



The Alumnae of Northwestern University

Engaging Minds

Enriching Lives

Alumnae Continuing Education - Zoom Guide



Thank you for joining us in this our inaugural year of live-streaming courses!

We look forward to sharing this virtual learning space with you and hope this guide helps in navigating the new format.



Courses will run nine weeks and consist of live online lectures on Tuesdays and Thursdays, followed by temporary recordings of each session.

Access to each will require a unique link. The recordings will also need a passcode. Plan on receiving multiple emails each week.

Topics:

- [Live-Streaming Lectures - Zoom Links & Passcodes](#)
 - [Day of the Live-Stream Lecture](#)
 - [Testing Your Speaker](#)
 - [Zoom Features](#) – [1 of 3](#), [2 of 3](#), [3 of 3](#)
- [Recordings](#)
- [Resources for Information and Troubleshooting](#)

Live-Streaming Lectures - Zoom Links and Passcodes

Live Online Lectures

A personal Zoom link invitation for each of your registered live lectures will be sent on the Friday before the scheduled sessions.

You will also be sent an email reminder with the link one-hour before the start of the session.

The communications will be sent from Norris Box Office <no-reply@zoom.us> to the email address used when registering for the course. If you did not receive a confirmation of your registration, you may not receive the emails with your links. Please verify that your email address is correct on the registration website, <https://nbo.universitytickets.com>.

A separate notification will be emailed to alert you to the Zoom link invitations. This email will be sent from noreply@universitytickets.com.

Please remember that your Zoom link is specific to your email address and may not be shared. Sharing your links may void your registration without refund.

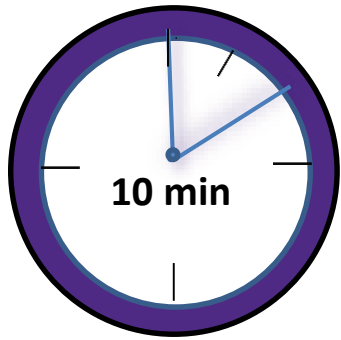


If you don't see these emails, check your spam, junk, trash, or deleted email folders.

Day of the Live-Stream Lecture

Preparation

Locate the email for the day's lecture well in advance of the scheduled start time. With so many attendees, there is very little that can be done to help shortly before or during the session.



Click on the link within the email at least 10 minutes before the session is scheduled to begin. You will either see an intermediate “wait” window (left image) or the full lecture screen (right image).

Ensure you will be able to hear the lecture by testing your speakers. Depending on your screen, click **Test My Speaker** or **Audio Settings**.

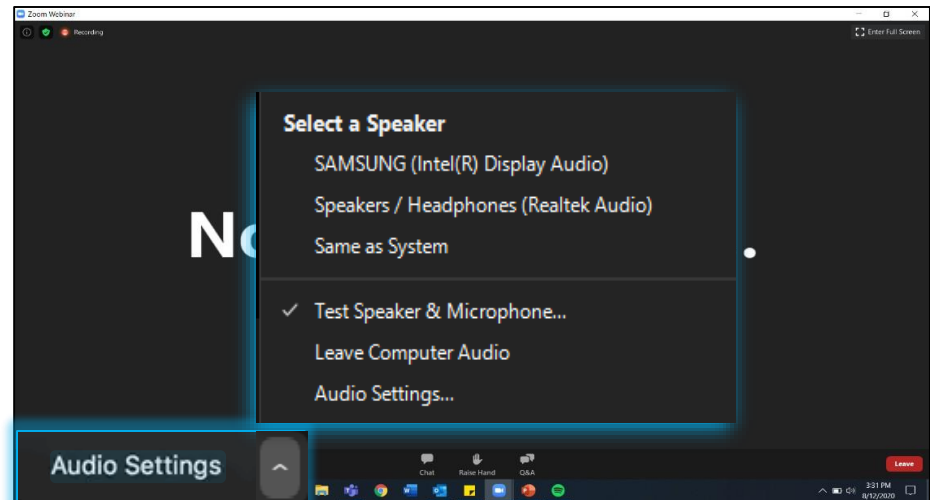
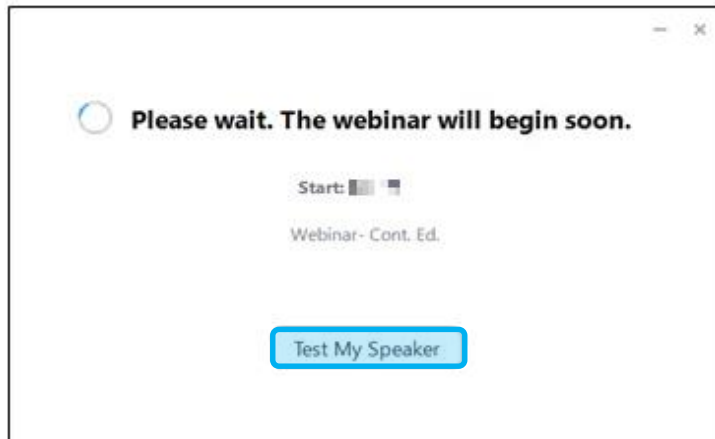
Date Time: 5:00 PM 10/12/2018 Central Time (US and Canada)

