The Silver Lining Café

Using Zoom in an Adult LBS Setting

Zoom Video Conferencing

Section 3:

Whiteboard

Screen Sharing

Annotation Tools

Acknowledgment

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Silver Lining Facilitators
Susan Lefebvre, MTML Executive Board Member, Silver Lining Café Creator
Anjali Chaudhri, MTML, Project Manager
Tracey Mollins, AlphaPlus, Organizational Development Consultant – Education and Technology

Supporters
Trish Samuels, ESU Toronto District School Board
Monika Jankowska-Pacyna, AlphaPlus, Organizational Development Consultant – Education and Technology

This manual was developed by MTML.

Editor: Trish Samuels   A special thanks to our awesome editor! Trish's contributions, exceptional eye for detail and especially her Zoom expertise has greatly enhanced the quality of this manual.

Silver Lining Café Participants and Organizations

Alexandria Park Neighbourhood Learning Centre
Margaret Griffiths
Jason To
Kim Wilson

Centre of Learning and Development
Camila Geo de Oliveira

Dixon Hall
Maxine Brown-Simpson

Frontier College
Denise Dennis
Jared Ross

LAMP
Anita Dhanjal

Learning Centre for Georgina
Kristin Saunders

Literacy Council York-Simcoe
Magda Debney

Parkdale Project Read
Mary Brehaut

West Neighbourhood House
Annie Mahoney

Street Haven
Gloria Snoddon

Toronto Catholic District School Board
James Black
Gaby Jolie

Toronto District School Board
Alison Clarke
Susan Long
Shelley Lynch
Carol Olson
Hellen Pantis-Tassis
Smita Parpani
Grace Pasquino-Liotti
Judy Perry
Trish Samuels
Stephanie Schwartz
Ruth Smith
Rosemarie Bridgemohan
Danielle Sprange
Margaret Postlethwaite

Toronto Public Library
Susy Guadagnin

YMCA
Ambreen Ahmad
Tara Pishghadam

Zoom Video Conferencing Tools

There are many video conferencing platforms being used by LBS agencies such as Google Meet, Skype, WhatsApp, Webex and Zoom. We will only cover the Zoom platform as it's the most commonly used video conferencing tool used by literacy programs, and also by the Silver Linings Café.

In this manual, we provide information on how to use Zoom as well as highlight some of the features that Silver Lining Café participants have told us are useful in making the most of their Zoom meetings with learners. You will find step-by-step instructions and **practitioner tips**.

There are six sections to this Zoom manual:

Section 1: Getting Started: setting up an account, scheduling meeting, sending an invite, joining a meeting

Section 2: In Meeting Controls and Video layouts (Gallery/Speaker views)

Section 3: Whiteboard, Screen Sharing and Annotation Tools

Section 4: Breakout Rooms

Section 5: Polling

Section 6: Preparing for Remote Learning, Building Community & Engaging Learners, Online Resources

For the history of the Silver Lining Café project and outcomes, refer to the companion report: "Silver Lining Café" Report, September 2020.

Please note that Zoom updates are frequently available. Some features discussed in this manual will not be possible to use without uploading the most recent version of Zoom. Also note that not all of the features are available to use when starting a meeting from the web portal without being logged into the desktop client as well.

The information in this manual is accurate as of December 2020. Features and steps to using them may change with future downloads. Consult support.zoom.us for more resources and information.

Language note: **Click** and **select** are used interchangeably here. This guide is for desktop or laptop users. There is a separate mini manual for mobile device users (phones and tablets).

Happy Zooming!

Susan and Trish (December 2020)

Table of Contents

Section 3

Share Screen

Screen sharing ensures everyone is looking at the same document. It's actually easier in a virtual lesson than it is in person to make sure everyone is following along at the same place. In a Zoom lesson, you can use your Zoom annotation tools like the spotlight tool to ensure everyone is looking at the same part of the document together.

Share Screen allows you and learners to share documents, such as:

- Whiteboard
- Word/Excel/PowerPoint document etc.
- PDF document
- Image/picture
- Website
- Video or audio file/website with video/audio/film etc.
- The entire desktop/screen

You can enable screen sharing in the Zoom general settings. If you didn't enable this option, you can during a session.
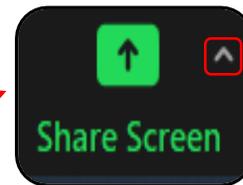
In your in-meeting controls:

1. Select the **up arrow** next to the green **Share Screen** button.
2. Select **Advanced Sharing** to view enabled options.

To allow learners to screen share:

3. Select **All Participants**

To prevent learners from interrupting your shared screen:

4. Select **Only Host** can start sharing when someone else is sharing.

Once you have mastered the **Share Screen** function, you and the learners can annotate on any shared screen. Annotation tools allow your learners to mark up the displayed screen, whether it's the whiteboard or any of the other examples listed above. The **Annotation Tools** can make your lessons interactive, keeping learners engaged. The next section describes how to enable the **Annotation Toolba**r and the different types of tools available and is followed by a section on sharing a **Whiteboard,** an ideal place to learn and practice the annotation tools.

Annotation

Annotation is a great way for learners to participate without mics or video. This feature lets everyone write on the screen at the same time. You can use these tools to draw attention to a reading passage, selected vocabulary, a math question etc. Learners can use it to show understanding of the material you are teaching. It can be an immensely helpful teaching tool. It is also a way to engage many students simultaneously. Because it can be done anonymously, students may feel less pressure to give the "correct" response and be more likely to participate.

When you are sharing a screen:

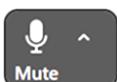- Select **Annotate**. The **Annotation tools** will appear.
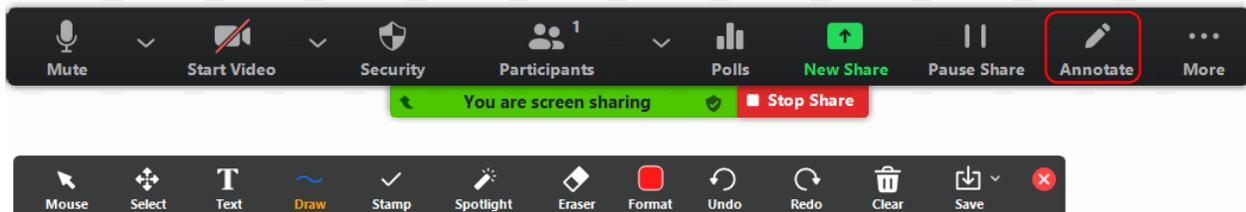
My in-meeting controls disappear when I share my screen!

Both learners and practitioners have reported this issue when they are sharing a screen. Recover the **in-meeting controls** by hovering your mouse over the screen above this image.
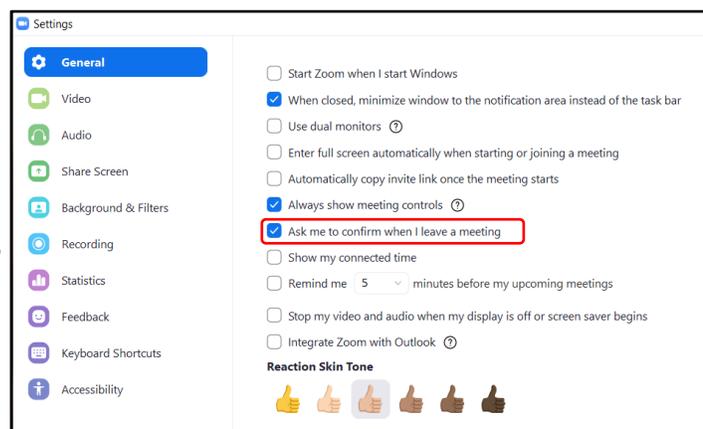

The permanent fix:

- Select the **up arrow** next to Mute
- Select **Audio settings**
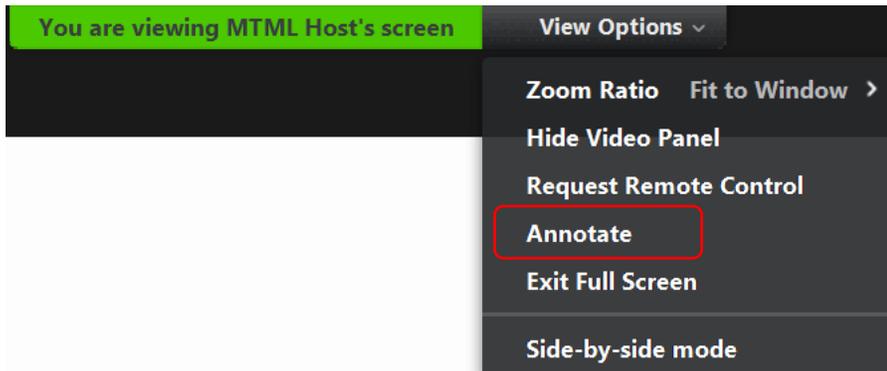- Select **Always show meeting controls**

With the above setting enabled, the controls will **remain visible** for all **Zoom** session on that device.

