

What to do if someone is knocked out

Digital session training & zoom guide

Version updated: 10/12/2021

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Before the session

Five to seven days before session:

- ♡ Have Zoom downloaded on your laptop. It's free. Find the right one for your device [here](#)
- ♡ Arrange a brief phone call/virtual call with the volunteer you'll be teaching with. Plan how you will teach the session together.*
 - **Make sure** to agree a method of communicating during the session in case you cannot communicate through zoom for any reason. Text, WhatsApp or any other method that works well for you.
- ♡ On the Lamplight teaching record for your teaching session, check the link for your Zoom webinar and the login details are there.*
- ♡ **If this information is missing from Lamplight contact nvc@streetdoctors.org*
- ♡ **30 minutes before session:**
- ♡ Find a quiet place in your house and think about what is behind you. Try and find a space where people won't pass through regularly and that there's nothing offensive behind you or anything you wouldn't want YP seeing.
- ♡ Your StreetDoctors T-shirt. If you don't have one to hand, any other plain top with no imagery or logo is ideal.
- ♡ Both you and your teaching partner log in to Zoom and check all the technical elements are working for your devices. One of you will log in and be the host, the other volunteer logs in via the webinar link for the session and is made "co-host"
- ♡ [Open the Koantic](#) presentation for the knocked out session. **You have to click on the link, download the folder, open it in your device, 'unzip' or 'extract' the folder and then open the document called 'index.html'. You only have to do this once – the presentation is now on your device.**
- ♡ Headphones or earphones might optimise audio
- ♡ Both yourself and your teaching partner decide who will share screen/who will teach which part of the Koantic.

Using Zoom

Logging in

- ♡ There are 3 Zoom accounts for hosting digital sessions, as only 1 session can run at a time.
- ♡ One volunteer will log in to Zoom (Host). The other volunteer will sign in with the webinar link from the Lamplight teaching record. Make sure you register with only your first name.
- ♡ The Host will be able to make you a 'panellist' and then 'co-host'.

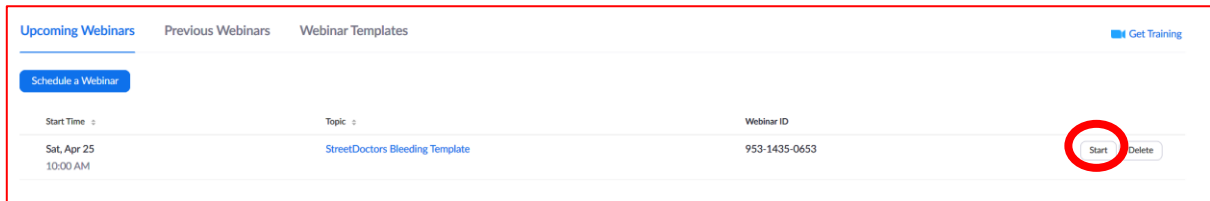
Opening a webinar

- ♡ Click "webinar" from the side menu on the left
- ♡ Then click "upcoming webinars" from the top menu
- ♡ Select the webinar scheduled for your timeslot and press start (circled below)
- ♡ Once in the webinar make sure you press join audio and video from the pop-up screen

NVC Zoom – nvc@streetdoctors.org
Password – StreetDoctorsOnline12

Info Zoom – info@streetdoctors.org
Password – Str33t1974!


