ZOOM FAQs

How do I log in?

1. You will need a computer, tablet or smartphone. Troubleshooting will vary slightly based on device.

2. Find your class on https://galterlifecenter.org/fitnessclasses/details/virtual-group-fitness and click on the green "register" button.

3. Registration is mandatory. This will allow us to maintain the safest environment for participants. You will be asked to enter your first name, last name and email address.

4. Once you have registered you will receive a confirmation email from Francie Habash with the date/time and Zoom link for the class. You can save this directly to your calendar. A password will also be listed. Please have it handy in case Zoom asks.

Navigating within Zoom: Computer and IPad vary slightly

1. **How do I turn my video on and off and/or mute myself?**
   We will keep audio on briefly before and after class for participants to chat. All participants will be muted once class starts. Please mute yourself if host has forgotten.

   When joining you may be asked to join in via computer audio/video. If you want to be seen and heard click yes.

   Computer: Audio and video can be accessed on the bottom left side of your screen.
   IPad: Audio and video can be accessed on the top right side of your screen

   Click on the appropriate icon to turn a feature on or off. A red dash will appear over the icon when these features are disabled.
   - Microphone Icon = mute or unmute your audio
   - Camera Icon = stop or start your video - you may choose to stop video during class

2. **How do I see only the instructor? Speaker View vs. Gallery View**
   Speaker view highlights the person that is speaking. Gallery view allows you to see everyone that has entered the class.

   Pin the instructor's screen to see the instructor only. To highlight the instructor you will need to tap on "Switch to Active Speaker" - hover over the instructor's image until 3 dots appear in a little blue box and select pin image.

   Select "full screen" for the largest possible image.

   Computer: Screen View options can be accessed on the top left side of the screen.
   IPad: Screen View options can be accessed on bottom of the screen.

3. **How do I ask a question, add a comment or voice a concern?**
   Should you have any questions or feedback, the chat room will always be open for you to comment. You may choose to make your comment private to the host only or to everyone using the drop down menu highlighted in blue.

   Computer: You can locate this in the middle of the bottom of your screen labeled Chat.
   IPad: In the top right corner of your screen you will see three dots labeled More. Click to open and select Chat.

4. **What if there is a delay or I cannot see/hear well?**
   - Send a chat message
   - Consider logging out of zoom and logging back in again
   - Consider switching from WIFI to data on your device (be aware it uses a lot of data)
   - If the music is too loud, try adjusting the volume on your device