Join from a PC, Mac, iPad, iPhone or Android device:

[Click Here to Join](#)

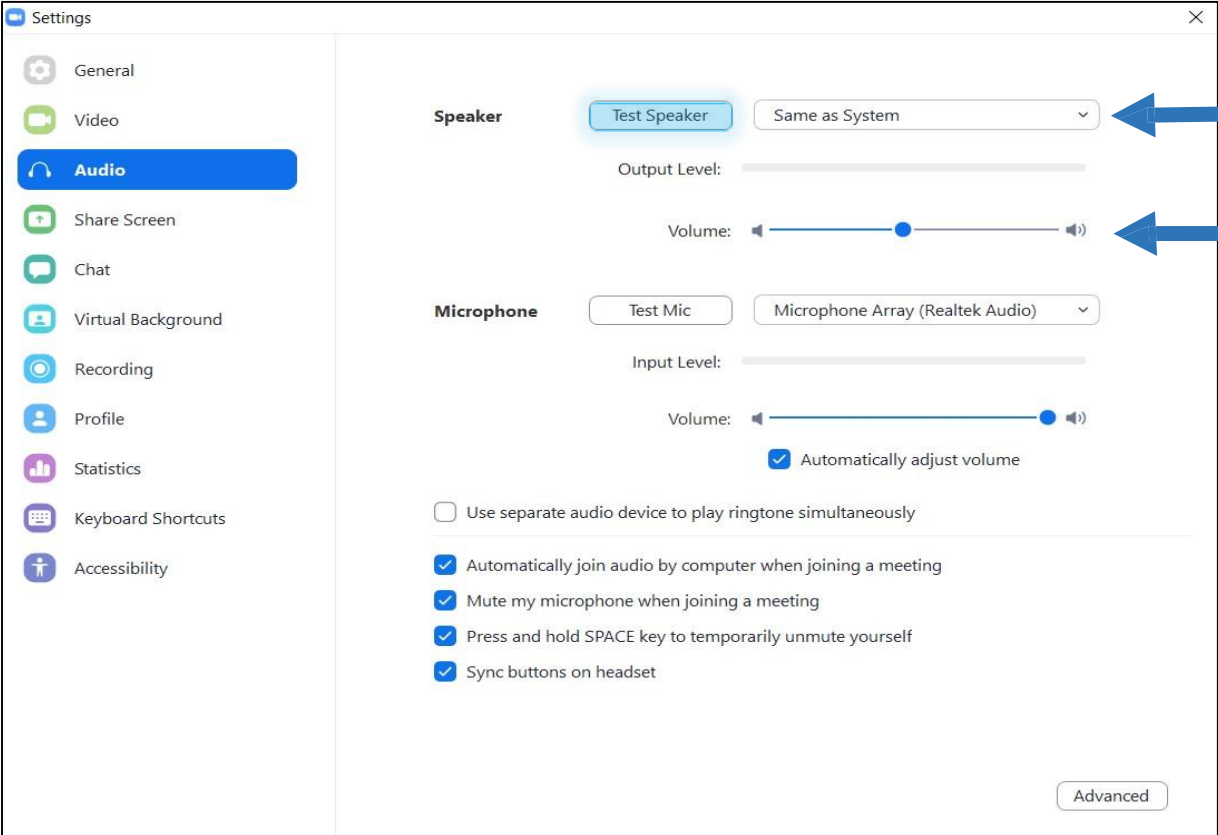
Note: This link should not be shared with others; it is unique to you.