London Zoom – london@streetdoctors.org
Password – StreetDoctorsLondOn

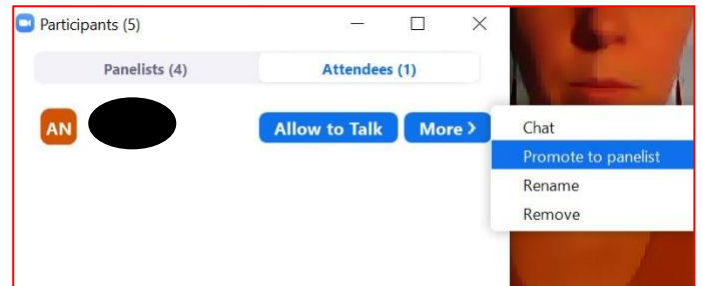


Managing participants

- ♥ As soon as anyone (YP or DP staff member) joins the webinar they will be able to see and hear you. There is no waiting room.
- ♥ When your teaching partner joins, click on their name and promote them to “panellist” and then make them “co-host”
- ♥ Have a quick chat to make sure video and audio are on and working.

Panellist/Co-hosting

- ♥ Click the participants button 
- ♥ Find the name of person you want to make co-host
- ♥ Select “more, then click “promote to panellist”
- ♥ Once they are “a panellist” right click them and click the make co-host option.



Delivery Partners

- ♥ Once the DP staff member joins (their name will be on lamplight), make them “panellist” and then “co-host”.
- ♥ The DP staff member will join about 10 mins early – introduce yourself and find out how many YP are expected. Let them know that you will wait for YP for a maximum of 15 minutes before starting the session.
- ♥ Brief them that it is their responsibility to check that only the correct YP are on the webinar and to ensure the YP have joined with anonymous names. They will have received a document outlining this beforehand.

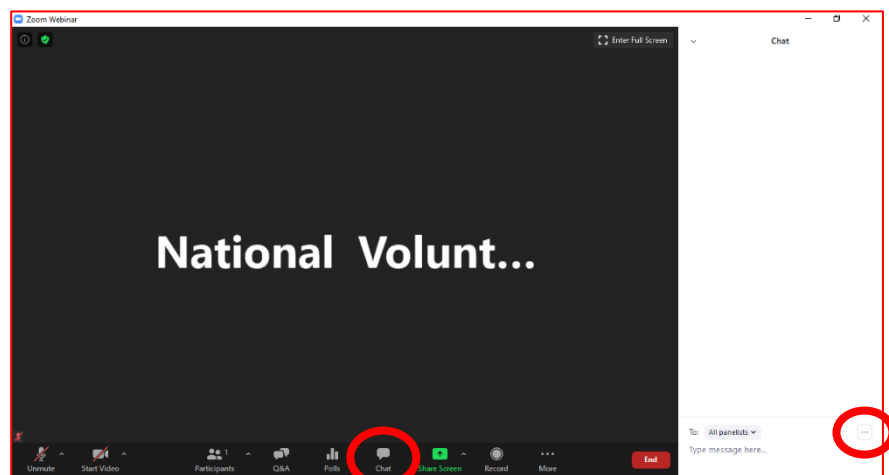
Safeguarding features

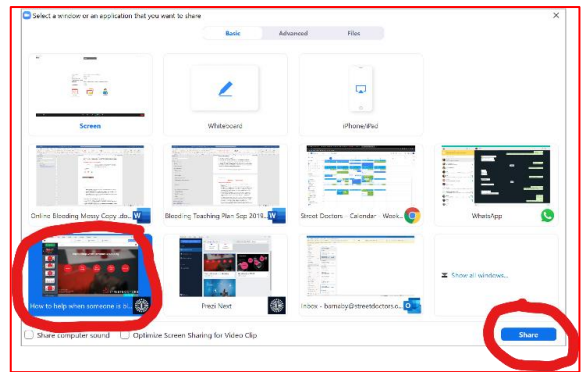
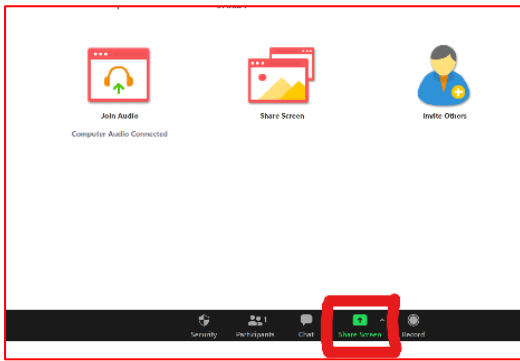
- ♥ Whoever is the ‘host’ during a teaching session needs to disable the ‘Chat’ function for YP. Do this as soon as you start the Webinar.
- ♥ Select ‘Chat’, then click on the three dots in the corner. Ensure that Attendees can chat with ‘No One’.

