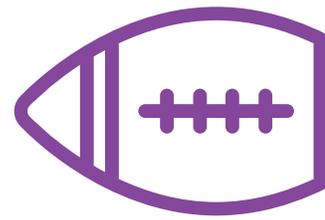
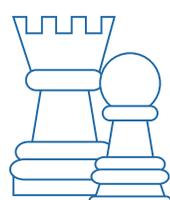
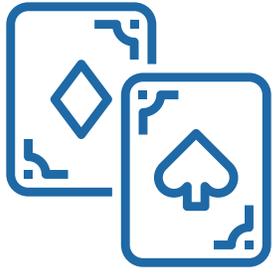
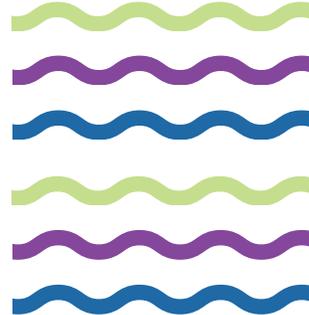
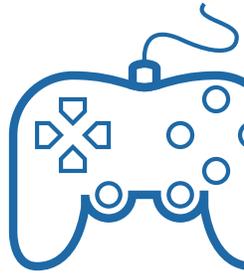
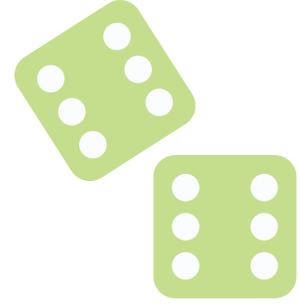
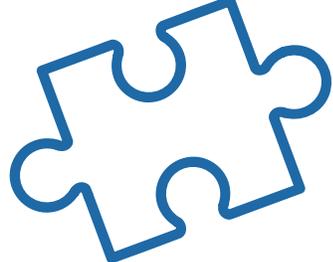




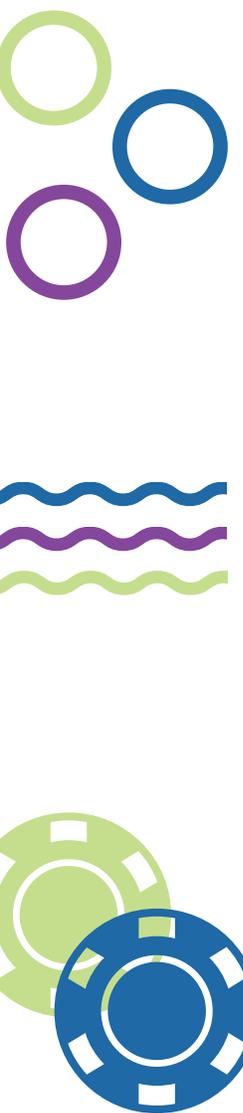
Zoom Troubleshooting Guide



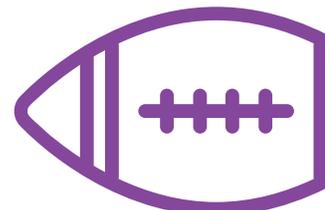
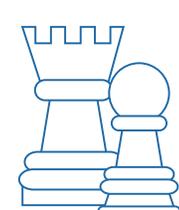
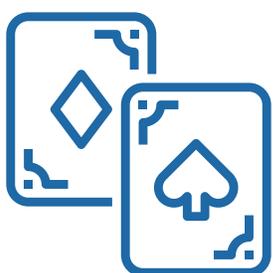
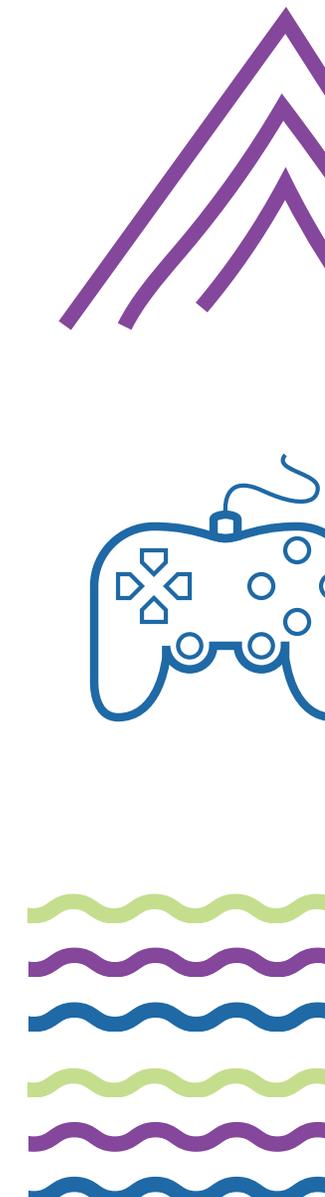


