Thank you for choosing TTC. In this document, we'll walk you through how to access your online course successfully.

Contents:

Using a computer or laptop provides the best experience, however, tablets and smartphones are also acceptable. The device will need to have a front-facing camera, microphone, and speakers. We advise against the use of Chromebooks, as they are not always compatible with the latest Zoom updates.

Downloading Zoom

You will need to download the Zoom app to the device you are intending to use on the day of the course. We highly recommend you download the Zoom app in advance of your course date. *Note: You do not need to "Sign up" or "Sign in" to Zoom to access the course.*
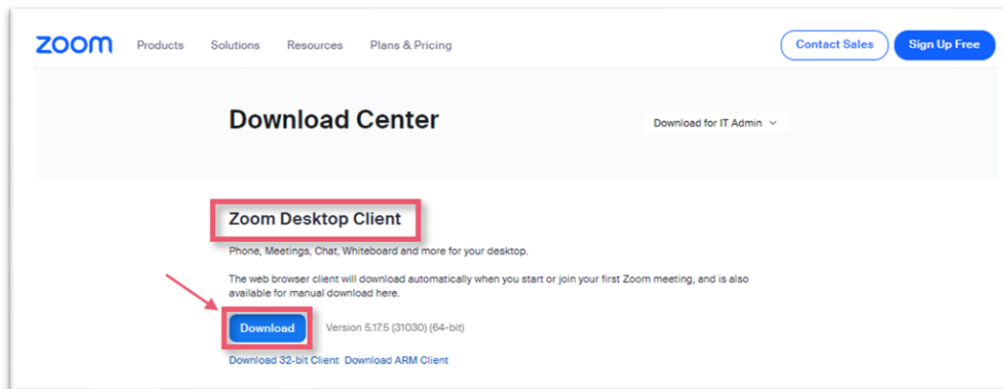
You can download the Zoom app by following this link: www.zoom.us/download

Follow the below instructions for the device you will be using:

Laptop/Desktop PC
Visit: www.zoom.us/download In the Download Centre, click Download on the option for "**Zoom Desktop Client**"   If you are downloading Zoom onto a Windows device, a file called "**ZoomInstaller.exe**" will be downloaded, which you will need to "**Run**" to install Zoom. Download will begin and installation completed.

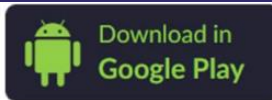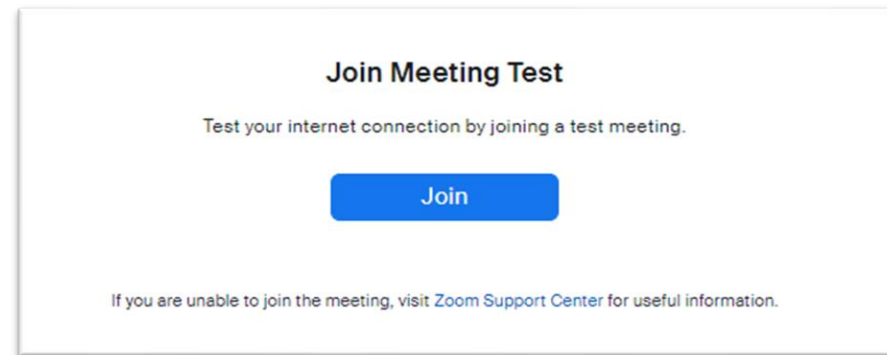| Apple Smartphone/Tablet |
|---|
| Visit: **www.zoom.us/download**

Or open the App Store directly from your home screen
In the search box type "Zoom" and search
Select "**Zoom One Platform to Connect**"
Press: Install/Get
You may need to enter your Apple ID and Password to complete the download.
Once the app has downloaded, you will find the Zoom app on the home screen of your device |
| Android Smartphone/Tablet |
| Visit: **www.zoom.us/download**

Or open the Google Play Store directly from your home screen
In the search box type "Zoom" and search
Select "**Zoom One Platform to Connect**"
Press: Install/Get
Once the app has downloaded, you will find the Zoom app on the home screen of your device
If you have not logged into your Google Account before – you may need to sign in before the download can commence. |

Complete a Test Meeting on Zoom

Once you have downloaded Zoom, we highly recommend that you join a test Zoom meeting, to familiarise yourself with the Zoom platform. The test will check your microphone, speakers and camera.

