



Simple Steps to a successful Virtual Classroom Learning experience

Preparation is key!

Please take 5 minutes at your leisure to prepare for the very best learning experience possible. The pages below outline the simple steps you can do to ensure you are ready to get the very most from your Virtual Classroom Learning.



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Get the most out of your Virtual Training

Here are a few top tips from our Trainers and previous Learners to get the most out of your Virtual Classroom experience. Obviously not all of these may be possible for you or right for you, so simply pick what works for you 😊

Get your equipment ready and test it

You are already halfway there as you are looking at this guide. But it is essential that you test the connection to your Virtual Classroom (see below) and also test the equipment you will need:

- **Webcam** – make sure it works and you can turn it on, it will be needed. If you do not have a webcam or cannot have it on you may not be able to continue with your course and be asked to leave the event (the only exception is if you are on a Technical course where it may be optional)
- **Speakers/Microphone or Headset/headphones** – a headset is ideal here. If you don't think that you have one you probably do, the one you got included with your iPhone or Samsung device is often far better than just laptop speakers and microphone. Or anything you would use for a Bluetooth car handsfree type setup
- **Two screens** – essential on most courses. If you think you do not have a second screen then think again, remember most TV's now if not all have an HDMI connection and so do most laptops. Et voilà a second screen. Appreciate you might have to negotiate with other members of the family to get access to this but it is well worth it.

Get in the right mindset

We are here to learn and better ourselves, so get ready and dressed the same way as you would if you were coming on a Face-to-Face course. This will help you be in the right frame of mind for your learning.

Ensure comfort

Ideally find a quiet spot, where you can pop your laptop down that is comfortable, a desk or dining room table are ideal. We will break up your day as much as we can but you will be using your laptop extensively. Consider what you are sitting on too, try and maintain ergonomics as much as possible.

Other things to have on hand

Grab some paper and a pen, we will still at times get you to do some writing to break up your day from screen time.

What to expect on the day

Every course is different just like in real life right but as delegates you will be expected to:

- **Have your webcams on.** As mentioned above this is likely to be essential and if you cannot have it on you not be able to continue the course and be asked to leave the event
- **Contribute.** We will be asking questions, so ensure that microphone is working
- **Shorter sessions.** It is likely that you may have shorter sessions with more frequent shorter breaks.

And Finally

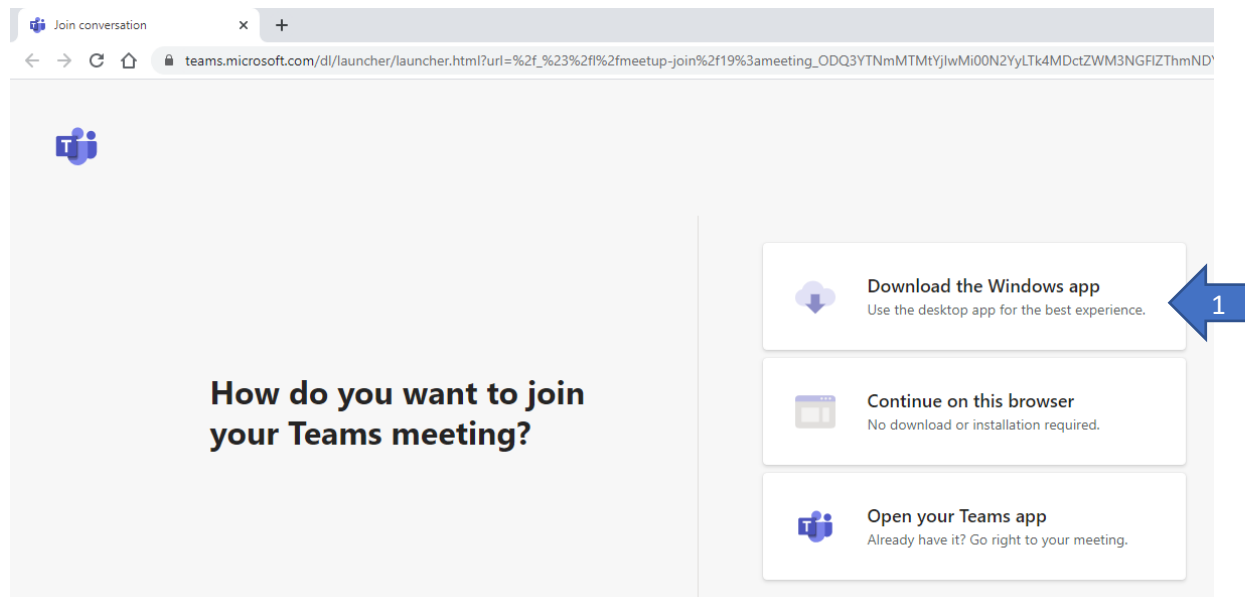
Make sure you have a cuppa on hand or some water, keeping yourself hydrated and fed on a Virtual course is as important as a classroom one 😊