Passcode: 123 456 789



Testing Your Speaker

From the Audio Settings menu, click the **Test Speaker** button at the top of the screen. If you hear a ringtone, your speaker is working. If you cannot hear the ringtone, move the volume control to the right and verify that the correct speakers are selected from the dropdown menu.



The screenshot shows the Zoom 'Settings' window with the 'Audio' tab selected. On the left sidebar, 'Audio' is highlighted. The main panel is divided into 'Speaker' and 'Microphone' sections. In the 'Speaker' section, the 'Test Speaker' button is highlighted with a blue glow. To its right is a dropdown menu currently set to 'Same as System'. A blue arrow points from the text 'Speaker Selector' to this dropdown. Below the dropdown is an 'Output Level' bar. Further down is a 'Volume' slider, with a blue arrow pointing from the text 'Volume Control' to it. The 'Microphone' section includes a 'Test Mic' button, a dropdown menu set to 'Microphone Array (Realtek Audio)', an 'Input Level' bar, and another 'Volume' slider. Below these are several checkboxes: 'Use separate audio device to play ringtone simultaneously' (unchecked), 'Automatically join audio by computer when joining a meeting' (checked), 'Mute my microphone when joining a meeting' (checked), 'Press and hold SPACE key to temporarily unmute yourself' (checked), and 'Sync buttons on headset' (checked). An 'Advanced' button is at the bottom right of the settings panel.

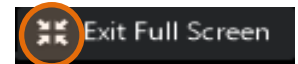
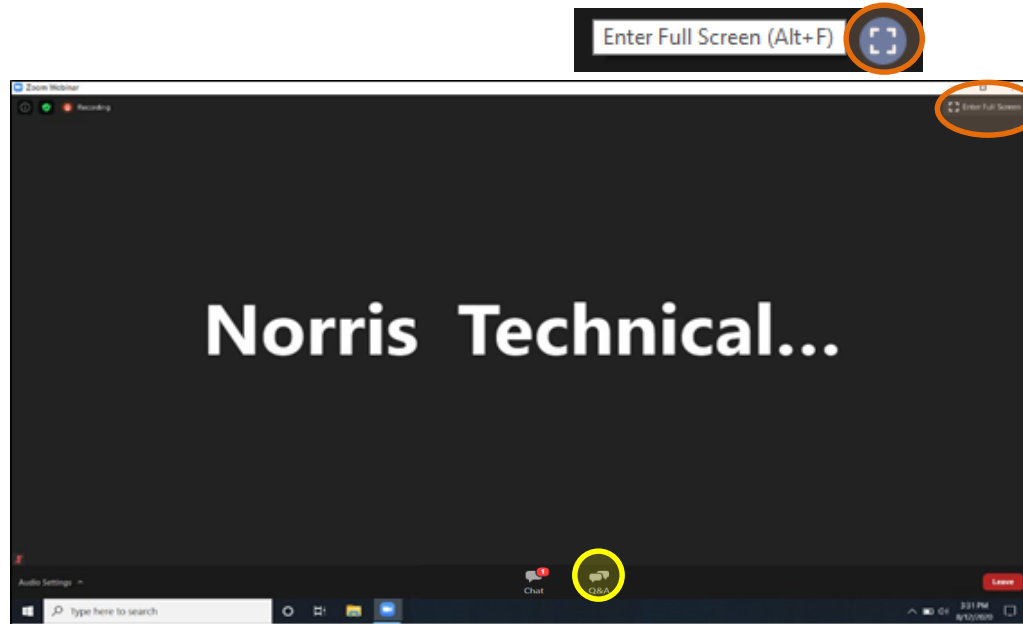
NOTE: Your microphone will be disabled during the webinar.

Zoom Features – 1 of 3

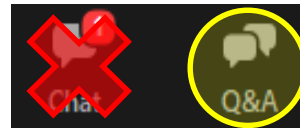
Overview

During the webinar, the video image of the presenter or lecture exhibits will be displayed in the center of the screen in place of **Norris Technical...**

Click **Q&A**
(at the bottom of the screen) to ask the presenter questions. Your questions are only visible to the presenter and the Continuing Education Lecture Coordinator.



Full Screen
allows you to enjoy the webinar with the screen at its largest size.



