

Zoom Parent Guide

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1. Introduction

This **Zoom Parent Guide** is designed to be used as an easy step-by-step guide to teach you how to access our convenient Online Learning platform from the comfort of your own home. As our Learning Centre grows and expands its range of services, we offer our students this opportunity to keep up with their English studies online as well as increase their opportunity to interact with a Native English Teacher.

2. Video Conferencing Disclaimer

English for Asia places the utmost care in protecting the privacy and security of students participating in online lessons. We use fully licensed video conferencing technology. Each lesson we hold online is Host activated from a registered English for Asia account, and only students that are registered on each respective course are permitted to join our online classes. Furthermore, we closely monitor student attendance in all classes (online or in person) to ensure the safety and academic integrity of our Online Learning through a Host. The assigned Host will restrict entry to unregistered students and may remove a participant who is unauthorized to enter the online classroom.

3. Joining an Online Lesson

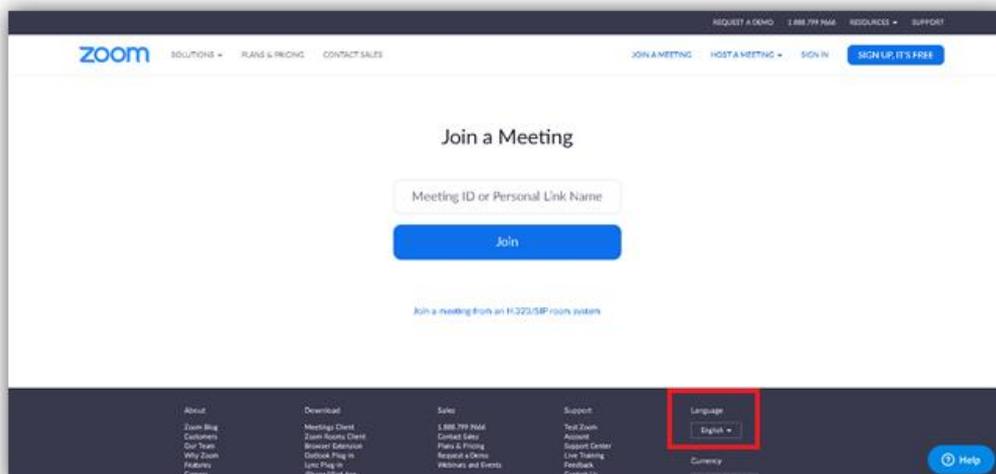
Before your scheduled lesson starts, you must first sign-up to the Zoom service at <https://zoom.us/signup> or download the app to your device. You can also join the lesson directly through the Zoom website (<https://zoom.us/join>). Please open Zoom at least 5-7 minutes before the appointed date and time of your lesson and input your class code.

If you haven't received a direct link to your lesson or your lesson code (Meeting ID) one day before your scheduled lesson, please contact English for Asia via email (efamacao@englishforasia.com) or telephone 28705784 / 66128030.

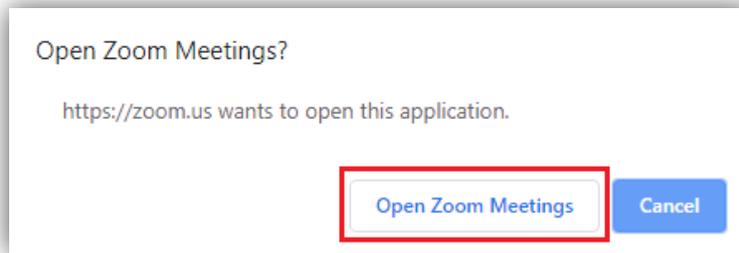
3.1 From a Website browser

Step 1 – Open a browser on your computer desktop/laptop and enter your direct link (e.g. <https://zoom.us/j/48334XXXX>) or Zoom website URL link: <https://zoom.us/join>

