

# **XLS Virtual Learning Program**

## **Zoom Parent/Student Manual**

<b>XLS Virtual Learning Program</b>	<b>1</b>
<b>Zoom Parent/Student Manual</b>	<b>1</b>
<b>Frequently Asked Questions</b>	<b>2</b>
How do I download the Zoom App?	2
How do I log onto Zoom using the account given by the school for the first time?	2
How do I log onto Zoom App?	4
How do I test my audio settings?	6
How do I join a Zoom meeting through Google Calendar?	7
How do I join a Zoom meeting through Teamie?	9
What happens if I already have a basic account that uses the school's email id?	10
How will students ask questions?	12
How do I log issues with Zoom?	15
Will students be able to create their own meetings using Zoom's official id?	15
What are the Safety and Security Configurations being implemented by the school?	15
What is Zoom's Privacy policy?	15
What are Zoom's System Requirements?	16
System requirements for Windows, macOS, and Linux	16
Supported operating systems	16
Supported tablet and mobile devices	16
Supported operating systems For Mobile	16
Supported browsers	17
Processor and RAM requirements	17
Bandwidth requirements	17

## Frequently Asked Questions

### How do I download the Zoom App?

Download Zoom using these links.

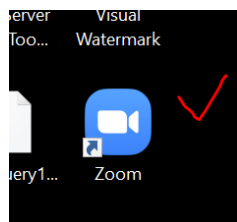
For windows, mobile and tablet: - <https://zoom.us/support/download>

For macOS: - <https://www.macupdate.com/app/mac/52421/zoom>

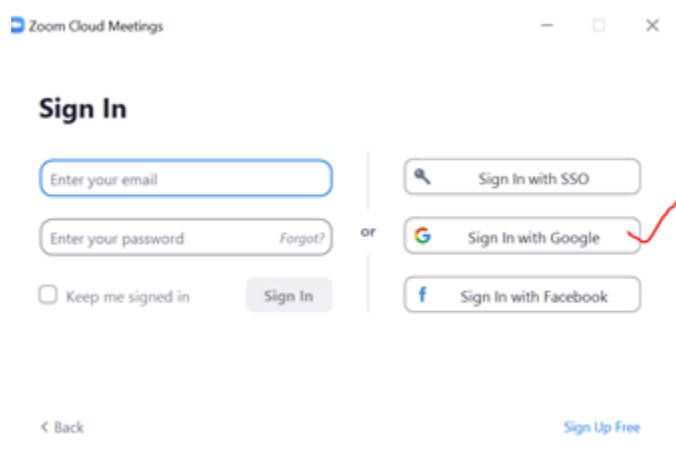
### How do I log onto Zoom using the account given by the school for the first time?

**Prerequisite:** Zoom App should be downloaded onto the desktop

Log on to Zoom App



Click on “Sign in with Google” and then click on “Accept” button





## Welcome to your new account

Welcome to your new account: test\_student1@hixs.org. Your account is compatible with many [Google services](#), but your hixs.org administrator decides which services you may access using your account. For tips about using your new account, visit the [Google Help Center](#).

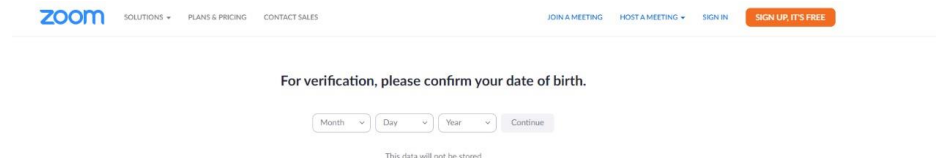
When you use Google services, your domain administrator will have access to your test\_student1@hixs.org account information, including any data you store with this account in Google services. You can learn more [here](#), or by consulting your organization's privacy policy, if one exists. You can choose to maintain a separate account for your personal use of any Google services, including email. If you have multiple Google accounts, you can [manage which account you use](#) with Google services and [switch between them](#) whenever you choose. Your username and profile picture can help you ensure that you're using the intended account.

If your organization provides you access to the G Suite [core services](#), your use of those services is governed by your organization's G Suite agreement. Any other Google services your administrator enables ("Additional Services") are available to you under the [Google Terms of Service](#) and the [Google Privacy Policy](#). Certain Additional Services may also have [service-specific terms](#). Your use of any services your administrator allows you to access constitutes acceptance of applicable service-specific terms.

Click "Accept" below to indicate that you understand this description of how your test\_student1@hixs.org account works and agree to the [Google Terms of Service](#) and the [Google Privacy Policy](#).

Accept

In case you are asked to enter your **Date of Birth**, fill in either **parent's date of birth**.



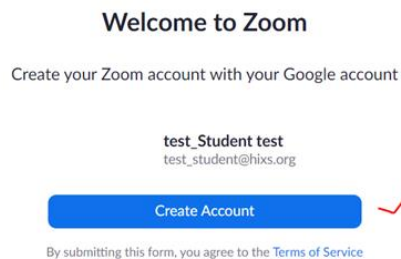
zoom SOLUTIONS PLANS & PRICING CONTACT SALES JOIN A MEETING HOST A MEETING SIGN IN SIGN UP, IT'S FREE

For verification, please confirm your date of birth.

