. The pages below outline the simple steps you can do to ensure you are ready to get the very most from your Virtual Classroom Learning.

Table of Contents

Get the most out of your Virtual Training

Here are a few top tips from our Trainers and previous Learners to get the most out of you your Virtual Classroom experience. Obviously not all of these maybe possible for you or right for you, so simply pick what works for you ☺

Get your equipment ready and test it

You are already halfway there as you are looking at this guide. But it is essential that you test the connection to your Virtual Classroom (see below) and also test the equipment you will need:

- **Webcam –** make sure it works and you can turn it on, it will be needed. If you do not have a webcam or cannot have it on you may not be able to continue with your course and be asked to leave the event (the only exception is if you are on a Technical course where it maybe optional)
- **Speakers/Microphone or Headset/headphones** – a headset is ideal here. If you don't think that you have one you probably do, the one you got included with your iPhone or Samsung device is often far better than just laptop speakers and microphone. Or anything you would use for a Bluetooth car handsfree type setup
- **Two screens** – essential on most courses. If you think you do not have a second screen then think again, remember most TV's now if not all have an HDMI connection and so do most laptops. Et voilà a second screen. Appreciate you might have to negotiate with other members of the family to get access to this but it is well worth it.

Get in the right mindset

We are here to learn and better ourselves, so get ready and dressed the same way as you would if you were coming on a Face-to-Face course. This will help you be in the right frame of mind for your learning.

Ensure comfort

Ideally find a quiet spot, where you can pop your laptop down that is comfortable, a desk or dining room table are ideal. We will break up your day as much as we can but you will be using your laptop extensively. Consider what you are sitting on too, try and maintain ergonomics as much as possible.

Other things to have on hand

Grab some paper and a pen, we will still at times get you to do some writing to break up your day from screen time.

What to expect on the day

Every course is different just like in real life right but as delegates you will be expected to:

- **Have your webcams on.** As mentioned above this is likely to be essential and if you cannot have it on you not be able to continue the course and be asked to leave the event
- **Contribute.** We will be asking questions, so ensure that microphone is working
- **Shorter sessions.** It is likely that you may have shorter sessions with more frequent shorter breaks.
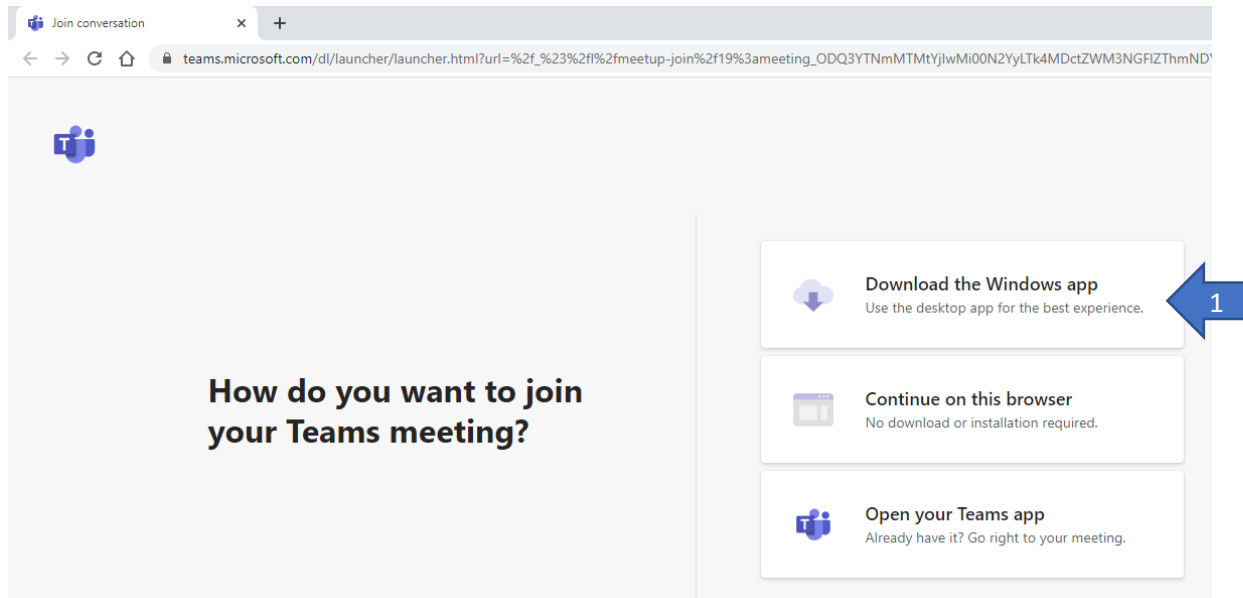
And Finally

Make sure you have a cuppa on hand or some water, keeping yourself hydrated and fed on a Virtual course is as important as a classroom one ☺

Testing your Virtual Classroom – Microsoft Teams

To join a test MS Teams session please click here:

Join Microsoft Teams Test Session

This will load straight into Teams or in your default browser as follows:

If this happens we recommend using the MS Teams App as opposed to in browser (in browser may limit you within the classroom). To **Download the Windows app** just click the top button (1) above.