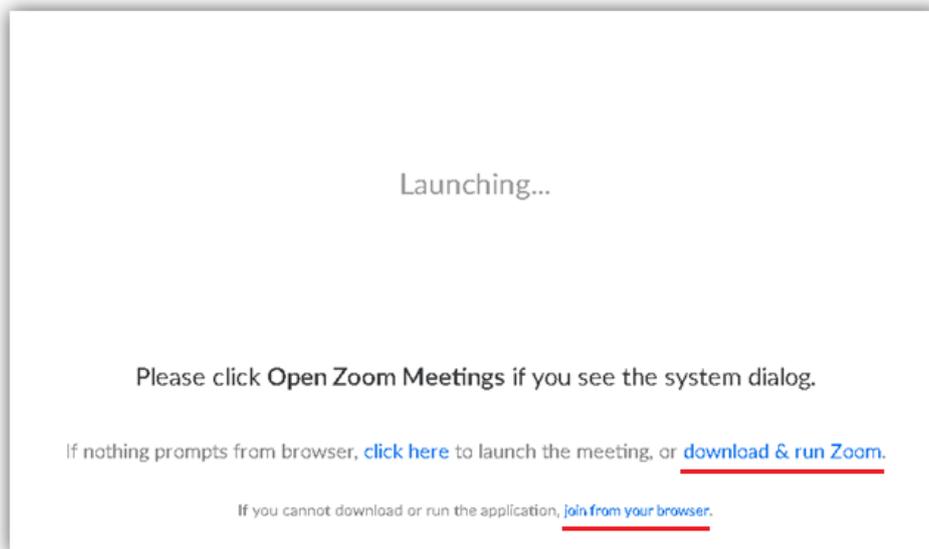
*You can change the **Language** setting at the bottom right corner.



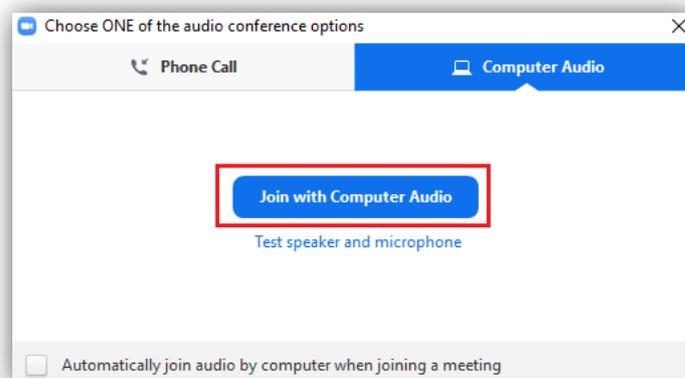
Step 2 – Enter your **Meeting ID number** and click **“Join”**. Please contact us if you have not received your Meeting ID number. You will be asked to **“Open Zoom Meetings?”** Please click **“Open Zoom Meetings”** to proceed.



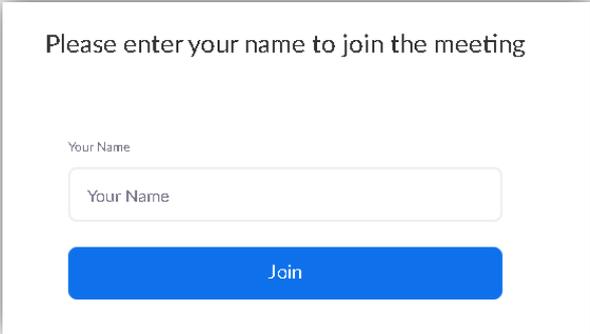
You can either choose to **download & run Zoom** or **join from your browser** (without downloading Zoom).



You will then be asked to choose your audio options. The application will allow you to test your speakers and microphone settings. Just follow the instructions and then click **“Join with Computer Audio”** to start your session.



Step 3 – Enter your **child’s English name** as they are known in their regular classes so that our teacher will be able to recognise you and record your child’s attendance. Then click **“Join”**.