Month Day Year Continue

This data will not be stored

Click on **"Create Account"** to start using the student's Zoom account



Welcome to Zoom

Create your Zoom account with your Google account

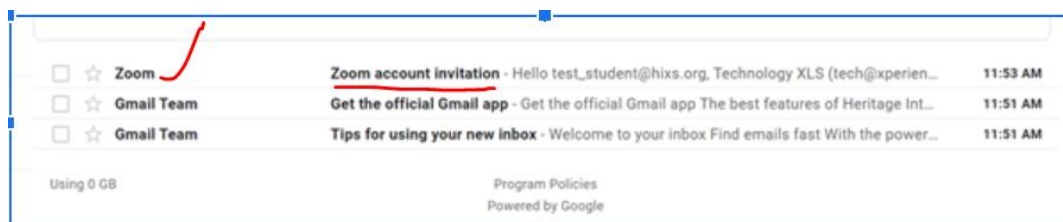
test\_Student test  
test\_student1@hixs.org

Create Account

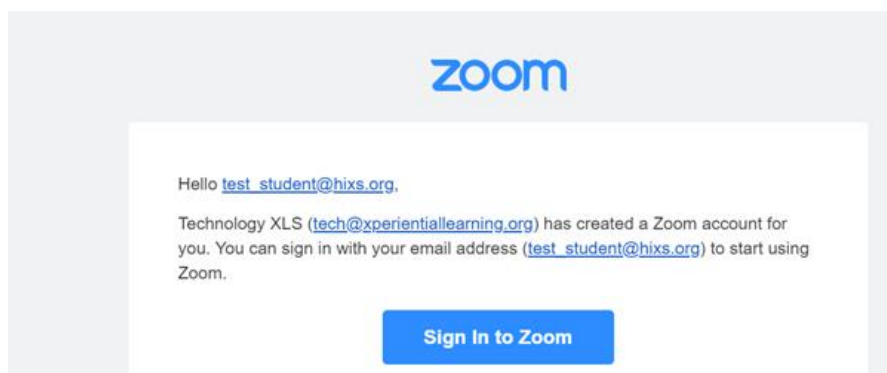
By submitting this form, you agree to the [Terms of Service](#)

**In case the student has access to his/her Gmail,**

The student will receive the communication regarding the same once your zoom account is ready.



**Click on “Sign in to Zoom” option in the given mail**

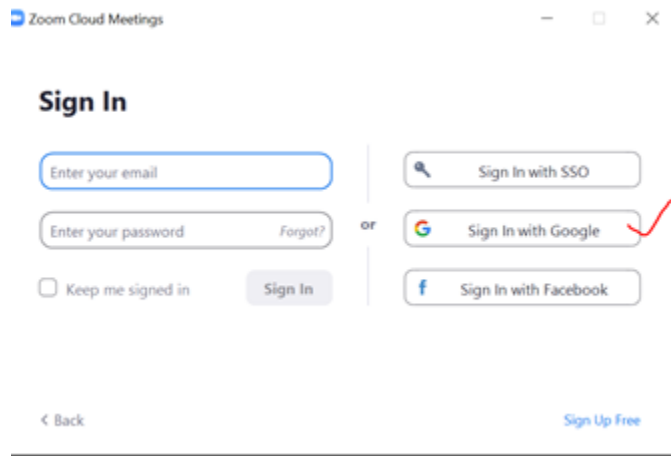


**Click on “Sign in With Google”** as shown in the attached screenshot. Login to Zoom Account using your school’s G-Suite credentials

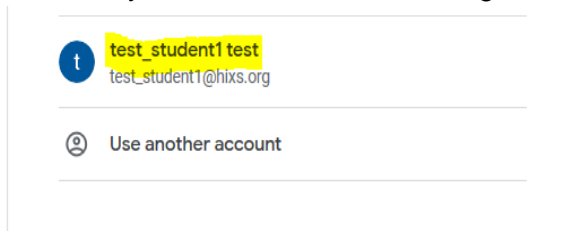
If the student already has a Zoom Basic Account with a school G-suite account, follow the steps given [here](#)

## How do I log onto Zoom App?

You need to Sign in to the Zoom App using the “Google Sign In” option using your school’s G-Suite credentials.