If you already have the App installed as you use Teams you may see this screen, in which case just click "Open Microsoft Teams" (2). Or if you do not get this extra pop-up **Open your Teams app** (3) then it will duly appear.
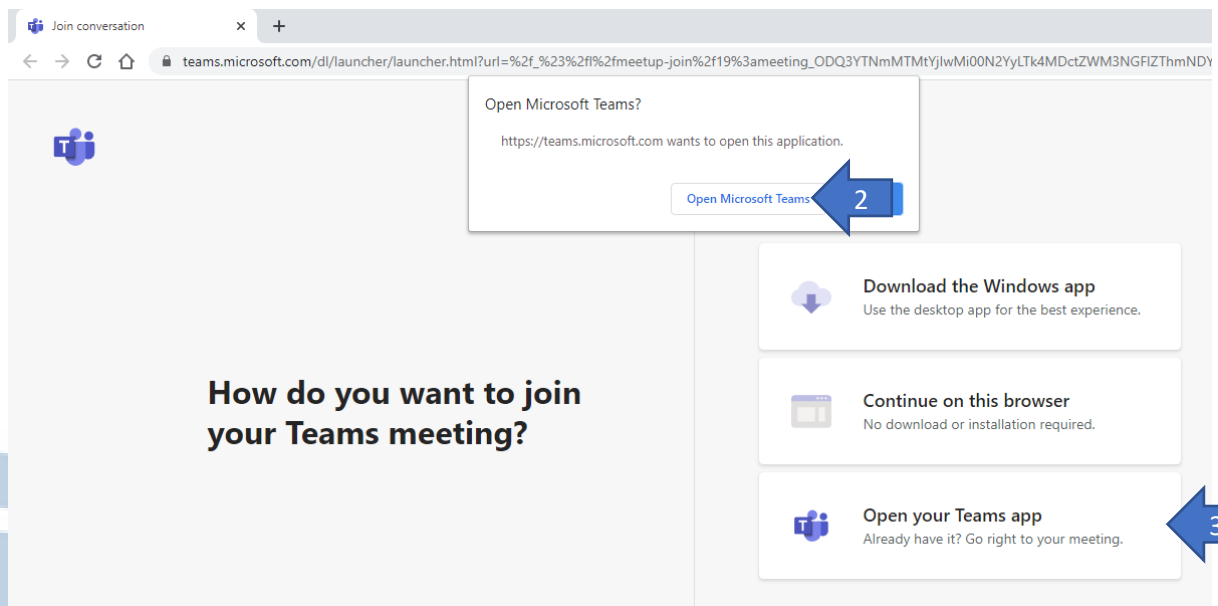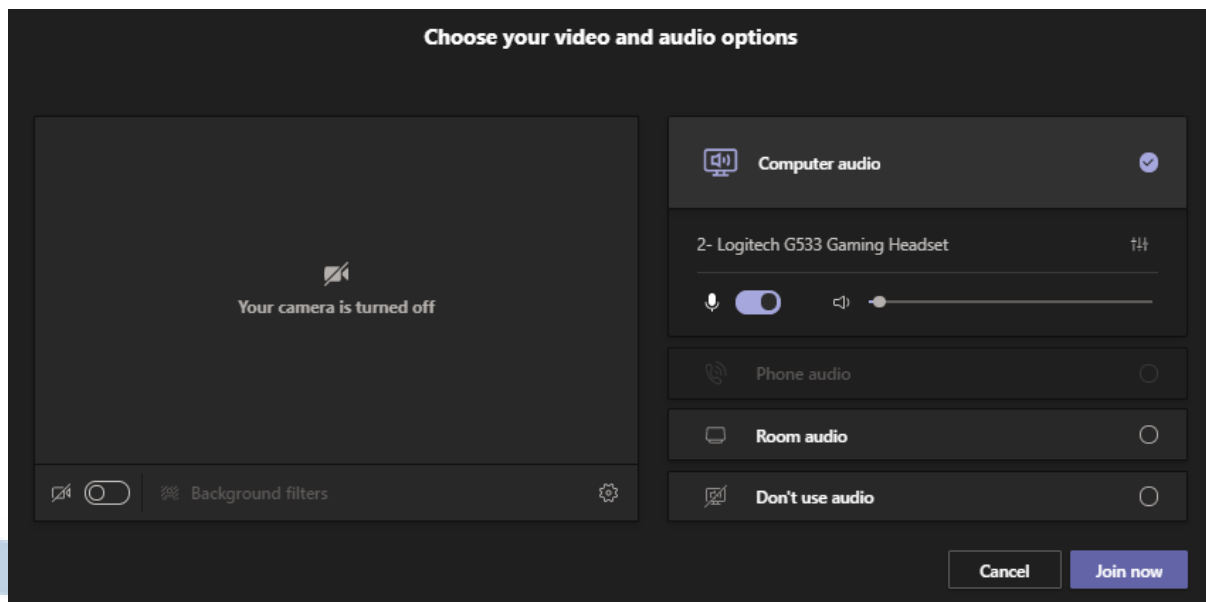
Alternatively, you may see a screen like this one:
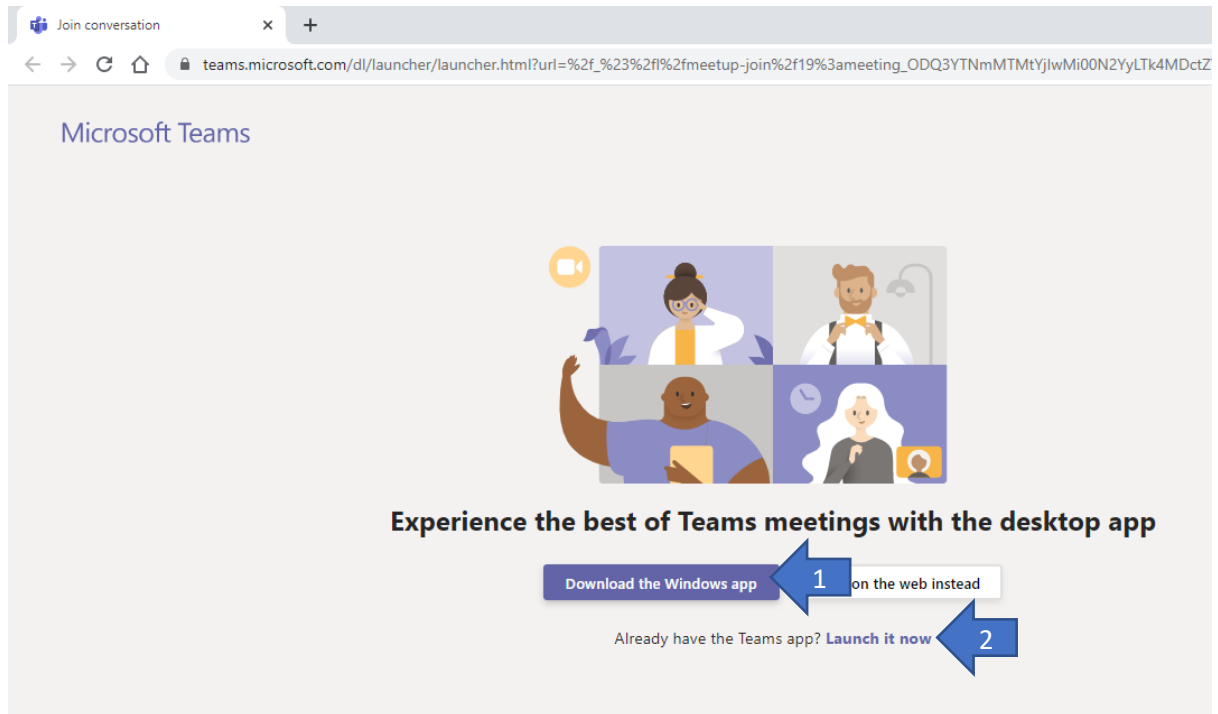
Once again hit **Download the Windows app** (1) above if you need to download it or hit "**Launch it now**" (2) to load into your existing App.

