1. **How will students join your Zoom tutorial?**  Ideally students should be in waiting room and admitted by you as the host/teacher a few minutes before ready to start. Have a list of the student names beside you when checking who is in the waiting room.
2. **What if there are sound problems?** Encourage students to wear Headphones –This will allow them to hear better, reduce audio feedback and for students sharing study spaces it maintains confidentiality and privacy.
3. **What do I do if there is a “Bad” internet connection?** Ask the student to turn off video and/or audio (turning off camera/mic). If connection remains poor, ask participants affected to leave and rejoin the meeting. If possible they could log in on another device or from another room with better internet connection. NB:The best experience is to use a laptop/desktop for learning purposes.
4. **How do I know if the students have contacted a patient?** When students are creating Zoom meetings with patients, they should always copy in the GP (when emailing the patient about the meeting)
5. **What do I do if student doesn’t appear to engage in session? S**tudents have already been advised regarding professionalism before starting placement. If despite prompting they do not engage in conversation with the group then please contact [gpadmin@qub.ac.uk](mailto:gpadmin@qub.ac.uk)
6. **What if someone ZOOM “bombs” the session?** Zoom bombing can be avoided by using the waiting room so you only let in people you know. Participants can be removed. (You can right click on someone and this gives you the option to remove or put in waiting room.
7. **What happens if I am running late or my ZOOM connection is poor?** Have a backup communication plan for students eg. Advise you will email them or that you will send a message to the group via WhatsApp or text.

**Always have a Plan B (just in case)**

**Consider how you can contact students if the technology fails. You could advise that you will email the group or send a WhatsApp message to a nominated lead for the group.Provide the students with the best contact phone number for the practice should they need to contact you.**

If you want further help or guidance, we can arrange a ZOOM tutorial or phone call

Please contact

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