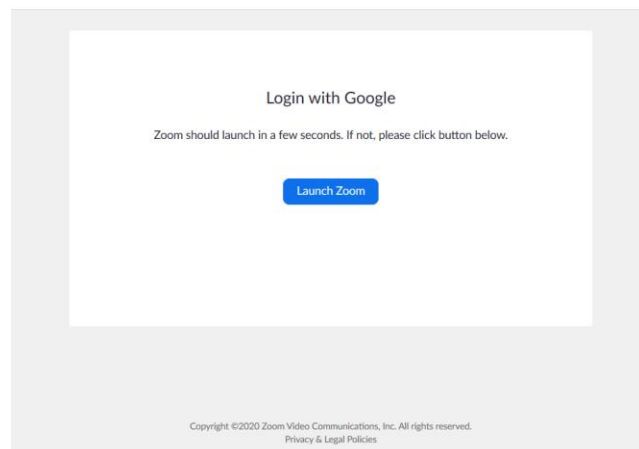


Type or click on your official Gmail id and sign in

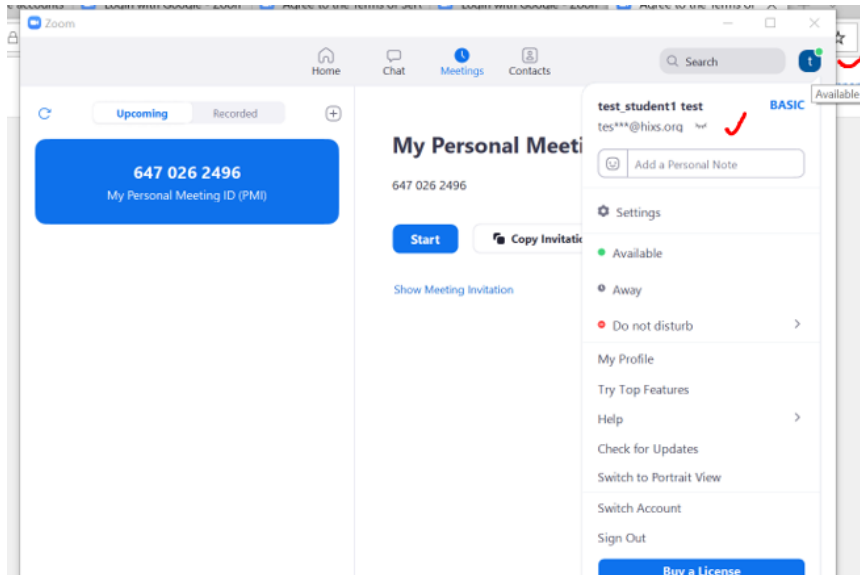


Input your password and click on next.

**Click on the launch zoom button**

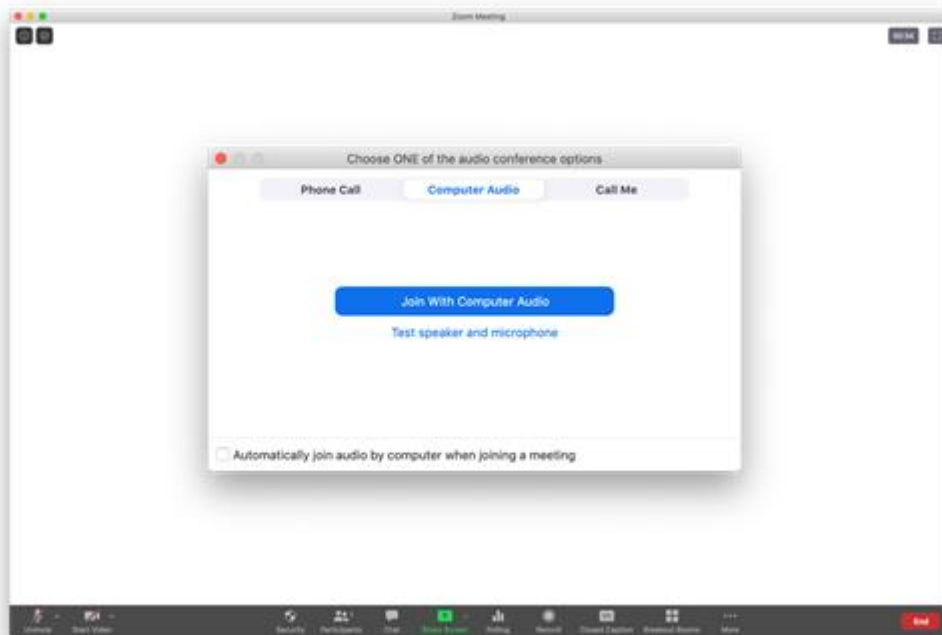


Go to your zoom app and your id will show on top right corner as shown in the given image.



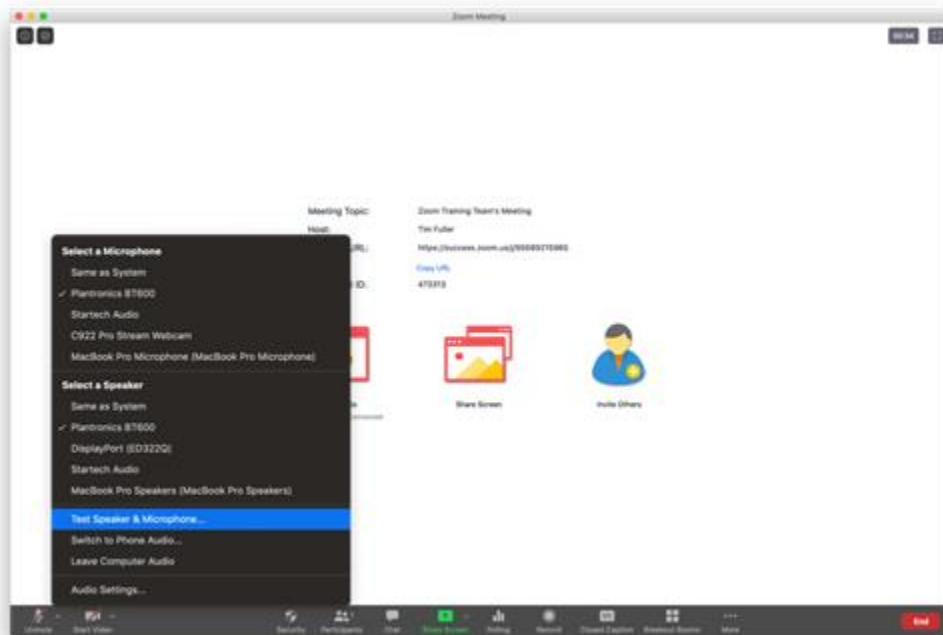
How do I test my audio settings?