Previewing your settings

Regardless of your route you will get to this screen when you are about to join a session:

You can access number of settings from this screen to ensure you enter the room successfully:
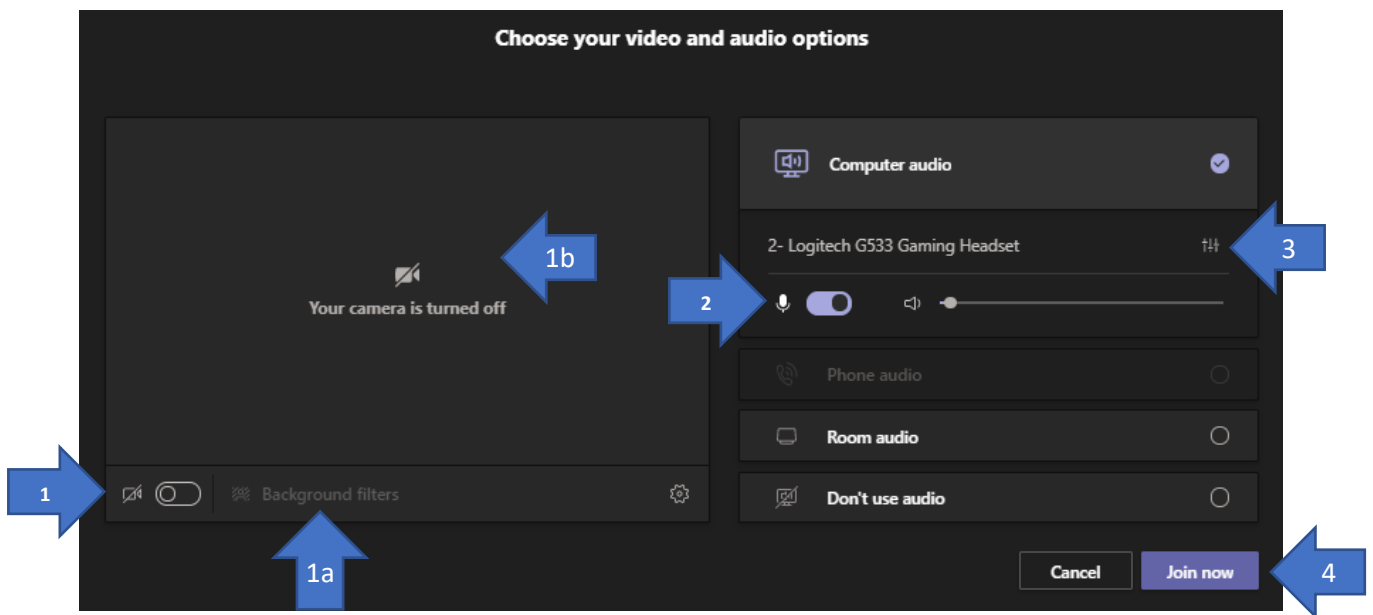

