

LIT/
CLB 1

LESSON



Digital Literacy Curriculum Resource

Module 8

Zoom on a Computer



COMMUNITY LIVING
BRITISH COLUMBIA

Learning Objectives

1. Join a Zoom meeting
 - Join Zoom from a link in email (Gmail)
 - a. Join Zoom with pre-installed Zoom app
 - b. Join Zoom by downloading Zoom app for the first time
 - c. Join Zoom with Meeting ID and Passcode
2. Attend a Zoom meeting
 - Understand Speaker View and Gallery View
 - a. Change to Gallery View
 - b. Change to Speaker View
 - Understand who is speaking in Gallery View
 - Pin and unpin participant from Gallery View
 - Look at documents and media (when host shares screen)
3. Participate in a Zoom meeting
 - No icons on screen, get screen icons again
 - Turn video and mic on and off
 - a. Turn on video camera
 - b. Turn on mic
 - c. Take a break during the meeting: turn off video and mic
 - Ask a question: raise your hand
 - a. See who has questions
 - Read and write in Chat
 - a. Understand Chat
 - b. Open and type in Chat
 - c. Close Chat and go back to meeting video
 - **Mouse skills:** hold the mouse, left click, double

Pre-requisite Skills

- click, scroll, different shapes of cursor
- **Navigation:** move the mouse around the screen to position the cursor in correct location
- **Keyboarding:** type words, numbers, symbols; use Shift and Enter keys
- **Online skills:** open a web browser, use the address bar, search for a website
- **Email skills:** open an email message

Preparation

- Set up a room with computer or laptop for each learner.
- Send Zoom invitation email to each learner.
- Have each learner sign in to their email.
- Read through the lesson outline and notes for the teacher.
- Print the handouts for learners.
- Turn on the projector or the interactive whiteboard (Smartboard).

Note about the lesson:

- In the lesson, the → symbol is used to give the answer when it is a part of the script. Otherwise, the word 'Answer' is used.
- **Vocabulary:** Do not spend time teaching lots of vocabulary. Demonstrate where things are on the computer and how they work.

Information for the teacher

Zoom is a videoconferencing platform with a simple, accessible interface. It is one of the most popular platforms for videoconferencing including meetings, presentations, workshops, online classrooms, etc.

Zoom's security is fine for most people.

We strongly suggest teachers use **Module 7-Safety and Security** of the Digital Literacy Curriculum Resource to teach about general safety and security including scams: phishing texts and emails etc.

Safety and Security Information:

Some key points to be aware of are included at the end of this document. As a teacher, it is important you read that section to orient yourself before you begin training. Like all information about technology, this information will change over time, so be sure to get up-to-date information from a reputable source on the internet.

Materials

- Desktop computers or laptops
- Handouts of the lesson activities
- Projector or interactive whiteboard. If these are not available demonstrate by having learners gather around teacher's computer.

Visuals

- Module 8-Lit/CLB 1-Introduction-Visual
- Module 8-Lit/CLB 1-Review-Sign in to Email (Gmail)-Visual
- Module 8-Lit/CLB 1-Digital Skill 2- Speaker View and Gallery View-Visual

Handouts

- Module 8-Lit/CLB 1-Digital Skill 1-Learn-Handout A: Join Zoom with Pre-installed Zoom App
- Module 8-Lit/CLB 1-Digital Skill 1-Learn-Handout B: Join Zoom from a Browser
- Module 8-Lit/CLB 1-Digital Skill 1-Learn-Handout C: Join Zoom by Downloading App for the first time
- Module 8-Lit/CLB 1-Digital Skill 1-Learn-Handout D: Join Zoom from a Meeting ID and Passcode
- Module 8-Lit/CLB 1-Digital Skill 2-Learn-Handout A: Change to Gallery View
- Module 8-Lit/CLB 1-Digital Skill 2-Learn-Handout B: Change to Speaker View
- Module 8-Lit/CLB 1-Digital Skill 2-Learn-Handout C: Understand Who is Speaking in Gallery View
- Module 8-Lit/CLB 1-Digital Skill 2-Learn-Handout D: Pin and Unpin Participant from Gallery View
- Module 8-Lit/CLB 1-Digital Skill 2-Learn-Handout E: Look at Documents and Media (When Host Shares Screen)
- Module 8-Lit/CLB 1-Digital Skill 3-Learn-Handout A: No Icons on Screen – Get Screen Icons Again
- Module 8-Lit/CLB 1-Digital Skill 3-Learn-Handout B1: Turn On Video Camera
- Module 8-Lit/CLB 1-Digital Skill 3-Learn-Handout B2: Turn On Mic
- Module 8-Lit/CLB 1-Digital Skill 3-Learn-Handout B3: Take a Break During the Meeting: Turn Off Video and Mic
- Module 8-Lit/CLB 1-Digital Skill 3-Learn-Handout C: Ask a Question: Raise your Hand
- Module 8-Lit/CLB 1-Digital Skill 3-Learn-Handout D: See Who Has Questions
- Module 8-Lit/CLB 1-Digital Skill 3-Learn-Handout E1: Understand Chat
- Module 8-Lit/CLB 1-Digital Skill 3-Learn-Handout E2: Open and Type in Chat
- Module 8-Lit/CLB 1-Digital Skill 3-Learn-Handout E3: Close Chat. Go back to Meeting Video

LESSON

*Time: 6 hours 10 minutes –
9 hours 25 minutes*

Introduction to the Module

*Maximum
10 minutes*

Introduce the concept of meeting online through Zoom.
Show **Module 8-Lit/CLB 1-Introduction-Visual** on Smartboard, project on screen in room, or hand out printed copies for learners and ask:

*What is this? → Zoom
Zoom meeting*

Point to both images and say:

*On computer
Zoom meeting on computer*

Point to the first image and to the two people and say:

Maybe two people

Point to the second image in the computer and say:

Maybe three, four, six people ... or more

Display image: Zoom icon, say:

*Zoom icon
This is the Zoom icon.*

Point to the first two images and say:

*Sometimes we use Zoom to join meetings. We can see and talk to people
who are far away. Today, we learn about Zoom on computers and laptops.*

Elicit to get a sense of who already uses it and for what:

*Who uses Zoom at home? What kinds of meetings do you join?
(Wait for answers).*

Display the outline of what you plan to cover today.