Our lectures use Zoom Webinar to live stream and record. If you're familiar with Zoom Meeting, you will notice that some features will be missing. Though still visible, the Chat feature is disabled.

Zoom Features – 2 of 3

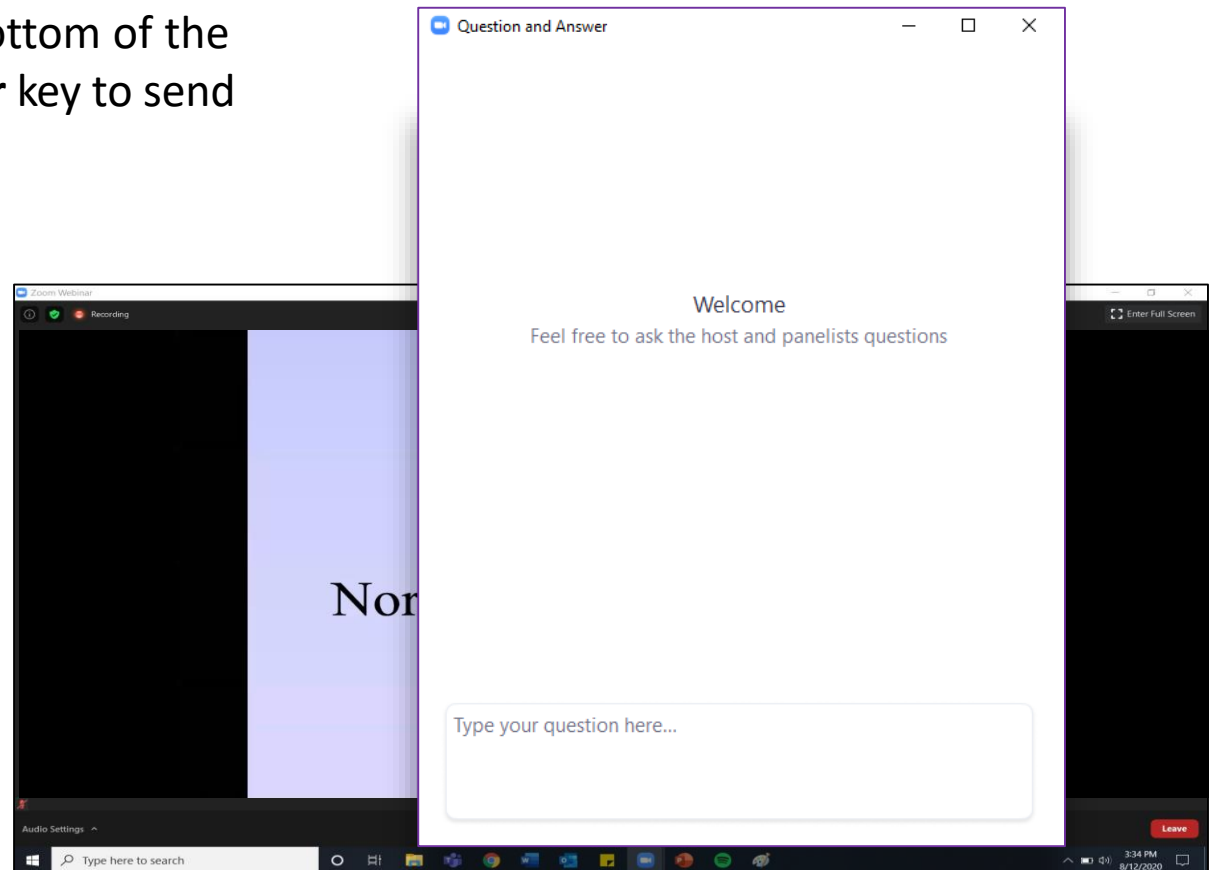
Q&A

If you have a question for the presenter, click  to open a *Question and Answer* window.

Type the question at the bottom of the window and press the **Enter** key to send it to the presenter.

The Continuing Education Lecture Coordinator will review your question and place it in a queue for the presenter to address at an appropriate break in the lecture.

The presenter may answer questions verbally onscreen or type a response.