1. This turns your webcam on or off; if its grey as above it is off and 1b will not show a preview. If it is blue you will also see a preview of your webcam in 1b. If you would like to blur your background, then 1a will allow you to do this.

2. Like your webcam this is to mut or unmute your audio as you enter a room. In the example above it is blue so you will be un-muted.

3. These are your settings which allow you to change which devices you are using, speaker, microphone, webcam etc. The options appear on the right-hand side of your screen, as shown here on the right… From here you can even do a test call if you wish by hitting the "Make a test call" button. When you hang-up this will then show you your test results (see next page)

4. If you are happy and all setup then hit "**Join now**"
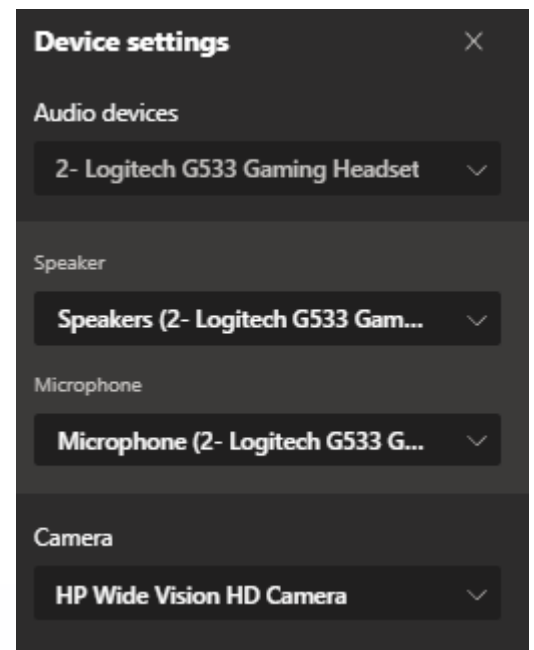
Interacting with your Virtual Classroom

Firstly you'll need to get in, you will be sent a link within the covering email which you simply need to click on to load the classroom up.

You may get a message saying you are in a Lobby, that's fine please just wait, and our trainer will "open the door" letting you into the Virtual Classroom.

Main Features of MS Teams

Your main ways to interact with the classroom are displayed down the bottom of your screen and are as follows:
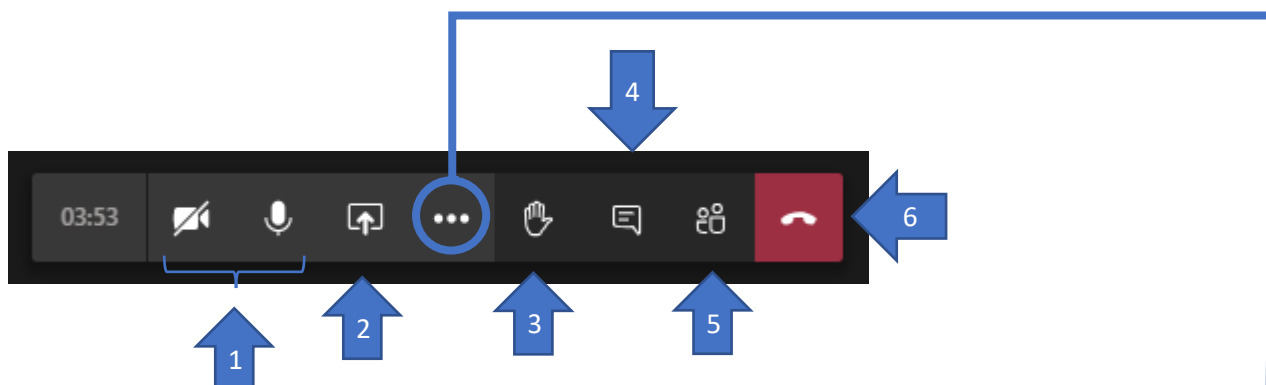
1. You can hide/show your webcam and mute/unmute yourself here. A line through the icon means it is "off" no line means you are live.

