

Real-Time Remote Guide: Zoom

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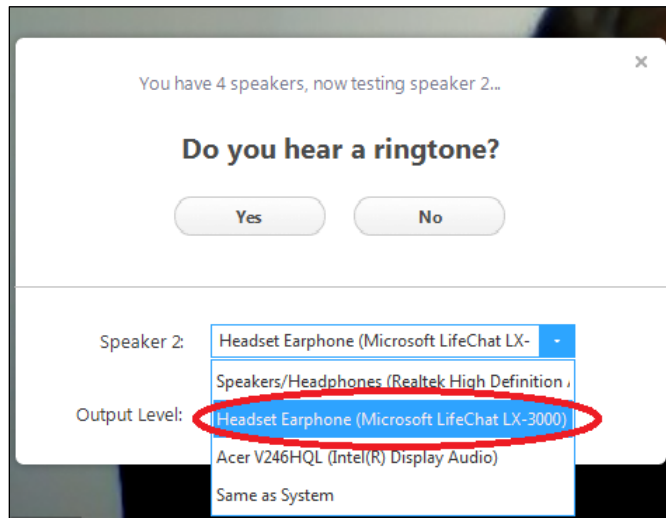
We look forward to you joining us for your Real-Time Remote (RTR) Practice Management Education (PME) course. Please read and follow the steps in this Guide prior to attending your RTR PME course.

Before Joining Your RTR PME Course

I. [Download the Zoom Client for Meetings](#)

It is strongly recommended that you download Zoom Client for Meetings (Zoom app) before your PME course and test it to ensure that your speaker, microphone and video camera are working properly. NOTE: You will not be able to complete the course if your equipment does not function properly on the day of the session. You can download the Zoom app and test your equipment by following these steps:

- a. Go to <https://zoom.us/test> and then click the 'join' button. This is a test site provided by Zoom. After clicking 'join' you will be prompted to download and run the Zoom app.
- b. Follow the prompts to download the app. Please note, Zoom will automatically detect your browser type when initiating the download. If you have trouble with this step.
- c. Zoom has additional help on its website (specific links are at the end of this document).
- d. When prompted to enter a username, input the same name with which you registered for the RTR PME course. This name will automatically be entered when joining future PME courses.
- e. Your speaker and microphone will be tested through an automated process. Ensure your headset is selected as the source for both speaker and microphone (see screenshot on the next page).



II. Set your time zone

All PME courses are listed here: <https://college-ic.zoom.us/calendar/list>. The time zone visible may not match the time zone of your RTR PME course (Pacific Time or Eastern Time). To change the time zone to match your RTR PME course, click the time zone listed next to “Time” on the right side of the screen (circled in red in the screenshot below) and select the time zone of your RTR PME course.

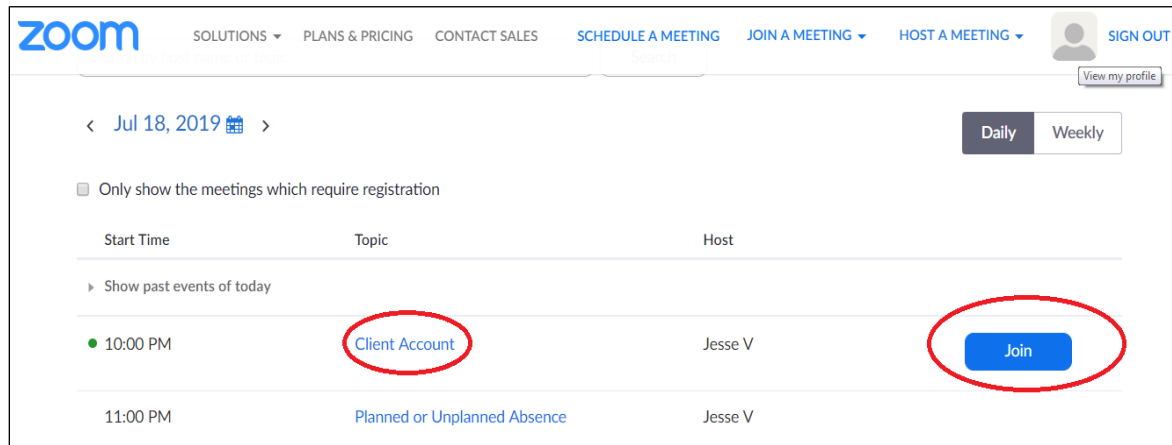


The above step will also let you see when the course will be held in your time zone if you change the setting back to your time zone.

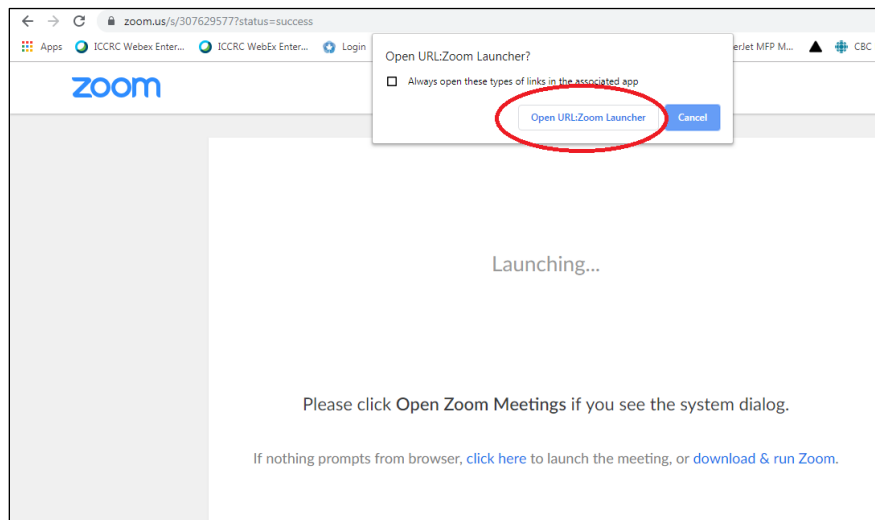
Joining Your RTR PME Course

To join the RTR PME course for which you registered, follow the instructions below:

