



MODULE 3 - TROUBLESHOOT ZOOM



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INTRODUCTION

In this activity, participants will learn how to troubleshoot a common issue with the most popular online videoconferencing tool, Zoom. They will reflect on the actions they have taken in the past to solve such problems, and come up with the best ways to explain to their clients how to solve these issues.



OBJECTIVES

- Troubleshoot your own digital issues and those of your clients

TYPE



GROUP
DISCUSSION

DURATION

30 minutes

MATERIALS NEEDED FOR THE IMPLEMENTATION

To carry out this activity, you will need:

- One computer for each participant (optional)
- If doing the activity in person, place the chairs in a circle to foster participation.



METHODOLOGY

STEP 1

The trainer starts by introducing the scenario:

Maria, a guidance counsellor, has planned an online guidance session with her client, Alex. They have decided to use Zoom, as Maria is familiar with it. Alex has never used videocall tools, but he is confident in testing it and willing to do it, as he is not able to go Maria's office that day.

Maria sends the invitation to Alex's e-mail, telling him to simply click on the link in order to join the call. Using his computer, he clicks on the link, and another window opens in his browser. He can see Maria, but cannot hear her, nor she him.



METHODOLOGY

STEP 2

- Then, the trainer asks the participants the following questions to discuss and share about:
- What steps would you take, if you were Maria, in order to troubleshoot these issues?
- What common problems have you encountered with Zoom/other videocall platforms, and what solutions did you find?
- How would you explain, in a simple and straightforward way, the steps to take to Alex?



METHODOLOGY

STEP 3

If there is time, the trainer can organise an extra activity at the end of the activity: get the participants to test these troubleshooting steps by hopping on a Zoom call.



FURTHER RESOURCES

The participants can refer to this support article:

- Troubleshooting audio issues, Zoom support,
https://support.zoom.com/hc/en/article?id=zm_kb&sysparm_article=KB0061902