2. This is to share your screen, please only do this if you are asked to do so by the trainer or it is appropriate in a breakout room.

3. The virtual way to raise you hand to ask a question etc.

4. This toggles the session chat window on/off

5. Show the list of people in the course with you

6. Hang up/leave the classroom

More Options (shown right)

We have highlighted the useful options:

> **Show Device Settings** – in the same way as the testing above if you wish to change your webcam, microphone, or speakers you do it here.
>
> **Enter full-screen** – this just gives you more real estate on the screen you are using making everything that little bit bigger & uncluttered.
>
> **Show background effects** – this will enable you to blur out your background if required.
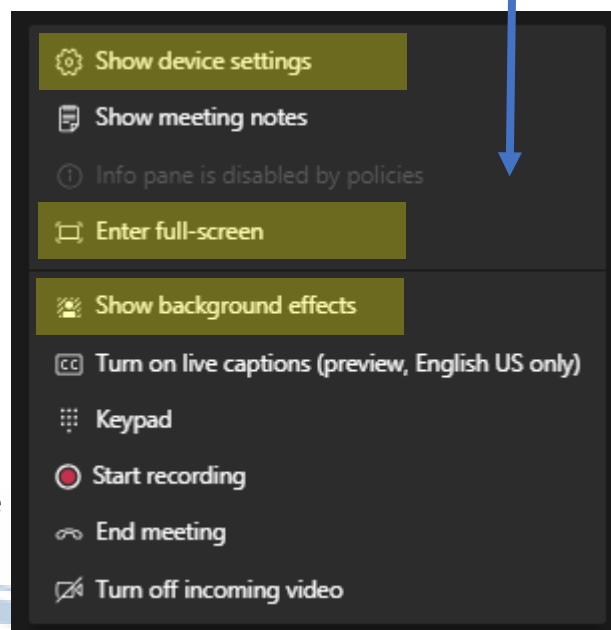
I need help

If you need technical assistance to setup your Virtual Classroom then don't panic we are on hand to help; ☎ vclsupport@quanta.co.uk.

Testing your connection to NewRow

To perform a quick tech check simply go to: https://smart.newrow.com/room/testPage/
and Start Test

After which you will receive a full Summary Report hopefully indicating you are "a OK" to go or allowing you to make adjustments to which webcam, speakers, or microphone you will use. If you do not get all Green Ticks you'll need to address the problem or contact us vclsupport@quanta.co.uk and we can help you.

Accessing your Virtual Classroom

You will be sent a link, which will look something like this:
https://smart.newrow.com/room/?<<Room ID>> just click on that one day one and you will enter the classroom

Main Features & Troubleshooting

By clicking this you will gain access to your Virtual Classroom:
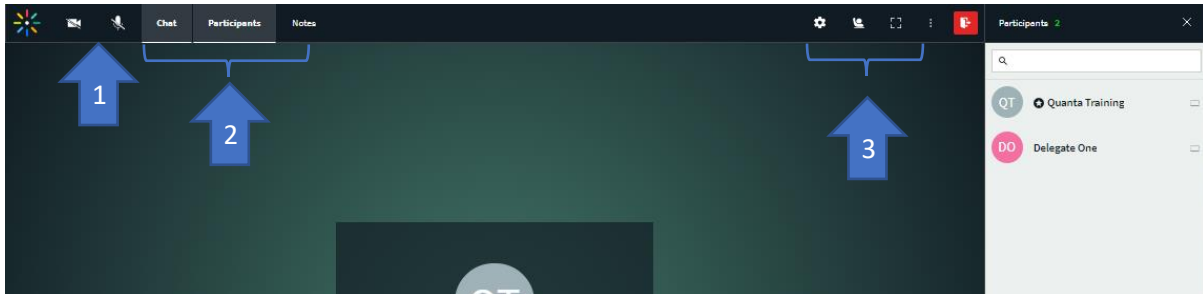
1 – here you can toggle your webcam and microphone one and off. A red line through it indicates that it is off or muted.

When you first activate or if you are having problems then click the padlock in the address bar and ensure that you are allowing these devices in the browser:
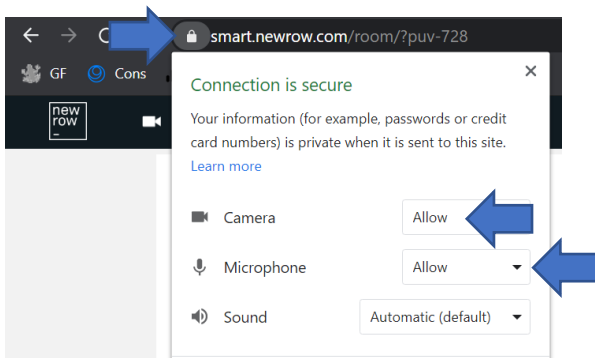
The options you have in 2 refer to toggling the windows you see on the right-hand side of your window. In the example above we have Chat and Participants on (showing on the right) but Notes off (not showing)

There are also 3 options indicated by 3.

