Life Skills online classes via Zoom

Information for Care Navigators and clients

Technical requirements

To join a Life Skills online course, you will need a reasonably solid internet connection and ONE of the following:

- Computer (PC or Apple) with webcam, microphone and headphones/speaker
- Laptop (PC or Apple, NOT Chromebook)
- Tablet – iPad or Android device
- Smartphone – iPhone or Android device

Because you will be engaging in classroom activities, we recommend a computer/laptop or a tablet with a screen of 10" or above. It is possible to work with a smaller tablet or smartphone but some of the exercises will be a little more difficult.

If you use a tablet or smartphone, you will need to have or improvise a stand for it, so that you do not need to hold it in your hands.

The course is delivered using Zoom. It's easy to check if you can use Zoom. On the device you plan to use, visit https://zoom.us/test from where you can install the Zoom app (if you do not have it already), join a test meeting and check your microphone, speakers and/or headset.

Other requirements

You will need a space to work from where you can be assured of privacy and reasonably confident of not being interrupted for the duration of the class.

Although the course is delivered remotely and you will be in your own home, we ask that you treat the online classroom just as though it were at a physical venue. So please be punctual, appropriately dressed, and seated not lying down. Feel free to have a drink to hand, but please don't eat during the class except when a break is taken.

Security and safety

There has been a lot of publicity recently about Zoom and uninvited disruptive visitors ('Zoom-bombing'). These are almost always happening because of poor security practices by Zoom 'hosts' rather than problems with Zoom itself. Life Skills classes will be password protected. A 'waiting room' will be in operation so that anyone unknown will not be admitted. Once the class has begun it will be 'locked', completely preventing any further visitors. Screen sharing will be disabled by default, so unless requested no-one other than the facilitator will be able to share their screen. This measures will make it extraordinarily difficult for any unauthorised person to break into a meeting.