Thanks for joining our virtual performance! Please read all of the following tips ahead of time for the best experience while watching your favorite dancers!

PLEASE NOTE:



We are providing these details to be as helpful as possible. We will do the best that we can to help you through any technical difficulties during the performance, but reading through this will help to minimize any issues! We have every class set to record video and we will make this video available to you. However, we cannot guarantee that we won't encounter a few glitches with the videos. Our priority will be given to the live Zoom performance and giving the dancers their time to shine!

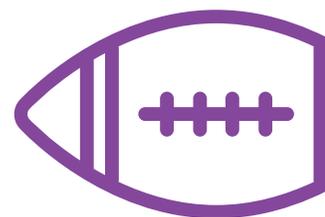
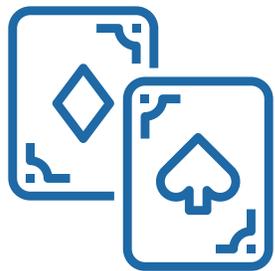




Logging In:

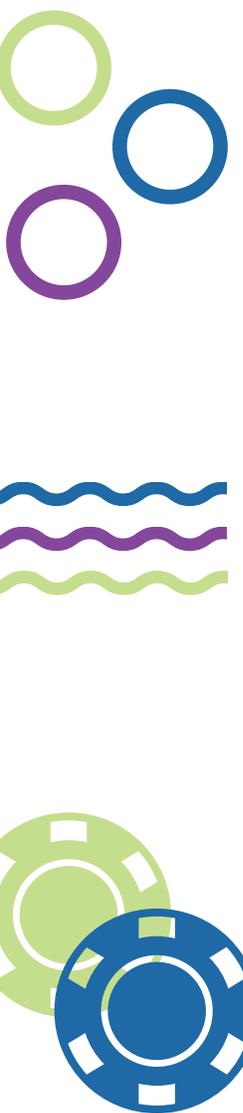


Find the Zoom information in your dancer's class email that was sent to you. When you log in to Zoom on your phone or your computer, press the "Join" button at your dancer's time. Use the Meeting ID given for your class, then press next. When it prompts you for a Meeting Password, use the password for your class, and then you will be placed in the waiting room. If you have never used Zoom before, it is a good idea to attempt the log-in well before the performance time in case you need to install software. Once any software is installed, the login process should be very quick.

