

How do I join the Zoom lesson?

For Parents/carers: - Joining a lesson on ZOOM is really easy! Just click the link that we send you via email when we send over your timetable. You will need to click on the same link **every week**. You may wish to save the email containing the link somewhere easily accessible in the device you wish to use for lessons.

You do not need to have a registered ZOOM account, however you may wish to do this – You can register for a free account: visit www.zoom.us and create your account. You can also find ZOOM in the app store on your mobile phone.

We recommend having ZOOM on a computer or tablet with a camera for lessons as it allows to tutors to see more of the pupil and vice versa. A phone can be used as either a backup, or a second camera (very useful for piano and drum lessons).

Top Tips!

Please ensure the following before the lesson begins:

- Pupils need to have their instrument out (where applicable) and be ready on time to receive their lesson. You may enter the lesson 5 minutes early but will either be muted by your tutor until they have finished the lesson before or kept in the online waiting room. If you are admitted to the online waiting room, the tutor will let you in at the start time of the lesson. **Tutors will not be able to run over, as their lessons are timetabled back to back.**
- For safeguarding reasons, we kindly ask that a parent/carer is visible on camera at the start of the lesson. If the tutor is happy with everything, they will tell you and you do not need to stay on camera unless you want to. It may be less distracting to pupils if you wish to watch the lesson to join on another device (e.g your mobile) in another room. **If it is clear that a parent or guardian is not at home whilst the lesson is taking place, tutors reserve the right to terminate the lesson. In this instance, the lesson will not be made up.**
- Make sure your device is plugged in or fully charged
- Ensure the camera is positioned in an appropriate way for the lesson: not too near/far to the device and showing enough space for the instrument. E.g. with enough space for tutors to see instrument hold and posture.
- Please make sure your camera and microphone are on so tutors can see and hear you. The controls for both will be in the bottom left-hand corner of the screen when you begin your ZOOM lesson.

If you are experiencing connection issues:

- Close all applications which you do not need whilst teaching on your desktop.
- Try plugging an ethernet cable straight into your device (rather than WIFI).
- Ensure that no one else in the house is using the internet for anything that uses a lot of the bandwidth (for example streaming Netflix, downloading music or playing video games). This will slow down the lesson and make things very difficult.
- **If you cannot connect to the lesson, or are unable to attend for any reason, please call Hannah or Katie on:**

Katie: 07967 762114

Hannah: 07739 315839

(Please note Hannah is unavailable between 11.15 – 1.30 on Saturdays).

If your query is non-urgent, we would appreciate you using email to contact us so we can focus on running online lessons on Saturdays.