Tech Savvy Seniors

VIDEO CALLING TRAINING GUIDE

WORKSHOP OUTLINE

TOPIC

Video calling (using Zoom and Skype)

OVERVIEW

Video calling is an additional way to connect with friends and family as well as participate in activities, events and appointments from a distance.

The aim of this workshop is to teach people how to use common video calling applications in safe and appropriate ways.

WHO IS THIS WORKSHOP FOR?

Seniors who would like to learn how to use video calling and test it out in a safe environment.

HOW TO USE THIS GUIDE

This training guide includes the information and materials needed to teach people about video calling. It is accompanied by an optional presentation with images and videos to enhance the learning experience.

There is also a Quick Reference Guide that you can print and give to participants to take home.

! We have provided a few links to external videos on the internet. These were available at the time of publishing but might no longer be accessible.

WHAT PARTICIPANTS WILL LEARN

In this workshop, participants will play with different video calling apps and learn how to:

• use video calling in different aspects of their lives
• make video calls to one or more people
• join and leave video calls
• control audio and video during a video call
• set up a video call to look and sound good
• practice perfect video calling etiquette; and
• protect their privacy

TRAINER PREPARATION

WHAT YOU WILL NEED

APPS/TOOLS

In this workshop, you will demonstrate video calling using Zoom and Skype on the computer. Participants will have a chance to practice on their devices. The details of how to download and access these apps are below.

BEFORE THE WORKSHOP

When participants register for the workshop, it is important to determine whether they:

1. Already have a video calling app on their device (Skype or Zoom) and have created an account
   • in which case you can ask them to bring their device and login details for their account.

2. Do not have a device with a video calling app but would like to join in without one
   • in which case they can watch the demonstration on the trainer's device and take part in the theory and discussion.

3. Need help downloading a video calling app, identifying it on their phone or signing in
   • in which case they can be asked to arrive 20-30 minutes before the workshop to get technical support, they will need their login details for the Apple Store or Google Play as well as their phone number and email address.

DURING THE WORKSHOP

To run this workshop, you will need:

Accounts

- Access to a wireless internet connection and the login details to share with participants.
- The Telstra trainer account logins for Zoom and Skype
  (username: tsavvyseniors@gmail.com and password: Tech4@ll).

Equipment

- A desktop or laptop computer with both the Zoom and Skype desktop apps that is connected to the internet and a projector.

Materials

- This training guide and the presentation.
- The Quick Reference Guide printed out for participants to take home.

DOWNLOADING AND SIGNING IN

ZOOM

You can use Zoom and Skype without an account or the app, but you need both to gain full access.

Computer (trainer's device)

- Visit Zoom Download Centre and download Zoom Client for Meetings
- Open the Zoom app, click Sign In, select to sign in using Google and enter the Telstra trainer account details (username: tsavvyseniors@gmail.com and password: Tech4@ll).

Phone or tablet (participant's device)

- In the Apple Store or Google Play, download ZOOM Cloud Meetings. You might need your Apple ID or Google Account password (or fingerprint) to confirm the download.
- In the app, Sign In. If you don't have an account, click Sign Up. You will need your birthday, an email address and your first name and last name to join. You will be sent an email to activate your account.

SKYPE

Computer (trainer's device)

- Visit Get Skype, under Skype for Desktop select your operating system – Windows, Mac or Linux – and click to download.
- In the app, click Sign in or create and enter the Telstra trainer account details (username: tsavvyseniors@gmail.com and password: Tech4@ll).

Phone or tablet (participant's device)

- In the Apple Store or Google Play, download Skype. You might need your Apple ID or Google Account password (or fingerprint) to confirm the download.
- In the app, Sign In. If you don't have an account, click Create one! You will need a phone number OR personal email address (not a work address) and your first and last name to join. A confirmation code will be sent to your mobile phone or email to verify your account.

TODAY'S SCHEDULE

TIMETABLE

Total time: approx. 90 minutes

The workshop is broken into three sessions with a 15-minute break in the middle. Times are indicative only. Activities can be shortened or extended depending on the interest and level of the group.

Subject: Introduction. Duration: 5 minutes.

Session 1: What can we do with video calling?

- Discussion: Ways we can use video calling. Duration: 10 minutes.

Session 2: How do we video call?

Demonstration of Zoom. Duration: 15 mins

- Activity: Practice Zoom on your device. Duration: 5 minutes.

- Demonstration of Skype. Duration: 15 minutes.

- Activity: Practice Skype on your device. Duration: 5 minutes.

Beak. Duration: 15 minutes.

Session 3: Are there any tricks and traps?

- Video call set up, etiquette and privacy. Duration: 20 minutes.

SUBJECT: INTRODUCTION

Time: 5 minutes

OVERVIEW

This is a short interactive workshop, so people are encouraged to ask questions throughout. We want to give participants the confidence to make video calls and experiment with the various tools, called apps.

HOW IS VIDEO CALLING BEING USED?

Video calling is a phone call made using your mobile phone, tablet or computer that lets you see each other while talking. The camera allows you to see each other's facial expressions and body language – almost as if you were speaking in person.

Video calling can be done for free using a range of different apps. You need an internet connection and a device with a built-in camera, speaker and microphone. All modern devices have these.

You can use a different type of device to the person you are calling such as a mobile phone to a computer but you both need to use the same video calling app.

WHY IS IT IMPORTANT?

Video calling has a become a popular way to connect with friends, family, colleagues and community because you can share a greater range of experiences than on a traditional phone call.

It is an important skill to learn because it is being used more widely for a range of personal and professional purposes such as medical appointments and community meetups. It allows everyone, including people who are isolated or less mobile, to participate in activities, events and appointments remotely.

SESSION 1 – WHAT CAN WE DO WITH VIDEO CALLING?

Subject: Ways we can use video calling
Time: 10 minutes

OVERVIEW

In this session, we provide ideas and inspiration for how to use video calling in new ways.

POSSIBILITIES

Play Google Meet Ad

This is a Google Meet ad showing some of the uses of video calling during the COVID-19 pandemic. The Google Meet app is not demonstrated in this workshop, because it is not one of the most commonly used apps in Australia, but the uses are the same.

HOW COULD YOU USE VIDEO CALLING?

Discussion: Brainstorm ways you could use video calling

Ask the group to reflect on the video they have just watched and their own general knowledge to brainstorm ways video calling could be used. Here's a list of suggestions:

Seeing the grandchildren

- Reading them a book
- Watching them perform
- Helping them with homework
- Joining them in the park

Spending time with family and friends

- Sharing a meal or cooking together
- Witnessing a special occasion
- Playing a boardgame or card game
- Catching up on holiday

Getting out while staying in

- Joining a book club or choir
- Sitting in a virtual café or meet up
- Doing an exercise class
- Taking part in a webinar
- Attending a 'telehealth' appointment with your GP or other health professional

WORDS OF INSPIRATION

Play Jude Briggs to encourage people to give it a go

This is a motivational video from a senior who taught herself to use Zoom and a range of online services while she was in isolation during the COVID-19 pandemic.

OBSTACLES

The obstacles only need to be addressed if participants raise concerns.

Possible answers to concerns or hesitations raised by participants

1. The technology is too complicated
   - A video call is no more complicated than a normal call, except you have to think about what the other person can see.
   - Today, you will gain the confidence to make a video call.

2. My phone or computer is too old
   - All smartphones and computers made in the last 10 years will have the hardware to make a video call. All your device needs is a camera, speaker, microphone and the ability to connect to the internet.

3. There are too many apps
   - It's true, there are many different video calling apps for different demographic groups.
   - We will run through the most common and the safest apps in Australia used by adults, professionals and families. Once you know how to use one, the others are easy to figure out.

4. I don't want people to see me
   - It is possible to hide your video, so people cannot see you. This might seem strange thing on a video call, but it is actually quite common. It allows you to take part in a group video call such as a webinar with only your name and a black screen appearing.

SESSION 2 – HOW DO WE VIDEO CALL?

Subject: Demonstration of Zoom

Time: 20 minutes

OVERVIEW

You will start by demonstrating Zoom on the computer and then showing the difference on the phone or tablet. If it's too hard to demonstrate on your phone, you can use the screenshots in the presentation. Participants will then be given time to practice before you repeat the process with Skype.

We are going to familiarise ourselves with two common video calling apps – Zoom and Skype - that can be used on the computer, tablet or mobile phone. They are versatile and widely used personally and professionally.

In this session, we will learn three basic skills:

1. Making a video call to one or more people
2. Joining and leaving a video call
3. Turning the video and audio on and off

What you need to know before we start

- Video calls on Zoom and Skype are often referred to as 'meetings'
- The person who sets up the call is the 'host'
- Written conversations in the apps are called 'chats'
- The person you are calling does NOT need the app.
- Rather than 'ringing' someone, you send them a link to your meeting. You can call phone numbers through the apps, but it costs money
- Both apps have free versions. There are limits on how long you can call and to how many people, but it is enough for personal use
- Some features such as screen sharing, gallery view and chat are easier on the computer

ZOOM (COMPUTER)

Open the Zoom app and sign in. First run through the process of scheduling a call and sharing the link. Schedule the call for now so you can click on the link to demonstrate the next skills.

Skill 1: Making a video call to one or more people

There are two ways to make a video call using Zoom:

1. To make a video call LATER, click Schedule
2. To make a video call NOW, click New Meeting

1. Schedule

- When you click on schedule, you will be directed to fill out a form with the details of the meeting:
- Give your meeting a name (topic)
- Set a date, time and duration
- Choose if it is a recurring meeting
- Create a meeting password. This is important to prevent uninvited guests entering your video call
- When you are ready, click Schedule

To invite people to join the video call:

- Look under Meetings and select the one you have created
- Click Copy Invitation and share the meeting link in an email or a message to your contacts
- You can pass on the meeting ID if they have the app

2. New Meeting

If you are calling now, the meeting will start as soon as you click New Meeting.

- You will be asked to Join with Computer Audio. You can test your microphone and speaker or just get started.
- You will be shown your image so you can adjust how you look before you invite guests.

To invite people to join the video call:

- Click Participants in the control panel .
- In the new panel, click Invite.
- You then have the option to share the link in an email or a message or select people from your contact list.

Skill 2: Joining and leaving a video call

To join a video call:

- The host will send you a link, click on it and the app will automatically open or prompt you to sign in.
- Alternatively, you can open the app, click Join and enter the Meeting ID (the 10-digit number at the end of the link).

To leave a video call:

- Click the red End button.
- Alternatively, you can just close the window by clicking the X and you will be prompted to Leave Meeting.
- If you are the host, you can choose to End Meeting for All.

Skill 3: Turning the audio and video on and off

You might want to turn off your video or audio if there is background noise that could disrupt the call or you might need to change locations and you don't want people to watch. Or if the connection isn't good, you might try turning off the video.

To control your audio and video:

• Click the Mute/Unmute and Stop Video/Start Video buttons in the bottom control panel.

To control the video and audio of others (if you are the host):

• Click Manage Participants in the bottom control panel.
• Click the microphone or video icons next to the person's name to turn the audio and video on or off.

ZOOM (PHONE)

Demonstrate the same skills on the phone or tablet. This can be a much quicker run through to highlight the differences in how the screens look.

You can either use your device or the screenshots in the presentation.

PRACTICE

Now, we are going to practice using the app on your device so you can get used to it.

• Pair up with someone to practice (you can share phone numbers to share the meeting link or just enter the meeting ID)
• OR video call a friend or family member (they will need to be expecting you to send the link or they might miss it).

Ask for help if you need it.

Subject: Demonstration of Skype followed by practice

Time: 20 minutes

SKYPE (COMPUTER)

Open the Skype app and sign in.

Skill 1: Making a video call to one or more people

There are two ways to make a video call NOW using Skype:

1. To make a video call to your Skype contacts: select the Calls tab and click New Call.
2. To make a video call to people not on your Skype contact list, select the Calls tab and click Meet Now. This will generate a link to share like with Zoom.

1. New Call

When you click New Call:

• You will be prompted to select one or more contacts from your list to call immediately.
• When you are ready, click Call.

! The people you are calling will need to be signed into Skype to see you are calling.

2. Meet Now

When you click Meet Now:

• A link will be created that you can share with people in an email or a message.

• When you are ready, click Start call.

 To demonstrate these skills, click on Meet Now to start an instant video call.

Skill 2: Joining and leaving a video call

To join a video call:

• You need to be signed into Skype to receive calls
• You will get an incoming call notification screen where you can:
    • Answer the call as an audio call
    • Answer the call as a video call
    • Decline the call
    • Merge the call with your current call

To leave a video call:

• Click End call at any time to hang up.
• If the options have disappeared, click on the screen to make them reappear.

Skill 3: Turning the audio and video on and off

To control your audio and video:

- Click the microphone to turn your audio on and off.
- Click the video camera to turn your video on and off.

To control the video and audio of others (group calls only):

- Click and hold on any participant in the call and click mute.
- If you mute someone, they will receive a notification.

SKYPE (phone)

Demonstrate the same skills on the phone or tablet. This can be a much quicker run through to highlight the differences in how the screens look.

You can either use your device or the screenshots in the presentation.

PRACTICE

Now, we are going to practice using the apps on your device so you can get used to it.

- Pair up with someone to practice (you can share phone numbers or email addresses to add one another to your contacts or share the meeting link).
- OR video call a friend or family member (they will need to be expecting your call or for you to send the link or they might miss it)

Ask for help if you need it.

SESSION 3 – ARE THERE ANY TRICKS AND TRAPS?

Subject: Video call set up, etiquette and privacy

Time: 20 minutes

OVERVIEW

The more you video call, the easier it will get.

In this final session, we will run through the most important things to remember to look and sound your best, to avoid any embarrassing moments and to protect your privacy. And we'll provide an easy checklist to help you remember.

WHAT SHOULD PEOPLE CONSIDER WHEN VIDEO CALLING?

Discussion: Generate a conversation about the dos and don'ts of video calling and ask them to reflect on any experiences they have had or have heard of.

Ask the group what they think people should consider when video calling in terms of:

1. Set up
2. Etiquette
3. Privacy

Play embarrassing video calling moments

If you have time, you can show this video montage of some of the embarrassing moments people have experienced video calling from home during the COVID-19 pandemic.

SET UP (BEFORE THE CALL)

This could be a good time to hand out the Quick Reference Guide so the participants have the list of 5 S's in front of them.

Run through the 5 'S's of video call set up

The best way to ensure you look and sound great is to think about your set up before your call.

1. Sound - Can they hear you?

• If you can't be heard, check you're not on mute and that you're microphone is on
• Try video calling with and without headphones to find the best sound
• Put yourself on mute if you have a lot of background noise and you're not talking

2. Sight – How do you look?

• Adjust the angle of the screen up and down to make sure your whole head and torso are visible
• Dress appropriately from head to toe
• Don't forget that all your expressions and gestures can be seen

3. Sun – Is it too dark?

• Natural light is the most flattering
• Sit facing the window rather than with your back to it so your face is not in shadow
• Lamps shining light from above and the side will also cast shadow on your face

4. Surroundings – What else can people see?

• Check what is behind you and that you're happy for people to see it
• Assume when you move around that people can see you (don't go to the toilet with your device!)
• Some apps allow you to set a picture as a virtual background

5. Stability – Is the image shaky?

• Use a tripod, book or solid surface to prop up your device and keep it still
• If you can, take a seat rather than walk around so people can focus on you
• If your internet connection is unstable, try moving closer to the Wi-Fi

ETIQUETTE (DURING THE CALL)

Run through some tips on video calling etiquette

1. Avoid interrupting

- Mute your audio if there is a lot of background noise and you are not speaking.
- On a group call, you can write something in the chat or raise your hand if someone else is speaking.

2. Assume people can see everything

- Be very careful with private chats in a group call just in case your message is accidentally sent to everyone.
- Dress appropriately for the occasion from head to toe in case your bottom half comes into view.

3. Pay attention

- Try not to spend the whole time looking at yourself, eye contact is always best just like in a face-to-face chat.
- Be careful about what faces or gestures you're making, people will see a roll of the eyes.
- Remember that people can see you doing other things.

PRIVACY

Run through some basic privacy considerations.

1. To avoid unwanted guests:

When you create a link for your video call, it can be used by unwanted guests to join your call or listen in. This doesn't happen often, but it's best to be safe.

Luckily, it's easy to prevent:

- Set a secure password for the video call and only share it with the people you want to join the call.
- Create a unique meeting ID each time.
- Don't post photos of your video call on social media or anywhere else in public, because they can include clues of how to enter your calls.

2. To protect your privacy:

Some video calling apps allow you to record the call. This can be a great feature if you want to record special moments such as with the grandchildren. However, it can also be a nuisance and you should ask for permission before recording.

What you need to know about recording:

- Only the host (the person who set up the call) can record video calls.
- You will be alerted if the call is being recorded.
- Chats and private chats can also be downloaded, so be mindful of what you write.

The other thing to be careful about is any sensitive information that might be behind you or on your computer (such as internet search tabs) if you share your screen.

3. No surprise bills

Ensure you have an internet connection with plenty of data included or a plan that does not charge extra when you exceed the included allowance.