To join a test meeting visit:

www.zoom.us/test

Click **Join** to launch the Zoom test meeting.

Join Meeting Test

Test your internet connection by joining a test meeting.

Join

If you are unable to join the meeting, visit Zoom Support Center for useful information.

Follow the on-screen prompts to join the test meeting. Accept any prompts asking for access to your microphone or camera.

If your test meeting was unsuccessful, you may need to check your App permissions.
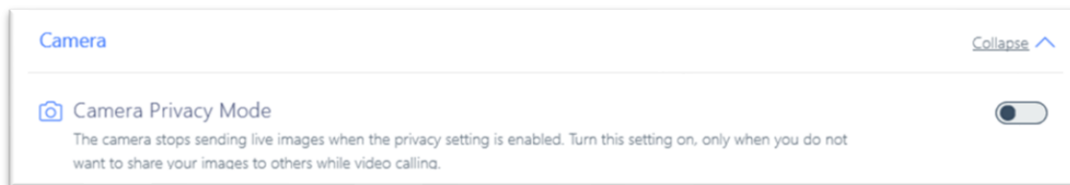
Windows Laptop/Desktop App Permissions

If you need to check your App permissions, follow the below steps for the device you will be using.

Video Issue

Use the Windows search box to navigate to the **Camera Privacy Settings.** Switch on the **Allow apps to access your camera** toggle and enable access for Zoom.

If you are using a **Lenovo Laptop** you will need to open the **Lenovo Vantage.** Then go to **My Device Settings** followed by **Display and Camera**, making sure that the **Camera Privacy Mode** is set to **Off.**


Microphone Issue

If you are using Windows 10 and cannot access the microphone, use the Windows search box to navigate to **Microphone privacy settings.** Switch on the **Allow apps to access your microphone** toggle and enable access for Zoom.

If audio issues persist, within Windows 10, try using the Windows 10 Troubleshooter utility, which is designed to help fix audio problems automatically. Select the Start Windows logo Start button. Type "Troubleshoot" and select Troubleshoot from the list of results. Select Playing Audio > Run the troubleshooter.
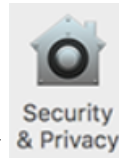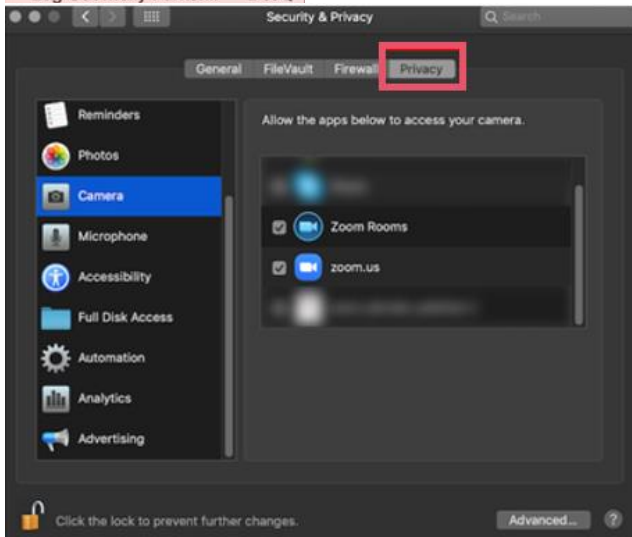
Apple Mac/MacBook App Permissions

If you need to check your App permissions, follow the below steps for the device you will be using.
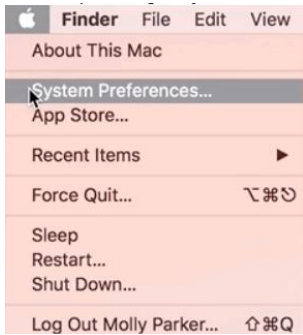
 To access the permissions, you will need to click on the 'Apple Logo' in the top left corner of your screen and then select System Preferences/System Settings.