Connect  
Audio



## Connect Audio

Test Speaker and  
Microphone

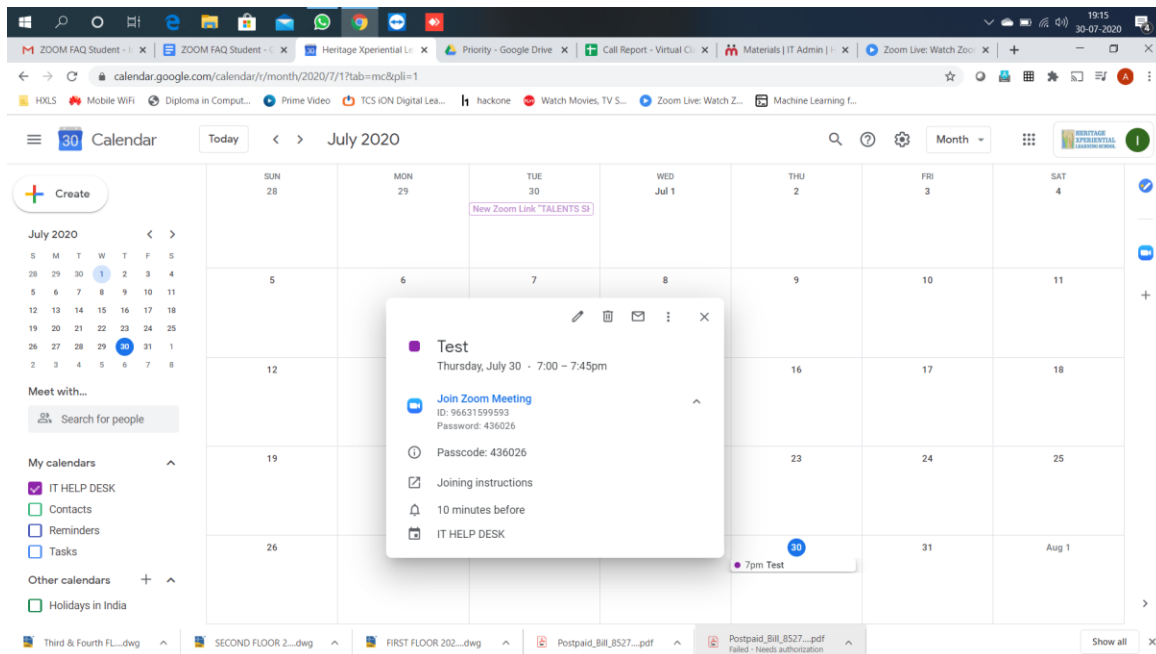


## How do I join a Zoom meeting through Google Calendar?

**Prerequisite** Make sure that you have downloaded the Zoom App and logged on to the App using the “Sign in With Google” option and the school’s G-suite’s credentials.

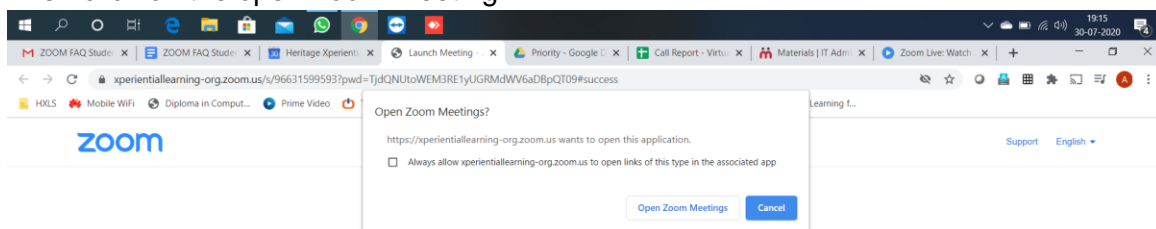
Go to Google Calendar.

Click on your class schedule and open it.



Click on join Zoom meeting.

Then click on the open Zoom meeting.

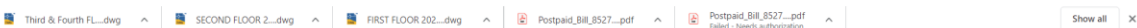


When system dialog prompts, click **Open Zoom Meetings**.

If you have Zoom Client installed, [launch meeting](#). Otherwise, [download and run Zoom](#).