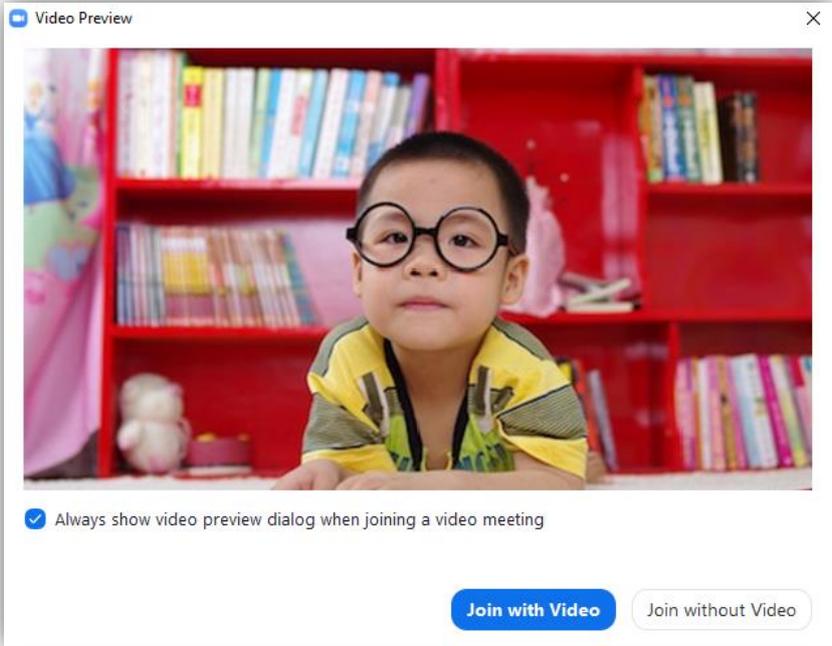


Please enter your name to join the meeting

Your Name

Join

Step 4 – Select **“Join with Video”** or **“Join without Video”** according to your preference, and start learning! You may need to wait a moment for the class to commence, thank you for your patience.



Video Preview



Always show video preview dialog when joining a video meeting

Join with Video Join without Video

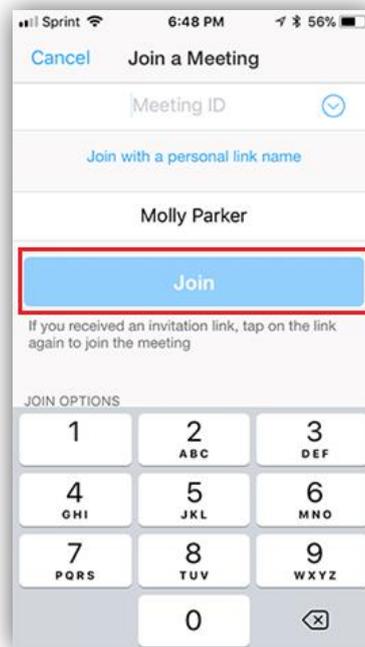
3.2 From an IOS device

Step 1 – Download the **Zoom App** from your App Store to your computer or device (the download version depends on the language setting on your device). Open the App and select “**Join a Meeting**”. Please note that registration is not required.

Step 2 – Enter your **Meeting ID number** and type your child’s **English name** as they are known in their regular classes so that our teacher will be able to recognize you and record your attendance, then select “**Join**”. If you do not know the meeting ID number, please contact us.

Step 3 – Choose “**Join with Video**” or “**Join without Video**” according to your preference.

Step 4 – Choose “**Call using Internet Audio**” or “**Dial in**” according to your preference.



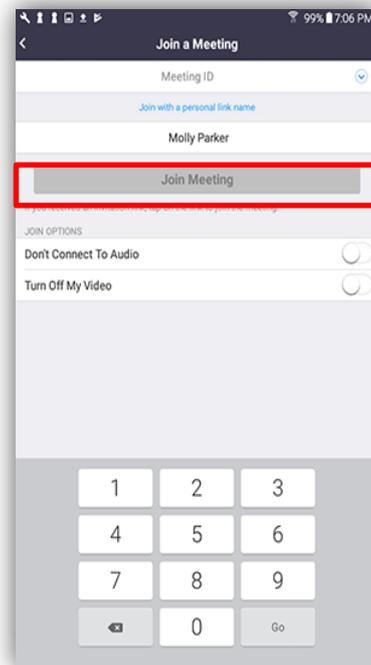
3.3 From an Android device

Step 1 – Download the **Zoom App** from your Google Play Store on your mobile (the download version depends on the language setting on your device). Open the App and select “**Join a Meeting**”. Please note that registration is not required.

Step 2 – Enter the **Meeting ID number** we have sent you in advance and type your child’s **English name** as they are known in their regular classes so that our teacher will be able to recognize you and record your attendance. If you do not know the meeting ID number, please contact us.