Testing your Virtual Classroom – Microsoft Teams

To join a test MS Teams session please click here:

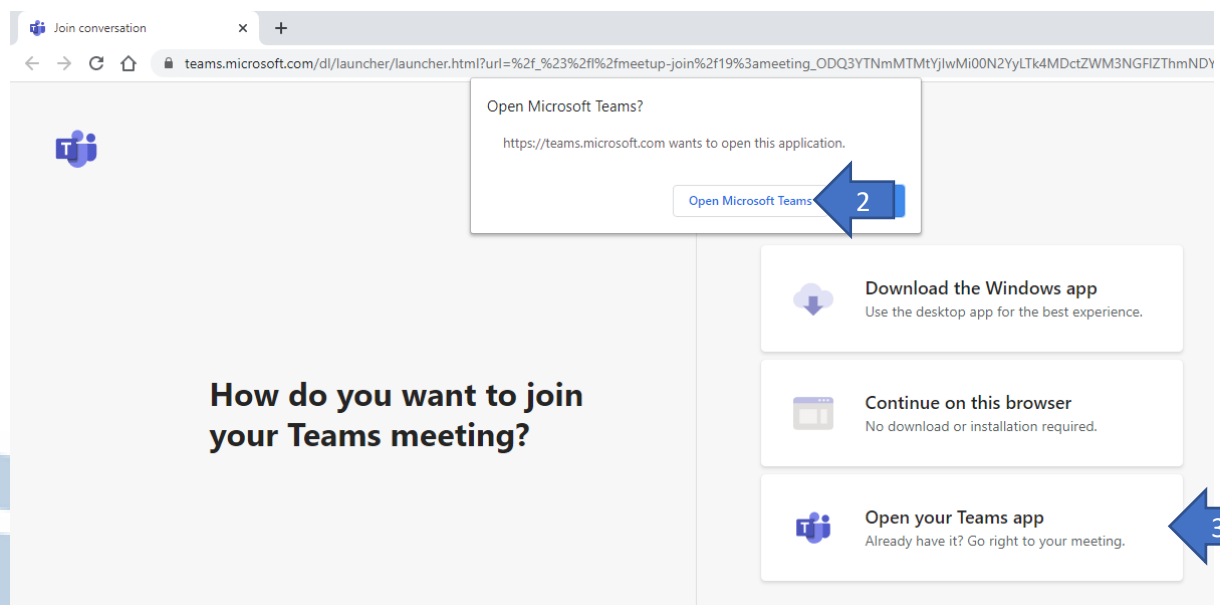
[Join Microsoft Teams Test Session](#)

This will load straight into Teams or in your default browser as follows:

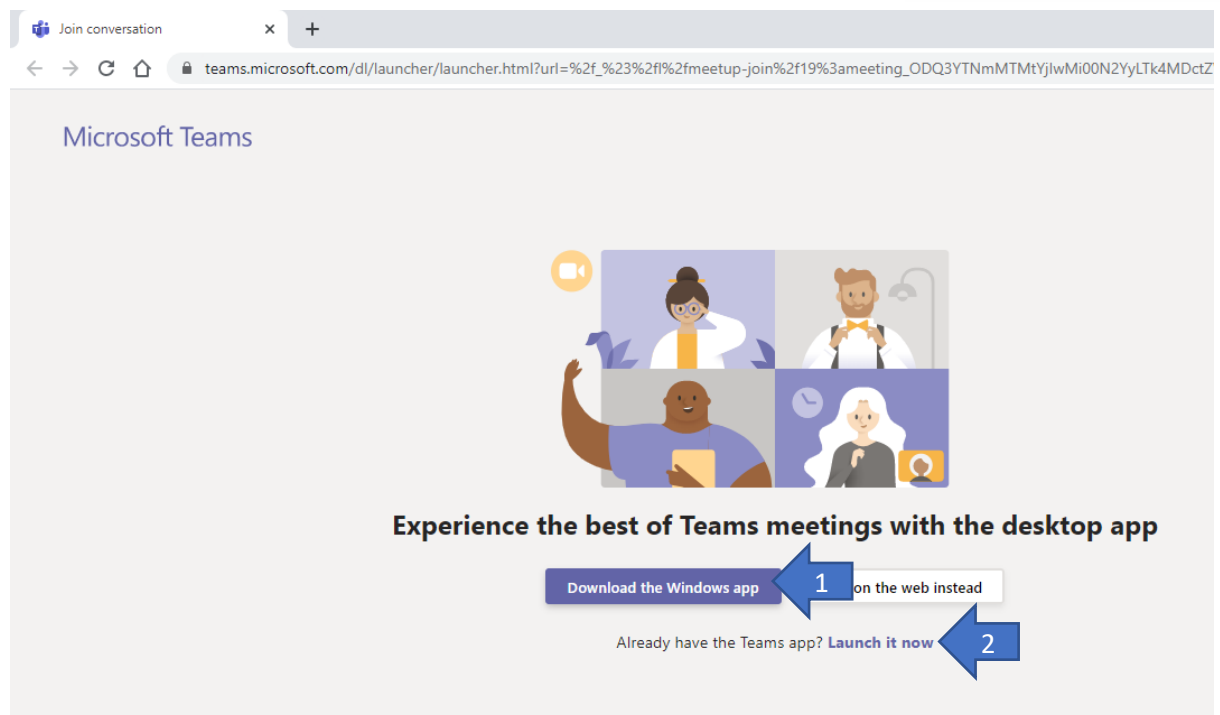


If this happens we recommend using the MS Teams App as opposed to in browser (in browser may limit you within the classroom). To **Download the Windows app** just click the top button (1) above.

If you already have the App installed as you use Teams you may see this screen, in which case just click "Open Microsoft Teams" (2). Or if you do not get this extra pop-up **Open your Teams app** (3) then it will duly appear.