Webinar functions

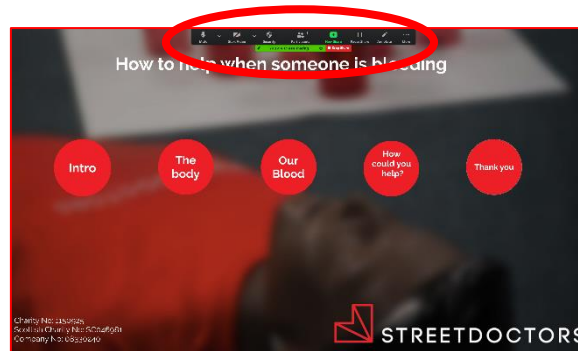
Share screen:

- ♥ This will allow you to share the Koantic with young people (YP).
- ♥ Click the “share screen” button. It is found on the menu at the bottom of your screen.
- ♥ A pop-up screen will open, select the Koantic window, check the box “optimise for video clip”, then click share.





- ♥ If you're the volunteer screen sharing your screen will look like the image below. We recommend going "full screen".
- ♥ Please note if you are full screen your zoom menu bar will automatically minimise. Just hover your mouse to the top of your screen and it will reappear.



Raise hands:

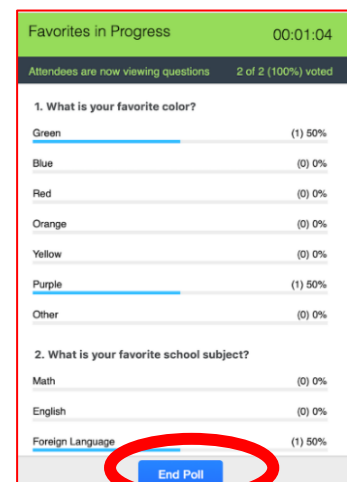
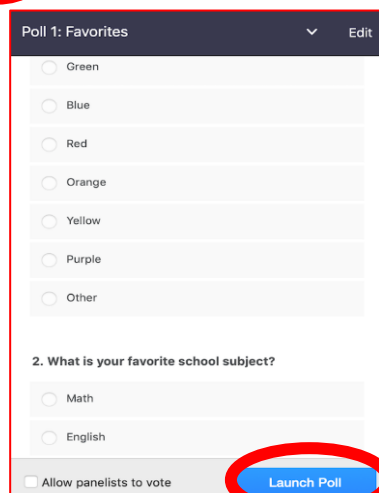
- ♥ Participants can raise their hand in response to a yes/no question you ask or it is one way to let you know they'd like to ask a question
- ♥ It's in the bottom menu of their screens

Polls:

- ♥ This is a tool to help engage YP in the session
- ♥ Select poll from the menu bar which will be at the top (if screen sharing) or bottom of your screen.

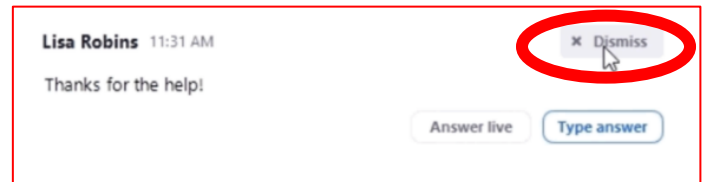
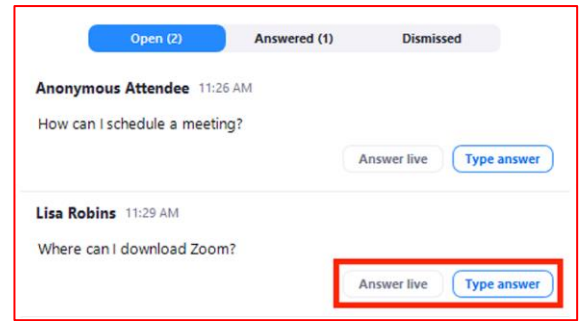