Step 3 – Check your audio and video settings in “**Join Options**”.

Step 4 – Then select “**Join Meeting**”.



4. Frequently Asked Questions

The following are some of the most common questions or problems you may encounter.

4.1 Can I test Zoom before the lesson starts?

Yes. You can join a test meeting at <https://zoom.us/test> to familiarise yourself with Zoom prior to your scheduled lesson.

4.2 I am unable to log-in

If you are unable to log-in, please check the following:

- ✓ Make sure you have internet connection and your connection is stable.
- ✓ Try using a different browser (e.g.) Internet Explorer.
- ✓ Try using a different electronic device (if available).
- ✓ [Download](#) Zoom App if you cannot join directly from your browser.
- ✓ Please clear your cookie history.

For more important information about logging in, please visit <https://support.zoom.us/hc/en-us/articles/201362193>

4.3 My audio/video isn't working

Please check the sound settings on your computer or electronic device to ensure your audio is not on mute and test if your microphone is working. Please also check if your desktop/laptop has a built-in camera and microphone. If not, you may need to plug in an external web camera and a headset (with a microphone). If you would like further support on the model of the electronic device you are using, please visit <https://support.zoom.us/hc/en-us/articles/202952568-My-Video-Camera-Isn-t-Working>

4.4 I can hear an echo during class

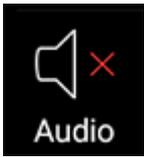
An echo can be caused by several factors, such as a participant who is connected to the meeting on multiple devices, or the joining of two participants from the same location. Please only log in to the meeting from one device at each location.

4.5 Why can't the teacher and other students hear when I speak?

Please ensure your microphone is not on mute. If you see the muted Audio icon (usually at the left bottom corner) in the meeting controls, tap it to unmute yourself:



If you are still muted, the teacher may have muted you upon entering the meeting. Ask to be unmuted by sending a chat message to the teacher. Please also ensure you have connected your mobile device's audio. If you see the following Audio icon in the meeting controls, tap it and select **Call via Device Audio**. If prompted, allow Zoom to access your microphone.