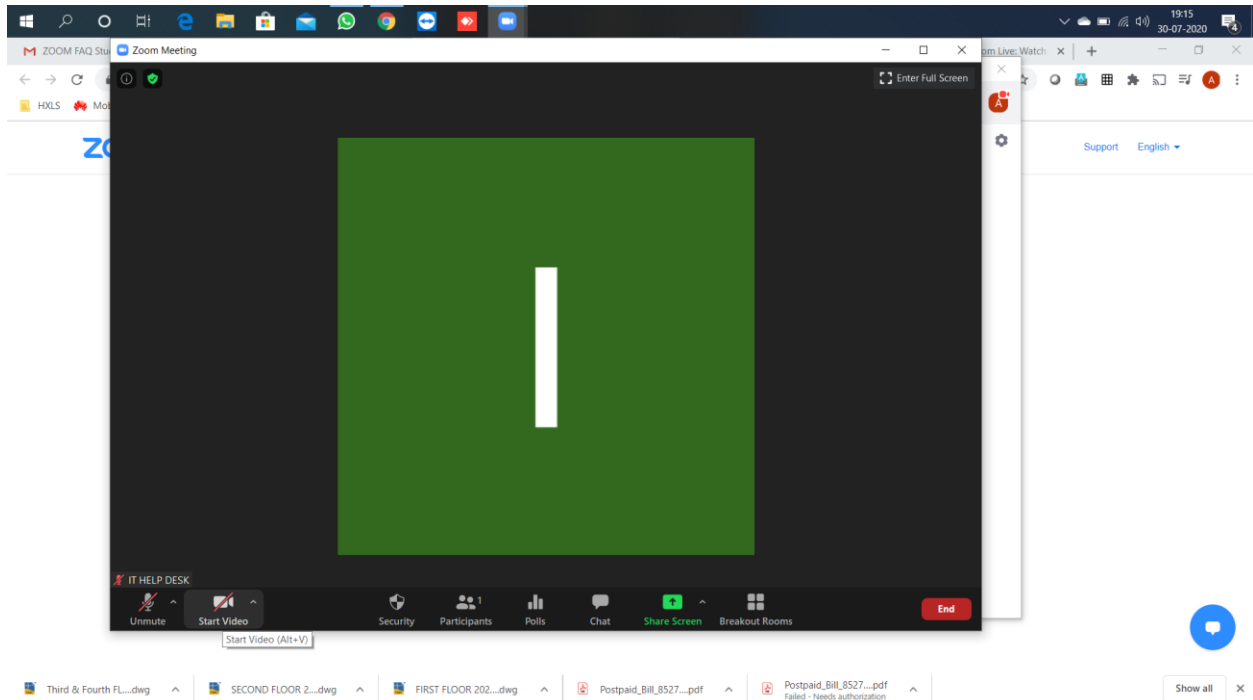
If you cannot download or run the application, [join from your browser](#).

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Privacy & Legal Policies



It will open Zoom App and take you to the class.



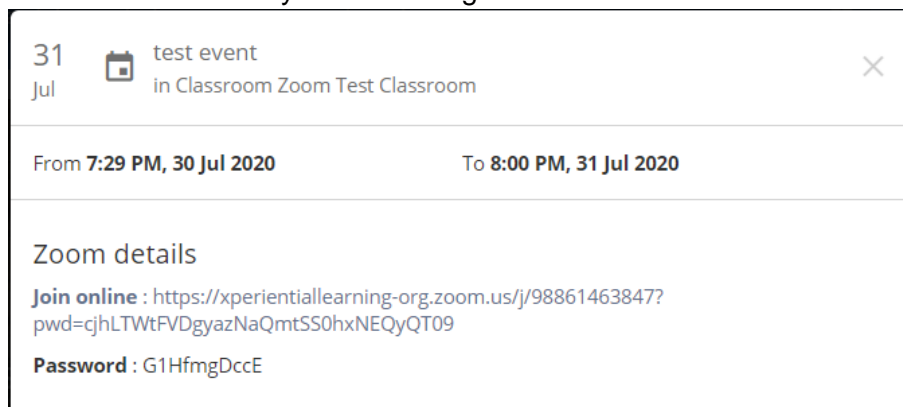


## How do I join a Zoom meeting through Teamie?

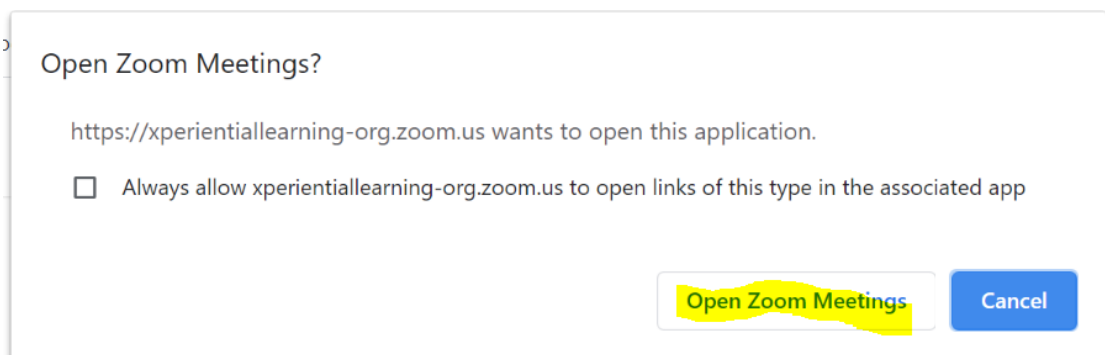
**Prerequisite** Make sure that you have downloaded the Zoom App and logged on to the App using the “Sign in With Google” option and the school’s G-suite’s credentials.