- ♥ Click the arrow to select different polls – **use the title of the poll when selecting NOT the poll number.**
- ♥ The poll will appear on YP's screens until you press end poll
- ♥ At the end of each poll you can "share poll results" so YP can see what others thought and you can use it to comment on general trends
- ♥ When you want to move on you can "stop share" the poll results.



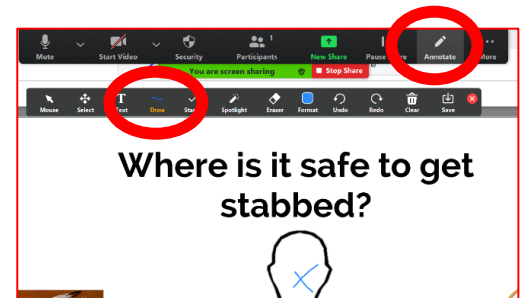
Q&A:

- ♡ This is a feature that allows YP to type a question and input answers.
- ♡ Make sure to let YP know they can tick the “anonymous” box so their answers and questions are anonymous.
- ♡ You’ll know a question has been asked because a red notification number appears next to the Q&A icon
- ♡ Share the question verbally so every YP knows what has been asked and answer it.
- ♡ Once you’ve answered a question click “answered live”
- ♡ If you need to remove a question you can press dismiss to remove it from the list without answering it. Dismiss will be on the right hand side when you hover.



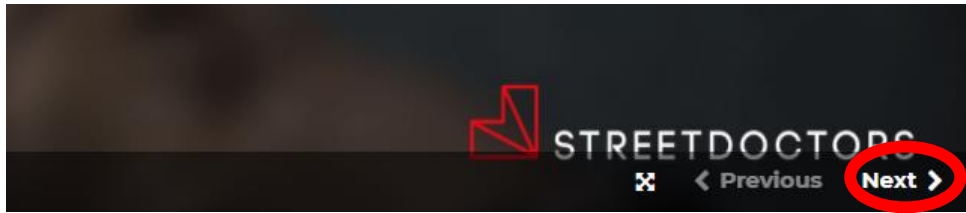
Annotating:

- ♡ This feature can ONLY be used by teaching volunteers to either draw on screen or add text on screen
- ♡ You can select the annotate function from the menu bar at the top (if screen sharing) or bottom of your screen.
 - “Draw” is great to circle and highlight sections
 - “Text” is good to write down ideas and suggestions from the group



Using Koantic

- ♡ Click the Next and Previous arrows to progress forward in the presentation



Facilitation skills for teaching online

What's the same about teaching online?

Lots of the skills you already use in face-to-face sessions will help you be a good online teacher.

Encourage interaction from YP – use the Zoom functions described in the section above. It helps:

- ♡ Keep YP awake and engaged.
- ♡ Ensure they are participating and getting the most from the session.
- ♡ Reinforces for them what they already know, and what you can help them understand/learn.

Paraphrasing - repeating back questions that YP type in the Q&A. It helps:

- ♡ YP know you value their interaction with you.
- ♡ Other YP know what has been asked.
- ♡ YP know what question you are answering.

Body language and props

- ♡ Use hand gestures to emphasise key messages.
- ♡ Think about your tone of voice, be dynamic in a way that feels authentic for you. This helps keep YP engaged.
- ♡ Utilise props where appropriate, e.g. pint glass, 2 litre bottle.

