Take Your Training Online: First Steps – FAQs

1. **How do you make the font size in chat bigger?**
    You need to sign in to the desktop app and then go to the settings cog which will be in the top right of the screen (beyond the 4 icons), then go to Accessibility and look for Chat Display Size:

2. **Which are the other relevant training sessions to this course?**
    Superhighways Training Courses can be seen here:
    https://www.eventbrite.co.uk/o/superhighways-308927460
    Relevant courses might be:
    - Take Your Training Online – Next Steps
    - Online Collaboration Tools for Small Charities
    - Ask an Expert – with Sorrel or Kate

3. **Do you have a slide you could share on how to take part and the various functions to share with participants?**
    Not at the moment, but we can put one together. Bear with us.

4. **What is the difference between a long workshop of 3 hrs or more and a session of 1 hr in terms of showing how to use tools and registration?**
    We talked about this in the session, but this relates to your content. Remember some activities take longer online than they would face-to-face. You may need more breaks or time to move between spaces e.g. breakout rooms.
    In a 1 hour session don't try to do too much. A couple of shorter interactive exercises might be all you have time to cover.

5. **Are you demonstrating forms?**
   We looked briefly at Zoom polls and Mentimeter. There are other tools. If in doubt book on an Ask the Expert. The best thing is to try one out on your staff team!

6. **What is the difference between live and online?**
   The words are used interchangeably. They can mean the same thing. But something can be online and pre-recorded, or online and self-serving (e.g. you are watching a video online and completing a quiz to send to back to the trainer). Live means it's happening there and then.

7. **Can you name a way of assigning a task?**
   I'm sorry but I'm not quite sure what this means. Please email me directly at sorrelparsons@superhighways.org.uk

8. **What is the most seamless way to share screen?**
   Don't have too many apps and windows open when you are about to run training. Only have open what you need. If you are sharing a PowerPoint presentation only (and no other materials e.g. video) then choose PowerPoint screen.

   Otherwise 'Desktop' (or the first screen share option available) will give you the most flexibility because you can show your participants anything you like. You can navigate to wherever you need to go. Just make sure that your emails aren't the first thing they see!

9. **Will you cover Teams set up?**
   We looked at setting up a meeting but not so much about Teams controls. You can join a Superhighways Teams walk-through to find out more about managing teams. We run these regularly so please look for the next available date.

10. **Can you hotspot to a mobile on a PC and if so, how?**
    Yes, you'll need to do this by cable and not just wifi hotspot. There's a description of this [in this blog](#).

11. **How can you save the chat in a Zoom?**
First this needs to be enabled in your account settings. Please refer to your slides for what this looks like. This will be automatically be saved for you in a folder on your device (usually Documents / Zoom).
You can also download it before you end the meeting for all. Go to Chat and click on the three dots to find the Download option.

12. **Do you have a hand out with all features of zoom?**
No, it's too big a product for us to cover. However, we did produce some useful guides with national Mind to help their service users access Zoom meetings. They may be useful when talking with your own attendees.

Zoom has a huge online help section. It's not always written in the easiest language but the answers are there!

They also run live training webinars if you want to explore functionality.

13. **How do you tell which person to speak first when sharing?**
Either be directive (tell them that you're going right, along your screen for example and call out their name), keep your eye on who's hand etc. goes up first (this takes practice) and try and vary as much as you can so that you don't always go to the same person first.

14. **It is already challenging sharing slides and keeping an eye on the chat, how do you manage sharing a video too?**
Firstly, tell people that you won't pick up on questions in chat until you've stopped sharing your screen OR assign these to your co-host to pick up with you or answer directly in chat.
The rest is practice. And give yourself a little time to make the change-over between activities.

15. **Are you recording this training?**
No, we don't record very many of our live training sessions. Only 'Data Talks'.

16. **How do you stop the poll results from continually popping up?**
This was a glitch today. That doesn't normally happen! As soon as you have stopped sharing your results they should not appear again. I think there may have been some updates happening at Zoom – as there were some other strange things going on!

17. **How can I keep my clock showing while on zoom?**
If you click on 'View' in the top right and select exit full screen you should see your bottom tool bar again.

18. **How can you stop the echo when coming in and out of screen sharing?**
Sometimes, just the process of sharing your screen gives you an echo. Others won't hear it. If you have a mobile near your laptop it can cause an echo. Also turn on do not disturb (e.g. in Teams) if you have other web conferencing apps open at the same time.

19. **If there is someone on your training in Teams that you could make a co-host but they are external to your organisation, how do you add them as organizer / co-host?**
You can't. They can share a screen (so can still be a presenter) if you turn this on in your meeting options (see the slides) but you can't give them further external access. I'll check whether this applies to guests that are a part of the team.

20. **Is there a way to embed YouTube videos into zoom?**
You can share a link in chat - but usually have it queued up in a browser and share screen to play it. You can also [embed it in your PowerPoint presentation](#) and play from there – which is great if you don't want to leave your presentation and means you don't need to switch between screens.

21. **How much does it cost to upgrade to the next permissions level in Mentimeter?**
Upgrade circa £40 annually with charity / educational discount

22. Could you give us a list of ways to use polls?

The mentimeter poll answers are the usual way you might use polls during training. The results have been added to your slide deck. It includes things like checking back learning, getting a conversation started about a topic or giving a correct answer back in an anonymous way.

23. In terms of equipment, what about if you need to stand up and show things in the room?

Hard with a PC! With a laptop or mobile device you can walk with it if you need to and point the web cam at what you need to show. We're trying to think of what you might need this for?

24. Can we do polls on Teams as well?

Teams does have an inbuilt poll in the chat. But it's harder to use than Zoom (not so user-friendly) and a bit hidden. The easiest thing to do is to create an Office 365 form *before* the training and share the link to participate in chat during the session. You'll need to share your screen to show them the results.

25. How do you add a picture when you cannot show video?

Log into your account. Go to profile and click on 'Change picture'. If you turn off your video in the next meeting it will show instead of the black screen with white name written over it.

These were your ideas for avoiding the difficulties demonstrated in the video
- a built-in premeeting time before the start
- Strong chairing responsibilities
- Getting everyone 'in' a few mins before. Everyone clear instructions around mute. Background apps etc off
- Everyone muting to start
- Mute all!
- Before the meeting go through housekeeping explain clear instruction around mute.
- Ask people to mute when not speaking, give as much info as possible in advance on platform and how to access, join early, agenda, childcare

- Arrange settle in time to check all can see hear etc, choose quiet space, beware you can be seen, no mobiles
- Troubleshooting
- Ground rules
- Sometimes you really do have to do childcare and work so I guess you need to build in some tolerance for that? If it's likely to be you chairing, have a Co-chair who can take over.
- Join early can also give you the opportunity to do personal chat
- Being prepared to cope with added extras like children
- Suggest they leave and re-join if tech issues
- My biggest worry is to lose the connection when hosting