Read through it so learners know what to expect. For example:

Today we will do this:

- *Join a Zoom meeting on your computer from a link in your email etc.*

Review

*Approximate
time 20-30 mins*

Show **Module 8-Lit/CLB 1-Review-Visual: Sign in to Email (Gmail)** on Smartboard, project on screen in room, or hand out printed copies for learners.

Point to the first image: Sign in to your email account.

*Click on Sign in.
Type your email address.
Press Enter.*

Point to image 2: Enter your password.

*Type your password. Be careful of capital letters and spaces.
Click Next.
You should now see your email inbox.*

Point to the image of the email inbox. Read:

Primary.
This is your Primary Inbox.
There are many messages.

Show the next image (5. You see this: an email from Caroline). Model the thought process of deciding if it is safe to open the message.

You see this.
Hmmm ... email message.
Who is it from? → From Caroline Pendleton
Do I know this person? Caroline? → Yes
It's ok ... safe to open this message.

Open the message.
How? → Yes, click here.
You read the message.

Point to the next image (6. You see this: Invitation to a Zoom meeting). Don't read the whole message now. Focus on the key information. Say:

It's an invitation to a meeting.

Point to the circled parts that focus on the information about the meeting. Read the text:

Topic: Monday Meetups

Point to the date and time. Ask:

When? → May 31
What time? → 11 am
How long? → Don't know

Point to the relevant circled part and ask:

Where is the meeting? → On Zoom. The meeting is on Zoom.

Read aloud:

Join Zoom meeting

Reinforce the idea the meeting is online in Zoom, not in person, in the office.

Go to the office? → No.
The meeting is on Zoom, on the computer.

Point to the hyperlink: Join Zoom Meeting.

What's this? → Link to Zoom meeting.
What do you do? → Click to open.
Click where? → On the link.
Show me the link. Click on the link.

DIGITAL SKILL 1

Join a Zoom meeting

Approximate time:
60-80 min

Information for the teacher:

Software always changes and updates. Some icons in the lesson visuals may not look the same when you use them. Double check the visuals before the lesson.

Objectives

Learners will be able to

Join Zoom from a link in email (Gmail)

- Join Zoom with pre-installed Zoom app
- Join Zoom from a browser
- Join Zoom by downloading Zoom app for the first time
- Join Zoom with Meeting ID and Passcode

Vocabulary

- **download** – move an app (or a file) from the internet onto the computer
- **install** – to put an app on your computer

Learn

Approximate time:
30-40 min

Note to teacher:

Choose only one of the methods to join Zoom, according to the needs of the learners and their devices. Use **Module 8-Lit/CLB 1-Digital Skill 1-Learn-Handout A, B, C or D** for this task. Remind learners that the first step to joining a Zoom meeting is to click on the link in an email invitation.

To teach learners more in depth about security / safety when opening email messages, etc., use Module 7 of the Digital Literacy Curriculum Resource.

A. Join Zoom with Pre-installed Zoom App

If the computer already has the Zoom app installed, a new window opens. Show **Module 8-Lit/CLB 1-Digital Skill 1-Learn-Handout A: Join Zoom with Pre-Installed Zoom app** on Smartboard, project on screen in room, or hand out printed copies for learners.

Have the learner click on the link in their email.

Click on Zoom link in your email.

A new window opens.

You see this. Click Open Zoom Meetings.

Point to the next images (images 3 and 4) and read aloud:

You see this. Please wait, the meeting host will let you in soon.

What do you do? → Wait. Wait ... wait. Wait for the host.

The host let you in. You joined the Zoom meeting! You're connected!

Explain to learners how to leave a meeting (image 5).

You see this. A red box. The word Leave.

Click Leave. You will leave the meeting.

Repeat all of the above steps from the beginning, eliciting as much as possible to reinforce the learning.

B. Join Zoom from a Browser

If the computer does not have the Zoom app pre-installed, show **Module 8-Lit/CLB 1-Digital Skill 1-Learn-Handout B: Join Zoom from a Browser** on Smartboard, project on screen in room, or hand out printed copies for learners.

Click on the link from your email. A new window opens.

You see this.

Click Launch Meeting.

Nothing happens?

Point to the next image (3. Click 'Join from Your browser')

Click Join from Your Browser.

Read aloud:

Zoom.us wants to use your microphone; your camera. Should we allow? → Yes, we need to use our mic and camera on Zoom.

Now type in your name in the box.

Why? → so other people in the meeting know who we are.

Point to the next image (6. Click 'I'm not a robot')

Next, click I'm not a robot.

Choose if you want to join the meeting with your mic and video on or off.

Click Join.

What do you do? Wait. Wait ... wait. Wait for the host.

Point to the next image (10. You're connected!)

The host let you in. You joined the Zoom meeting! You're connected!

Explain to learners how to leave a meeting (image 11).

You see this. A red box. The word Leave.

Click Leave. You will leave the meeting.

Repeat all of the above steps from the beginning, eliciting as much as possible to reinforce the learning.