Zoom Features – 3 of 3

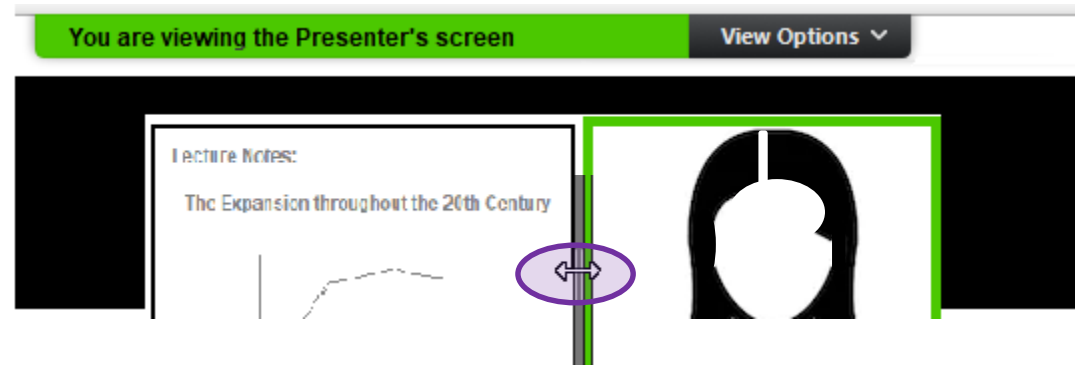
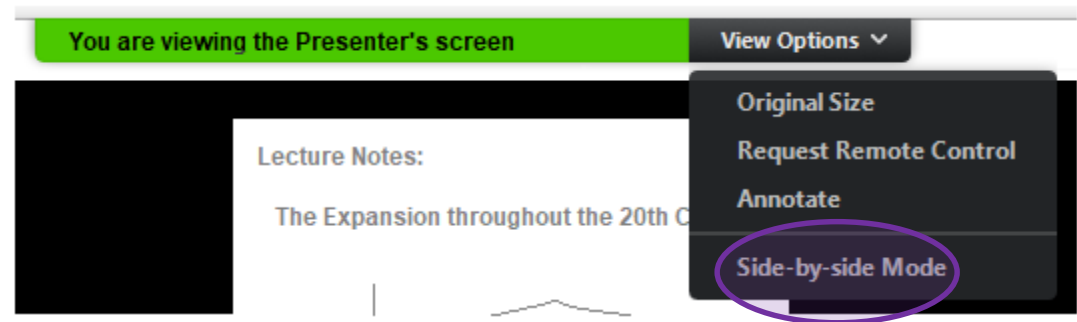
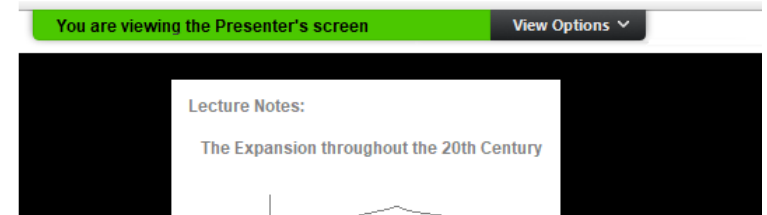
Side-by-side Mode

When the presenter shares an exhibit, such as a graph, *Side-by-side Mode* allows you to see the shared screen alongside the presenter's video image.

From your view of the presenter's screen, click on **View Options** and then on **Side-by-side Mode**.

To adjust the size of each view, hover your cursor over the boundary between the shared screen and presenter's video until your cursor changes to a double arrow and you see a gray line separating both views.

Click and drag the separator left or right as needed.