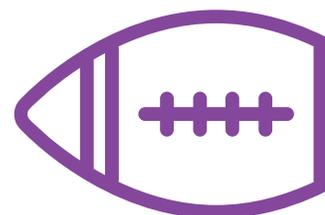
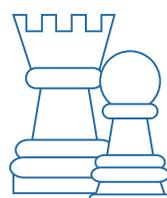
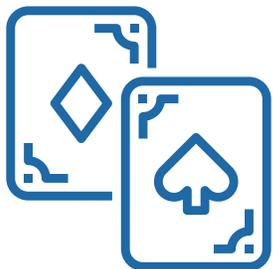
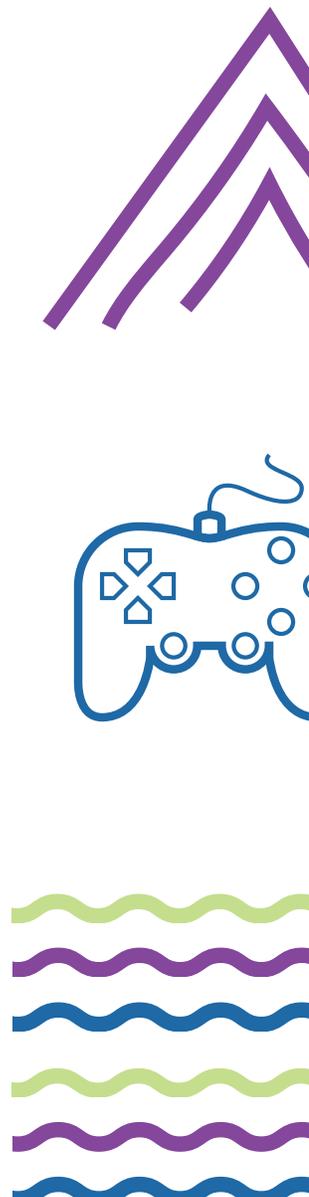




Share Without Video:



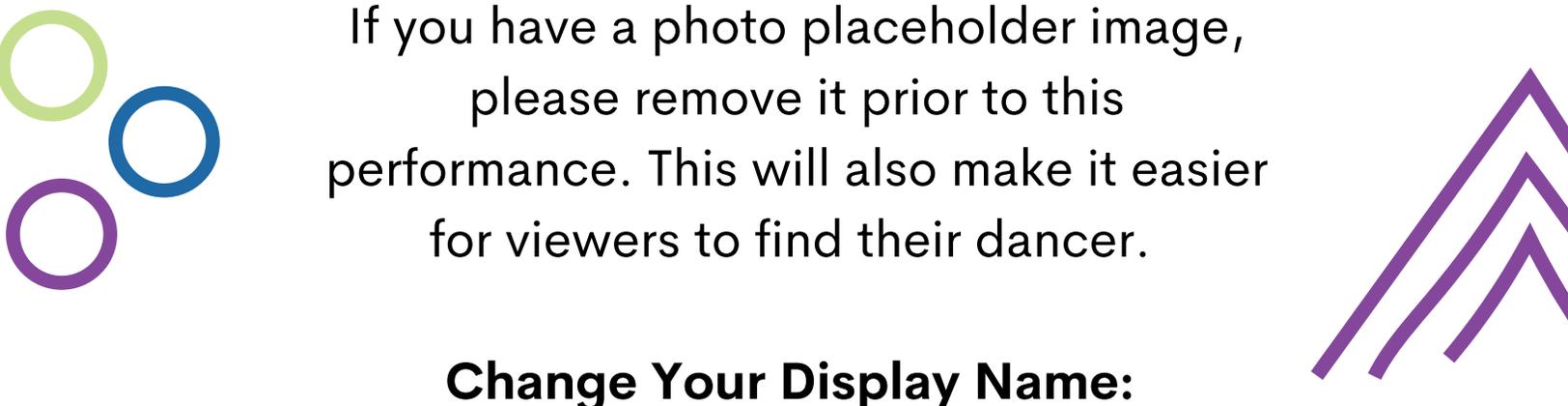
When you log in, please select "join without sharing your video". You will see an option for this at the time of log-in, but if you miss it, you can also select "stop sharing video" once you are admitted into the meeting. This will move all the dancers to the top of the screen making it easier for all viewers to find their dancer. If you want to briefly share your video when you first log in during the greeting, you can turn on/off video on your device. From a laptop, this option will be at the bottom of your screen. From a phone or tablet, you will need to tap your screen once, and you will then see an option pop up at the bottom of your screen to stop video. (Note, this is also how you can put yourself on mute if for some reason you become unmuted).