Allocate sections of the teaching plan

- ♡ Be clear with your teaching partner what bits you will each teach.
- ♡ Stick to this plan (unless technology fails), because in Zoom it will be difficult for YP to hear things clearly if you both talk at the same time.

What's different about teaching online?

Most sessions on Zoom will be taught in a way that means YP can only see and hear you as teaching volunteers. For safeguarding reasons they won't be able to see and hear other YP. Where delivery partners request video and sound to be on for YP we will make that possible.

Not being in the same physical space has its challenges and not being able to see or hear YP is an odd experience too. Along with the tips mentioned above, the additional tips below will help ensure YP benefit the most from the time you spend teaching them.

Follow the teaching plan below

- ♡ It's harder to hold YP's attention online. Bullet points written in *italics* in the "Virtual Teaching Session" section are the key things you should be saying/teaching.
- ♡ Keep your explanations simple and maintain a good pace to ensure YP stay engaged.

Voice

- ♡ Speak clearly to ensure YP understand what you're saying.
- ♡ Have a calm and friendly tone, treating every interaction a YP offers you as a gift. The fact that they are asking questions, answering polls or raising their hand is an indication they are interested and engaged.
- ♡ Make sure you're not talking endlessly. Remember to stop and ask questions to the YP. They're sat at home/in a classroom so asking them what they know engages them.

Park tricky questions

- ♡ If asked a question that's not immediately relevant to the section you're teaching or it's tricky question, acknowledge it and explain you'll come back to it at the relevant point or at the end of the session.
- ♡ AVOID explaining complicated biological things that are not KEY to YP understanding how to help in an emergency.
- ♡ An interesting question from one YP and you taking the time to answer it is likely to result in other YP losing interest. And, unfortunately you don't have the opportunity of being in the same room to spot who you'd like to re-engage!