- The first one is a simple "**Raise your Hand**" you can use this to ask a question to the instructor or draw their attention to you as a delegate.
- The **Settings wheel** is the middle icon, should you wish to change which speaker/microphone/webcam you are using.
- The last icon is entre (or exit) **Full Screen Mode**.

Finally the red button on the right is the one to hit to leave the room

TOP TIP if at any point using NewRow things go a little bit wrong in terms of sound, webcams or similar just hit CTRL+F5 to refresh your browser tab. It is a cliché but "turning it off an on again" in this case often fixes everything!

Using Chat

NewRow has 2 chat options:

Questions & Answers - This is an option to send a question to the Instructor, they can either answer you directly or send the answer to the room, using the main chat room.

Room Chat - The first chat icon is for a room or group chat. Everyone gets messages sent in this manner. If you are within a breakout room, then everyone in that room can see the messages sent.
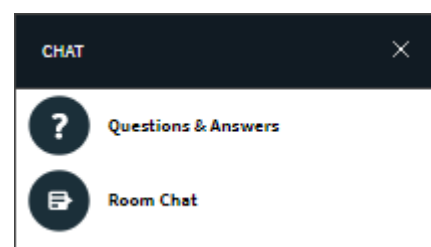
I need help

If you need technical assistance to setup your Virtual Classroom then don't panic we are on hand to help:

☎ vclsupport@quanta.co.uk

Access your Virtual Classroom – Go To

There are two ways you can benefit from our Go To Virtual Classroom training, you will either be asked to use **Go To Training** or **Go To Meeting**, both require the same preparation steps:

Join by Download (Windows or Mac) RECOMMENDED

To get the most out of our Virtual Classrooms, you can download and install the full-featured desktop software on your Windows and Mac computer

| Operating system	Windows 7 – Windows 10 Mac OS X 10.9 (Mavericks) - macOS Mojave 10.14
Internet connection	1 Mbps or better (broadband recommended, wired better still)
Software	GoToTraining desktop app JavaScript enabled
Hardware	2GB or more of RAM Microphone and speakers (USB headset recommended) Webcam 2 screens (recommended, remember you can plug any PC or laptop into a TV to achieve this if necessary)

Join a test session

By joining a test session from your computer or mobile device, you can help make sure that your real session will connect correctly.

1. Click the **Join Now** button below or follow this link

2. You will automatically be launched into session.
   - **If you see a "Waiting for the organizer" screen,** then you have successfully joined the test session! You should be able to join all future GoTo sessions from your computer. You can now close the "Waiting for the organizer" screen to exit the test session.
   - **If you do not reach the "Waiting for the organizer" screen,** then there was an issue along the way. Make sure you meet all the System Requirements for Attendees, or see Join Help and FAQs for more troubleshooting tips.
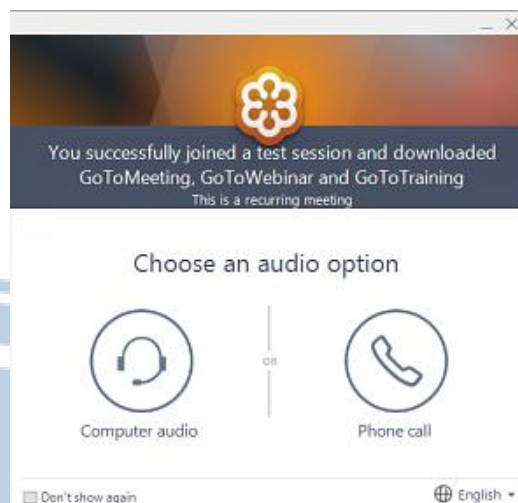
Test Your Webcam   Test Your Mic and Speakers (VoIP)