C. Join Zoom by Downloading Zoom App for the First Time

If the computer does not have the Zoom app pre-installed, and you want to install the app, show Module 8-Lit/CLB 1-Digital Skill 1-Learn-Handout C: Join Zoom by Downloading App for the First Time on Smartboard, project on screen in room, or hand out printed copies for learners.

Click on the email link.

A new window opens.

Click Download Now.

Point to next two images and read aloud:

You see this. Zoom is being installed.

What do you do? → Wait. Wait ... wait

Wait for Zoom to finish installing.

Point to next image (4. Enter your name) and read aloud:

Now, you see this. Type your name here.

Click Join Meeting.

Point to Video Preview image (6. Join with Video).

Click Join with Video. Others will see you.

Don't want others to see you? Click Join without Video.

Point to the next image (7. Wait for host to let you in).

Wait for the host to let you in.

Point to the next image (8. Join with Computer Audio). Tell the learner if they check the box that says 'Automatically join audio by computer when joining a meeting', they will not see this screen again.

Choose Join with Computer Audio

Go around to help learners install the app on their computer.

D. Join Zoom from a Meeting ID and Passcode

Show Module 8-Lit/CLB 1-Digital Skill 1-Learn-Handout D: Join Zoom from a Meeting ID and Passcode on Smartboard, project on screen in room, or hand out printed copies for learners.

Note: It is essential that the Zoom app has already been downloaded onto the learner's computer.

Ask the learner:

If there is no Zoom link in the email, how can we join the Zoom meeting?

Point to the first image and read aloud:

Join Zoom meeting ... Meeting ID ... Passcode

Show me Meeting ID ... show me Passcode →

Learner points.

Meeting ID: 875 1947 6643

Passcode ... 228941

No link to meeting. Only Meeting ID and Passcode.

Point to the next image that shows that they need to copy the Meeting ID and Passcode on a piece of paper.

Note: Learners are not taught how to cut and paste information in this unit. It is a more advanced skill. For now, it's easier for learners to write the information down.

Read aloud:

Copy Meeting ID and Passcode

Copy on paper.

You need paper and pen/ pencil.

Point to the image "Meeting ID and Passcode" again.

Every Zoom meeting has ID number and Passcode.

So, the Zoom meeting is private.

Meeting ID. What is the ID number for this meeting?

Meeting ID: 875 1947 6643

Check it ... 875 1947 6643

Point to the image again.

What is the password or passcode?

Passcode... 229041

Check it ...

Help the learner find the Zoom app on their computer. Have the learner click on the app to open it (1. Open Zoom app).

Say:

Now, open the Zoom app.

Point to the image (2. Click 'Join a Meeting')

See the blue box? Click on 'Join a Meeting'

Point to the next image (Join Meeting 3, 4, and 5).

Click here ... Enter Meeting ID.

Look at your paper. What is the meeting ID number?

875 1947 6643

Type the Meeting ID.

Now, check it ... Is the meeting ID correct? →

875 1947 6643

Meeting ID is correct.

Type your name here. Check your name is correct.

Click Join.

Point to the next image (6 and 7) and have learner read. Remind learner to look at the info they wrote on the paper.

You see this. Enter meeting passcode

What is the passcode? → Passcode is ... 229041

Type 2-2-9-0-4-1.

And now? → click here – click Join Meeting.

Point to the next image (8). “Please wait. The meeting host...” and read aloud:

You see this.

Please wait, the meeting host will let you in soon.

Here is the meeting name. Monday Meetups

What do you do? → Wait ... wait. Wait for the host

Point to the next image (9. You’re connected!).

You see this. Oh, there is the host! ... Host let you in.

You joined the Zoom meeting!

Explain to learners how to leave a meeting (image 10).

You see this. A red box. The word Leave.

Click Leave. You will leave the meeting.

Repeat all of the above steps from the beginning, eliciting as much as possible to reinforce the learning.

Practice

*Approximate time:
30-40 min*

Have learners practice.

Display the Visuals:

Module 8-Lit/CLB 1-Digital Skill 1-Learn-Handout A: Join Zoom with Pre-Installed Zoom app

Module 8-Lit/CLB 1-Digital Skill 1-Learn-Handout B: Join Zoom from Your Browser or

Module 8-Lit/CLB 1-Digital Skill 1-Learn-Handout D: Join Zoom Meeting from a Meeting ID and Passcode

Note: You will need to send the learner an email containing a Zoom meeting invitation for A and B, and with the Meeting ID and password for D.

Set up the meeting in advance so you just have to share the meeting invitation with the learner during the training.

Say:

Now you practice.

1. Join Zoom meeting with a. Zoom app (or b. from your browser or d. with a Meeting ID and Password)

Look at the handout. Follow the steps.

2. Do it again.

Check or guide learners through the process as needed.

Finished? Did you join Zoom meeting? Good.

Have learners practice three or four times.

Have them use the same invitation with the meeting ID and password twice and then send them a new invitation to use for the last practice.

Group training:

Have learners sit near a partner to help each other, and take turns showing each other how to do this.

DIGITAL SKILL 2

*Approximate time:
105-150 min*

Attend a Zoom meeting

Information for the teacher:

Software always changes and updates; some icons in the lesson visuals may not look the same when you use them. Double check the visuals before the lesson.

Objectives

Learners will be able to:

- Understand Speaker View and Gallery View
- Change to Gallery View
- Change to Speaker View
- Understand who is speaking in Gallery View
- Pin and unpin participant from Gallery View
- Look at documents and media (when host shares screen)

Learn

*Approximate time:
45-60 min*

Understand Speaker View and Gallery View

Display Module 8-Lit/CLB 1-Digital Skill 2-Learn-Speaker View and Gallery View-Visual on Smartboard, project on screen in room, or hand out printed copies for learners.

Point to top image and elicit:

This is a Zoom meeting.

Who is this? → Speaker

And who is this? → You

This is Speaker View.

You see the person who is speaking.

Speaker View.

Point to the woman in the main Zoom screen and say:

She is speaking now.

Point to the small pictures of the other people at the top of the Zoom screen and ask:

Who is this? → participant

And this? → participant

What are participants? → other people in the meeting.

Point to the bottom image – Gallery View
*You want to see other participants.
You want to see everyone together.
Go to Gallery View.
You see other participants in Gallery View.
This is Gallery View.*

Point again to Speaker View (top image) and say:
Speaker View

Point to Gallery View again (bottom image) and say:
Gallery View

A. Change to Gallery View

Display Module 8-Lit/CLB 1-Digital Skill 2-Learn-Handout A: Change to Gallery View on Smartboard, project on screen in room, or hand out printed copies for learners.

Point to the three images (one on each page of the handout) in turn and elicit:
(Image 1)

*You see this.
Speaker View or Gallery View? → Speaker View
Change to Gallery View. How do we do it? → learner gives ideas*

(Image 2)

Click on View in top right corner. A new menu opens. Click Gallery View.

(Image 3)

*Now you see more participants.
Six people in total.
This is you.
This is the active speaker. There is a yellow box around the active speaker.
This is Gallery View.*

B. Change to Speaker View

Display Module 8-Lit/CLB 1-Digital Skill 2-Learn-Handout B: Change to Speaker View.

Look at the images on the first page and elicit:

*You want Speaker View again.
How? What do you do?*

Point to the images on the second page of the handout and elicit:

*You want Speaker View again.
How? What do you do? → Yes, click here; click on View in the top right corner.
Click Speaker view.
Now you see this.
Speaker View again.*

Repeat to reinforce.

Let's go to Gallery View again.

How? What do you do → Click View; click Gallery View

This is ... (pause to elicit) ... Gallery View.

Now go back to Speaker View again.

How? Click View; click Speaker view.

Demonstrate a few times from the beginning, eliciting as much as possible from the learner.

C. Understand who is speaking in Gallery View

Display Module 8-Lit/CLB 1-Digital Skill 2-Learn-Handout C: Understand Who is Speaking in Gallery View on Smartboard, project on screen in room, or hand out printed copies for learners.

Show the learner how they can see who is speaking. The box around the active speaker is yellow, but the boxes around the other participants and host are not.

Point to the images of the individual participants in turn and elicit:

You see this.

Host ... participant... participant... participant... participants.

What is 'participant'? Person in the meeting.

Point to the box around each participant and say:

Box ... This is a box ...

Oh! yellow box (bottom right)

Look. This video has a yellow box.

These videos don't have a yellow box.

Yellow box. Why? → Speaker

The yellow box shows who is speaking.

Who is speaking now? Show me →

Yes, she is speaking now.

Use the images on the second page of the handout to show the learner how to recognize who is speaking. Point to the top image showing the person in the lower right video as the speaker.

Elicit:

Who is speaking now? → Yes, she is speaking now.

Yellow box shows who is speaking.

Now she is speaking.

Point to the bottom image showing the person on the upper left video as the speaker. Elicit:

Who is speaking now? → Yes, she is speaking now.

Yellow box shows who is speaking.

Now she is speaking.

Review now to check understanding and to reinforce, pointing to images and eliciting:

Let's look again.

Who is speaking now? → She is speaking.

What colour is the box? → Yellow

Point to a participant who is not speaking.

Is she speaking now? → No

Is she speaking now? → No

Is she speaking? → Yes, she is.

Yellow box shows ... (pause to elicit) ... who is speaking

D. Pin and unpin participant from Gallery View

Demonstrate how to pin a specific participant so you can see a bigger video of them. **Note:** When pinning or unpinning a video, check whether you need to double-click the left or right mouse button in the software you are using.

Display Module 8-Lit/CLB 1-Digital Skill 2-Learn-Handout D: Pin and Unpin Participant from Gallery View on Smartboard, project on screen in room, or hand out printed copies for learners.

Point to the images of the individual participants in turn and elicit:

This is Gallery View.

How many people? → Six

Hmmmm ... You want to see one person.

Maybe, only this person.

How? → What do you do? → Double click here.

Double click here on her video, anywhere in the box.

Show where to click and where not to click.

Here is ok ... or here. But here ... No.

Point to the images on the second page of the handout to demonstrate what pinning a participant looks like. The top picture shows the participant you want to pin.

Point to the bottom picture and elicit:

You see this now.

Only this person.

You pinned this person.

Pinned... you pinned this person.

Now this person's video is bigger. The others are small squares.

Go to the images on the third page of the handout. Point to the top image and elicit:

Hmmm ... Now you want to see other people again.

Other participants.

How? What do you do? Click on Remove Pin on the top left corner.

Point to the bottom image and elicit:

You unpinned her.

You see Gallery View again.

Review now to check understanding and to reinforce, pointing to images and eliciting:

Let's review.

Is this Gallery View? → Yes

Point to a person and elicit:

Is this a participant? → Yes

Pin a participant.

See only one participant.

How? What do you do? → Click on participant

Double click or single click? → Double click

Unpin a participant. See other people.

How? What do you do? Click on Remove Pin

Click where? Where do you click? → Here or here

How about here? → No

E. Look at documents and media (when host shares screen)

Demonstrate how the host may share their screen to show a document. Show what that looks like and then what it looks like when the host stops sharing their screen and they see the host's video again.

Display Module 8-Lit/CLB 1-Digital Skill 2-Learn-Handout E: Look at Documents and Media (When Host Shares Screen) on Smartboard, project on screen in room, or hand out printed copies for learners.

Elicit:

Who is this? → Host

Point to the speech bubble or callout with the image of the document and the words the host says.

What does she say? → I want to show you a document now.

What is a document? → paper, important paper

Go to the images on the next page. Point to the top image and elicit:

You see this.

Who is this? → Host

What is this? → Document

Now you see a document on the screen.

Point to the bottom image in the handout and say:

What do you see? → Host and you only

Do you see the document? → No, just you and the host

The host stopped showing the document.

Review now to check understanding and to reinforce, pointing to images and eliciting and having learner point:

Let's review.

Show me the host.

Show me the document.

Host showed the document ... Show me.

Host stopped showing document ... Show me

What do you do? → Nothing. Just look

Practice

*Approximate time:
60-90 min*

Have learners practice.

- Change to Gallery View
- Change to Speaker View
- Understand who is speaking in Gallery View
- Pin and unpin participant from Gallery View
- Look at documents and media (when host shares screen)

Instructions for the teacher:

This practice combines many skills you demonstrated above, so give the learner ample practice time.

You, as teacher, need to open a Zoom meeting and have the learner join it. It's good practice for them to join another meeting. It reinforces the skills they learned in Digital Skill 1: opening the Zoom meeting invitation and clicking on the link, or using the Meeting ID and Password to join a meeting, if you prefer the learner joins that way. For this practice, you will need to be more involved compared to some of the practice learners did in Digital Skill 1. The learner needs you in order to practice the different functions they have learned.

Display the visuals used in Digital Skill 2. Say:

Now you practice.

A. Change to Gallery View.

B. Change to Speaker View

C. Understand who is speaking in Gallery View.

Point to speaker.

D. Pin and unpin participant from Gallery View.

E. Look at documents and media (when host shares screen).

Look at this (visuals).

Follow the steps in the visuals.

Group training:

Have learners sit near a partner and take turns showing each other how to do the above. If in the same room, everyone, host included, should mute their mic so there is minimal audio interference.

Guide learners as needed. Have learners practice each task two or three times.

Did you do A to E ... ?

Good. Now, do it again.

DIGITAL SKILL 3

Approximate time:
175-295 min

Participate in a Zoom meeting

Information for the instructor:

Software always changes and updates; some icons in the lesson visuals may not look the same when you use them. Double check the visuals before the lesson.

Objectives

Learners will be able to:

Participate in a Zoom meeting

- No icons on screen; get screen icons again
- Turn video and mic on and off
 1. Turn on video camera
 2. Turn on mic
 3. Take a break during the meeting; turn off video and mic
- Ask a question: raise your hand
- See who has questions
- Read and write in Chat
 1. Understand Chat
 2. Open and type in Chat
 3. Close Chat and go back to meeting video

Learn

Approximate time:
10-15 min

A. No Icons on Screen – Get Screen Icons Again

Demonstrate how to get screen icons again when they disappear from the screen during a Zoom meeting.

Display **Module 8-Lit/CLB 1-Digital Skill 3-Learn-Handout A: No Icons on Screen – Get Screen Icons Again** on Smartboard, project on screen in room, or hand out printed copies for learners.

Look at Image 1. Point to each icon at the bottom of the screen and also the red Leave icon in the bottom right. Elicit:

What's this? and this? → Icon... icon. These are icons. Repeat... Icons.

Look at Image 2. Point to the bottom and the top of the screen.

You see this ... No icons! The icons disappear after a few seconds.

Hmmm ... You want to see the icons again.

What do you do?

Look at Image 3 on the next page of the handout.

You want to see the icons again.

What do you do? → Click. Click anywhere on the screen.

It's ok to click here ... or here ... anywhere.

Look at Image 4.

Now you see the icons again.

Demonstrate again on your own screen. Wait until the screen icons disappear again and then elicit.

*I want to see the icons again. What should I do?
Yes, click anywhere on the screen.
You can see the icons now.*

Repeat the above to reinforce the skills, eliciting from the learner as much as possible.

Practice

*Approximate time:
5-10 min*

Have learners practice.

Display the handout again: **Module 8-Lit/CLB 1-Digital Skill 3-Learn-Handout A: No Icons on Screen - Get Screen Icons Again**

Note: Have learners use the link to a Zoom meeting that you sent before, or send learners a link to a new Zoom meeting.

*Now you practice.
We're in a Zoom meeting.
After a few seconds, the icons disappear.
How do we get the screen icons again?
Yes, click anywhere on the screen.
Wait for icons to disappear. Click on the screen.
You see icons again.
Try this a few times.*

Learn

*Approximate time:
10-15 min*

B. Turn video and mic on and off

1. Turn on video camera

Display **Module 8-Lit/CLB 1-Digital Skill 3-Learn-Handout B1: Turn on Video Camera on Smartboard**, project on screen in room, or hand out printed copies for learners.

Point to the first image.

*You are in a Zoom meeting.
Who is this? → Host (or participant)*

Point to the name in the top middle of the screen in Image 1. Elicit:

*Who is this? → You (Learner says: Me.)
Is your video camera on or off? → Off*

Look at the bottom left corner of Image 1. Point to the video camera icon with the red line through it at the bottom left of the screen.

*The video camera is off.
The other person cannot see you.
What colour is the line on the video camera icon? → Red*

Now, point to the next image (Image 2) in the visual. Point to the two video camera icons.

Video camera off... video camera on
Turn on your video camera.
How? What do you do? → Click here
Start video ... click Start Video

Point to the image (Image 3) on the second page of the handout and to the small video of you/ the learner. Elicit:

Who is this? → You (Learner says: Me)
Is your video camera off or on? → On

Read the text:

Now Zoom can access your video camera.
The other person can see you now.