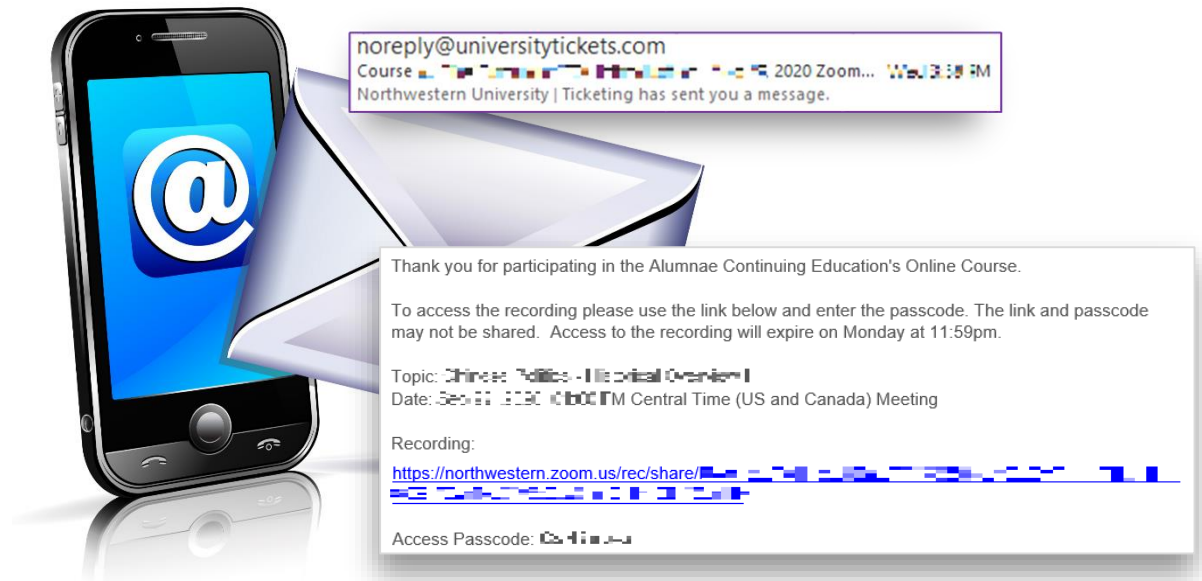


To return to one screen, click **View Options** and **Side-by-side Mode** again.

Recordings

Temporary Recordings

Every week, registered students will receive a link and passcode for limited access to a recording of that week's online lecture. This is perfect for students who were not able to attend the live-streaming of the session or who wish to review in preparation for the next.



The email will be sent from noreply@universitytickets.com to the email address used when registering for the course. The link and passcode expire the day before the next live-streaming session. Recordings CANNOT be downloaded.

Your Zoom link and passcode are specific to your email address and may not be shared. If you don't see these emails, check your spam, junk, trash, or deleted emails folder.

Copying and pasting passcodes may be convenient, but sometimes add unnecessary spaces. If after entering a passcode you receive an error, try typing in the code manually.

Resources for Information and Troubleshooting

New Technologies



Technology-based changes always provoke questions and sometimes frustration. But know that we are ready to help.

We can only arrive at the solution by working together. Prior to calling, please know:

- If you have a firewall that may be blocking your access to the Zoom websites
- How to perform searches within your email program (e.g., Gmail, Hotmail, Comcast, AOL, Outlook, etc.)

Since Zoom-compatibility is a common issue, please also be sure that your web browser meets the minimum requirements:

- Internet Explorer 10 or higher
- Google Chrome 53.0.2785 or higher
- Safari 10.0.602.1.50 or higher
- Firefox 76 or higher

Note: Mobile web browsers are not supported.

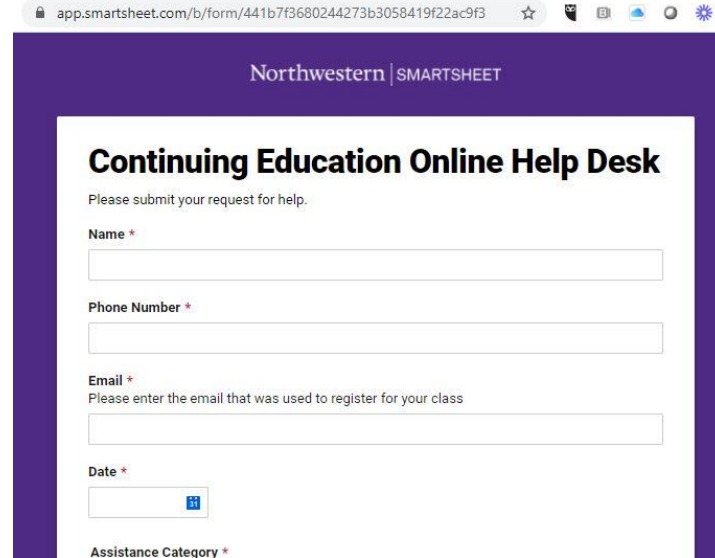
Because computer configurations, especially emails, are highly variable and customizable, registrants should be familiar with their particular setup, including email filters and browser-enabled security features.