Login to Teamie and go to your classroom

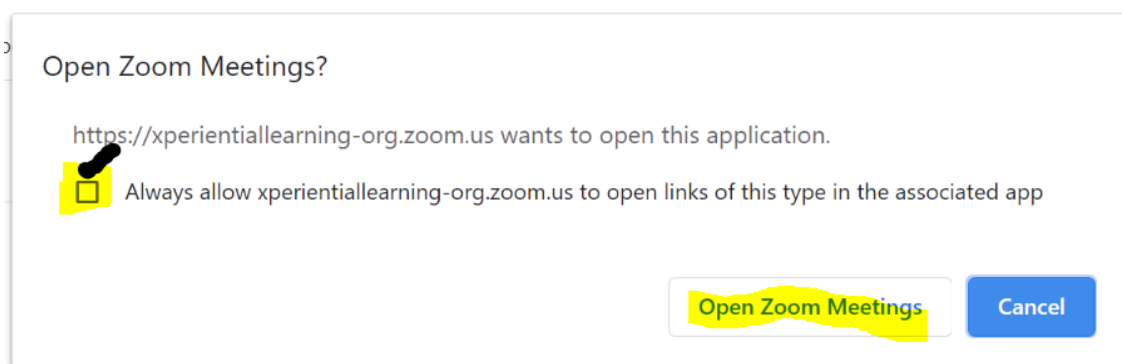
Click on the Calendar event you want to log onto



Click on the given Zoom Link here. It will open a pop-up as shown in the attached screenshot.



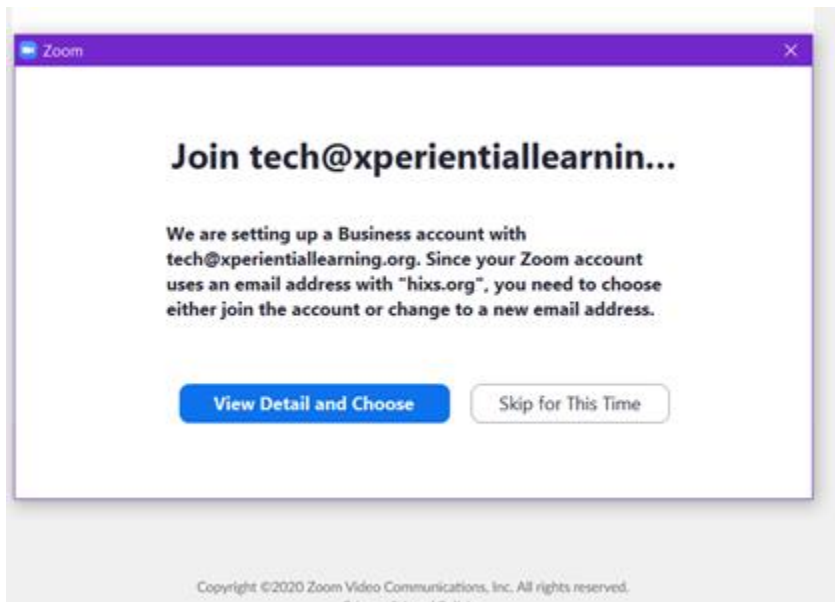
Please Tick mark the highlighted checkbox to avoid this popup for the next time and click on the “**Open Zoom Meeting**” option. You will be redirected to the class meeting room.



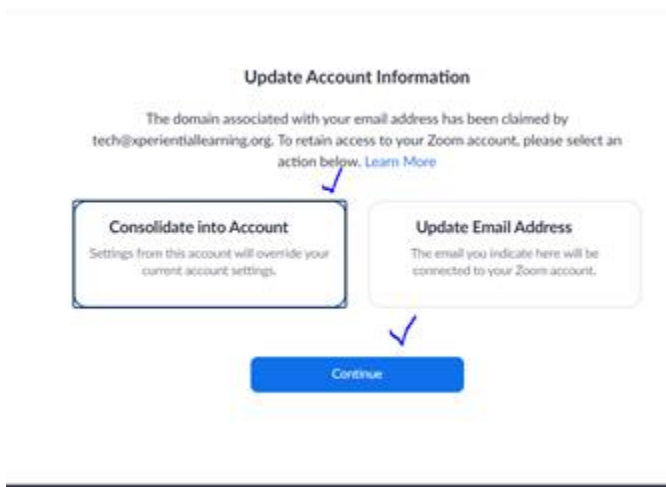
## What happens if I already have a basic account that uses the school's email id?

In this case, you will be prompted to join the master account ([Tech@xperientiallearning.org](mailto:Tech@xperientiallearning.org)) or change your email address. The prompt will appear when you sign in to an existing account or sign up for a new one.

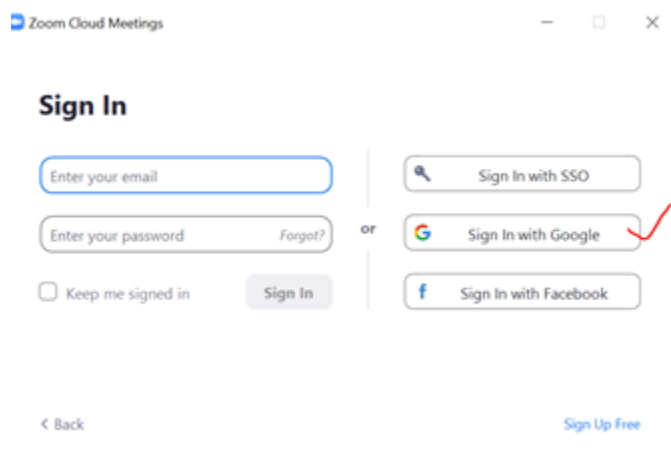
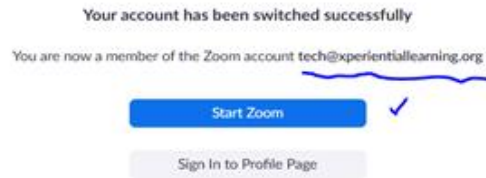
This will take you to join Zoom account on [tech@xperientiallearning.org](mailto:tech@xperientiallearning.org), Please click on “**View Details and Choose**” option:



Here you will get to see 2 different options, please select the “**Consolidate into Account**” option here then click on “**Continue**”.