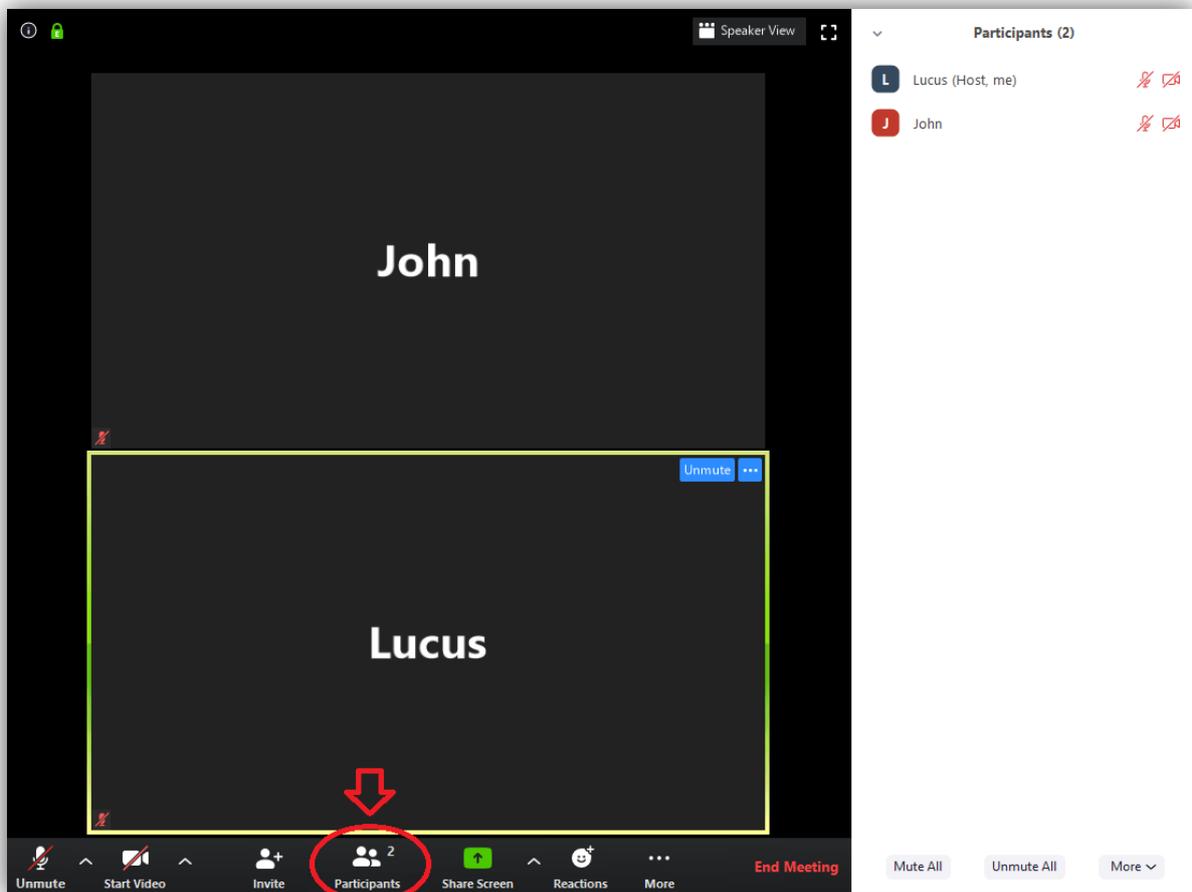


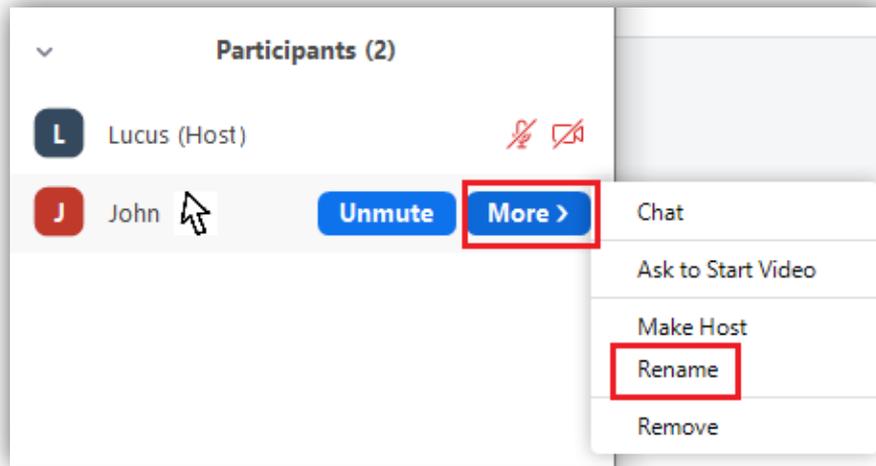
4.6 How can I join the lesson again if I accidentally leave the meeting room?

Please ensure you still have a stable internet connection. You can re-join the lesson by following the steps detailed above and by using the same **Meeting ID**.

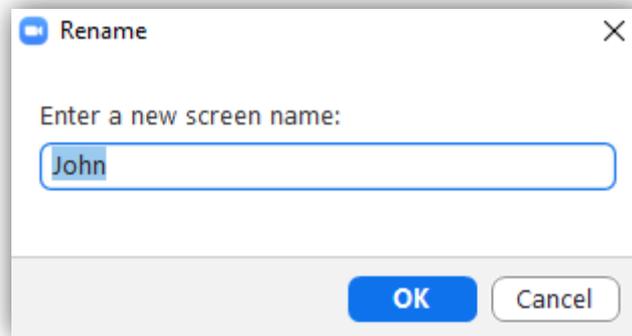
4.7 How can I change my username during my lesson?

If you are using a web browser, please click “**Participants**” and you will find your name listed in the right-hand panel. Select your name, then click “More” and then “Rename.”