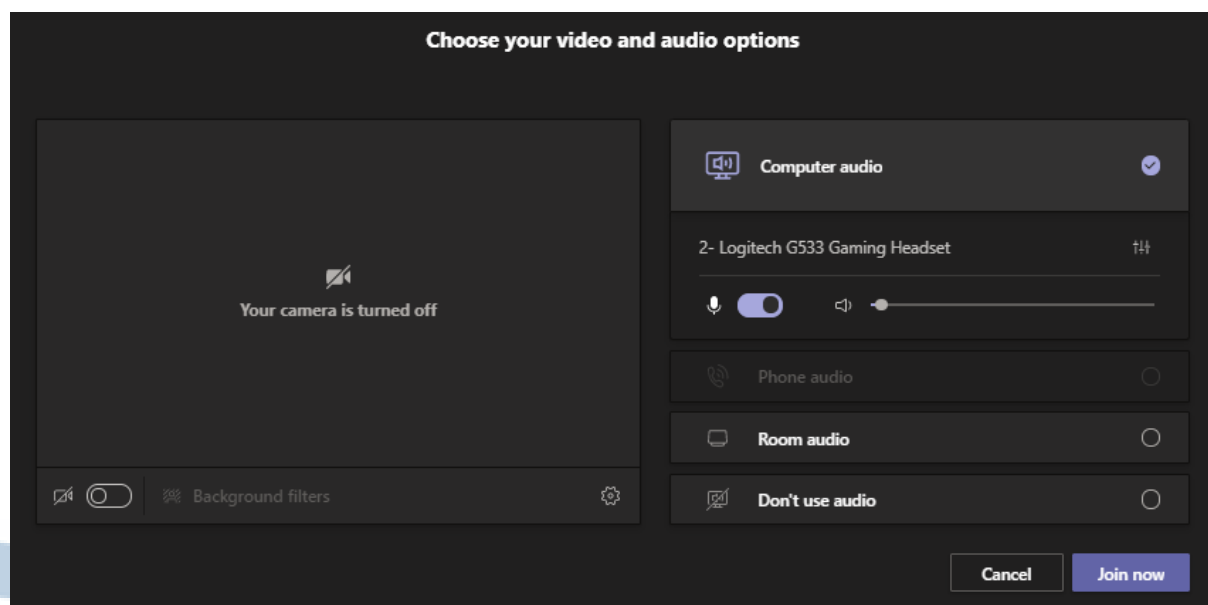
Alternatively, you may see a screen like this one:



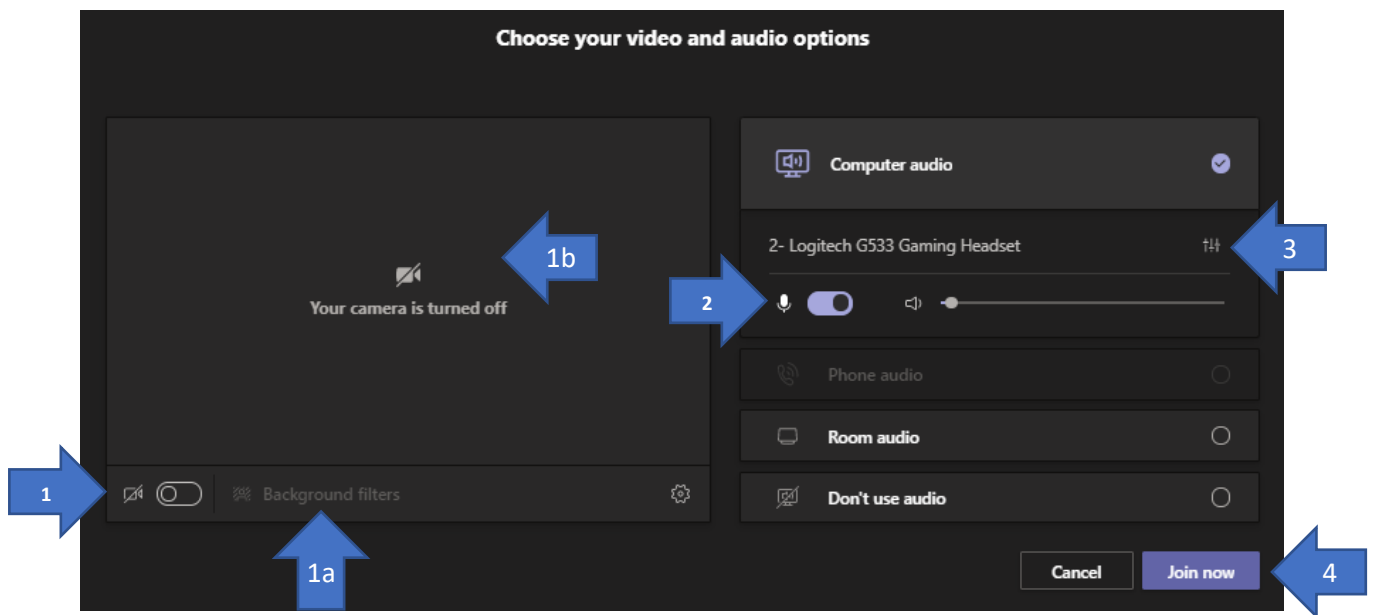
Once again hit **Download the Windows app** (1) above if you need to download it or hit “**Launch it now**” (2) to load into your existing App.

Previewing your settings

Regardless of your route you will get to this screen when you are about to join a session:



You can access number of settings from this screen to ensure you enter the room successfully:

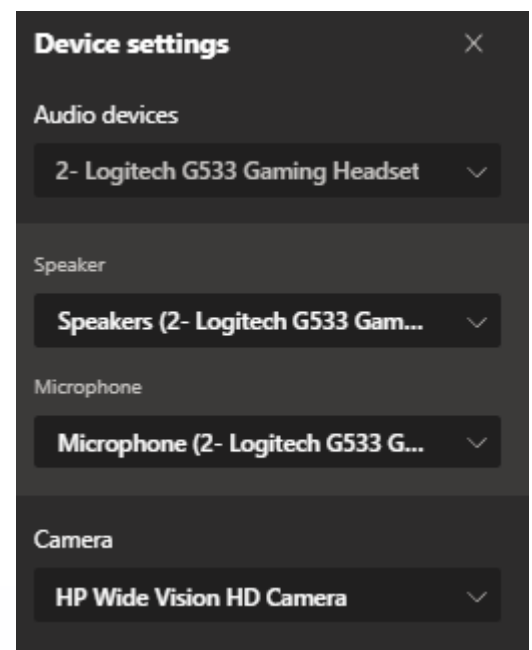


1. This turns your webcam on or off; if its grey as above it is off and 1b will not show a preview. If it is blue you will also see a preview of your webcam in 1b. If you would like to blur your background, then 1a will allow you to do this.

2. Like your webcam this is to mut or unmute your audio as you enter a room. In the example above it is blue so you will be un-muted.

3. These are your settings which allow you to change which devices you are using, speaker, microphone, webcam etc. The options appear on the right-hand side of your screen, as shown here on the right... From here you can even do a test call if you wish by hitting the "Make a test call" button. When you hang-up this will then show you your test results (see next page)

4. If you are happy and all setup then hit "**Join now**"



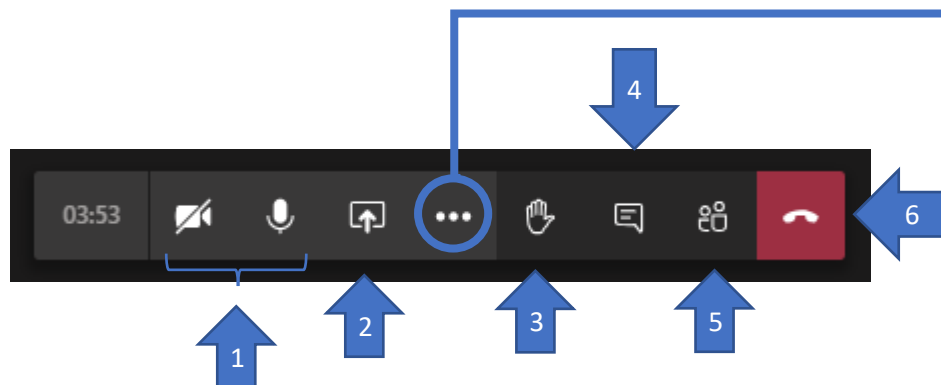
Interacting with your Virtual Classroom

Firstly you'll need to get in, you will be sent a link within the covering email which you simply need to click on to load the classroom up.

You may get a message saying you are in a Lobby, that's fine please just wait, and our trainer will "open the door" letting you into the Virtual Classroom.