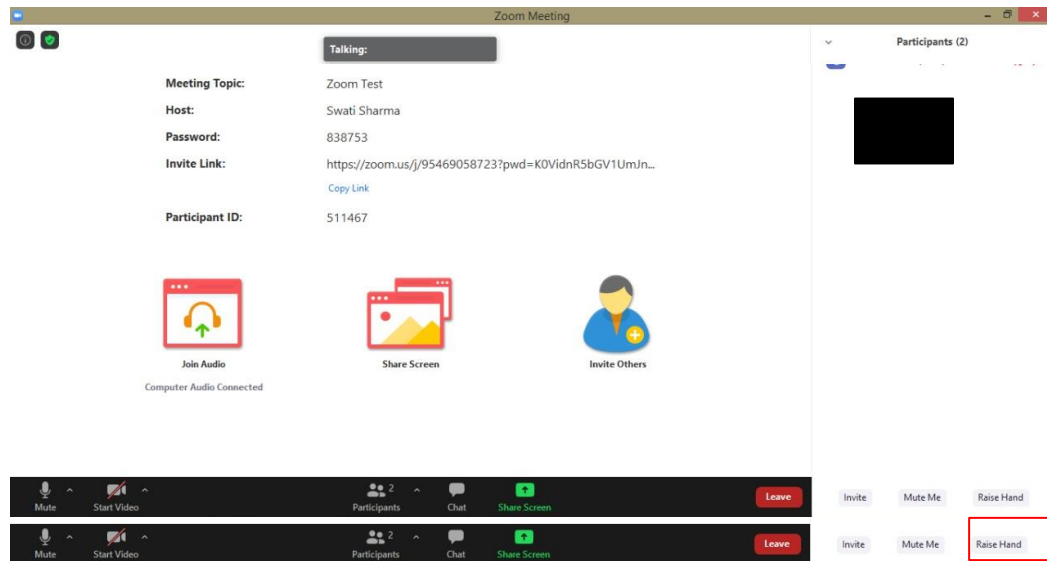


Now you can use Zoom using “**Sign in with Google**”, please use your school Email id to login.

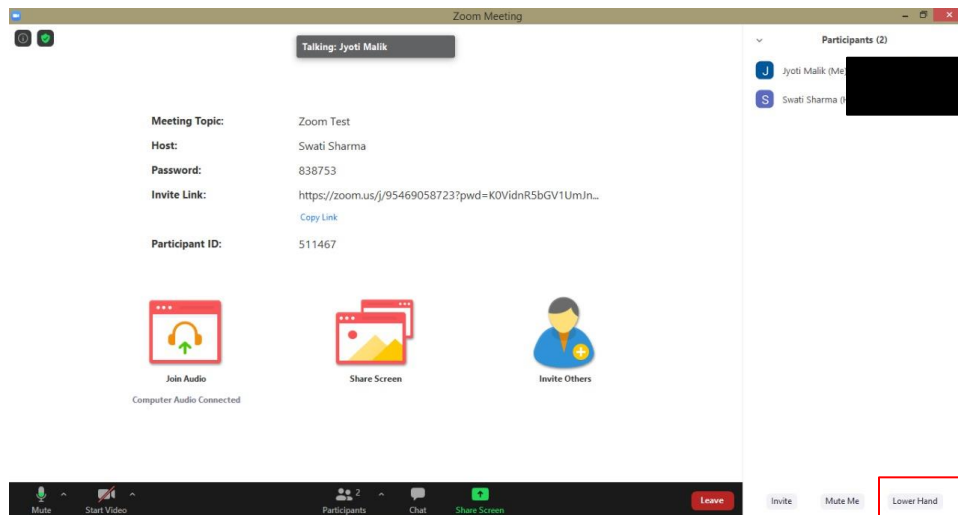


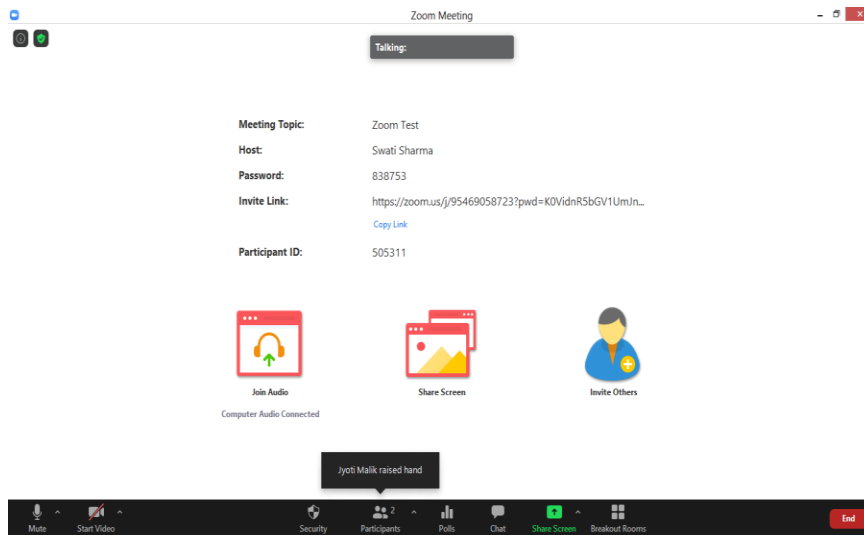
## How will students ask questions?