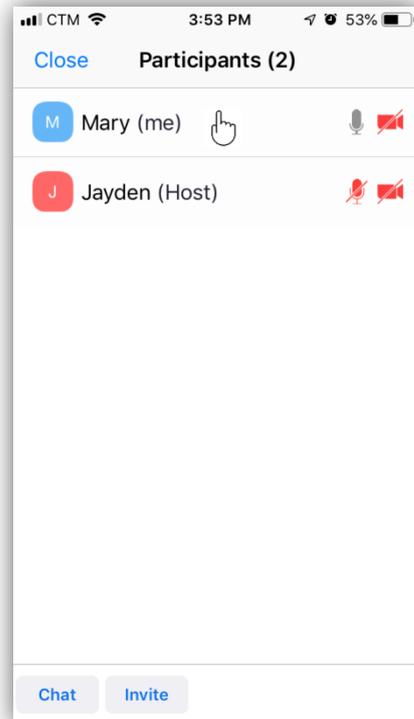
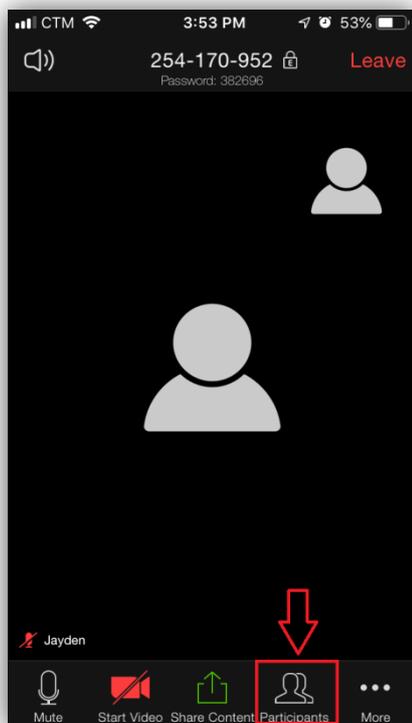




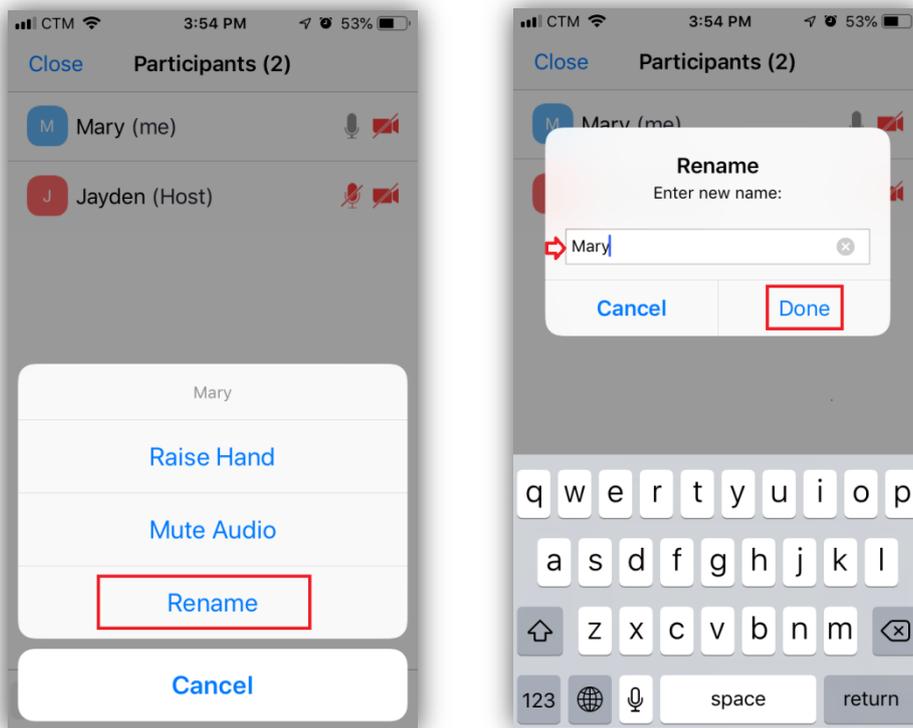
Enter your new username and click "OK."



If you are using a mobile or tablet device, please select "**Participants**", and select your name in the list.



