Center for Industrial Services

INSTITUTE *for* PUBLIC SERVICE

Instructions for People Taking Online Classes with UT CIS

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How Online Training Works
- UT CIS uses Zoom software to deliver online training.
- The online training is interactive. Students and instructors can see and hear each other.
- Success is based on two-way dialog between the instructor and the student.
- Online students do not need to download any software.
- Online students join training sessions by clicking a link which UT CIS emails to them.

Computer Requirements
Students attending online training must use computers with the following capabilities:
- Internet access.
- A functioning camera, built-in or add-on.
- A functioning microphone, built in or add-on.

Using Your Camera and Microphone
- Type your first name in all caps into the name box when it appears.
- Please leave your camera on during the training. This helps you and the instructor interact.
- Please leave your microphone active so you can easily interact with the instructor.
  - If there is background noise at your location, use the Mute/Unmute icon at the bottom left of your screen as needed. The Online Host can also Mute/Unmute your mic.

Layout of Your Computer Screen
The layout of your computer screen can be changed by clicking the small icons in the upper right corner. The available views are called Speaker View and Gallery View.
- In **Speaker View,** presentations are large and online attendees are shown in small boxes.
- In **Gallery View**, all online attendees are arranged on the screen in equal size.

Chat Function
The Chat function allows online students to send and receive text messages during the training. Click the Chat icon on the menu bar at the bottom of the screen. When using the Chat function, you must choose whether to send your message to one individual or to everyone in the online class.

Bandwidth Problems
Occasionally, some internet connections have insufficient "bandwidth" to smoothly transmit and receive the audio and video signals from an online attendee's computer. If this occurs, we will ask you to quickly sign out and sign back in and switch to a speaker phone for the audio signal. This solution works with both cell phones and "land lines". The Online Host will assist you through the process as needed.