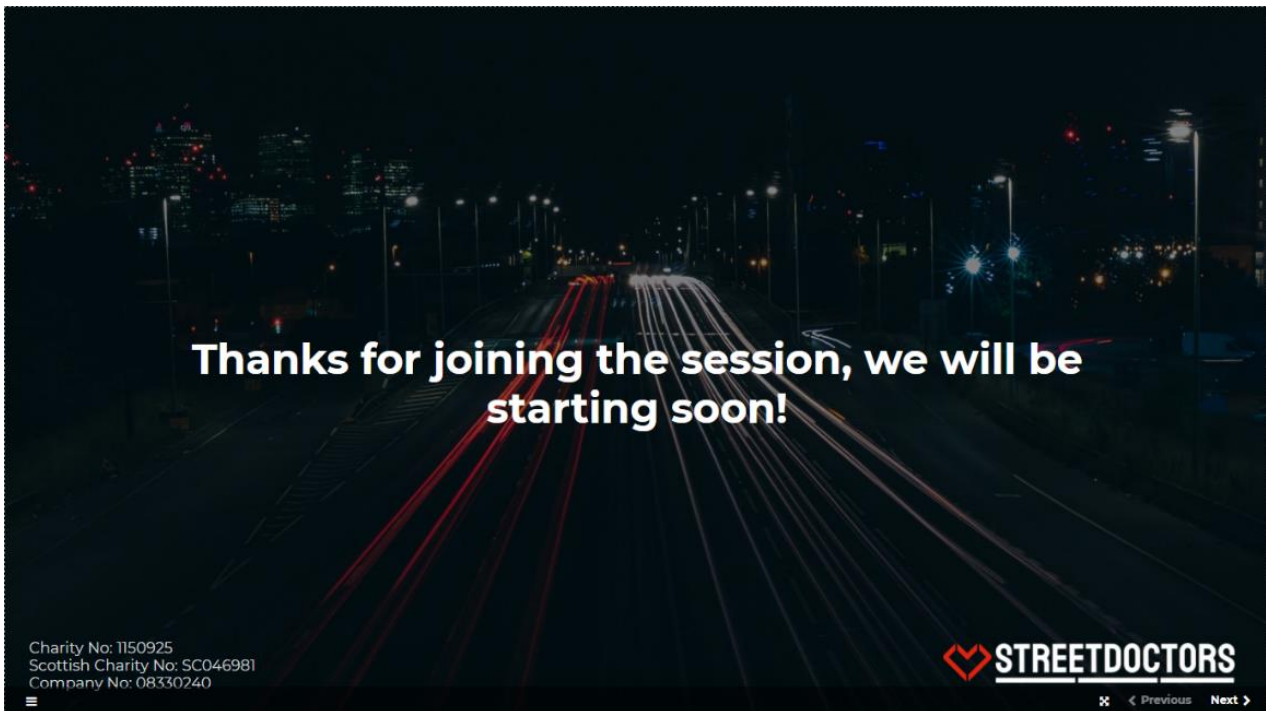
Managing responses from YP

- ♡ Most YP tend to answer the polls, as it's easy to engage with this function
- ♡ Not every YP will write a response in the Q&A box. Therefore, don't wait for every attendee to write something as this creates 'dead air' in the session. Work with whatever YP give you and keep the session moving forward.
- ♡ If you're sharing the screen on your laptop/desktop it might be easier for your teaching partner to share and read out what is being said in the Q&A

THE KNOCKED OUT TRAINING PLAN

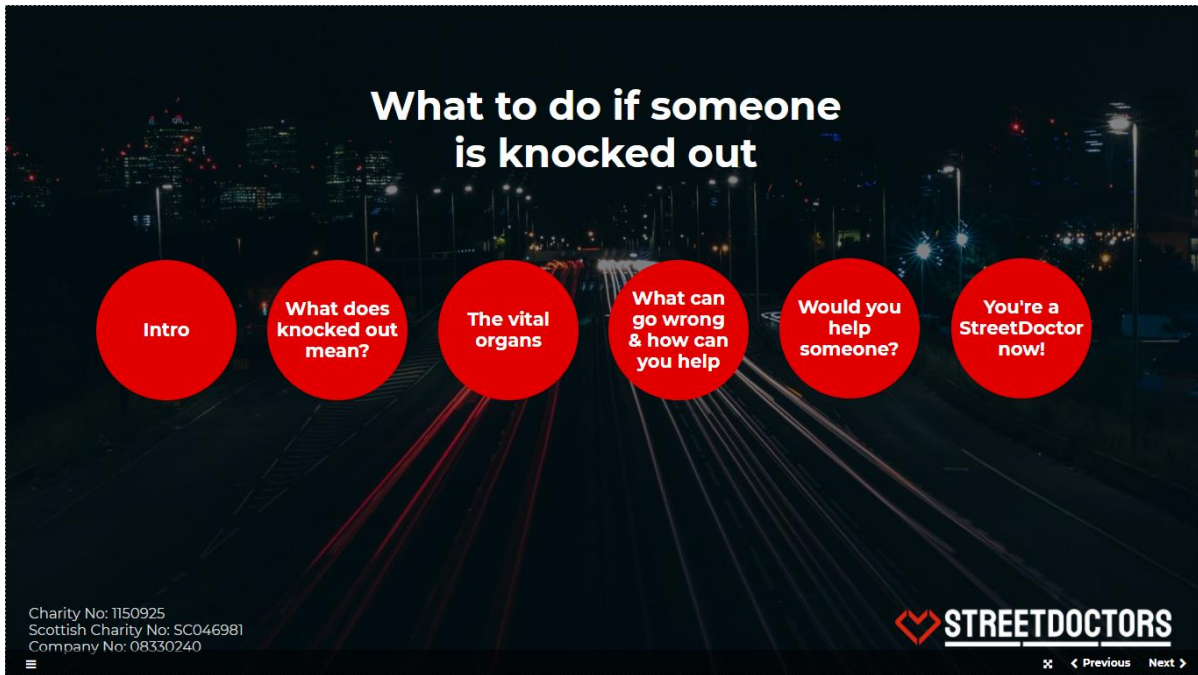
- ♡ In Koantic the session is split into 6 main sections as shown below in the 6 circles on the title screen.
- ♡ The Koantic is already in the correct sequential order, all you need to do is click the next arrow as you progress through the session. Before beginning ensure all participants can see the screen and can hear both of the volunteers.
- ♡ *Bullet points in italics are the 'script' you should aim to stick to in order to stay on message and keep to time*