Click on **Security and Privacy**

From here you then select Security and Privacy and then at the top you should see the option for Privacy. You may find that your settings are locked. By clicking on the **'Padlock'** in the bottom left corner and entering your Mac password, you can unlock the settings.

Video

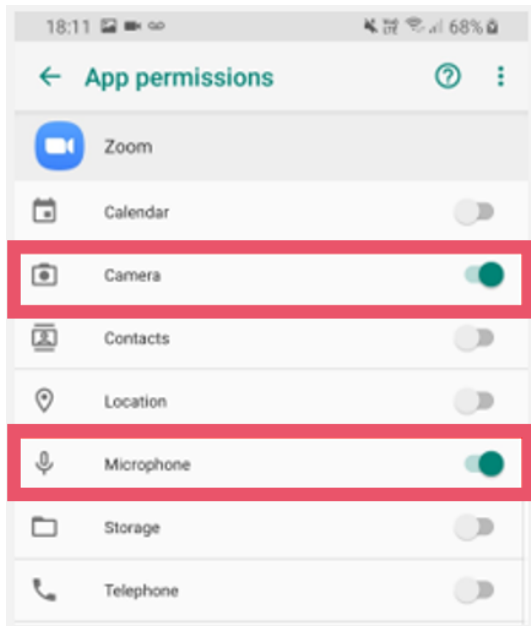Find **Camera** on the left-hand menu and then ensure that **Zoom** is ticked.

Microphone

Find **Microphone** on the left-hand menu and then ensure that **Zoom** is ticked.

You can lock your settings again by clicking the **'Padlock'** and then re-entering your Mac password.

Android Smartphone/Tablet App Permissions

To check the permissions on your Android Tablet you will need to:

Open the **Device Settings** from the home screen.
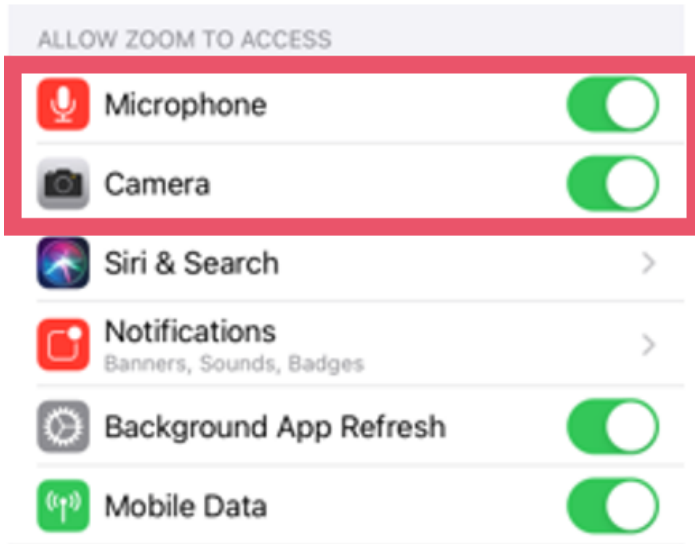
Select **Apps**

Scroll down and click on **Zoom**

Click on **Permissions**

Check that both **Camera and Microphone** are toggled **On**

iPhone/iPad App Permissions

ALLOW ZOOM TO ACCESS

🎤 Microphone

📷 Camera

Siri & Search

Notifications
Banners, Sounds, Badges

Background App Refresh

Mobile Data

Open the **Device Settings** from the home screen.

