



N. E. S.
Hand Therapy Training
www.neshands.co.uk

IT and Zoom instructions for NES Courses

This guide will help you navigate your way through the IT requirements for NES BAHT Level II virtual courses. We look forward to welcoming you online.

IT Requirements

- You will need to ensure you have good internet available throughout the course.
- Please download the Zoom.us platform (<https://zoom.us>) in advance but you do not need your own account –our link will let you in
- We will also send you a Zoom link for a welcome session, **which is optional** for you, for the week prior to the course. We will be there online so that you can join us and see how the Zoom classroom will work and, again, reassure yourself that you know your way around Zoom
- It takes time to register everybody at the start of the day therefore we will open the Zoom call at 8.30 am on the first day and we will gradually let each of you in. Please stay in the waiting room until we bring you in. Don't worry if this takes a little time.

Zoom etiquette

- **For GDPR reasons, you may not take any recordings of the sessions.**
- You will need to ensure that your name is fully written on Zoom. If your name is not displaying correctly right click on the name when you are on Zoom and select "Rename" (Mac instructions – just click).
- Please remain on mute apart from times when you are speaking.
- Your video must be on at all times.
- We would like the course to be as interactive as our courses usually are. If you have a question make a note and at the end of each session we will have a time for questions and answers. Feel free to write questions in the chat section but we will not be able to actively engage with these until the end of the session (we have found from experience that using the chat can be distracting for some participants)

IT

- Zoom Link

- You will be sent separate Zoom links for each of the three days of the course via email. These will be sent out the week before. All you need to do is click the link, download Zoom (if you don't already have it) and join the call.
 - If you are unsure how to use Zoom – don't forget we are offering you the opportunity to join a call the week before as a practice.
 - You will need to put your full name on your screen. If this does not come up automatically, please right click on the name and click on "Rename" and write in your full name.
 - In the very unlikely event of the Zoom being hacked, we will end the meeting immediately and we send you another link to another Zoom room via email within 15 minutes.
- Breakout Rooms
 - We will be splitting into breakout rooms for the workshops and perhaps once or twice for considering case studies.
 - We will be allocating you to the breakout room. When we tell you we are going into breakout rooms, you will need to click on the blue pop-up "Join Breakout Room". It takes a few seconds to send you there.
 - Then when we bring you back into the single classroom, you will need to click the blue pop-up "Leave breakout room". Remember not to leave the meeting. If you do just click on the original link again to re-join us.
 - We will pop in and out of the breakout rooms to be sure you are ok but you can call us in by clicking on the bottom of your screen "Ask for Help" and "Invite Host".
- Mute
 - We will mute you all at the beginning of each lecture to reduce feedback from open microphones but you are able to unmute yourself to ask questions.
 - Please don't unmute unless you are speaking.
 - There is a chat function for questions which one of us will monitor during lectures but we will take specific questions at the end of the session. This is found at the bottom of the screen.
- Video
 - As with BAHT courses which are face to face, we have to account for you attending the whole course. For this reason, we require you to have your video on.
 - Do not worry about your background. We are all used to seeing living rooms, kitchens etc but ensure you are somewhere quiet where you will not be disturbed.
 - If work insists on you being at work for the course let us know and we might be able to help you with this.
 - The video button is usually at the bottom left of the screen.

- View
 - You may wish to switch between “gallery view” – when we are having discussions and “speaker view” when we are lecturing.
 - You can scroll through pages when you are on gallery view in order that you can see everyone, as there will be 40 people on the call.
 - You can switch between these views in the top right of your screen.

- Support
 - Should your IT fail, you can text or call Nicola, Elaine or Sarah to let them know what is happening. Please only use the mobile numbers for IT emergencies. Please choose one of the team who is not teaching at the time. We will give you our mobile numbers at the beginning of the course.
 - If you need help when you are in the zoom call, you can use the “chat” function to send us a message. Just click on chat and where it says “everyone” change this by selecting one of our names only.
 - If we are teaching, we may not see this immediately.
 - Should one of us (NES) lose our internet connection, one of the other lecturers will take over the screen and keep going until the original lecturer is back. Or just wait, we will return.

- Poll Questions
 - We might choose to use poll questions.
 - You will get a pop up with a multiple choice question which you can answer anonymously.
 - The group result will be shown on the screen.

- Whiteboard
 - We might also use the whiteboard.
 - This is just a virtual whiteboard on which we can write or draw.

Please note that there are three documents you need to download from the website under Downloads (in the resources section). <https://neshands.co.uk/resources#page-row-12>

1. Introduction to Virtual NES BAHT Validated Level II Courses
2. Level II exam tips - virtual
3. IT and Zoom guidelines

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