Joining screen



- ♡ Have this slide up so that YP see this when joining.
- ♡ Keep an eye on the 'attendees' tab so you are aware when YP join the session, and it is good practice to verbally welcome them and let them know that you will start soon.
- ♡ As YP can not use their audio or video, it can be odd for them when they first join the Zoom, so doing a short welcome can make a big difference.

Title screen



- ♡ *Introduce yourselves as volunteers and welcome the staff and YP – introduce yourselves as medical/nursing/paramedic students because you are role models!*
- ♡ *Keep an eye on the 'attendees' tab as YP will join gradually – please welcome them and clarify that they won't be able to speak/put video on and that the session will be starting soon.*
- ♡ *Give a brief description of StreetDoctors – a charity that believes young people are capable of learning vital skills to be able to save someone's life*
- ♡ *Explain the purpose of the session is to teach them how to help when someone is bleeding, each circle represents a different section and it'll last **about 45 minutes**.*

In the teaching guide – each interactive element (**Raise hand**, **Q+A** and **Poll**) will be colour coded to ensure you know when to use which feature.

In the Koantic, on the bottom right corner of each page, there will be a symbol which tells you if you need to either send a poll, ask YP to use the Q+A or to raise their hand. The symbols appear at the chronologically correct time, so keep an eye out for them. These are the symbols for each –

