

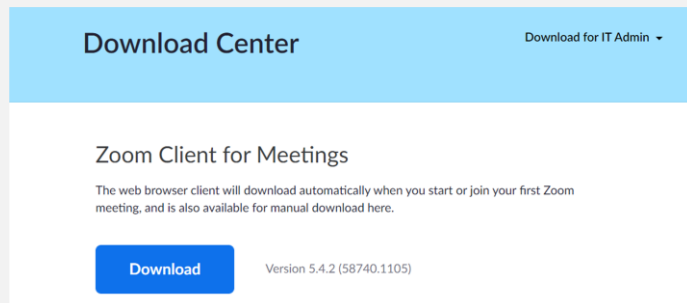
# Digital Course Support Guide

Welcome to your guide to assist you when setting up your equipment for your Driver Awareness Course. Here you will see our top tips, to ensure that your equipment is working ahead of time. We recommend using a laptop or desktop PC, although smartphones and tablets are accepted also.

## Downloading Zoom

TTC highly recommends that you download the zoom app on the device which you are intending to use on the day of your course. You can download zoom using this link – [www.zoom.us/download](https://www.zoom.us/download)

**Laptop/Desktop PC** – if you are using a desktop PC, you need to ensure that you have a microphone and camera available to use:



When downloading Zoom onto a laptop or Desktop PC, you need to download **'Zoom Client for Meetings'**

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.

# Downloading Zoom

## Apple Smartphone/Tablet

You can download Zoom by either following this link - [www.zoom.us/download](http://www.zoom.us/download)

Or by downloading Zoom from the App Store.



You may need to enter you Apple ID and Password to complete the download.

Once the app has downloaded, you will find it on the homepage of your device.

## Android Smartphone/Tablet

You can download Zoom by either following this link - [www.zoom.us/download](http://www.zoom.us/download)

Or by downloading Zoom the Google Play Store



You may be asked to add details of a credit/debit card, you can simply press 'Skip' and this will continue with the download.

Once the app has downloaded, you will find it on the homepage of your device.

**\*\*\* When you use zoom for the first time, you must allow any permissions requesting access to the microphone, camera or to make changes to the device\*\*\***

## Complete a Test Meeting on Zoom

Once you have downloaded zoom, TTC highly recommends that you join a test Zoom meeting to familiarize yourself with the Zoom system and test your microphone/speakers and camera before joining your Driver Awareness Course.

By performing a basic test of your equipment, you can help to ensure that the Driver Awareness Course runs smoothly, with no technical issues.

To join a test meeting visit [www.zoom.us/test](http://www.zoom.us/test) where you will be able to check that your device is working correctly, by following the instructions to test your video and audio.

### Join Meeting Test

Test your internet connection by joining a test meeting.

Join

Detailed instructions on the Zoom Test meeting can be found by visiting:

<https://support.zoom.us/hc/en-us/articles/115002262083-Joining-a-Test-Meeting>

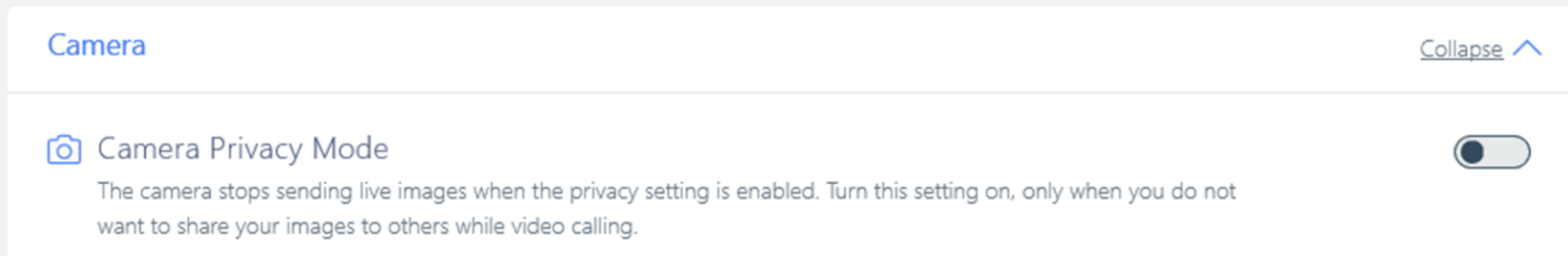
# Windows Laptop/ Desktop App Permissions

If your test meeting was unsuccessful, you will need to check your App Permissions:

## Video

Windows search box to navigate to **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

If you are on 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 then select Troubleshoot from the list of results. Select Playing Audio > Run the troubleshooter.