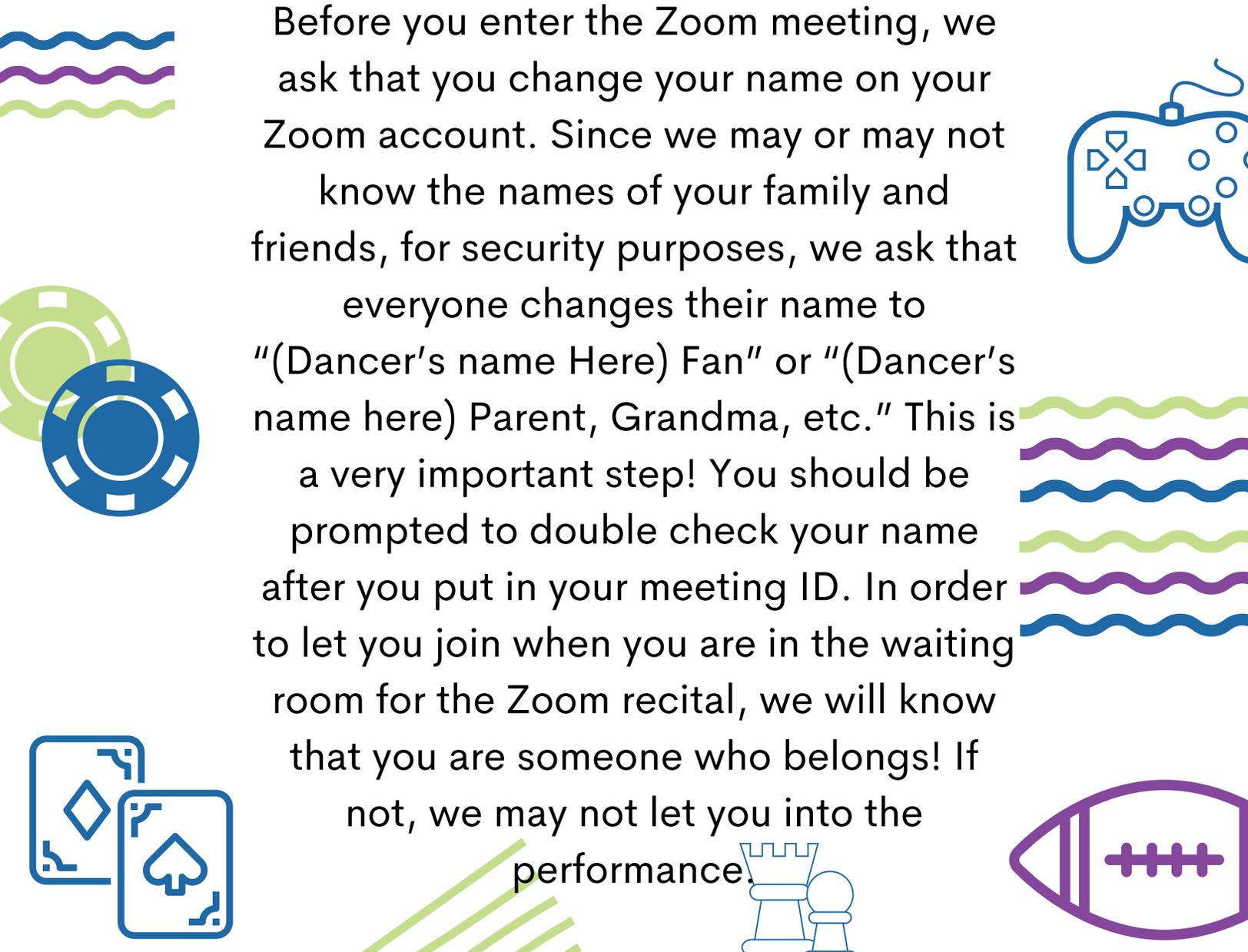
Remove Photo Placeholder:

If you have a photo placeholder image, please remove it prior to this performance. This will also make it easier for viewers to find their dancer.



Change Your Display Name:

Before you enter the Zoom meeting, we ask that you change your name on your Zoom account. Since we may or may not know the names of your family and friends, for security purposes, we ask that everyone changes their name to "(Dancer's name Here) Fan" or "(Dancer's name here) Parent, Grandma, etc." This is a very important step! You should be prompted to double check your name after you put in your meeting ID. In order to let you join when you are in the waiting room for the Zoom recital, we will know that you are someone who belongs! If not, we may not let you into the performance.