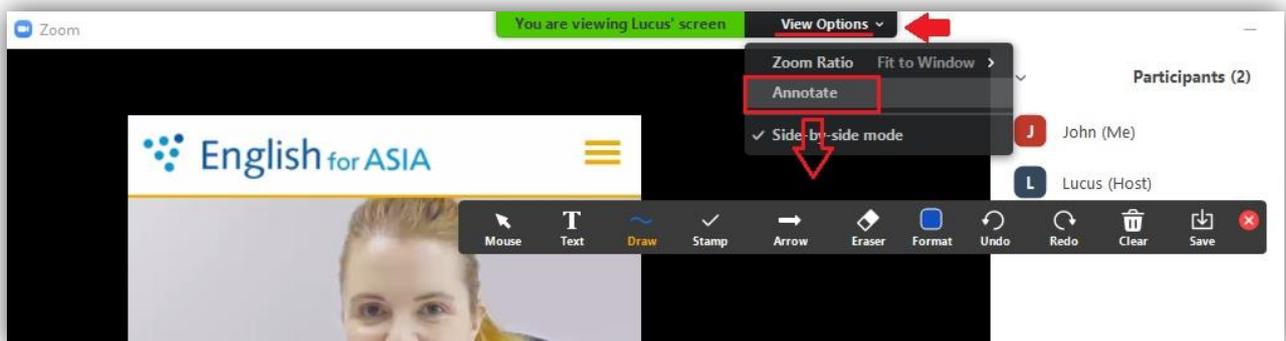
Select “Rename” when the box appears, then enter your English name (as known in your regular class) and select “Done.”



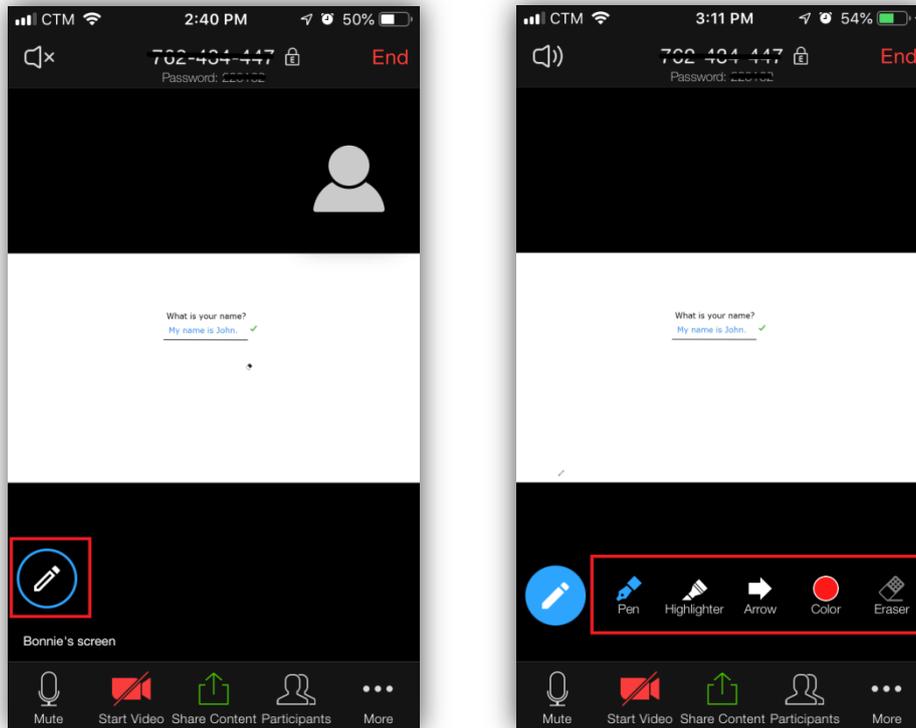
4.8 How can I write/draw on the screen?

You can only write or draw on the screen when in “Share Screen” mode.

If you are using a web browser, the toolbar is hidden at the top of your screen. Click “View Options” then “Annotate” and you can then start writing and drawing.



If you are using a mobile or a tablet device, tap your screen lightly and a pen icon will appear in the bottom-left corner. Select the pen icon and a drawing toolbar will appear. You can now start writing and drawing.



If you would like additional help getting started with Zoom or you cannot find an answer to your questions in this guide, you can visit the [Zoom Official Website](https://zoom.us) for more support. Should you have any questions, please contact us on +853 2870 5784 / +853 6612 8030.