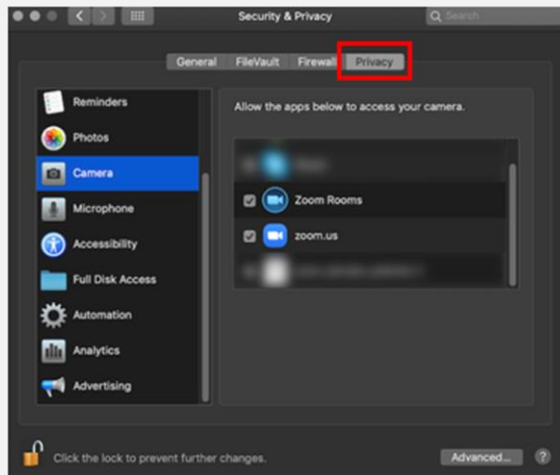
After completing the above steps, your Zoom is still unable to access the microphone/camera then we recommend trying to access the course on another device such as a smartphone or tablet.

# Apple Mac/ MacBook App Permissions

If your test meeting was unsuccessful, you will need to check your App Permissions:

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**.

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.

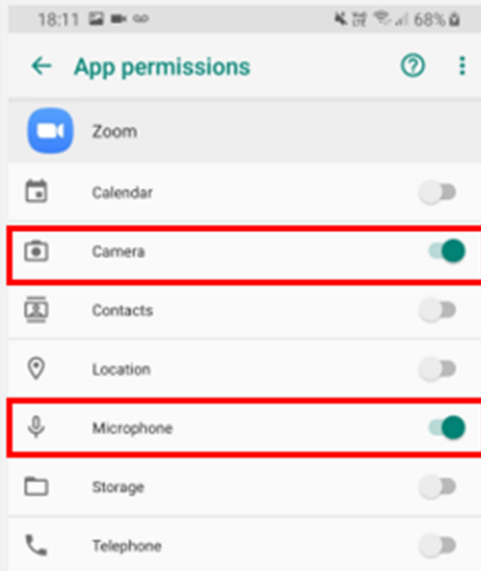
You can lock your settings again by clicking the '**Padlock**' and then re-entering your Mac password.

After completing the above steps, your Zoom is still unable to access the microphone/camera then we recommend trying to access the course on another device such as a smartphone or tablet.

# Android Smart Phone/ Tablet App Permissions

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

1. Open the **Device Settings** from the home screen.
2. Select **Apps**
3. Scroll down until you find **Zoom** and click on it
4. Click on **Permissions**
5. Check that both **Camera and Microphone** are toggled **On**

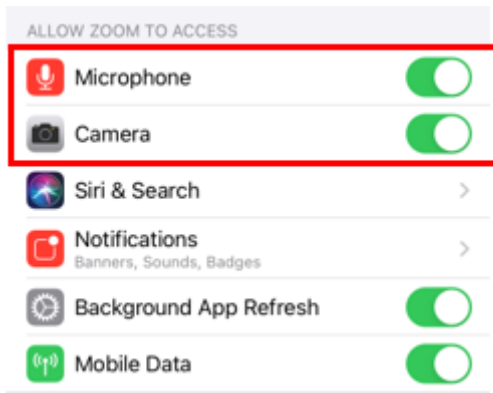


6. You can test the camera and microphone now by completing the test meeting by following this link - [www.zoom.us/test](https://www.zoom.us/test)

## iPhone/ iPad App Permissions

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

1. Open the **Device Settings** from the home screen.
2. Scroll down until you find **Zoom** and click on it
3. Check that both **Camera and Microphone** are switched on



4. You can test the camera and microphone now by completing the test meeting by following this link - [www.zoom.us/test](https://www.zoom.us/test)

