



## Tips for a Great Little Rock Zoo Distance Learning Experience!

### WebEx Programs

#### Before the Day of the Program

- Perform a test run of WebEx Meetings (not WebEx Teams)
  - Test run link: <https://www.webex.com/test-meeting.html#>
- Desktop and laptop computers:
  - You do not have to download any WebEx software nor do you have to create an account
    - If you already have an account, and have already downloaded the software, we ask that you ensure the name that will appear on the screen is that of the adult that will represent your login during the program
- Mobile devices (tablets, phones, etc.):
  - Download the WebEx Meetings app. You may choose to create an account, but an account is not required. The app can be downloaded at <https://www.webex.com/downloads.html>
- If you booked a program that will allow your group to speak to Zoo staff, determine how your group will interact with the Zoo (ex: will the teacher field questions from the group and talk to the Zoo or will students be able to speak clearly on video)

#### Online Check-in

- We recommend logging in 5-10 minutes before the program begins as it will give you a chance to ensure that your equipment is working
  - Note: You may see a window that says the program has not started yet, but you can stay logged in and will be entered into the program once the Zoo is ready
- Problems during check-in?
  - Call 501-661-7200

#### How to Login Using WebEx on the Day of the Program

Make sure that you followed the directions listed earlier in this document that discussed testing WebEx.

For desktop and laptop computers:

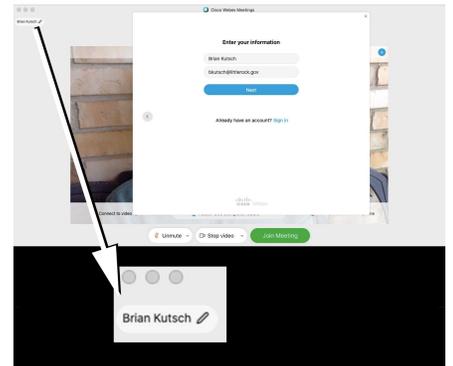
1. Click on this link to open the login window:  
<https://globalpage-prod.webex.com/join?url=https%3A%2F%2Fsignin.webex.com%2Fcollabs%2F%23%2Fmeetings%2Fjoinbynumber%3F>

For mobile devices:

- 1) Enter the meeting number and the password that was emailed to you (the meeting will not be active until the Zoo admits you)
  - o Each registration allows one device to login to the program
  - o You may or may not be prompted to enter a password, so please have the password that was provided with you

For both desktop/laptop and mobile devices:

2. After following step one listed in the appropriate section above, change your name to represent the lead person that Zoo staff will interact with during the program
  - o You can click on on the pencil icon located near the top left of the login window (see pic)
3. If you are prompted to select your audio, click “Use Internet for Audio” (do not select “Dial in”)
4. Ensure that the speakers on your device are not muted or that your volume is not turned down too far
5. Ensure that your camera will allow the Zoo to view the students and the teacher
6. Click “Join Meeting”



### Changing The View on Your Screen and Accessing the Toolbar

- Changing your view:
  - o You can switch from split screen to the viewing only the Zoo and enlarging your view using the two buttons in the top right of the window
- Accessing the toolbar:
  - o The audio, video, chat and other buttons and menus are available at the bottom of the window



### Commenting and Asking Questions During the Event (not applicable to webinar formats)

- After the initial check-in, the Zoo may mute your audio should preparations continue
  - o Audio will be muted if multiple groups are participating and will be unmuted for interactions such as questions
- While the WebEx app has a “chat” function that you can use to type questions, we want to verbally interact and your Zoo educator will provide instructions during the program

### Technology Issues During the Program

What to do if:

- You lose your connection during the program
  - o Log back in as you were originally instructed

- You are experiencing choppy or frozen video or audio
  - First, check to see if you have any other devices streaming on the internet source that you are using and shut those devices down (ex: other computers, cell phones, TV's, etc. can sometimes take up too much internet bandwidth and slow down your connection)
    - If that does not resolve the problem, and if the streaming issues are not a result of the Zoo's abilities, then there may be other issues related to your streaming that cannot be resolved directly by you or the Zoo
  - If the problem is with the Zoo's streaming abilities, we will attempt to fix the issue without logging off

### **Technology Needed to Participate**

- You'll need one digital device with a microphone, speaker and the ability to stream video and audio
  - We recommend a desktop computer, laptop or tablet as those allow for a consistent and stable picture
- Mobile devices such as tablets and cellphones will require the WebEx app
- If you are connecting to additional technology within your own classroom, please include that in your initial testing to ensure that everything is working

### **Helpful Tips for Setting up Your Device**

- Setup inside as wind and background noise can make it harder to hear the program
- Setup the device so that it is stable
- Close all unnecessary applications during the program so all processing power can be used to maximize the quality of your Zoom session
- Shutdown other devices that may be using the same internet streaming service to ensure that the program will stream smoothly

### **Helpful WebEx Information and Troubleshooting Advice:**

<https://help.webex.com/en-us/>

Recording of programs by anyone other than the Little Rock Zoo is not permitted.