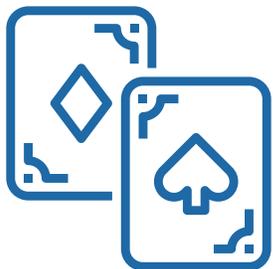
Waiting Room:

Once you are logged in, you will be placed into a waiting room until the teacher and dancers are ready for their performance. This will be approximately 15 minutes into the class time. It is very important that you are on time because once the performance begins, the teacher may not be able to admit people from the waiting room, as she/he will be leading the class.



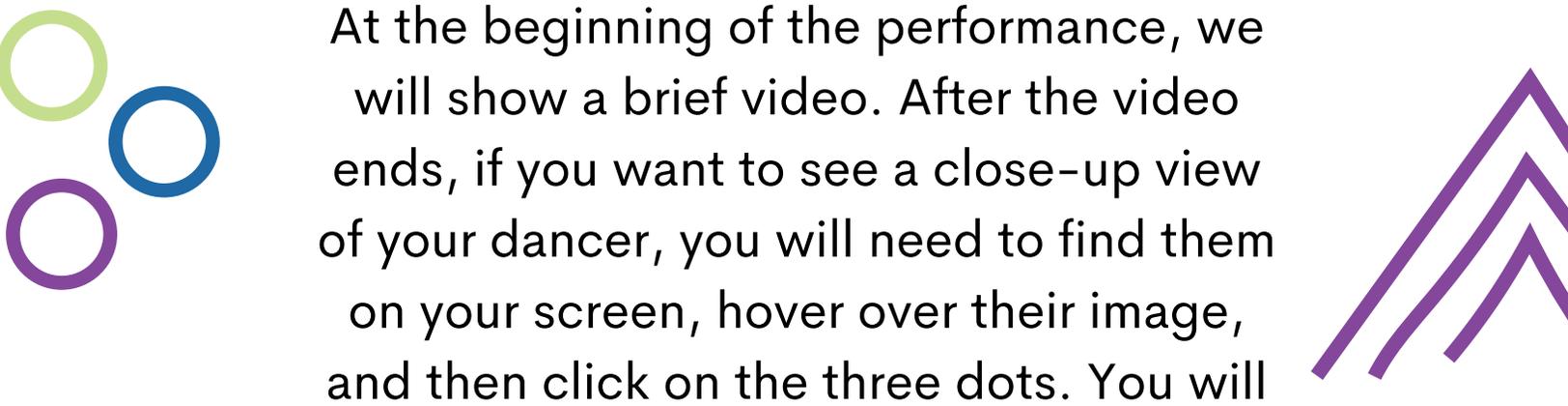
Mute:

When you are admitted into the performance, the teacher will have everyone on mute, so no one will be able to hear you. If for some reason you find that you are not muted, you can mute yourself. On a laptop, you will see a microphone icon at the bottom of your screen OR you can hover over your own image and an option pops up to mute yourself. On a phone or tablet, just tap on your image, and the option will pop up for you to mute yourself.

