

Virtual Meeting FAQs – WMLS Matrix Computer Training Class

What program is being used to offer virtual education?

- Classes will be offered through the Zoom platform. [You may download Zoom software here.](#)
- **We strongly recommend you download the [Zoom app](#) to your computer, laptop or tablet. We do not recommend using your mobile phone for virtual education.**
- You are responsible to ensure you can log onto Zoom and enter the class. We will not be able to help you once the class begins.

How do I log on to class?

- You have been sent an email with a Zoom link which you will click on to join the class. Once again, **we strongly recommend you download the [Zoom app](#) to your computer, laptop or tablet. We do not recommend using your mobile phone for virtual education.**

What happens when I log into the class?

- You will be placed in a “waiting room” until the class begins. Once admitted into the class, your microphone will be muted. Video is mandatory. We ask that you keep audio on mute unless the instructor asks you a question directly.

Will questions be allowed?

- You will have the ability to ask questions to the instructor through the chat option in Zoom. The instructor will make every effort to answer questions during the session.

What are the recommended Zoom settings?

- For the best viewing ability throughout the class, please make sure you are on “speaker view” and not “gallery view”. Do not use “full screen” or else the chat box might not appear correctly and you will not be able to view the presentation slides.

What are the attendance requirements?

- Because this class is mandatory for your WMLS membership, you must be in class – viewable through your camera- for the entire class. If you do not have a camera on your computer, etc., you will not be able to take the class virtually.
- The instructor will give you breaks throughout the class and we ask that you hold all phone calls until a break time. Your attendance will be monitored, so you will need to be on camera throughout the class. If you need to go to the restroom, please do so quickly just as if you were attending in a live classroom setting.

Do you have recommended best practices?

- Earphones are a plus, for clarity
- Keep your device plugged in so your battery doesn't die.
- Please ensure there is enough light in the room and that you are clearly visible
- Please be mindful of your on-camera appearance. We don't judge, but you are on camera!
- When class is over, be sure to select the option to “leave” the meeting.

What if I have questions before class?

- If you have questions, please reach out to Rita@WAAREaltor.com or call 757.903.4016

I've never used Zoom before. What do I do?

- [View this tutorial video](#)
- If you have downloaded the [Zoom app](#), open the app on your computer, laptop or tablet and click on “Join a Meeting”. Type in the Meeting ID
- Connect with Video. We will have you muted upon entry. See “What Happens When I Log into the Class” above.