## Contacting TTC

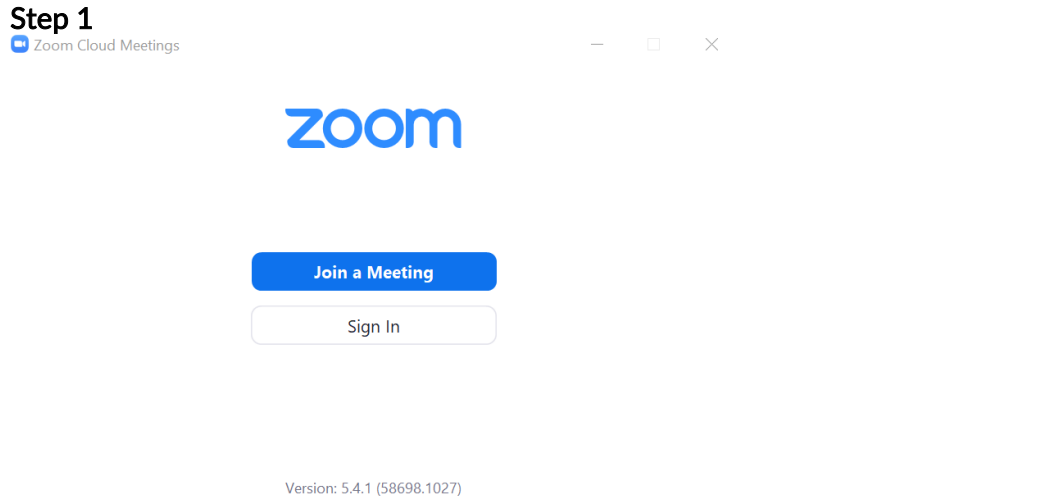
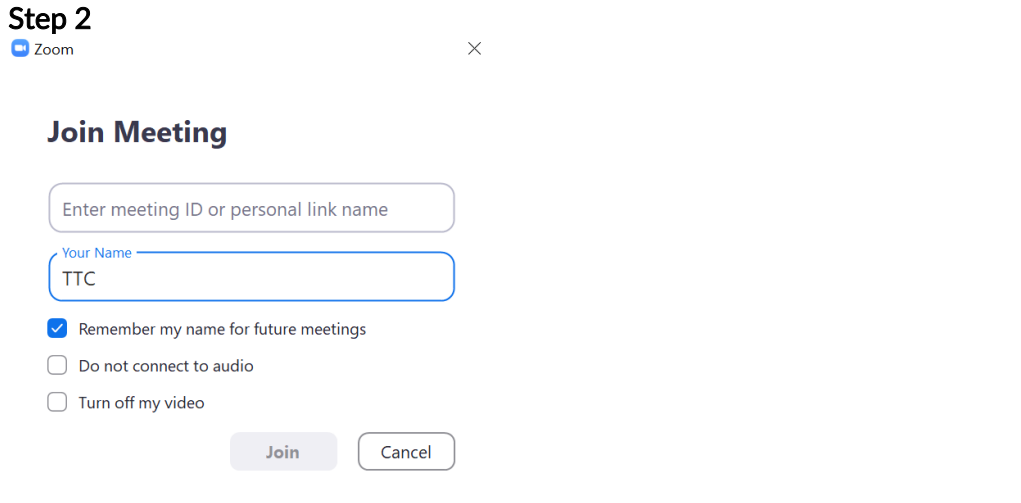
If after completing the above steps, you still experience any technical difficulties with Zoom, you can contact our dedicated Online Course Support Team via webchat, or by emailing them directly using [onlinecoursesupport@ttc-uk.com](mailto:onlinecoursesupport@ttc-uk.com)

# Joining Your Course

On the day before your course, you will receive your Joining Instructions which will contain the Meeting Link along with the Meeting ID and Meeting Password.

You can join your course by either:

1. Clicking on the link in your email to join the meeting
2. Opening the app and then entering the Meeting ID and Meeting Password (as shown below)

|   |   |
|---|---|
| <p><b>Step 1</b><br/>Zoom Cloud Meetings</p>  <p>Once you have opened the App, you will need to click on <b>'Join Meeting'</b>.</p> | <p><b>Step 2</b><br/>Zoom</p>  <p>You need to enter the Meeting ID into the top box and then the box below, you just need to enter your name, then click <b>'Join'</b>. After this, you will be asked for the Meeting Password.</p> |
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# Joining Your Course

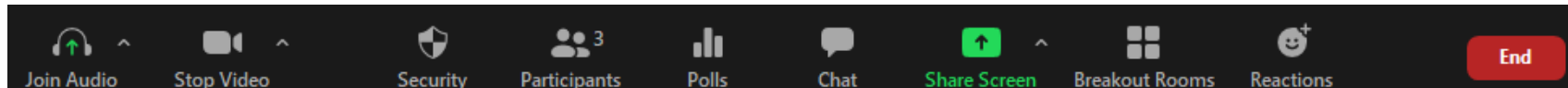
## Step 3 – Joining Video

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

## Step 4 – Joining Audio

Once the trainer admits you into the meeting room you will see a prompt on the screen to join the 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 mobile 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**'. You may need to allow permissions to the microphone which will be prompted on the screen once call via device audio or call using internet audio option is clicked.