# Zoom Programs

## Before the Day of the Program

1. Download Zoom and setup your free account at:  
<https://zoom.us/support/download>
  - o You may put the account in any name you like as the teacher will update the screen with the camper's name each day that they login for camp
  - o If you already have the Zoom program and an account on the device that you will use for camp, you do not need to perform this step
2. Performing a test run using this link: <https://zoom.us/test>  
You won't hear or see anything from the Zoo's end, this is only to make sure that your internet and device are working properly.
  - o After clicking on the link above, follow these steps:
    - Click on the "Join" button
    - Click on "Open zoom.us" and proceed with testing your camera and microphone
    - Click on "Join with Video"
    - Follow the prompts provided by Zoom to proceed with testing your camera and microphone

## Helpful Zoom links:

- Login assistance based on your internet browser
  - o <https://support.zoom.us/hc/en-us/articles/201362593-Launching-Zoom-from-a-web-browser>
- How to join a Zoom session
  - o <https://support.zoom.us/hc/en-us/articles/201362193-Joining-a-Meeting>
- Zoom FAQ
  - o <https://support.zoom.us/hc/en-us/articles/206175806-Frequently-Asked-Questions>

If you run into problems, please reach out to: [bkutsch@littlerock.gov](mailto:bkutsch@littlerock.gov).

## Online Check-in

- We recommend logging in 5-10 minutes before the program begins as it will give you a chance to ensure that your equipment is working
  - Note: You may see a window that says the program has not started yet, but you can stay logged in and will be entered into the program once the Zoo is ready
- Problems during check-in?
  - Call 501-661-7200

## How to Login Using Zoom on the Day of the Program

Make sure that you followed the directions listed earlier in this document that discussed testing Zoom.

1. Click on the registration link that was emailed to you (the link will not be active until the scheduled time)
  - o The same link will be used for that week of camp
  - o If you are having trouble logging in, refer to the section about downloading and testing Zoom that can be found earlier in this document for helpful links
2. If you are prompted, click "Join with Video"
3. You will be admitted into a waiting room from which the teacher will manually admit the camper into the camp
4. If you are prompted, click "Call via Device Audio" (do not select "Dial in")
5. Look at the menu options on your screen and ensure that your microphone is on and that your video is on (you should be able to see and talk to the Zoo)
6. Ensure that the speakers on your device are not muted or that your volume is turned down (if you can't hear anyone talking, your speakers may be muted or your volume may be too low)

## Commenting and Asking Questions During the Event (not applicable to webinar formats)

- After the initial check-in, the Zoo may mute your audio should preparations continue
  - o Audio will be muted if multiple groups are participating and will be unmuted for interactions such as questions
- While the Zoom app has a "chat" function that you can use to type questions, we want to verbally interact and your Zoo educator will provide instructions during the program

## Technology Issues During the Program

What to do if:

- You lose your connection during camp
  - o Log back in as you were originally instructed
- You are experiencing choppy or frozen video or audio
  - o First, check to see if you have any other devices streaming on the internet source that you are using and shut those devices down (ex: other computers, cell phones, TV's, etc. can sometimes take up too much internet bandwidth and slow down your connection)
    - If that does not resolve the problem, and if the streaming issues are not a result of the Zoo's abilities, then there may be other issues related to your streaming that cannot be resolved directly by you or the Zoo
  - o If the problem is with the Zoo's streaming abilities, we will attempt to fix the issue without logging off

- If the Zoo needs to log off of the Zoom session, we will reach out via email to communicate provide an update
  - The update may involve instructions asking participants to log back in or may involve other guidance about how or if the program will proceed

Problems during or after check-in on Monday, Wednesday or Friday of camp?

- First call 501-661-7220
- If no one picks up at the first number, please call 501-661-7200

### Technology Needed to Participate

- You'll need one digital device with a camera, microphone, speaker and the ability to stream video on that device (the camera needs to be on the same side as the screen)
  - We recommend a desktop computer, laptop or tablet as those allow for a consistent and stable picture
    - Cell phones are options but are not recommended if another one of the other devices mentioned is available.
- Following registration, you'll receive an email telling you how to use the "Zoom" program utilized by Virtual Zoofari Camp
  - There is no separate charge to use Zoom but you will need to download the Zoom program and to create an account if you do not already have one

Each registration allows one device to login to camp. We recommend that no more than four campers utilize a single device. If you registered more than once for the same week of camp, which would allow for more than one device on the same internet source, please ensure that your streaming capabilities can handle two or more devices.

### Helpful Tips for Setting up Your Device for Camp

- Setup inside as wind and background noise makes your device's microphone adjust and your voice may sound muffled
- Setup the device so that it is stable (not shaking or where it might fall)
- Make sure that the device is setup so that the teacher can see the camper (having the device on a table with the camper seated is usually best)
- Close all unnecessary applications during your call so all processing power can be used to maximize the quality of your Zoom session
- Shutdown other devices that may be using the same internet streaming service to ensure that camp will stream smoothly