

# Remote Learning Guide for Learners

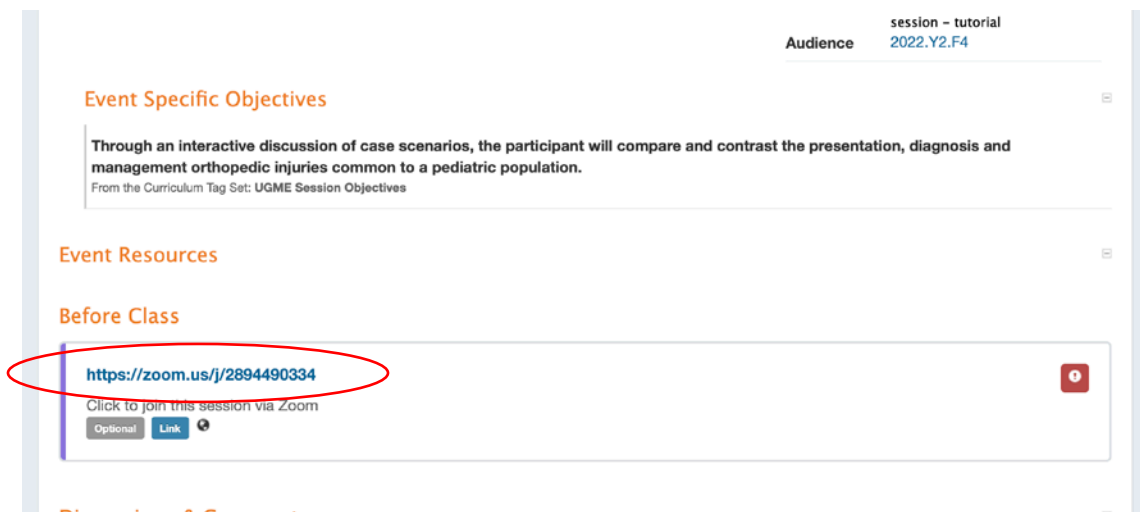
**Zoom** is Rady Faculty of Health Sciences' video conferencing solution, which allows you to participate in online meetings, collaborate and share your screen with others, record sessions, and much more. All current U of M students, staff, and faculty are provided with a Zoom Professional level account.

## What to do before joining class?

1. Find a quiet location that is free of distraction where you can remotely participate in class
2. Test your audio and video before joining the session by clicking the **Settings** icon in the Zoom application and using both the **Video** and **Audio** tabs.
  - a. Clicking the **Video** tab should automatically show what your camera is capturing. If you are able to see your face, no other action is needed. If you are unable to see your face, please contact IST.
  - b. Clicking the **Audio** tab will allow you to test both your speaker and microphone. Click on both **Test Speaker** and **Test Mic** to ensure they work. If one or both do not work, click in the area to the right of them to select a different device. If you are unable to get either your speaker or microphone to work, please contact IST.

## How to Join a Class?

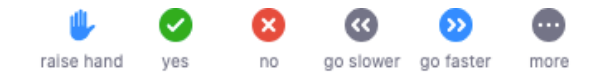
1. Log into Entrada
2. Go to Learning Events
3. Click on the Zoom Link under the Before Class section
  - a. Please contact course coordinator if you do not see the link



4. Launch Zoom and follow the instructions

## What do I do if I have a question during my remote class?

- For short questions, open **Chat** and type your question. During your class, a moderator will read your question and ask the instructor during a scheduled break.
- For longer questions, open **Participants** and “raise your hand” by clicking the raise hand icon. A moderator will call on you to ask your question during a scheduled break. Remember to “put your hand down” by click the thumbs up icon again. **Be sure to unmute your microphone before speaking.**



- An instructor has the option to place students in virtual breakout rooms for small group discussion. If they decide to do so, you will be prompted on-screen that you are being invited to a Breakout Room. Click Join to enter the virtual breakout room.
  - When it is time for the students to return, you will be prompted on screen with a 60-second countdown. You can wait for the timer to run out, or click **Leave Now** to leave earlier.

## Technical Support

### IST Service Desk:

Contact for desktop support using your computer. Specializing in wireless, networking services, telephone, and Zoom.

- Monday through Friday, **8:00 am – 5:00 pm**
- By email: [servicedesk@umanitoba.ca](mailto:servicedesk@umanitoba.ca)
- By phone: **204-474-8600**

### Zoom Specific

Training Resource: <https://zoom.us/resources>

By email:

By phone: