



## Zoom Instructions for Montreal School of Theology Online Course Participants

*We are excited to have you join us for the upcoming MST online course! We encourage you to review the information below to ensure that the technology helps to enhance the class experience. We use Zoom as our online course platform. Close to the course start date, you will receive a link to the Zoom meeting and that is the same link you will use throughout the semester.*

### Setup:

- 1. You will need a computer, tablet, or smartphone a reliable high speed internet connection:** To test your connection go to <http://beta.speedtest.net> - make sure you have a minimum of 2.5 mps upload and download. Ensure that you have a **headset with mic or ear buds** – this is required to ensure good audio quality for the class. You can check your audio here: <https://zoom.us/test> and you will have the opportunity to check your audio immediately upon joining a meeting.

Please ensure that your computer is in a private room (so not a coffee shop or library) with good lighting and no distractions.

- 2. You will receive an email notice for the online class.** The notification will include a link to “Join via computer” as well as phone numbers for a conference call option. It will also include the 9-digit (usually) Meeting ID. You may wish to cut and paste this information into your calendar for each class session, as it will be the same link that you use to join every class.

### First class:

20 minutes before the start of the first class ONLY of every course, we ask all students to join Zoom to get familiar with the technology (see details below). A tech support person will walk you through the various functions and answer questions. Even if you have participated in other webinars, participation in this pre-class session is obligatory.

### To join the videoconference:

*After the first class, we ask that all students log into the Zoom Webinar 10 minutes prior to the beginning of each class, so as to allow the instructor to begin the class promptly.*

- 1.** At the start time of your meeting, click on the link in your invitation to join via computer. You may be instructed to download the Zoom application. Login as a guest, not the provider.
- 2.** You have an opportunity to test your audio at this point by clicking on “Test Computer Audio.” Once you are satisfied that your audio works, click on “Join audio by computer.” You may also join a meeting without clicking on the invitation link by going to [join.zoom.us](http://join.zoom.us) on any browser and entering the Meeting ID provided in your email invitation.

## Troubleshooting:

If you run into problems during a meeting, try the following:

- Log out of the meeting, close your internet browser
- Restart your computer
- Re-enter the meeting
- If this does not work, post a message in the “chat” box to indicate that you are having problems and provide a telephone number where you can be reached

You can call, email, or text the tech support person: **André Diamant**. The quickest way to reach him is by text at **514-797-6101** or you can email him at [andre.diamantboustead@mail.mcgill.ca](mailto:andre.diamantboustead@mail.mcgill.ca).

Leave a message with a name and a telephone number at which you can be reached. Note: if the problem resides with your computer setup and if the technical support person is unable to resolve the problem by phone, you will have to obtain technical support from your own support provider or a local computer service.

## More information:

General information on getting started with Zoom:

<https://support.zoom.us/hc/en-us/articles/201362033-Getting-Started-on-PC-and-Mac>

More information on joining a Zoom meeting:

<https://support.zoom.us/hc/en-us/articles/201362193-How-Do-I-Join-A-Meeting->

More information on testing your audio:

<https://support.zoom.us/hc/en-us/articles/201362283-How-Do-I-Join-or-Test-My-Computer-Device-Audio->

Information on testing video:

<https://support.zoom.us/hc/en-us/articles/201362313-How-do-I-test-my-video->

We look forward to having you join us in the class and hope that this webinar course will be an enriching experience for you! If you have any questions please don't hesitate to email the MST Administrator at [info@mst-etm.ca](mailto:info@mst-etm.ca)