Some Guidance on the use of the Zoom platform
with thanks to Paul Tapner from the Training Committee
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Here's how Pony Club members can successfully use Zoom for distance education during Corona Virus restrictions and beyond.

As part of the safeguarding of all Pony Club Members, all online sessions should only be created using official PCUK Area Rep or Branch email addresses.

Steps to get you started:

1. **Create a free Zoom account** using your Area Rep or branch specific @pcuk.org email address (make a note of the password!)
   Sign up here: https://zoom.us/signup
2. Zoom works best if you use the App for your device, so you and your members will need to **download the Zoom App**. All devices types are here: https://zoom.us/download
3. You then need to "**schedule your first meeting**" this is the time and date that you want to use Zoom to interact with your members – there are many ways to do this, depending what app you are using, full instructions are here: https://support.zoom.us/hc/en-us/articles/201362413-Scheduling-meetings
4. You then need to **invite Pony Club members** to your meeting. This is as simple as sharing the URL link to those members who are going to join the activity by email. Full instructions are here: https://support.zoom.us/hc/en-us/articles/201362183
5. As the host of the meeting you will need to **let each participant into your meeting** from the "waiting room". (Zoom recently made this a default security feature, but if you want to change the settings, learn about it here: https://support.zoom.us/hc/en-us/articles/115000332726-Waiting-Room?zcid=1231
6. If members are having trouble **joining the Zoom meeting**, they can find full instructions here: https://support.zoom.us/hc/en-us/articles/201362193

Things to Remember:

- A free Zoom account has a 40 minute time limit, so we suggest each PCUK activity should be planned to be 30 minutes long (unless you want to create your own commercial plan around this, paid Zoom plans remove the time limit)
- You can have up to 100 participants in your Zoom session, but we advise to have fewer than 10 participants to enable you to effectively manage and interact with your members.
- Your members don't need a Zoom account to participate in your activities, but they will probably need a Zoom App installed on whatever device they want to use, so if it's their first time joining you, then it's wise to share the download link at the same time as the unique ID link for your meeting. Here it is again: https://zoom.us/download

Tips and Tricks for a fantastic online session:

- For your first class, set aside some time to introduce your members to Zoom and ensure that they're able to connect their audio and video.
- Start by mentioning online etiquette:
  o Everyone should be on mute when not talking.
  o It's good for the leader of the session to regularly ask each individual member for their input, one at a time and by name.
  o Everybody needs to be careful not to talk over each other, just like a normal lesson!
- Also at the start of a session, screen sharing a written plan of what you are going to do in the session, so everybody knows what to expect is a good idea. (Practice and prepare what you plan to do on screen sharing!)
- Embrace the "Pause" – ask your members to answer questions or to comment, but remember that they need time to take themselves off mute to answer you! Also internet speed may also create pauses, so just relax about it and try not to talk over each other.
- Then get imaginative! We'd love for you to share with us what works and doesn't work online for Pony Club Activities. This is a great opportunity to do all the theory away from our horses, that normally can be quite difficult to motivate PC members to embrace, so let's use these restrictions as an opportunity for development of our PC members.

With thanks to Scott Mason

Control the seminar, don't assume the attendee has used the platform before.

Manage Participants:

1. Ask someone to help you moderate your seminar by keeping an eye on raised hands and the chat to let you run your seminar with limited distractions.
2. Mute participants on entry
3. Don't allow them to unmute themselves.
   You are the point of interaction, unmute 1 person at a time for their feedback, if they click "raise hand" it alerts the presenter they want to talk. If they have the ability to unmute themselves they have the ability to challenge each other, don't allow someone to be in that situation. You're the centre of the seminar, not two attendees bickering

Top tips:

1. Don't put anything in the top right of your screen if you have your camera on - your image will obscure the detail.
2. Do stop intermittently after key sections of the presentation to ask if there are any Questions
3. Start with a slide saying email your attendance to XYZ@PCUK, if you don't you won't get the opportunity to follow up or gather feedback.
4. Remember there is a Chat box that attendees can use. When presenting it is highly recommended to use 2 screens if possible. Share Screen 1 and have the Chat box on Screen 2.
5. When sending the invite: Send the link in the auto generated Other Calendars out to anyone you want to attend, the link is generic so everyone uses the same link to enter. I like to schedule it in outlook so people get a 15 min reminder (It boosts attendance).
6. Attendees don't need to download anything, when you schedule a meeting you have an auto generated link that will populate your outlook calendar at the relevant time and date, If they click this link they can click continue on browser and just watch it through their web browser (Lots of IT teams don't let you download anything onto you corporate device so this is a great touch.)
7. If you say your seminar starts at 12.30, actually start at 12.35, you will get stragglers who click the link at 12.30, and take a min or 2 to enter.