Now, point to the Stop Video icon at the bottom of the screen. Elicit:

What is this? → Stop video
Is the video camera on? → Yes, the video camera is on.
The other person can see you.
What colour is the video camera icon? → White

Repeat the above to reinforce the skills, eliciting from the learner as much as possible.

Demonstrate again using the visuals and then on your own computer screen.

Practice

Approximate time:
5-10 min

Have learners practice.

Display: Module 8-Lit/CLB 1-Digital Skill 3-Learn-Handout B1: Turn on Video Camera

Note: Have the learner use a link to a Zoom meeting that you sent before or send a new link.

Now you practice.
1. Turn on and Turn off Video Camera
Look at this (visual). Follow the steps.
2. Do it 4-5 times.

Check / guide learners as needed.

Have learners practice four or five times.

Finished? Good. Let's practice again.
Turn on and off video camera five times

Group training:

Have learners work with a partner and sit on opposite sides of the room to minimize audio interference. If in the same room, everyone, host included, should mute their mics so there is minimal audio interference. You will need to help them do that. They learn how to do that in the next section.

They can ask each other to turn on and turn off their video camera.

Learn

Approximate time:
10-15 min

2. Turn on Mic (Microphone)

Demonstrate how to turn on your mic so the other person / people can hear you in the Zoom meeting.

Display Module 8-Lit/CLB 1-Digital Skill 3-Learn-Handout B2: Turn on Mic (Microphone) on Smartboard, project on screen in room, or hand out printed copies for learners.

Point to the first image.

You are in a Zoom meeting.

Who is this? → Host (or participant)

Now point to the small video on the top of the first image. Elicit:

Who is this? → You (Learner says: Me)

Is your video on or off? → On

*The other person can see you,
... but your mic is muted.*

Point to the Mic icon on the bottom left of the first image.

There's a line on the Mic icon. Your mic is off...

The other person/people cannot hear you.

What colour is the line on the Mic icon? → Red

Now, point to Image 2 in the visual. Point to the two mic icons.

Unmute your mic. Turn on your mic.

Unmute is ... turn on mic.

How? What do you do? → Click here

Unmute ... click here ... Click the Unmute icon

Look at the second page of the handout. Read the words on Image 3.

Now your mic is unmuted.

The other person/people can hear you.

Point to the Host, then to the small video of you/ the learner. Elicit:

Who is this? → Host

Who is this? → You (Learner says: Me)

Is your video camera off or on? → On

Now, point to the Mic icon at the bottom of the screen. Elicit:

What is this? → Mic icon

Is the mic on? → Yes, the mic is on.

Can the other person hear you? → Yes

What colour is the Mic icon? → White

Repeat the above to reinforce the skills, eliciting from the learner as much as possible. Demonstrate again using the visuals and then on your own computer.

Practice

Approximate time:
5-10 min

Have learners practice turning on and off their mic.

Display Module 8-Lit/CLB 1-Digital Skill 3-Learn-Handout B2: Turn on Mic (Microphone)

Note: Have the learner use a link to a Zoom meeting that you sent before, or send a new link.

Now you practice.

1. *Turn on and Turn off Mic.*

Look at this (visual). Follow the steps.

2. *Do it 4-5 times.*

Check / guide learners as needed. Have learners practice four or five times.

Finished? Good.

Let's practice again.

Turn on and off mic five times.

Group training:

Have learners work with a partner and sit on opposite sides of the room to minimize audio interference. If in the same room, they may need to take turns muting their mic so there is minimal audio interference.

They can ask each other to turn on and turn off their mic.

Learn

Approximate time:
20-30 min

3. Take a Break During the Meeting: Turn off Video and Mic

Demonstrate how it's important to turn off both your video camera and your mic when you take a break during a Zoom meeting.

This is so the other person / people CANNOT hear you or see you when you may be doing something you prefer to stay private.

Display Module 8-Lit/CLB 1-Digital Skill 3-Learn-Handout B3: Take a Break During the Meeting: Turn Off Video and Mic on Smartboard, project on screen in room, or hand out printed copies for learners.

Point to the first image.

You are in a Zoom meeting.

Who is this? → Host (or participant)

Who is this? → You (learner says "me")

Refer to the series of three images and elicit:

What's this? → Go to the bathroom

What's this? → Get something to drink

What's this? → Feed your child

... or ... maybe talk to someone ... Call your doctor's office ... etc.

You need to take a break.

Elicit ideas from learner before showing the next image:

Before you take a break, what do you do? → Acknowledge learner's ideas

Point to the image at the top of the second page of the handout.

You want to take a break. What do you do?

Point to the icons in the middle of the page.

Before you take a break...

Turn off your video camera and mute your mic.

Turn off your camera. Why? → Stay private

Mute your mic. Why? → Stay private

Point to the top image again.

Is your video camera on? → Yes

Turn off video camera. How? → Click here ... click the Video icon

Is your mic on or off? → On

The other person can hear you.

Now, mute your mic. How? What do you do? →

Click here ... click mic icon

Point to the bottom image.

Is your video camera off now? → Yes ...

The other person CANNOT see you.

Is your mic muted? → Yes

Can the other person hear you? → No

The other person CANNOT hear you.

Reinforce how important it is to turn off your camera and mute your mic before taking a break.

Your mic is muted now.

The other person/people CANNOT hear you.

Your video camera is off now.

The other person/people CANNOT see you.

Take your break now? → Yes, it is private now.

Go to the bathroom ... Feed your child ... etc.

Repeat all of the above steps from the beginning, eliciting as much as possible to reinforce the learning.