Once in the meeting you can double check everything is working OK by firstly clicking the Cog Wheel on your preview window, you can see this in the yellow circle below:
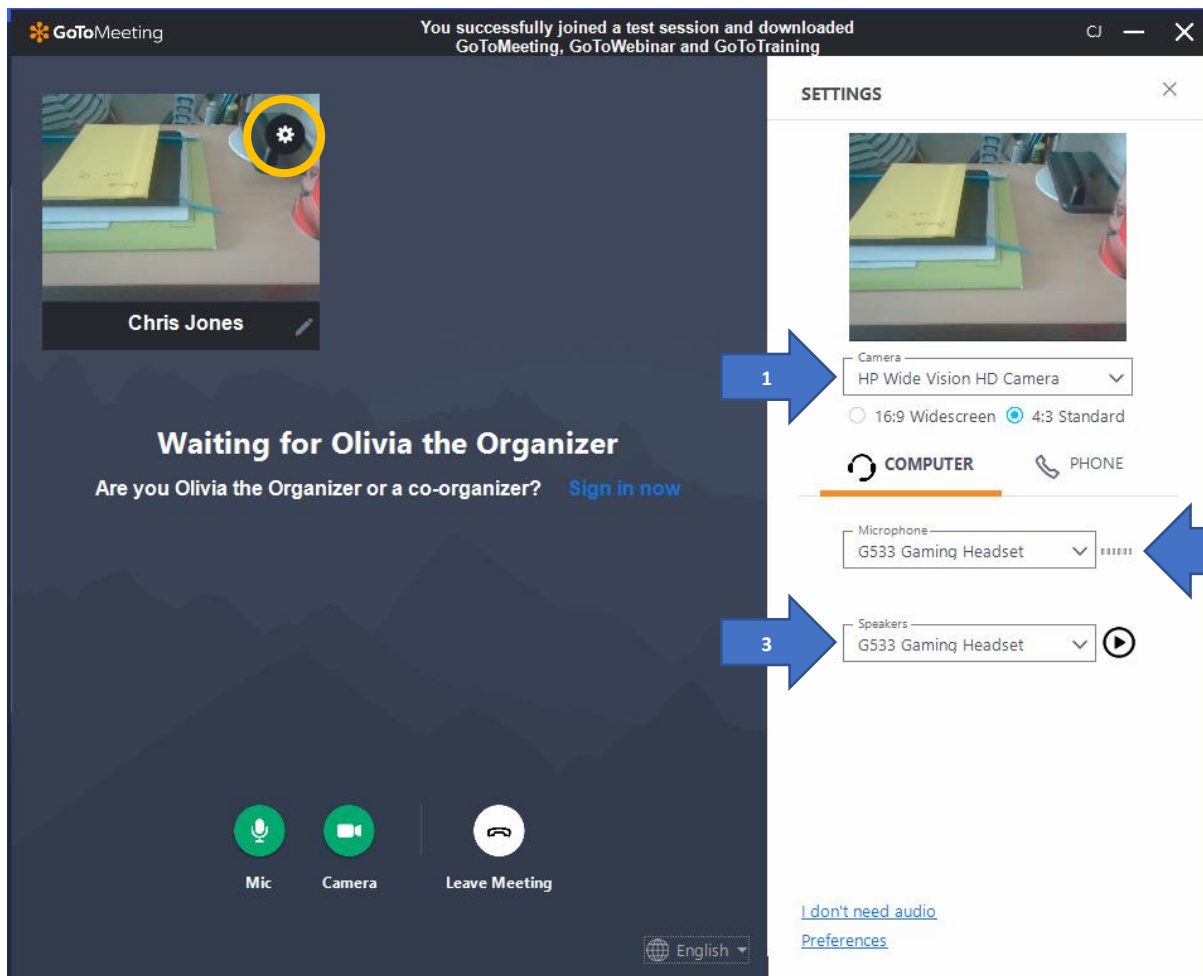
This will then pop out the white Settings windows as shown above.

1. You can ensure your webcam is working and alter which camera to use (1).

2. Test and select your microphone (2) you will see a little green bar replace the grey dots showing it is being picked up

3. And finally (3) test your speakers or headset by clicking the Play button

Instajoin - Join from Browser
No download required (GOOGLE CHROME ONLY)

Using Instant Join, you can join trainings entirely within your web browser, the functionality is slightly limited but it means you don't need to install anything on your computer.

Operating system	Windows Mac Linux / Ubuntu Google Chrome OS (Chromebook)
Web Browser	Google Chrome (most recent 2 versions) Mozilla Firefox (most recent 2 versions) (Linux only)
Internet connection	1 Mbps or better (broadband recommended) 3G connection or better (WiFi recommended for VoIP audio) for Chromebooks
Software	None
Hardware	Microphone and speakers 2 screens (recommended)

If you are using this option please also ensure the following steps, after you have joined your session:

Please ALLOW your microphone to be accessed by your browser (highlight in yellow).
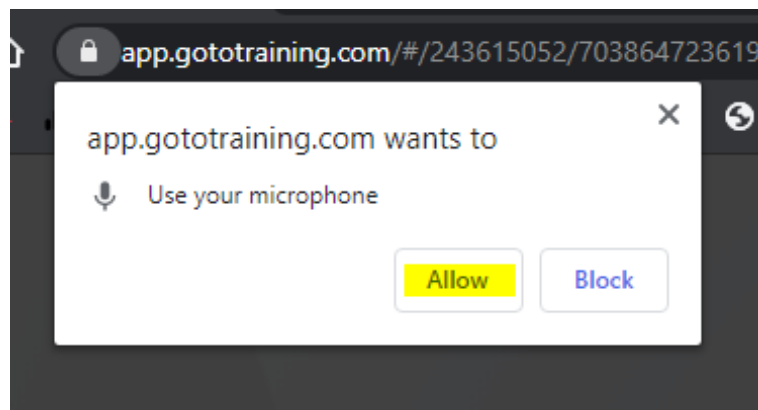
You will need to do the same for your webcam also when prompted.