Enabling Annotation

When **viewing someone else's screen share:**

- Select **View Options**
- From the dropdown menu, select **Annotate**

The Toolbars

The Annotation tools of the person starting the screen share and the viewer of the share differ slightly.

The **screen sharer (or whiteboard sharer)** has extra options:
- **Select**: allows you to edit/move others' annotations.
- **Spotlight:** is a virtual laser pointer, a useful tool for drawing learners' attention to different areas of a whiteboard or other screen shares. Many instructors use it for reading activities, so everyone knows where you're at and where to look. Under the spotlight is your arrow. Viewers of your screen share only see the arrow (below)
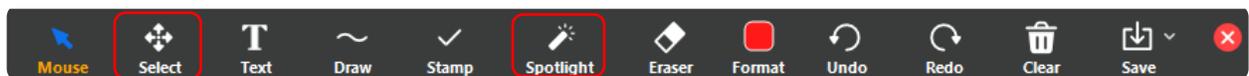
Viewing someone else screen share:
- **Arrow**: Use to insert an arrow that displays your name. Learners can use this feature to point out their annotations. (Screen sharers have this tool too but it's under **Spotlight**.)
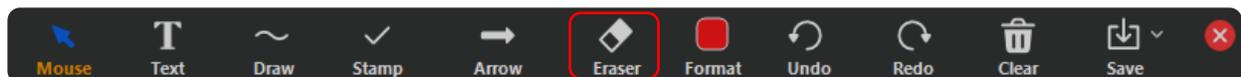
Note: Once you have annotated, you cannot go back and edit or move your text or drawing. You can only erase or undo your action. (See next page for details)

Annotation Tools Expanded

Use **Mouse** to deactivate annotation tools and switch to mouse pointer (Screen sharer does not have this icon when annotating whiteboard)

Use **Select** to move others texts/images. Also edit others texts.

Use **Text** option to create text box & type text.

Use **Draw** options to free draw, add lines and arrows, add boxes around, highlight and circle text /images.

Use **Stamps** To get/give feedback or responses to questions by using the checks and Xs. ? mark for don't understand/unsure.

Use **Spotlight/ Arrow** to point to text or an object/image.

Use **Format** options to format text, drawings or shapes. There are 15 colours to choose from on a desktop/laptop.

For visibility, use the largest 3 font sizes.

Clear All Drawings
Clear My Drawings
Clear Viewers' Drawings

Save Annotation as
PNG
PDF

Mouse | Select | Text | Draw | Stamp | Spotlight | Eraser | Format | Undo | Redo | Clear | Save

Line Width

Font
B I 48

12
14
18
24
36
48
72

* A dropdown menu appears when certain options are selected.

Annotation – Draw and Stamp Tools

These are stamps.
Colours are set.

You can draw shapes semi-transparent to create Venn diagrams etc. You can add text on top.

TEXT
TEXT
TEXT

There are a wide range of colours to choose from.

or you can draw solid shapes (& use a white or coloured retangular/circular outline to draw within a solid shape.

Arrows can be used to draw attention. You can also change the line width.

Shapes can be outlines, semi-transparent or solid.

These are outlines shapes– great for framing text you want to highlight.

Note: Within a text box, all text has the same format (font size, colour, bold, etc.). You need to add new text boxes to create text with a different format.

Annotating a Whiteboard

The best place to practise annotating is on a shared whiteboard. Below is a sample from one of the practitioner's training sessions. (See page 8 on how to Screen Share a Whiteboard)
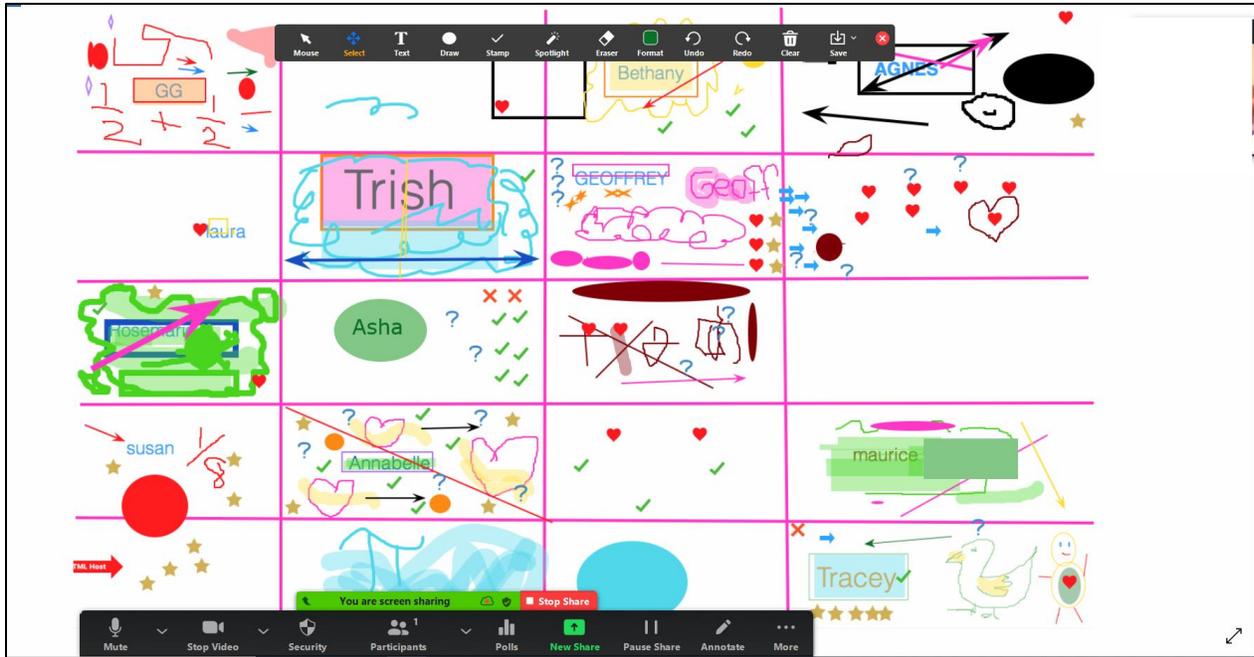
Learners often share screens to show their own work, share website resources or photos, etc., but they don't tend to screen share the whiteboard (unless they're in breakout rooms). Mostly, you'll likely be helping them learn how to annotate your whiteboard. It's important to give yourself and learners the time to practise before asking them to annotate a language or math lesson. You can draw a grid like the one above by clicking the **Line** icon found under the **Draw** dropdown menu.

Practitioner Tips:

- It can take a bit of practice to get to know the whiteboard and annotation tools and to start to feel fluid in the use of them. Be patient and aim to add one or two new skills to your and the learners' repertoire each lesson. There's no rush! Like using many of the tools on Zoom, there will be some fumbles along the way. Try to have fun!

- Let learners play with the annotative tools on a white board so they can practise with shapes, writing, font and colours. This way, learners will know how to participate in lessons using the annotation tools. Think about incorporating a fun activity into your sessions which involves using the annotate tools. Use low-stake activities when teaching learners how to use the tools. (See next few pages for more ideas.)

Annotation Tools – Practitioner Tips

More Practitioner Tips:

- Try using a stylus for more control on the whiteboard. It is easier than using a mouse on the whiteboard (you'll need a touchscreen and pen to do this – you can invite yourself before the lesson starts to the session from your phone or tablet app if you like [don't join with audio or you'll get feedback from both devices] and annotate your with the stylus).

- Use shapes and colours for teaching math, using different shapes to show area and different colours to highlight steps in the process, from the original question to the answer.

- Use the stamps and draw tools to highlight or draw attention to important text. You can make shapes semi-transparent or bold: for example, instructors could use this feature to show gradation of something such as when teaching comparatives and superlatives: good (light colour), better (darker colour), best (darkest colour). The outline rectangle or circle tool can make effective text boxes to frame key ideas.

Sharing a Whiteboard

The whiteboard is one of the most interactive features of the Zoom video conferencing platform. This feature allows you to create visual learning experiences with relative ease. The whiteboard lets you write on a blank screen that everyone can see (just like you use a real whiteboard in a classroom). You can use the annotation tools to write and draw on the whiteboard together during math or writing lessons. Everyone can annotate the whiteboard at the same time. The steps to sharing a whiteboard are the same ones you follow to screen share any document, image, picture, etc.
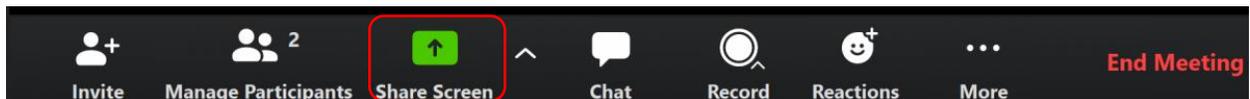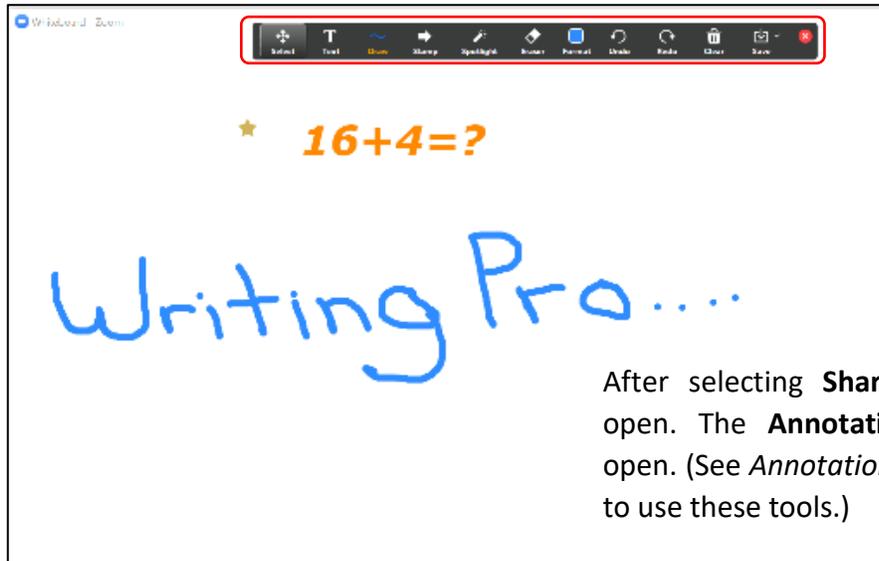

- Select **Share Screen**
- Select **Whiteboard** (the Whiteboard thumbnail turns blue)
- To open, double click on Whiteboard, or select Share
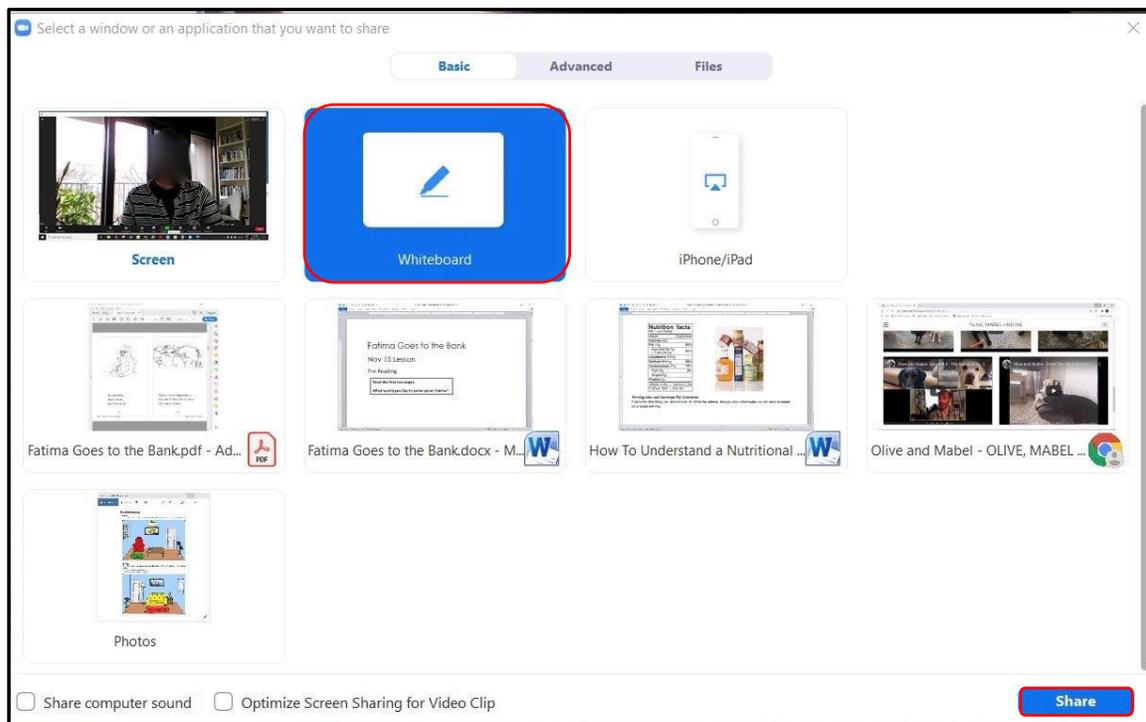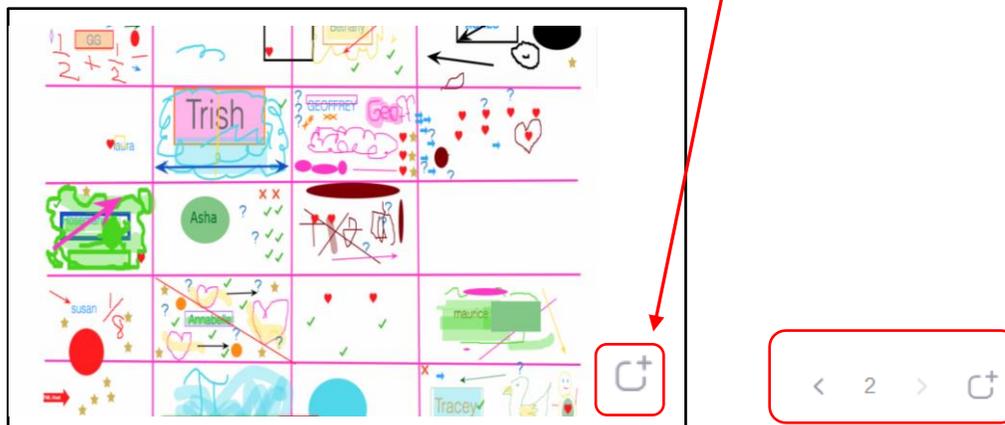
Whiteboard, Cont.

Annotation tools

After selecting **Share**, the whiteboard will open. The **Annotation tools** automatically open. (See *Annotation pages 4-7* to learn how to use these tools.)

Multiple Whiteboard Pages

You can add extra whiteboard pages (to a total of 20) during your lesson and scroll back and forth through them, referring to earlier ones as you go (unlike a real whiteboard that you have to erase). Select the little square icon with the plus sign in the bottom right hand of the whiteboard to add pages. Only the person who started sharing the Whiteboard can **add** pages and move between them.

Saving the Whiteboard

You don't have to remember to save the whiteboard. Zoom automatically saves a copy of the whiteboard each time you exit it, so if you stop sharing and return to the whiteboard, a copy will be saved for each.
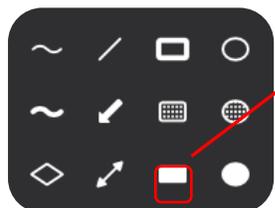
Annotating a Whiteboard – Examples

Practitioners have lots of creative ways to use the annotation tools on a whiteboard. Here are a few examples:

To create circles, select the highlighted circle from the Draw tool.

Make half of the whiteboard black to create a punchy backdrop.

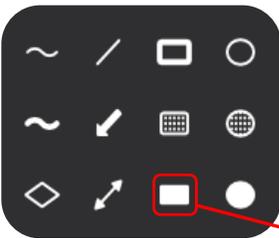# Annotating a Whiteboard – Examples, Cont.

Who?	What?	When?
The man in the yellow hat.	Learners can fill in missing info using text tool.	
Where?	**Why?**	**How?**

PRESENT	PAST	PAST PARTICIPLE
swim	swam	swum
drink	drank	drunk
be		
begin		
come		
do		
draw		
drive		
eat		
fall		
get		
grow		
know		
ride		

The shapes, lines and arrows are ideal for teaching geometry.

A solid white rectangle was overlaid on the purple rectangle to create an L-shape (the white rectangle disappears on the whiteboard).

4 m   20 m

What is the radius of this circle?   12 cm

Mouse Select Text Draw Stamp Spotlight Eraser Format Undo Redo Clear Save

What is the diameter of this circle?   5 m

3"   12"   ?

Whiteboard – Copy and Paste Text

To copy and paste text **from a Word document onto the Whiteboard**:

You can only copy text from certain PDF documents onto the whiteboard! Some PDFs prevent you from copying their materials (copyright issues).

- **Highligh**t the text in the Word or PDF document you want to copy.
- Open a **Text** box on your whiteboard.
- Right click mouse and **paste** or select **Ctrl V** on your keyboard.

You may lose some the formatting.

To edit text on the whiteboard:

- Click [Select] from the annotate toolbar
- Double click inside the text box and edit the text to change size, colour, bold, etc. You can also click select on a text box and move it elsewhere.

On the left, the solid blue rectangle was inserted using the **Draw** tool. The **Text** tool was used to add the questions.

The text on the right was copied from a Word doc and then reformatted.

What is the flyer about? True or False: 1. Frostbite is not dangerous. 2. It takes 30 minutes to an hour to warm up frozen part parts Explain what wind chill factor is. What are two pieces of advice you would give to help someone stay warm and dry?	Frostbite Skin can freeze in the winter from exposure to cold and wind. Frostbite is dangerous; it can damage skin forever. Skin can freeze in less than five minutes. Try to stay out of the wind. Wind Chill Factor Wind chill is how cold it feels when the wind is blowing. For example, suppose the temperature is -1C° and the wind is blowing at 64 kilometres an hour. This mix of wind and temperature will make it feel like -20 C°. Pay attention to the wind chill, not the temperature outside. Health Tip If you think someone has frostbite, do not let anyone rub their skin. Put frozen skin against a part of the person's body that is at normal temperature. It takes from thirty minutes to an hour to warm up frozen parts. Warm water (not hot) can thaw out frostbitten skin too. Be safe - get medical attention. Source: Beat the Street

# Whiteboard Practitioner Tips

Practitioner Tips:

- Use the whiteboard as a solution to record keeping.

- Or record homework assignments and email to learners.

- Once you end your session, no more changes can be made on a whiteboard. You might want to wait for learners to leave the meeting and then use the whiteboard to make final notes and save it as a file (it will automatically save your whiteboards after you end the session, so don't worry if you forget to hit the save button).

- Keep in mind, each time you stop the screen share during a session, it will duplicate whiteboards in the screen share options, so keep only the most recent one(s) and delete the earlier versions.

- On a desktop, users can switch between whiteboards and sharing another screen without causing the whiteboard to be cleared or the information to be lost.

- **Caution:** If using the mobile app, changing to a different screen share image would cause the whiteboard to be erased – you'll have to tap to save it first.

- Try using a stylus for more control on the whiteboard. It is easier than using a mouse on the whiteboard (you'll need a touchscreen and pen to do this – you can invite yourself before the lesson starts to the session from your phone or tablet app if you like [don't join with audio or you'll get feedback from both devices] and annotate your with the stylus).

Practitioner Tip:

There are times when you don't want learners to annotate a particular whiteboard or a document/image. You can temporarily stop them from annotating:

Select **More** on your in-meeting toolbar during a session.

Select **Disable Annotation for others**
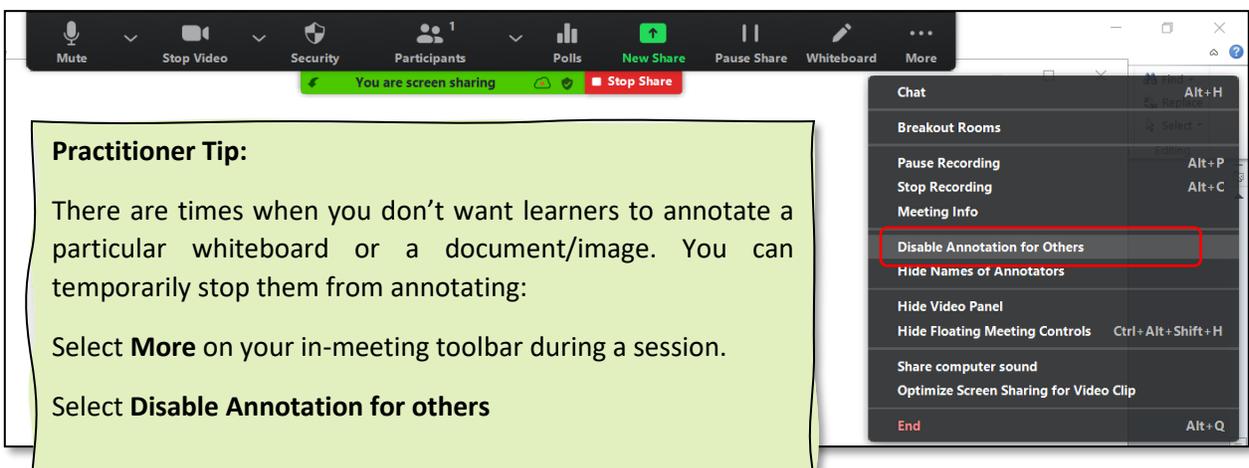
Different Types of Screen Shares

You can share pretty much anything you can see on your screen. Common screen shares:

Word Document – Edit right in the document without Zoom's annotation tools if you want. You can share any Microsoft office Programs – Excel, PowerPoint, etc.

PDFs – Copy and paste the info from many (some PDFs won't allow you to do this- copyright issues) PDFs into a Word doc if you prefer to work with the text in Word. You may lose some formatting. Note: images within the PDF cannot be copied (unless you take a screenshot of them and then add that to a Word doc).

Photos and Images – Pictures, screen shots etc.

Web Browser Window (learner see your whole browser window with all of your tabs for different web pages). You don't have to stop and re share another screen - you can just click on the different tabs to go to the next webpage that you have loaded up in advance of the lesson. You can open a new tab to do a Google search live in your lesson to look something up and show them images of something in a document/from another web page (e.g. what are the Egyptian Pyramids?) You can bookmark pages that you use frequently to return to them easily. Save on your bookmarks bar or in a folder.

Audio – music, listening activity, podcast music- great way to start a lesson while you are waiting for the class to begin or to indicate a break. You can also share podcasts.

Video – Many videos allow you to change the speed and enable closed captioning (subtitles) to accommodate learners' needs.
> Kanopy Stream full-feature and short films and documentaries. Connect through your Toronto Public Library (TPL) account.
> Overdrive Free e-books and audio books. Also through the TPL. Use your account.
> Ted Talks has inspiring, motivational, interesting, educational material for lessons.
> YouTube Search for educational videos amongst many other genres too – change the speed, enable closed captioning to accommodate learners' needs.

Desktop (**Screen** on laptop) - useful for teaching learners how to use Zoom or other tech skills (so they can see your whole desktop and your taskbar - to find icons to open apps, etc. you need to enable **Show my Zoom Windows to other participants when I am screen sharing** (you must enable this in your Web portal Settings and then you can find it in your desktop client settings under Share Screen – see page 1) to get the maximum benefit of sharing your entire desktop. You can turn it off easily from your settings during the meeting as well.

The Screen Sharing Process

Before

1. Decide what you would like to share in your lesson.
2. Open the document(s), image(s), and/or website(s).
3. Open means you're not just looking at the icon on your desktop or taskbar, but the document (or web browser) is open so you can see inside the document (or read the words on the webpage) and it's ready to screen share. Otherwise, it won't show up as an option to share when you click **Share screen**.

During

1. Select **Share Screen** on the In-Meeting Controls.
2. A window pops up - select the document you want to screen by clicking on the icon of it in the window (it will turn blue > click Share in the bottom right hand corner.
3. You can now open your annotation tools (click the annotate icon on the floating toolbar
4. Click Save at the end of your annotation toolbar to save your share.

After

1. After your lesson, the folder with screen shots from your session should pop open.
2. Where are they saved? Check your Documents folder if you have one (on a PC/Mac) or do a search - enter Zoom. There is a Zoom folder. The folders are saved by date.
3. You can drag the saved files of the annotated screenshots that you made of your screen shares into an email to send to students. Feel free to rename them something meaningful.

Practitioner Tips:

After your session is a good time to take what you want from the Zoom folder so you don't have to look for it later. Drag everything out of Zoom folder onto your desktop. Send the screen shots to learners and discard the rest.

You may also want to save your screen shares somewhere else for re-use – perhaps in a folder where you keep your lesson plans and activities.

Screen Sharing One Window (Application)
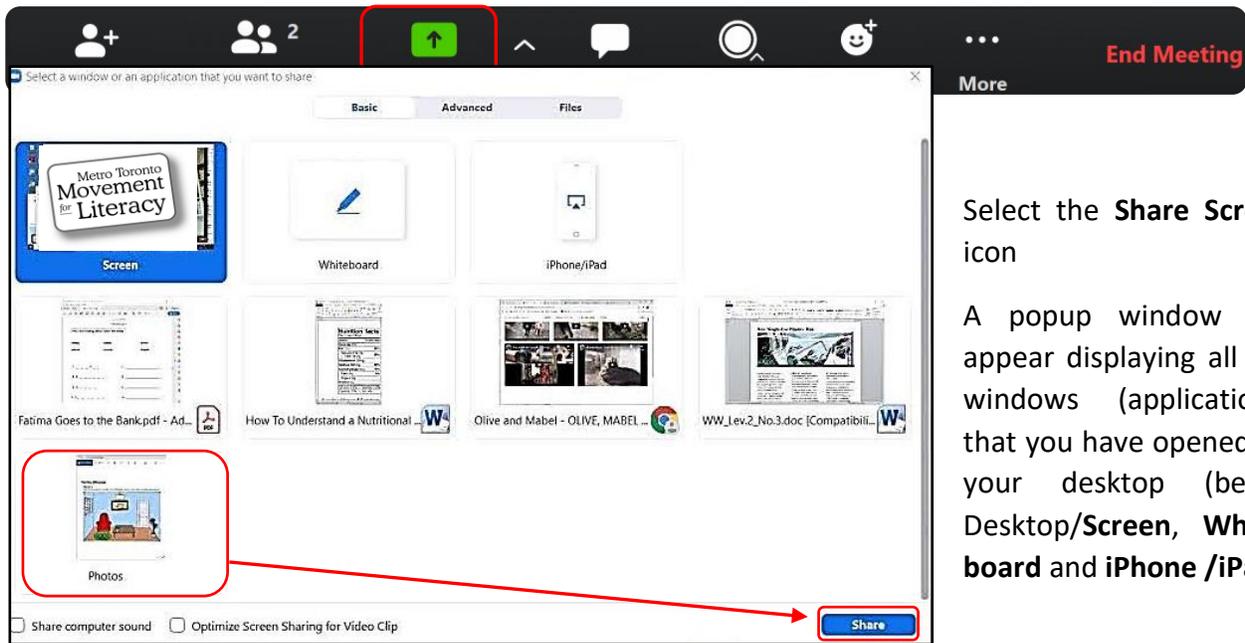
Select the **Share Screen** icon

A popup window will appear displaying all the windows (applications) that you have opened on your desktop (below Desktop/**Screen**, **White-board** and **iPhone /iPad**).

You can share one window (application) or multiple windows at a time. How many you choose depends on your purpose.

To share one window:

1. Select the window (application) you want to share
2. Click **Share** (or double click on the application).

Desktop (called **Screen** on a laptop computer) is always the first window you will see, appearing in the top left-hand corner. It will appear blue until you select a different window to share (which will then turn blue). Next to **Screen** is always **Whiteboard**.

The type of window/application available to share (because it is open on your desktop) is indicated under each thumbnail.

E.g., in this image you see open: a PDF, 2 Word docs, a photo & a web page with a YouTube video.

Screen Sharing Images and Photos

To enable
Annotation tools:

- Select **Annotate**

To stop sharing:

- Select the red
  button, **Stop
  Sharing.**
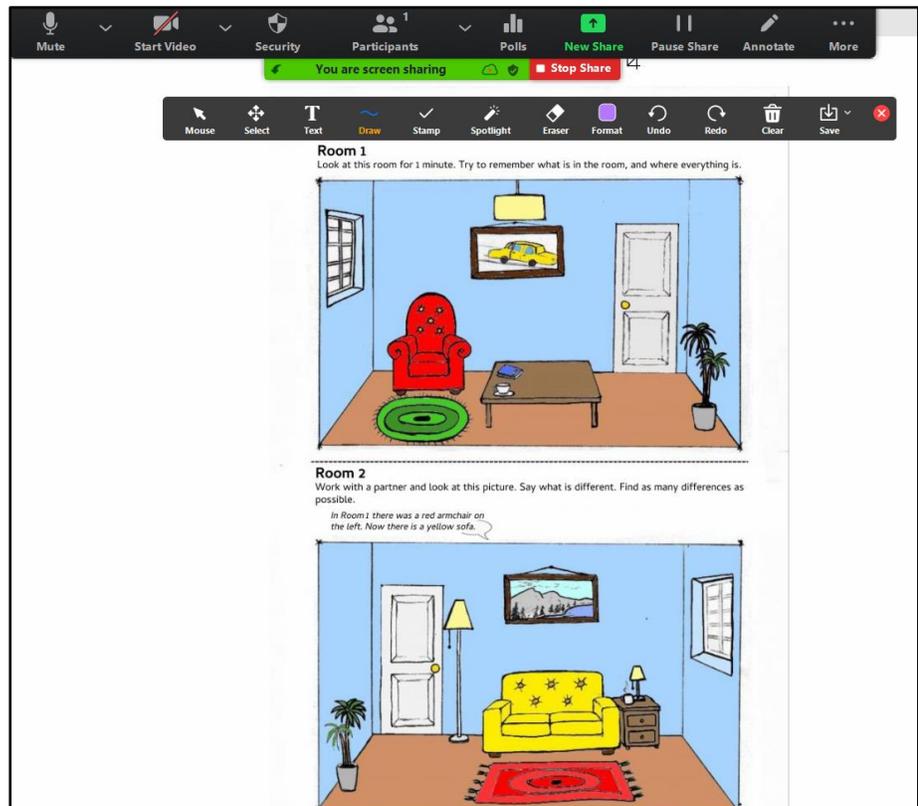
Note:

Both Learners and Practitioners report that the **in meeting controls** and the **Annotate** bar sometimes gets in the way of viewing some of the shared screen.

The **in-meeting controls** turn into a floating toolbar once you screen share**.** Depending on your device, these **controls** will stay at the bottom of your screen, but on other devices it floats to the top of the screen.

When you enable the **Annotate tool** bar, it usually appears at the top of the screen.

If either the **in meeting controls** or the **Annotate** bar are in your way and you can't see part of your screen, you can drag them to anywhere on your screen. You move them separately.

Remember, annotations "float" on top of the doc - you're not altering the doc, page, or image permanently.

Screen Sharing Multiple Windows (Applications)

To share multiple applications (windows):

- Select Share Screen.
- Select the first thumbnail of the document or image you wish to screen share.
- Follow the directions in the box: Hold **Ctrl** (on some devices it's **Shift**)
- Select the second item to share.

Select **Share**

Both windows (blue) will be shared**.**
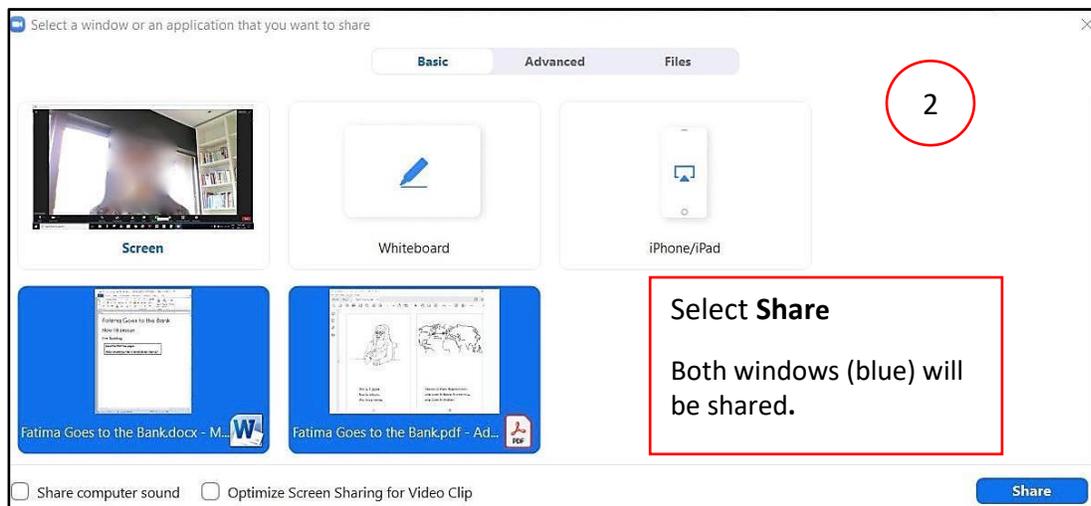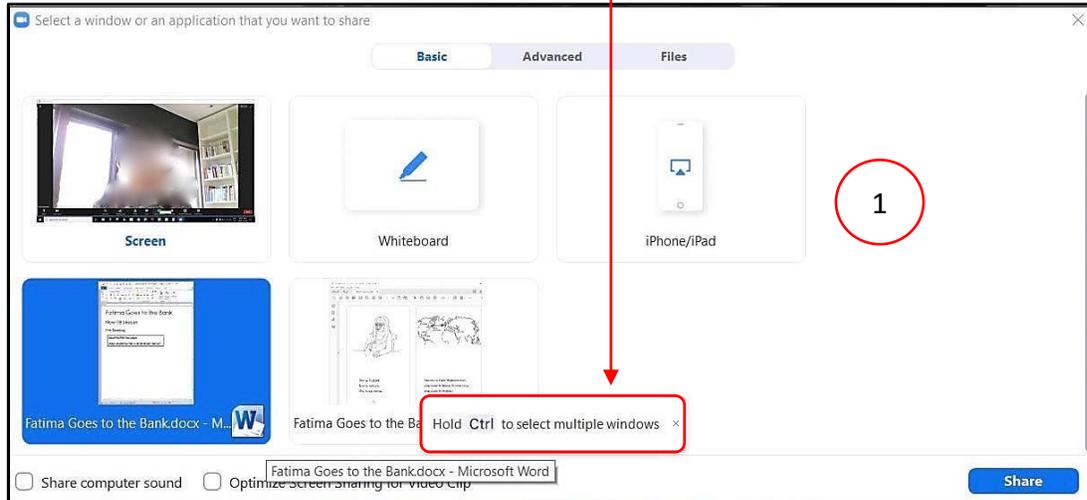
Screen Sharing Multiple Windows, Cont.

The Word document on the left can be used like a whiteboard. You or the learners can annotate on the document or you can type directly into the document. The reading passage on the right is a PDF document and you/learners can annotate on this doc.
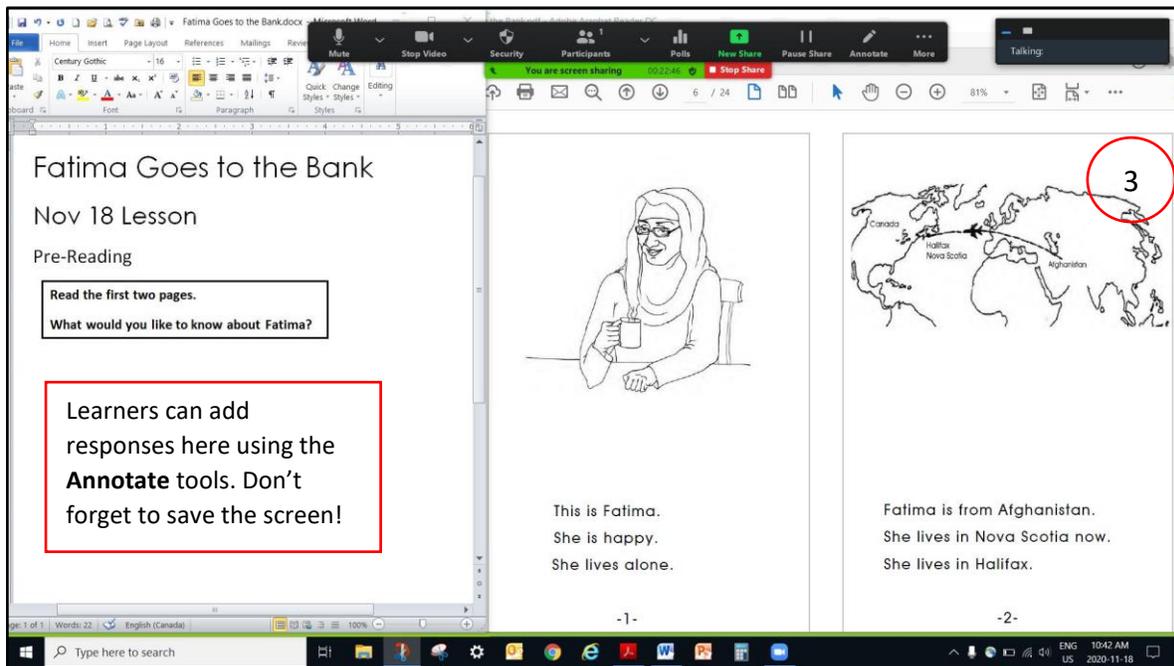
What the person sharing the screen sees: **in-meeting controls** and the **annotation tools**.
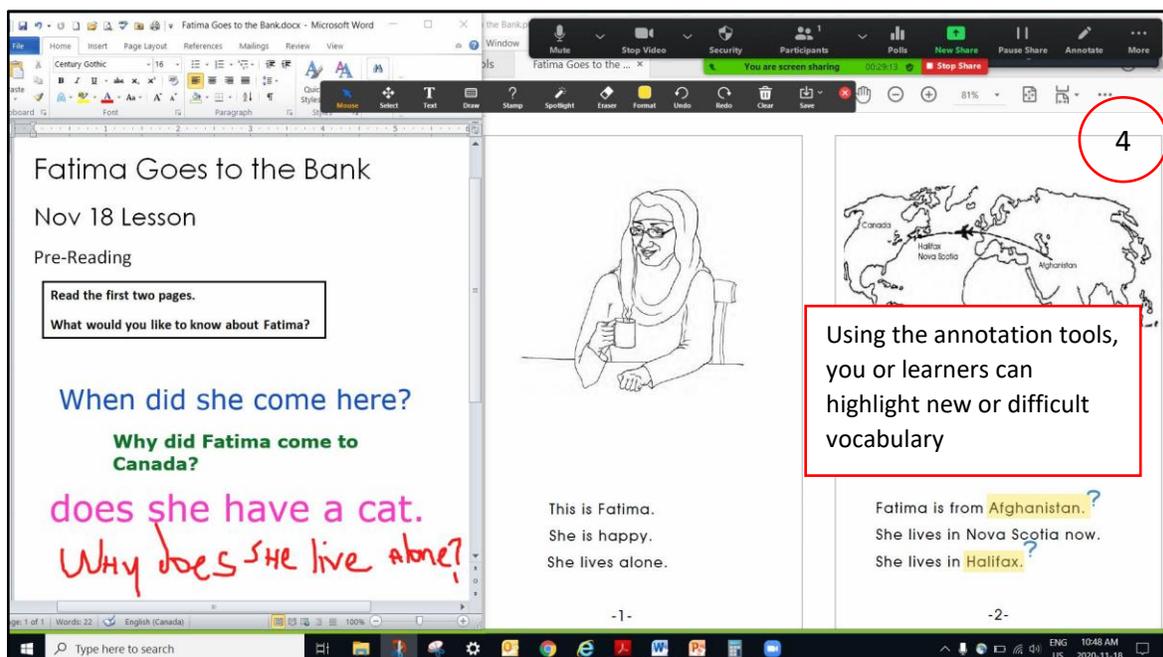
Screen Sharing Multiple Windows, Cont.

What the viewer sees. Their screen is less cluttered.

Remember, if the Annotate toolbar is in the way, drag it anywhere on the screen.
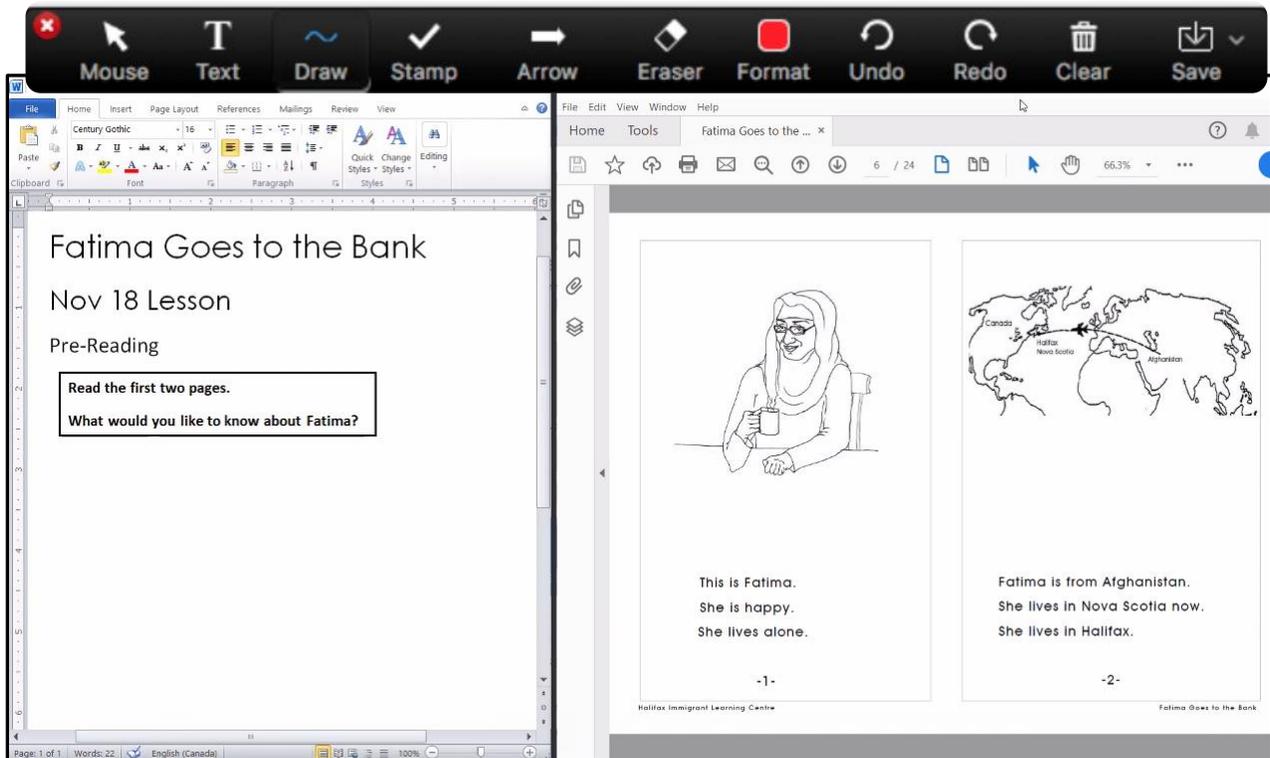
Share Screen: Examples

Here are two samples of how practitioners used the annotation tools on shared documents. The Draw semi-transparent tool is used on both samples. The **Text Tool** was used on the reading passage and the highlight tool adds emphasis.
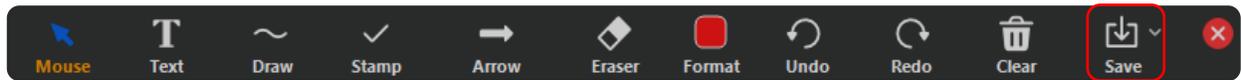

Text tool is used to add more detail about long/short vowels.
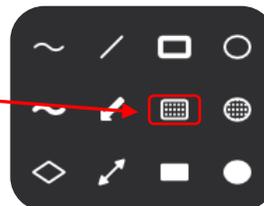
The **draw** tool's semi-transparent rectangle is used to highlight Challenging words.

Saving Shared Screens

Note:

Unlike a Whiteboard, annotated screen shares (Word, PDF, Websites etc.) are not automatically saved.

Click **Save** on the right-hand side of the floating annotation toolbar to take a screenshot of the document with your annotations before you scroll up or down the document.

Remember: You're not actually writing on the document – think of it as having a transparent sheet that overlays your document. When you slide the document underneath up or down, the annotations on the transparency don't move with the document. Hit the **Clear** (garbage bin icon) button on the floating toolbar to delete your annotations when you want to move to the next section of the document.
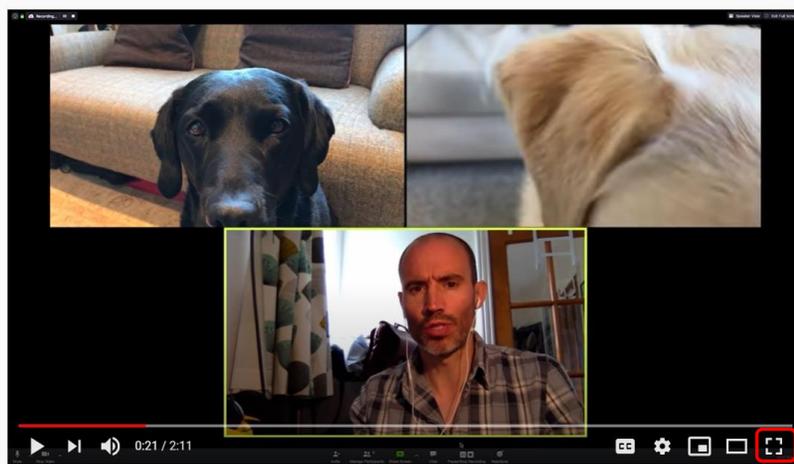
Sharing Video

Begin with sharing your screen. On the in-meeting controls:

- Select the **Share Screen** button

- Enable **Share computer sound** & **Optimize Screen Sharing for Video Clips**

- Select **Share** or double click on the Window
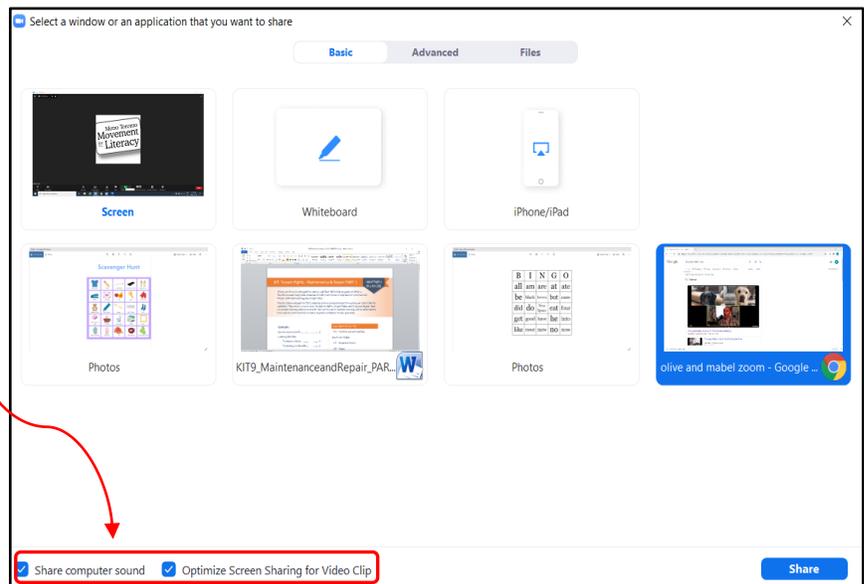
Sharing Video, Cont.

- Prep your video ahead of time and pause it right after any ads so it's queued up and ready to watch.
- Select the square corners icon in the bottom right hand corner to maximize the screen.

Source: With permission from Olive and Mabel
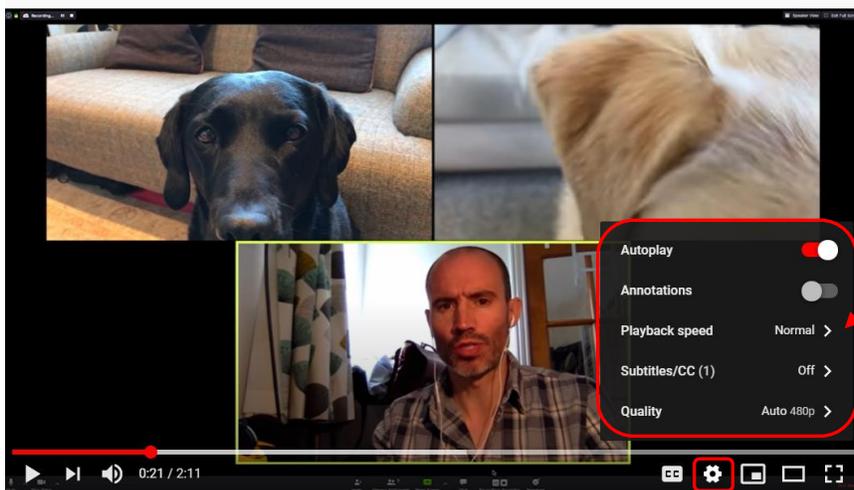
- Change the speed and add subtitles/closed captioning by clicking on the settings (cog) and CC icons.

- If it's going too fast for some learners to follow, select .75 playback speed to slow the video down a bit.

Practitioner Tip:

Try a little humour to teach basic Zoom skills.

- Go to: **Olive and Mabel, Company Meeting** at: https://youtu.be/nFVHaus_pjI
  Olive and Mabel are two of the Internet's favourite dogs! They are two of the loveable pets of Andrew Cotter, a sportscaster who turned to them for inspiration during the Covid-19 pandemic of 2020. Their viral videos, featuring all three, have had over 40 million views.

Sharing Video, Cont.

More Practitioner Tips:

- **Pause the video after 5 seconds** and ask if everyone can hear clearly. Ask about the video quality too – is it smooth or broken? If the video is juddery, you can turn your own Zoom video off (click the **Stop Video** icon – left side of **In-Meeting Controls**) to save bandwidth so the video runs more smoothly).

- **Stop or pause the video/audio** you are sharing **before you stop the share**. It will be a smoother transition and you can avoid the issue of the site automatically starting to play the next video and then scrambling to find your screen share to turn off the sound because it got hidden under your Zoom window or another document on your desktop.

- To link a video in an email (or document), click **share** below the video > click **copy** (copies hyperlink) > **paste** the link into your email. You can also paste the link into the chat to share it with students.

- Some creative TDSB ESU and LINC practitioners are using Edpuzzle to take a YouTube video and turn it into a customized lesson. Here's a good tutorial that shows you how if you are keen (and Edpuzzle's site has great info too.


For more on clear language tips/details on sharing audio, visit **University of Minnesota** website at:

https://it.umn.edu/services-technologies/how-tos/zoom-share-computer-sound-during-screen#sharing-music-or-computer-audio-only

Sharing Audio (without Video)

Some people like to listen to music or other audio sources during a session. Or, you might listen to a podcast or news program together.
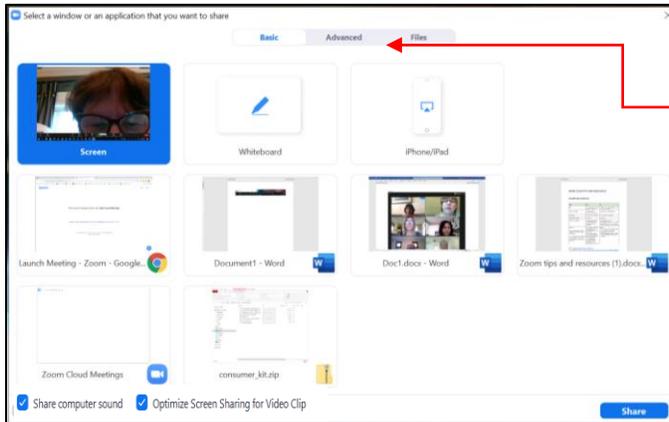
To share audio only:

- Select the **Share Screen** icon on the in-meeting controls.
- Select the **Advanced** tab in the menu at the top of the share screen window.
- Select **Music or Computer Sound Only**.
- Play music/audio recording from app, audio clip, website, etc.
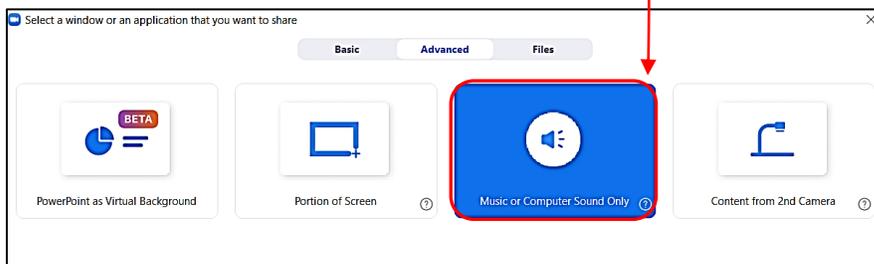
Note:
Share computer sound will be greyed out when you select **Music or Computer Sound Only**, as Zoom will ensure that the sound is optimized for sharing.

Note:

- When turning down volume of shared audio, such as music at break time, go to the application that is running the audio/music (e.g. iTunes or YouTube). The volume must be lowered from the audio source and not universally through your keyboard or monitor (or wherever your general volume is). If you just lower the general volume, you will lower the volume for Zoom audio as well (and you won't be able to hear learners).

Practitioner Tips:

- Play music 5-10 minutes before you start the lesson and encourage learners to join early to get comfortable and say hi to their classmates.
- Play music to indicate a break or to help learners feel relaxed.
- Use audio to make a celebration more festive.
- For more tips on using audio to enhance your lessons, visit **The Webi Nerd** at:
  https://thewebinerd.com/using-music-to-enhance-your-online-event-with-zoom-getting-started/
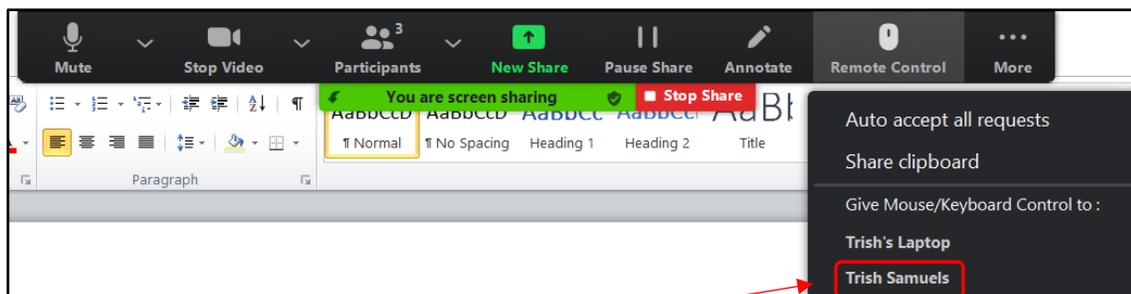
Remote Control Settings

There are some learning activities where giving remote control to learners is helpful. For example, when sharing an exercise in Word, you can give individuals control over the document so they can complete fill-in the blanks directly into the Word document instead of annotating.
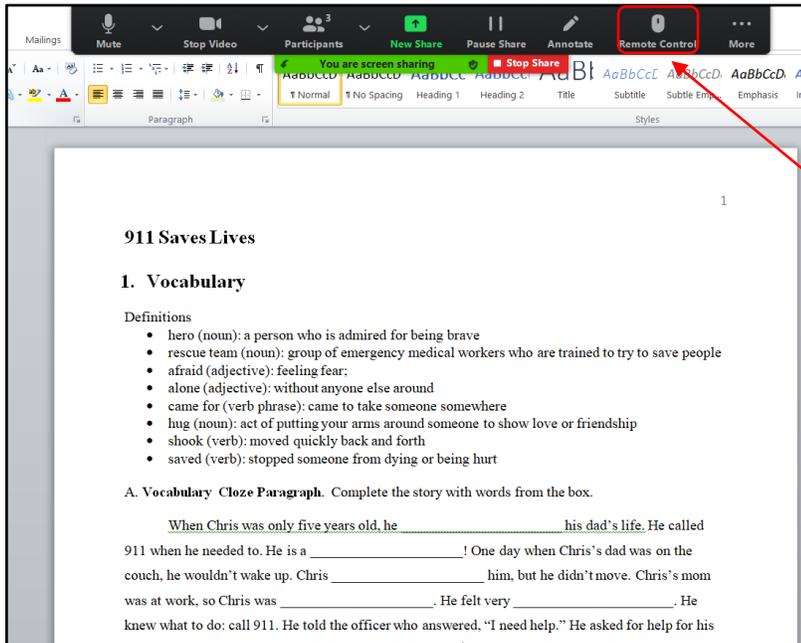
To give participants remote access to your shared screen:

After sharing your screen,

Select **Remote Control** on the in-meeting controls.

Choose which **learner** you want to give remote control to. That person can now use the pointer on your computer to click on the shared screen to begin annotating, or in this example typing directly into the Word document on your computer.