Getting Help / Reporting an Issue

Customer Service

At this time, assistance is primarily delivered electronically. During the academic term, staff is available 9:00am-3:00pm, Monday - Friday.

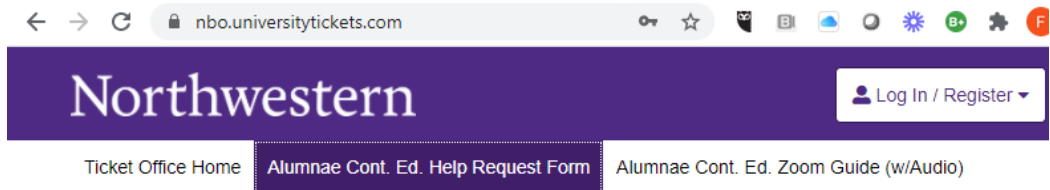
To ask for assistance or report a problem, please use our online form:
<https://app.smartsheet.com/b/form/441b7f3680244273b3058419f22ac9f3>



The screenshot shows a web browser window with the URL app.smartsheet.com/b/form/441b7f3680244273b3058419f22ac9f3. The page has a purple header with "Northwestern | SMARTSHEET". The main heading is "Continuing Education Online Help Desk". Below the heading is a subtext "Please submit your request for help." and a form with the following fields: "Name *" (text input), "Phone Number *" (text input), "Email *" (text input with subtext "Please enter the email that was used to register for your class"), "Date *" (calendar icon), and "Assistance Category *" (dropdown menu).

Please remember that **details matter** and help us determine what an issue may be. Simply indicating that something is not working without describing what you did and what error messages you see, draws out the time needed to arrive at a solution.

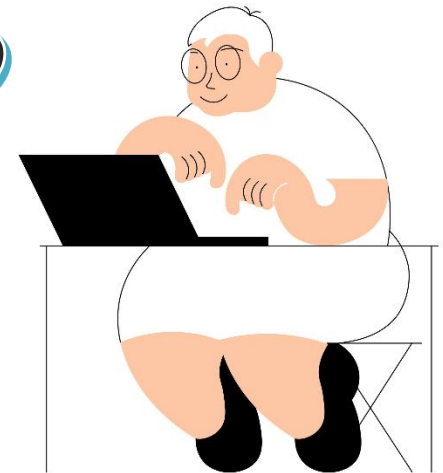
For your convenience, access to the form is available at the registration website,
<https://nbo.universitytickets.com>.



The screenshot shows the Northwestern University Tickets website. The header is purple with "Northwestern" in white. On the right is a "Log In / Register" button. Below the header is a navigation bar with three links: "Ticket Office Home", "Alumnae Cont. Ed. Help Request Form" (highlighted), and "Alumnae Cont. Ed. Zoom Guide (w/Audio)".



Alumnae Continuing Education - Zoom Guide





Spring 2021 Online Courses Preview

Tuesdays (9 Weeks) ♦ March 30 – May 25

A. Great Performances

Drew Davies, *Associate Professor, Musicology*

B. The Health of Our Planet: Past, Present, and Future

Faculty from multiple departments

Thursdays (9 Weeks) ♦ April 1 – May 27

C. Another Look at the History of the Universe

Michael Smutko, *Professor of Instruction, Physics and Astronomy*

D. Positive Psychology

Wendi Gardner, *Associate Professor, Psychology*



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Engaging Minds, Enriching Lives

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SINCE 1916
THE ALUMNAE OF
NORTHWESTERN UNIVERSITY

Courses
Course A: The Turbulent '60s
Course B: Chinese Politics

Class Schedule
Fall 2020

Course Brochure
Fall, 2020
Summer 2020

Registration and Policies


The Alumnae's 2020 Curriculum Innovation Award Recipients
Jennifer Lackey, Sarah Van Wart and Sepehr Vakil, The Alumnae of Northwestern University's 2020 Curriculum Innovation Award Recipients
[Read more](#)

Celebrating 100 Years!
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About the Alumnae
Founded in 1916, The Alumnae of Northwestern University, a volunteer organization, has given more than \$8 million to Northwestern University in a variety of ways. Since 1968 it has showcased the University's academic resources through intellectually stimulating noncredit daytime courses for the public taught by outstanding Northwestern faculty. [Read More](#)

Tips
• To check WEATHER-CAUSED CLASS

Visit our website: www.nualumnae.org