If you launch into browser but wish to use the Desktop App (recommended) then you can switch to it at any time by click the icon at the top of your options…
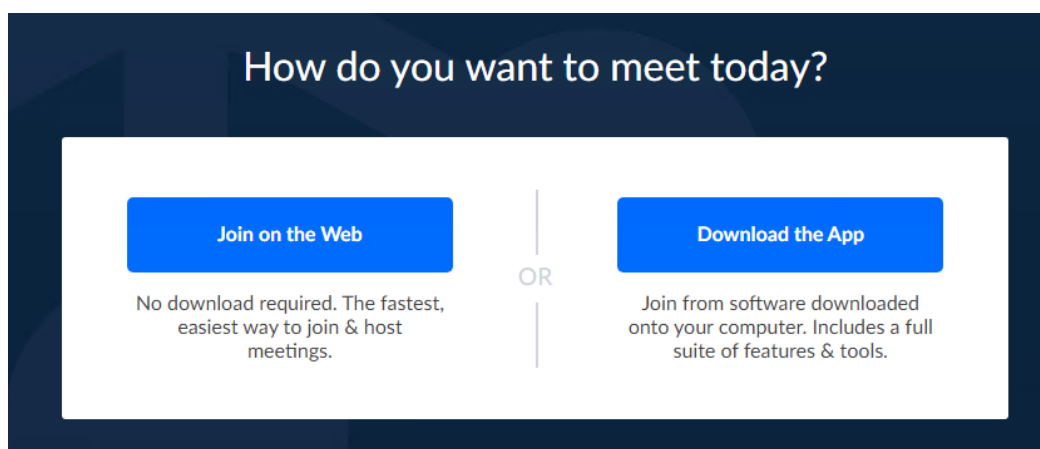
Go To Meeting Quick User Guide

How to Access

You will be prompted to run a small piece of software. Click on 'Open GoTo Opener' – you do not need to be a local admin to do this (magic!)
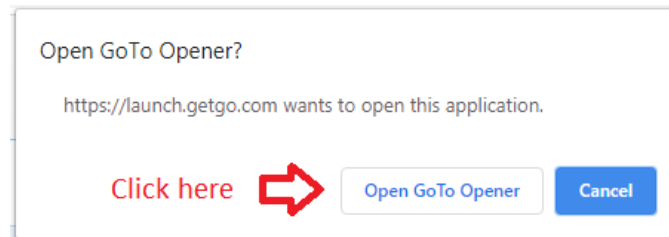
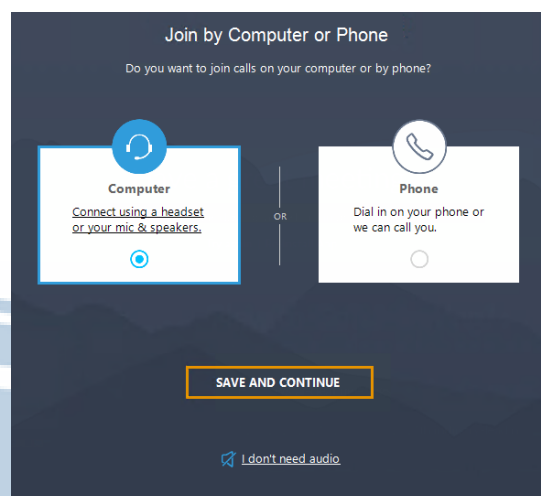Or depending on your settings you may get the following screen:

Once again ideally click "Download the App" is recommended

How to Use Go To Meeting

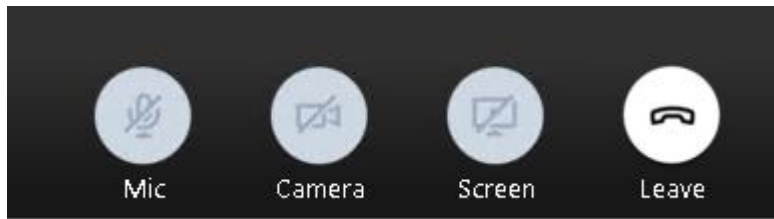The two ways of attending your Virtual Classroom present you with very similar options.

Select your Audio
Join by Computer (recommended) or Phone:

Go To Meeting Controls

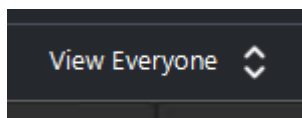You are presented with the following controls at the bottom of your screen.

When they are **Grey** they are not enabled, click on them to enable.

If they are **Green** they are active and live.

If they are **Red** you are muted for example.

Along the top of your screen you will also see some options:

Firstly this option front and centre defines what webcams you see:

The then the options to your right are as follows (left to right):

Participant List – see your fellows delegates

Chat – communicate with the Instructor

Settings – change what speakers you are using and other options.

If you are having problems with your Webcam/Microphone/Speakers when in browser you may need to check what permission the browser has. First click the padlock (1) and then check that the options are set to allow (2)

and

Active Cameras

Bill Harvey

Mic   Camera   Screen