- Click on the **“Participants”** option and box will open in the right corner
- **“Raise Hand”** option will come on the bottom right corner
- Students can use **“Raise Hand”** option to ask questions



- Once students use this option then **“Raise Hand”** option will change into **“Lower Hand”** option





- Teachers will be able to see the name of the student who raised hand in the participants option and next to the video of the child as well

## How do I log issues with Zoom?

In case you have any issues with Zoom, please fill the in the form [here](#)

## Will students be able to create their own meetings using Zoom's official id?

Student's will not be able to have any meeting as a host using the school's G-Suite account.

## What are the Safety and Security Configurations being implemented by the school?

**All students must login to the Zoom App using the school's G-Suite account every day. They should log onto the links sent by the teachers after they have logged into the appropriate Zoom account. If they do not do so they will go to the Waiting Room and teachers will deny entry into the classroom.**

**'Waiting Room' is enabled for all the guest users. Students will be able to join the class directly using official login. However, anyone who has not logged onto the schools account will go to the waiting room**

### **Other configurations include:**

- Meeting Passwords are enabled as "On"
- File transfers are disabled
- Join before host is disabled
- Students will not be allowed to rename themselves
- Recording is switched off
- Students will not be able to host meetings with other participants using the school's id.

## What is Zoom's Privacy policy?

Zoom is compliant with the applicable requirements of the Children's Online Privacy Protection Act ("COPPA"), the California Consumer Privacy Act ("CCPA"), the Family Educational Rights and Privacy Act ("FERPA"), the California Student Online Personal Information Protection Act ("SOPIPA"), the EU's General Data Protection Regulation ("GDPR"), and other applicable laws.

Please see the details of privacy statement [here](#)

## What are Zoom's System Requirements?

### System requirements for Windows, macOS, and Linux

- An internet connection – broadband wired or wireless (3G or 4G/LTE)
- Speakers and a microphone – built-in or USB plug-in or wireless Bluetooth
- A webcam or HD webcam - built-in or USB plug-in
- A HD cam or HD camcorder with video capture card

### Supported operating systems

- macOS X with macOS 10.9 or later
- Windows 10\*

Note: For devices running Windows 10, they must run Windows 10 Home, Pro, or Enterprise. S Mode is not supported.

- Windows 8 or 8.1
- Windows 7
- Ubuntu 12.04 or higher
- Mint 17.1 or higher
- Red Hat Enterprise Linux 6.4 or higher
- Oracle Linux 6.4 or higher
- CentOS 6.4 or higher
- Fedora 21 or higher
- OpenSUSE 13.2 or higher
- Arch Linux (64-bit only)

### Supported tablet and mobile devices

- Surface PRO 2 or higher running Win 8.1 or higher  
Note: For tablets running Windows 10, they must run Windows 10 Home, Pro, or Enterprise. S Mode is not supported.
- iOS and Android devices
- Blackberry devices

### Supported operating systems For Mobile

- iOS 8.0 or later: Send and receive video using front or rear camera
- iPhone 4 or later, iPad Pro, iPad Mini, iPad 2 or later, iPod touch 4th Generation, iPhone 3GS (no front facing camera)
- iPad OS 13 or later
- Android 5.0x or later



### Supported browsers

- Windows: IE 11+, Edge 12+, Firefox 27+, Chrome 30+
- Mac: Safari 7+, Firefox 27+, Chrome 30+
- Linux: Firefox 27+, Chrome 30+

### Processor and RAM requirements

	Minimum	Recommended
Processor	Single Core 1Ghz or Higher	Dual Core 2Ghz or Higher (i3/i5/i7 or AMD equivalent)
RAM	N/A	4Gb

### Bandwidth requirements

The bandwidth used by Zoom will be optimized for the best experience based on the participants' network. It will automatically adjust for 3G, WIFI or Wired environments. Recommended bandwidth for meetings and webinar panelists:

For 1:1 video calling:

- 600kbps (up/down) for high quality video
- 2 Mbps (up/down) for 720p HD video
- Receiving 1080p HD video requires 2 Mbps (up/down)
- Sending 1080p HD video requires 2 Mbps (up/down)

For group video calling:

- 2 Mbps (up/down) for high quality video

For gallery view and/or 720p HD video: 2.5 Mbps/ 2.5 Mbps (up/down)

- Receiving 1080p HD video requires 3 Mbps (up/down)
- Sending 1080p HD video requires 3 Mbps (up/down)

For screen sharing only (no video thumbnail): 50-75kbps

For screen sharing with video thumbnail: 50-150kbps

For audio VoIP: 60-80kbps

- For Zoom Phone: 60-100kbps

Recommended bandwidth for webinar attendees:

- For 1:1 video calling: 2 Mbps (down) for high quality video and 2.5 Mbps (down) for HD video
- For screen sharing only (no video thumbnail): 50-75kbps (down)
- For screen sharing with video thumbnail: 50-150kbps (down)
- For audio VoIP: 60-80kbps (down)