Practice

*Approximate time:
20-30 min*

Have learner practice turning off their camera and mic and turning them on again later. Be the host and tell the learner it is break time. Later, tell them that the break is finished and they should unmute and turn their cameras back on.

Display Module 8-Lit/CLB 1-Digital Skill 3-Learn-Handout B3: Take a Break During the Meeting: Turn Off Video and Mic

Note: Have the learner use a link to a Zoom meeting that you sent before, or send a new Zoom link.

Now you practice.

1. Take a break during a Zoom meeting.

Turn on and turn off mic

Look at the handout again.

Follow the steps.

2. Do it 3-4 times.

Check / guide learners as needed. Have learners practice three or four times.

Finished?... Good.

Let's practice again.

Group training:

Have learners work with a partner and sit on opposite sides of the room or in separate rooms to minimize audio interference. If in the same room, learners may need to take turns muting their mics so there is minimal audio interference.

They can take turns pretending to be the host (ask each other to turn their mics on and off).

Now you practice with a partner.

1. Take a break during a Zoom meeting.

Turn on and turn off mic

Follow the steps on the handout.

2. Do it 3-4 times.

Check / guide learners as needed. Have learners practice three or four times, taking the role of host and then participant.

Learn

*Approximate time:
20-40 min*

C. Ask a Question: Raise Your Hand

Demonstrate how to raise your hand to ask a question.

Display Module 8-Lit/CLB 1-Digital Skill 3-Learn-Handout C: Ask a Question: Raise Your Hand on Smartboard, project on screen in room, or hand out printed copies for learners.

Point to the first image.

You are in a Zoom meeting.

Who is this? → Host

Who is this? → You (Learner says, "Me")

Point to the cartoon woman asking a question. Elicit from learners:

What do you want?

Question ... You want to ask a question.

What do you do? → Learner may say "Unmute Mic".

Yes, Unmute the Mic ... but first you need to wait.

You need to raise your hand.

What is 'raise your hand'? → Learner does action.

Yes, like in the classroom. Raise your hand to ask a question.

Point to the top image on the second page of the handout, to the host saying “Raise your ...”

Read the text and point to the Unmute icon.

Do not just unmute your mic.

Raise your hand to ask a question, please.

In Zoom, you need to raise your hand too, just like in the classroom.

Unmute your mic ... start talking ... ok? → No

Rude ... it’s rude. Not polite.

Do not just talk. Do not just unmute your mic. It’s rude.

You need to wait. You need to raise your hand.

Wait for the host.

Point to the bottom image to show how to raise your hand in Zoom. Elicit:

Raise your hand. How? What do you do? → See if learner has any ideas.

Point to “1. Click on this:”

→ Find this: ... Reactions icon.

Open ... Click here

You see this.

The Reactions menu will open. Don’t read all of the items in the Reactions menu. This will overwhelm or distract them.

Go to the third page of the handout.

Get learners to scan for Raise Hand (“2. Click here:”).

Raise Hand ... Show me ... Where.. where is the Raise Hand icon? → learner points

Yes, Raise Hand ... is here

Raise your hand. How? → Click here

Click Raise Hand

Point to the bottom image: raised hand icon next to learner’s video (“3. Check... I raised my hand.”).

Check ... did you raise your hand? You see this: Raised Hand icon next to your video.

→ Yes, you raised your hand.

Now? What do you do? → Wait

Wait for the host to respond.

Wait. Do not unmute your mic yet.

Wait. Wait for the host.

Point to the image at the top of the fourth page of the handout (the host talking).

Ah!... The Host is talking to you!

Cindy (learner’s name) Please unmute your mic now and ask your question.

Read the speech bubble twice.

What do you do? → Yes, unmute your mic

Point to the top image on the fifth page of the handout (6. Unmute your mic.). Elicit:
How do you unmute? → Click here

Point to the bottom image on the page and to the Mic icon at the bottom of the screen and ask:

Is your mic muted? → No
Now your mic is unmuted.

Go to the last page of the handout. Point to the cartoon image. Elicit:
What can you do now? → Ask your question.

Point to the bottom image. Ask learners to show what to do after they talk to the host.

Finished talking? → Yes
Mute your mic again. How? What do you do? → Click here.
Now your mic is muted again.
Listen. Watch.

Repeat all of the above steps from the beginning, eliciting as much as possible to reinforce the learning.

Learn

Approximate time:
30-40 min

D. See Who Has Questions

You can see who else has raised their hand. Display **Module 8-Lit/CLB 1-Digital Skill 3-Learn-Handout D: See Who Has Questions**.

Point to the small participant images. Elicit:

Who raised their hands? How do you know?
Caroline and Kelly raised their hands.
There's a hand icon in their videos. They raised their hands.
They have questions.

Practice

Approximate time:
20-30 min

Have learners practice raising their hands. Display **Module 8-Lit/CLB 1-Digital Skill 3-Learn-Handout C: Ask a Question: Raise Your Hand** if needed.

Be the host and once you see the raise hand icon, tell the learner they can unmute their mic to ask their question. Talk to them and then tell them to mute it again.

Note: Have the learner use a link to a Zoom meeting that you sent before or send a new link.

Now you practice.
Ask a question – Raise your Hand
Look at this (visual). Follow the steps. Listen to me, the host.
Do it 3-4 times.

Check / guide learners as needed. Have learners practice three or four times.

Finished? Good. Let's practice again.

Group training:

Have learners work with a partner and sit on opposite sides of the room or in separate rooms to minimize audio interference. If in the same room, they may need to take turns muting their mic so there is minimal audio interference.

They can each pretend to be the host.

Now you practice:

Ask a question: Raise your Hand

Look at this (visual). Follow the steps.