Main Features of MS Teams

Your main ways to interact with the classroom are displayed down the bottom of your screen and are as follows:



1. You can hide/show your webcam and mute/unmute yourself here. A line through the icon means it is "off" no line means you are live.
2. This is to share your screen, please only do this if you are asked to do so by the trainer or it is appropriate in a breakout room.
3. The virtual way to raise your hand to ask a question etc.
4. This toggles the session chat window on/off
5. Show the list of people in the course with you
6. Hang up/leave the classroom

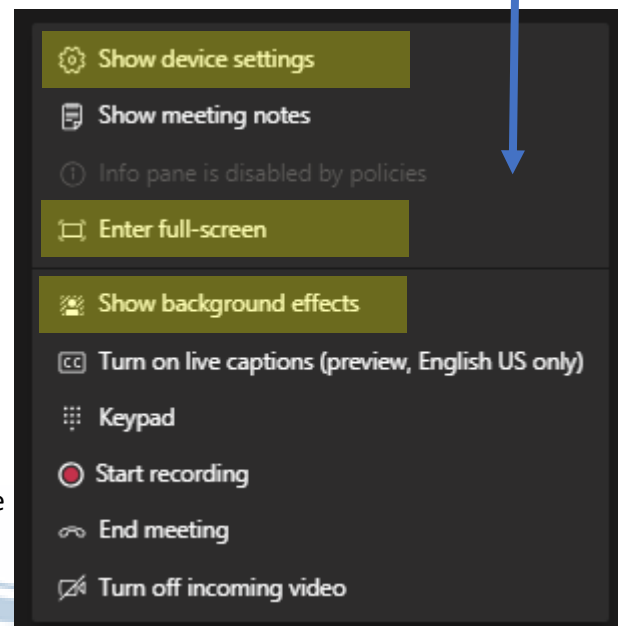
More Options (shown right)

We have highlighted the useful options:

Show Device Settings – in the same way as the testing above if you wish to change your webcam, microphone, or speakers you do it here.

Enter full-screen – this just gives you more real estate on the screen you are using making everything that little bit bigger & uncluttered.

Show background effects – this will enable you to blur out your background if required.

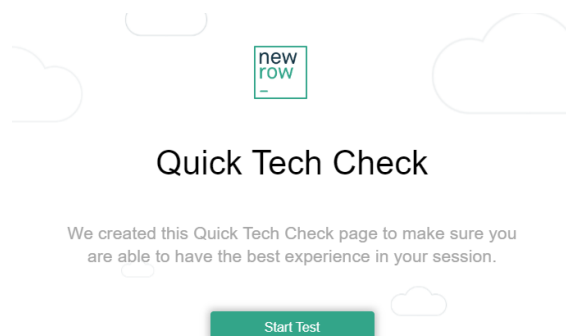


I need help

If you need technical assistance to setup your Virtual Classroom then don't panic we are on hand to help; ☎ vcsupport@quanta.co.uk.

Testing your connection to NewRow

To perform a quick tech check simply go to: <https://smart.newrow.com/room/testPage/> and Start Test



After which you will receive a full Summary Report hopefully indicating you are “a OK” to go or allowing you to make adjustments to which webcam, speakers, or microphone you will use. If you do not get all Green Ticks you’ll need to address the problem or contact us vclsupport@quanta.co.uk and we can help you.

Quick Tech Check Summary

Select your preferred webcam & microphone:

Select webcam

HP Wide Vision HD Camera (0bda:58f4) ▼

Select microphone

Communications - Microphone (G533) ▼

Play the test sound to check your speakers:

Select audio output

Communications - Speakers (Targus L) ▼

▶

Your connection quality

Test	Information	Status
Browser/OS Version Check	You are running Chrome version 80.0 on Windows version 10 This browser/operating system combination is fully supported!	PASSED ✓
WebRTC Components Check	WebRTC is fully supported!	PASSED ✓
Ping/Jitter	Ping time: 130.23 ms / Jitter: 13.80 ms.	PASSED ✓
Download Speed	Download speed: 243.41 Mbps. Nice! This will do just fine.	PASSED ✓
Upload Speed	Upload speed: 248.82 Mbps. Nice! You'll do perfectly in a video chat.	PASSED ✓
Database Connection Test	Database Connected!	PASSED ✓
Server Connection Test	Server Connection Model!	PASSED ✓
Webcam Stream Test		