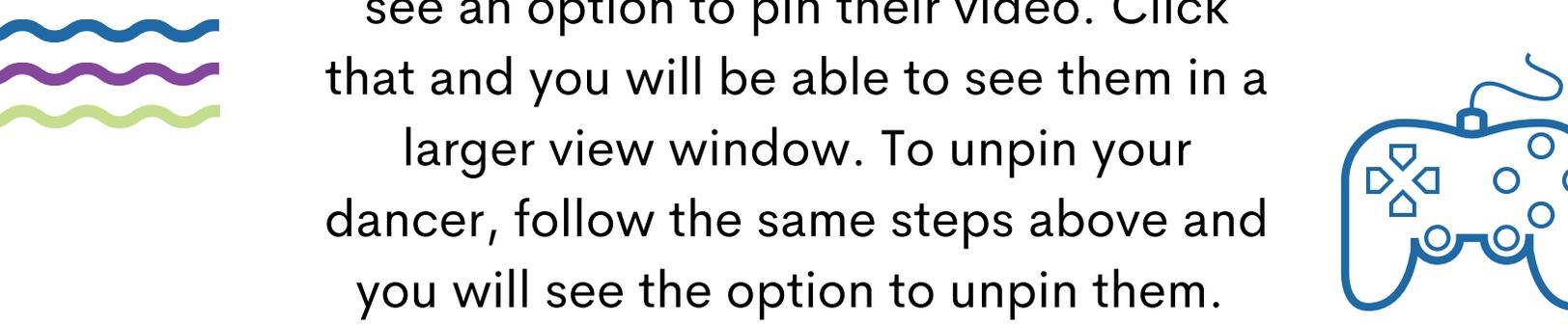
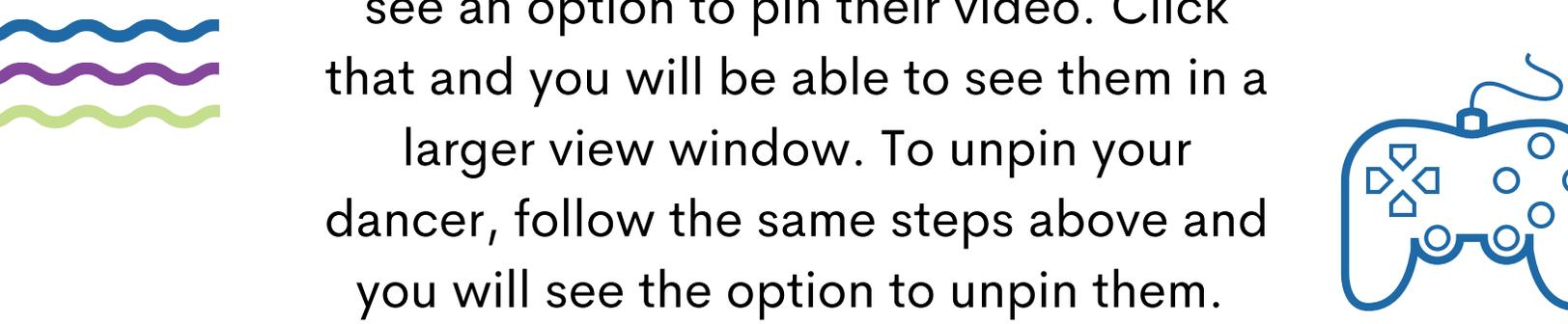




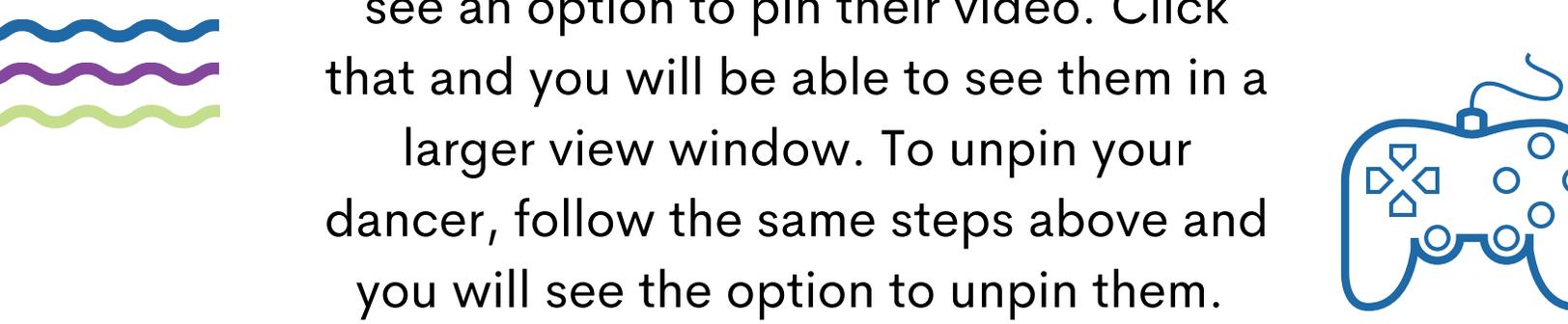
Pinning Your Dancer:



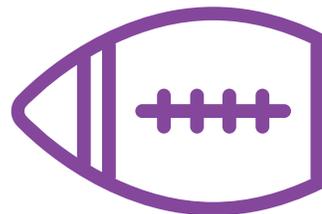
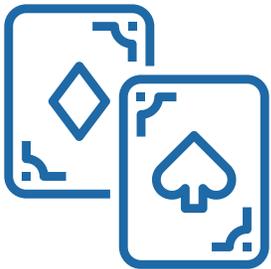
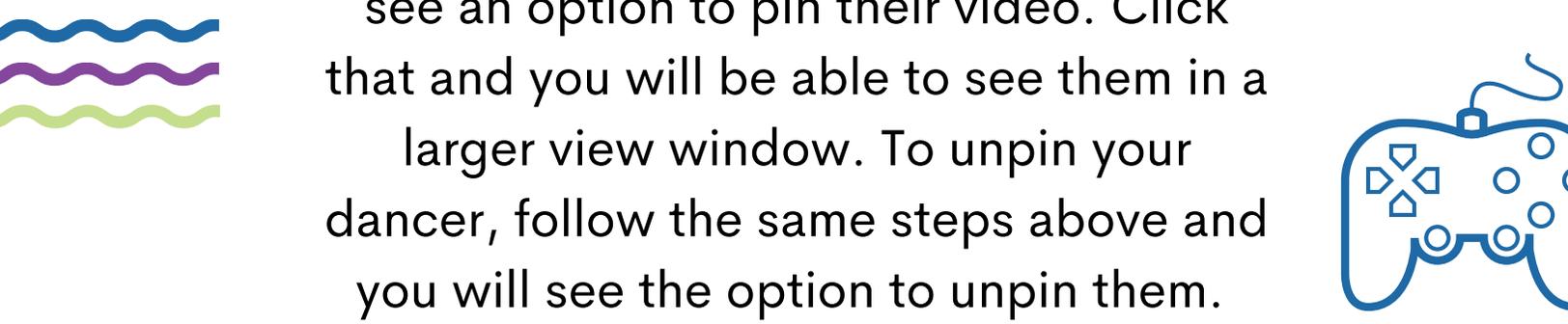
At the beginning of the performance, we will show a brief video. After the video ends, if you want to see a close-up view of your dancer, you will need to find them on your screen, hover over their image, and then click on the three dots. You will see an option to pin their video. Click that and you will be able to see them in a larger view window. To unpin your dancer, follow the same steps above and you will see the option to unpin them.

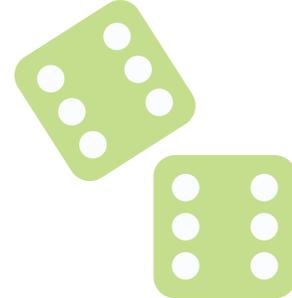
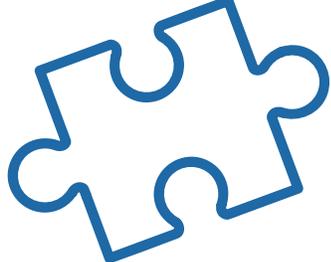


Gallery View:



If you are on a laptop and you want to go back to viewing the entire class, you can click "Gallery View" at the top right. Phones and tablets will show a maximum of 9 dancers at a time, so you will need to swipe to view the dancers you want to watch.





Update Zoom:

Make sure that you have updated to the most recent version of Zoom before you join the meeting!



Breakout Rooms:

At the conclusion of your dancer's performance, you will be placed into a separate breakout room so that you can congratulate your dancers without others being there too! You will need to unmute yourself and turn on your video in order for your dancer to hear and see you! Once the time is up, we will end the breakout rooms, show the closing video, and that will conclude your dancer's performance time.