Scroll down and click on **Zoom**

Check that both **Camera and Microphone** are toggled **On**

Joining Your TTC Course

Booking details

Your reference:	51234567
Date:	31 January 2024
Time:	11:15
Course Duration:	3 hours 0 minutes
Registration:	It is essential that you have tested your device prior to joining. The waiting room will be open for registration at **11:15**, possibly earlier, allowing time for you to resolve any last-minute technical issues. Please note, if you are not available in the waiting room by **11:25**, this will be classed as a late arrival and may result in your removal from the course register.
Your Meeting Link:	Click here to join course
Your Meeting ID:	12345678910
Your Meeting Password:	123456

You will receive your joining instructions, which includes the course link and the meeting ID and password within 12 hours of your course.

You can join the course by either:

Clicking the meeting link

Or

Open the Zoom app from your device, and enter the Meeting ID and Password

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zoom

Join a Meeting

Sign In

Version: 5.4.1 (58698.1027)

If you are joining the meeting from the Zoom app, click **Join a Meeting.**
Note: You do not need to "Sign up" or "Sign in" to access the course.

Join Meeting

Enter meeting ID or personal link name

Your Name
TTC

☑ Remember my name for future meetings
☐ Do not connect to audio
☐ Turn off my video

Join   Cancel

Enter the **Meeting ID** found on the communication from TTC. **Enter Your Name** and click **Join.**
Enter the **Meeting Password/Passcode** found on the same communication. Click **Continue.**

Joining Your TTC Course

You will need to share your device sound and video, so the trainer can see and hear you.

Joining Video

Once you have either entered the Meeting ID and Password or accessed the course using the course link, you should see a video preview of yourself. You must click **Join with Video**. You will then be taken to the virtual waiting room.

Joining Audio

Once the trainer admits you into the meeting room you will see a prompt on the screen to join with sound.

When joining on a Windows Device or Apple Device, you will need to click '**Join with Computer Audio**' or select '**Join Audio**' followed by '**Join with Computer Audio**'.
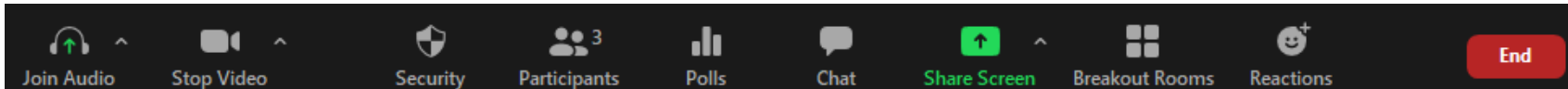
On tablet devices you will need to tap the screen and then click on '**Join Audio**' Android Devices need to click '**Call via Device Audio**' or if you are joining on an Apple Mobile device, you need to click '**Call using Internet Audio**'.
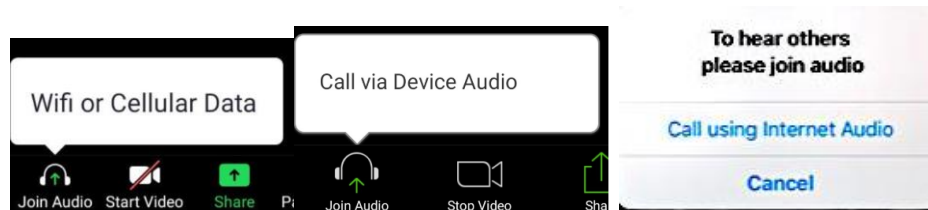
Accept any of the following prompts:

On the day of the course, make sure you have a stable internet connection, and your device has sufficient battery charge for the entire course, or have access to a charger.

To ensure a smooth and respectful learning environment, you should be in a private room with no background noise.

Blurred or virtual backgrounds are not permitted.

If after completing the above steps, you still experience any technical difficulties with Zoom, or if you have not received your meeting link within 12 hours of your course, you can contact our dedicated **Online Course Support Team:**

▷ OnlineCourseSupport@ttc-uk.com