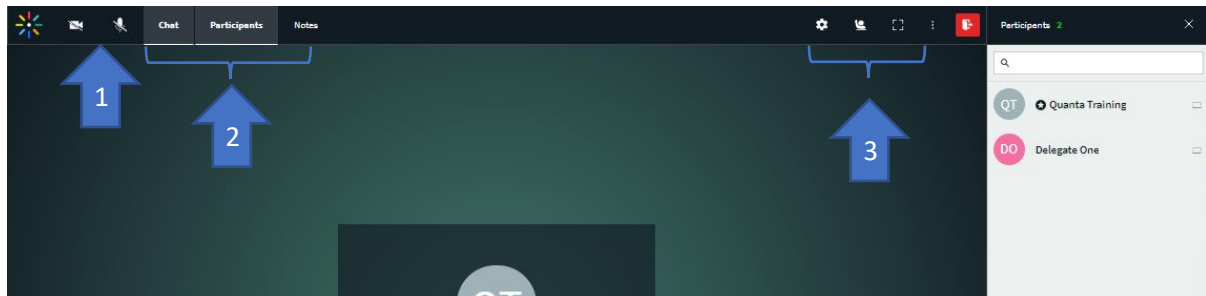
Accessing your Virtual Classroom

You will be sent a link, which will look something like this:

<https://smart.newrow.com/room/?<<Room ID>>> just click on that one day one and you will enter the classroom

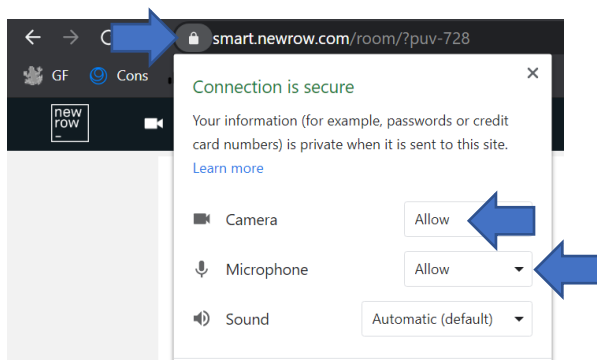
Main Features & Troubleshooting

By clicking this you will gain access to your Virtual Classroom:



1 – here you can toggle your webcam and microphone on and off. A red line through it indicates that it is off or muted.

When you first activate or if you are having problems then click the padlock in the address bar and ensure that you are allowing these devices in the browser:



The options you have in 2 refer to toggling the windows you see on the right-hand side of your window. In the example above we have Chat and Participants on (showing on the right) but Notes off (not showing)

There are also 3 options indicated by 3.

- The first one is a simple **“Raise your Hand”** you can use this to ask a question to the instructor or draw their attention to you as a delegate.
- The **Settings wheel** is the middle icon, should you wish to change which speaker/microphone/webcam you are using.
- The last icon is enter (or exit) **Full Screen Mode**.

Finally the red button on the right is the one to hit to leave the room

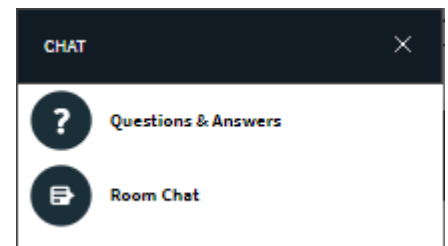
TOP TIP if at any point using NewRow things go a little bit wrong in terms of sound, webcams or similar just hit **CTRL+F5** to refresh your browser tab. It is a cliché but **“turning it off an on again”** in this case often fixes everything!

Using Chat

NewRow has 2 chat options:

Questions & Answers - This is an option to send a question to the Instructor, they can either answer you directly or send the answer to the room, using the main chat room.

Room Chat - The first chat icon is for a room or group chat. Everyone gets messages sent in this manner. If you are within a breakout room, then everyone in that room can see the messages sent.



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