

ROYAL ACADEMY OF DANCE

Participant FAQs for CPD Activities on Zoom

When will I receive the link to join the activity?

Zoom links will be sent to the email address registered with Trybooking approximately one week before the activity date. This email will come directly from Trybooking or the CPD host. This same email will be sent again approximately 2 days before the activity date.

If on the day before the activity is scheduled you have not received the link, please contact the organiser. If you have booked tickets for other attendees, only the person who made the booking will receive this email so please forward this on to those ticket holders you made the additional bookings for.

I have joined but am not yet in the meeting

Once you have clicked on the link to join the activity, you will be placed into a waiting room. The CPD host will admit you into the session shortly before the start time. Note you may not be granted access if we cannot verify your booking against the name.

How do I turn my camera on?

You can turn your camera on by clicking on the camera icon (Start video/Stop video) in the bottom left-hand corner of your main Zoom screen. It is a requirement that your camera remains on for the duration of the course (unless the tutor has advised of a break in the session).

How do I change my screen name?

Hover over your name in the participant list, or over your profile screen in the top-right hand corner and click the three dots. Select rename. You are welcome to use your first name and initial of your surname if preferred but please ensure your name matches that of the ticket name on your booking.

How do I change the view?

You can choose to view all the participants (as can fit on to your screen) by selecting 'gallery view' in the View options in the top right-hand corner of your main Zoom screen.

Select 'speaker view' to automatically focus on the person speaking. If you wish to view RAD Australia's screen in full at all times, click the three dots in the top right-hand corner of the RAD Australia screen and select 'pin'. This will enable RAD Australia's screen to remain the main viewing screen even if other participants unmute and speak (in 'speaker view' this will change depending on who is speaking).

If the tutor or CPD host wishes for everyone to view one screen, they will 'spotlight' that screen. We do not do this for the activity in general as the tutor needs to view the participants in 'gallery view' the majority of the time.

How do I ask a question or participate?

Please remain on mute unless otherwise invited to avoid any background disturbances. You can unmute your microphone by clicking on the microphone icon (Unmute/Mute) in the bottom left-hand corner of your main Zoom screen. If your microphone is not connecting properly, please use the chat window. Note that all participants will be able to see your responses.

How do I join a breakout room?

The CPD host will create breakout rooms where necessary and you will see an invitation pop up to join. You can 'ask for help' whilst in the breakout room and the tutor will join when they are able. The CPD host will bring participants back into the main meeting room or you can select 'leave' to return once the breakout room activity is complete.

What do I do if I'm having trouble joining the meeting or technical issues? What if the RAD has technical issues?

If on the day before the activity is due to start you have not received the link, please contact cpd@rad.org.au.

Shortly before the course is due to start, at the start time and for the first few minutes once the activity has begun, the CPD host is managing the technical aspects and introduction of the activity. If you joined the waiting room after the start time of the activity, you will be admitted as soon as possible.

If you are having technical difficulties or trouble accessing the meeting, please send an email and the CPD host will assist you as soon as they are able. Please understand this could take a few minutes depending on when you are in need of assistance. The CPD host will assist as much as possible but will not be able to assist with internet connections, camera and microphone issues on the participants' end.

If the RAD experiences technical difficulties and the activity is unable to go ahead, we will rearrange the activity. However, if you experience technical difficulties, we will not be able to provide you with a refund. In some instances, we may be able to provide a suitable alternative.

Please be aware that from time to time we all experience issues with technology. These usually last only a few seconds and are related to individual networks. This will not detract from the activity. The RAD has a host on hand to monitor the activity and manage any issues on part of the RAD. The RAD is not responsible for local network disruption.

Please contact cpd@rad.org.au for any other assistance