Take turns as the host.

Host, when you see the hand icon, tell the participant,

“Unmute your mic and ask your question. Talk.”

“Participant, mute your mic again, please.”

Do this 3 or 4 times.

Check / guide learners as needed.

Have learners practice three or four times, taking the role of host and then participant.

Finished? Good.

Practice again.

Learn

*Approximate time:
30-40 min*

E. Read and Write in Chat

1. Understand Chat

Demonstrate what Chat in Zoom means, what it is.

Display Module 8-Lit/CLB 1-Digital Skill 3-Learn-Handout E1: Understand Chat on Smartboard, project on screen in room, or hand out printed copies for learners.

Point to the first image, to the word Chat at the bottom of the Zoom screen and elicit:

What is this? → Chat ...This is Chat.

Open it.

Point to the bottom image. Read the messages aloud:

Hello. Good morning!

Hi Cindy!

Elicit:

What is Chat? → In Chat, you can read messages.

You can write messages.

Your messages are in a blue text box.

Other people’s messages are in a gray text box.

2. Open and Type in Chat

Demonstrate how to open Chat and read messages and also type a reply.
Display Module 8-Lit/CLB 1-Digital Skill 3-Learn-Handout E2: Open and Type in Chat on Smartboard, project on screen, or hand out printed copies for learners.

Point to the first image.

This is a Zoom meeting.

This is the host (person on the left) ... this is you (person on the right).

You want to read messages.

Open Chat. How? → Click Chat.

Point to the bottom image ("2. You see this: Chat is open.") and say:

You see this. Chat is open.

Point to the message on the right and ask:

What is this? ("3. Read the message.") → A message... Hi Cindy!

This is a message.

Now, you write a reply.

How? What do you do? ("4. Write a reply: Click here.") → Click here

Go to the Chat window images on the second page of the handout. Point to the bottom of the first image (5. Click here to type your message.). Explain that the message they write will **not** be private; that everyone in the meeting can read it. Read the words at the bottom of the screen aloud:

Send to: Everyone

*Everyone in the meeting can see your message. It is **not** private.*

Continue pointing to the image and eliciting:

Write a message. How? → Click here.

Type your message.

Point to the following image:

Finish typing your message.

Send your message. How? What do you do? → see if learner has ideas.

Direct the learner's attention to their keyboard.

Which key do I press to send the message? → "Enter"

Press here... press Enter to send your message.

Point to the next images.

You see this. Your sent message. "How's your day so far?"

What colour? → Blue

You see this. ... Oh! You got a reply! "Not bad. How about yours?"

What colour? → Gray

Repeat all of the above steps from the beginning, eliciting as much as possible to reinforce the learning.

3. Close Chat. Go back to Meeting Video

Now, demonstrate how to close Chat. Display **Module 8-Lit/CLB 1-Digital Skill 3-Learn-Handout E3: Close Chat. Go back to Meeting Video** on Smartboard, project on screen in room, or hand out printed copies for learners.

Point to the right side of the first image.

This is Chat.

Now you want to close Chat.

How? What do you do? → Click here ... Click the chevron.

You see this. → Click Close.

Point to the bottom image.

Chat is closed now.

Continue with the meeting.

Watch. Listen.

Repeat all of the above steps from the beginning, eliciting as much as possible to reinforce the learning.

Practice

*Approximate time:
20-40 min*

Have learners practice:

- Open and Type in Chat
- Close Chat; Go back to meeting video.

Note: Have the learner use a link to a Zoom meeting that you sent before or send a new link.

Now you practice.

1. *Open Chat*
2. *Read messages*
3. *Write a reply*
4. *Read a reply*
5. *Close Chat. Go back to meeting video*
6. *Do this 3 to 4 times.*

Group training:

Have learners show their partner how they do the above. If in the same room, everyone, host included, should mute their mic so there is minimal audio interference.

Check / guide learners as needed.

Have learners practice at least three or four times.

Finished?

Good.

Let's practice again.

Closing

Approximate time:
5 min

Information for the teacher

Important Points:

Zoom's security is fine for most people. If your meetings are more sensitive, you should know that the platform's claims of end-to-end encryption don't really hold up, and critics have found the type of encryption it implements lacking in some ways. (Source: *Wired-Zoom*, April 2020)

Meeting ID: Zoom removed the Meeting ID from the app's title bar. This makes it safer (as users can no longer take screen shots of the meeting and share the Meeting ID and Password to let in users with bad intent).

Privacy

Names: Have learners just use a first name and first initial when the app asks them to enter a name. This allows for some privacy.

"At the moment, there aren't any known issues with the Zoom app, but that could all change overnight, and there will likely be more issues found at some point," says security researcher Sean Wright. However, he points out that Zoom reacted quickly and fixed previous vulnerabilities, meaning it's likely the firm would do the same again. (Source: *Forbes-Zoom*, April 29, 2020)

"While Zoom is doing a lot to address security issues, there's no such thing as 100 per cent security and there's always the risk that code will contain a vulnerability."
-David Emm, principal security researcher at Kaspersky (April 29, 2020)

We strongly suggest teachers use **Module 7-Safety and Security** of the Digital Literacy Curriculum Resource to teach about general safety and security including scams: phishing texts and emails and how to handle those, etc.

While Zoom is more secure than many videoconferencing platforms, it is not 100% secure. Assume that any digital platform is vulnerable. Maximize privacy settings; never share risky content, financial information, or personal data.

What have you learned today?

Ask each learner to share one thing.

Optional: Briefly review some of the skills learned and practiced in this training. Ask concept-check questions. For example:

*Show me icons; Show me the mic icon, the video camera icon
Open Chat. How? What do you do?*