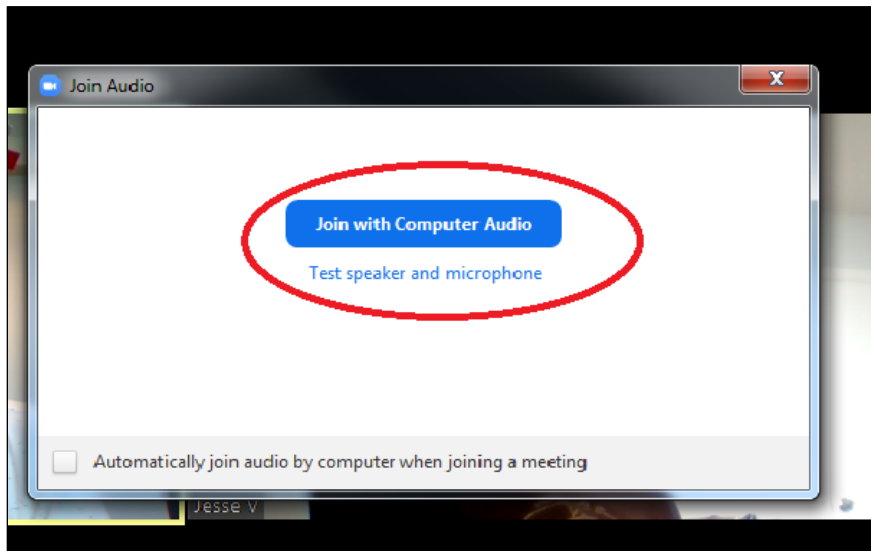
- Click: <https://college-ic.zoom.us/calendar/list>
- Locate the RTR PME course for which you registered.
- Click the “Join” button to the right of the RTR PME course title at least 20 minutes before the scheduled start time (see screen shot below). NOTE: RTR PME course titles are listed 30 minutes before the scheduled start time.



- d. Install the Zoom app, if you haven't done so already – see section above for details. Please note that clicking 'join' for your PME course will also prompt you to download the Zoom app if you have not done so.
- e. You will be prompted to launch the Zoom App. Click Open URL: Zoom Launcher (see screen shot below)?



- f. When the Zoom app opens you will have 2 options: 'Test speaker and microphone' and 'Join with Computer Audio'. It is recommended you first test your audio (this is the same test as when you join the test room mentioned above). After testing and ensuring your headset is the source for both speaker and microphone, click 'join with Computer Audio.'



- g. Your video will be off upon entry and your microphone will be muted. The instructor will unmute you and explain how to turn on the camera if you need assistance.

Additional Information

- I. Upon registering for an RTR PME course, you should receive an email confirming the details of your session.
- II. Ensure that all course materials are easily accessible (either hard or soft copy) so that you may fully participate during class. If you do not have easy access to course materials, you may not be able to complete the course and may be asked to leave and re-register for the course. PME course materials are located next to where you register for PME Courses, once you log in: <https://secure.college-ic.ca/courses/en>
- III. For additional information on joining a session and troubleshooting problems, visit Zoom's website: <https://support.zoom.us/hc/en-us/categories/200101697>. (Note: you do not need a Zoom account to access this information.)

For information on the following topics, click the link provided:

- System Requirements for PC, Mac, and Linux

<https://support.zoom.us/hc/en-us/articles/201362023-System-Requirements-for-PC-Mac-and-Linux>

- How to Install on Mac

<https://support.zoom.us/hc/en-us/articles/203020795-How-To-Install-on-Mac>

- Change Your Language on Zoom

<https://support.zoom.us/hc/en-us/articles/209982306-Change-your-language-on-Zoom>

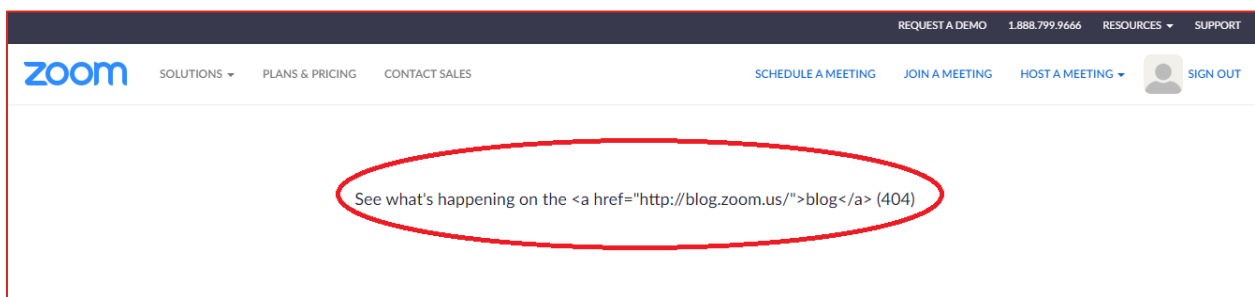
- Will Zoom Work Internationally?

<https://support.zoom.us/hc/en-us/articles/203806119-Will-Zoom-Work-Internationally->

Troubleshooting

Issue:

When I try to access the course calendar list (<https://college-ic.zoom.us/calendar/list>), I see an error message like the one below and I can't find or join my class.



Solution:

Sign out of Zoom.



A Zoom account is not required for attending our courses. Once signed out, go back to the course calendar page (<https://college-ic.zoom.us/calendar/list>) and the day's courses should be present.