Send a poll



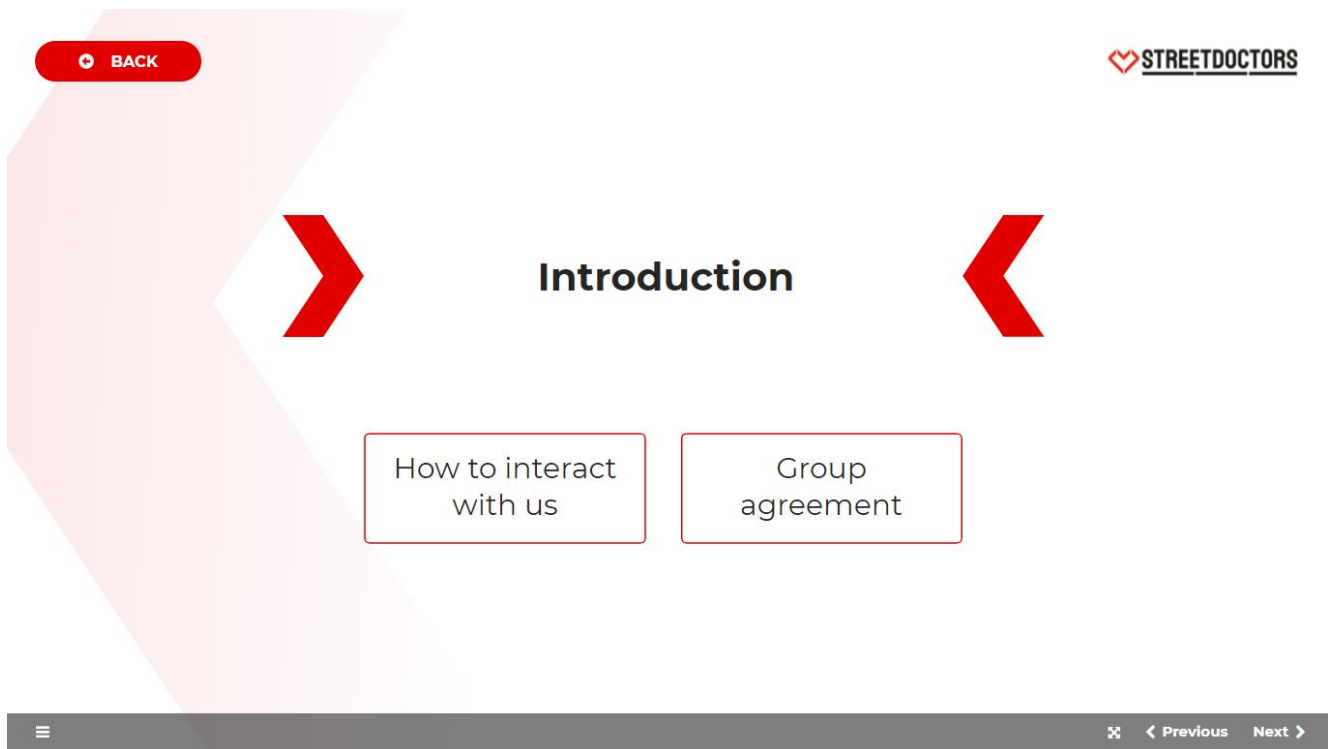
Ask YP to use the Q+A



Ask YP to raise their hand



Section 1 - Introduction



Tell YP how they can interact with you

Show YP the 3 ways in which they can interact with you:

1. **Raising their hand** – Ask them to **raise their hand** if they can see and hear you
2. **Q and A button** – They can click the 'Send anonymously' button when asking a question so their answers are anonymised.
3. **Answering polls** - **Send poll: Test poll: have you done first aid training before?** to YP, then share results



Get YP to practice using all of these functions so they feel confident using them and know they're working.

Group Agreement

- ♥ Let YP know you'd like to agree with them how you'll all work together during the session
- ♥ Ask them for any suggestions they would add via the Q&A feature
- ♥ Remember to provide a warning for the content you'll be talking about. It's fine for YP to leave and re-join the zoom if they need to.



Section 2 – What does knocked out mean?



What does knocked out mean?

Ask the YP to write in the **Q+A** what they think knocked out means

- ♡ Knocked out means unconscious and not responding. This is the ‘what does unconscious mean’ section from the previous unconscious session.

Send **Poll: What does knocked out mean?** to YP, share results once they’ve responded

Highlight general trend seen in responses

- ♡ Explain the difference between knocked out and sleeping.

Why might someone be knocked out?

Ask the YP to write their answers in the **Q+A**

- ♡ There are lots of ways and reasons someone can be knocked out, but you don’t need to know HOW it happened to help them.

Is being knocked out always dangerous?

Ask the YP to **raise their hands** if they think yes, and then lower their hands. Do the same thing for if they think no.

Ask the YP to put why they think that in the **Q+A**

- ♡ *The answer is yes – being knocked out can always be dangerous.*



- ♡ Explain the consequences of being knocked out:
 - Vegetative state - Hit your head, have a brain bleed and be in a coma
 - Disability – lose function in your arms/legs
 - Speech – long terms effects can be confusion, memory loss, and difficulty speaking
 - Hospital – you can spend several months and years visiting hospitals due to long term consequences

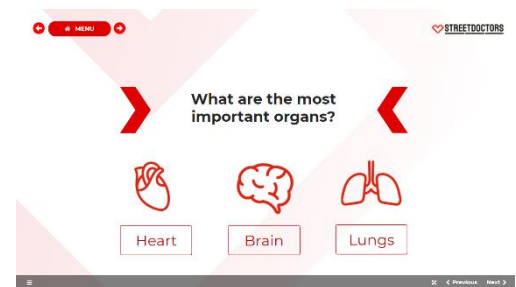


Section 3 – The vital organs

Send **Poll: Vital organs** to YP, share results once they've responded

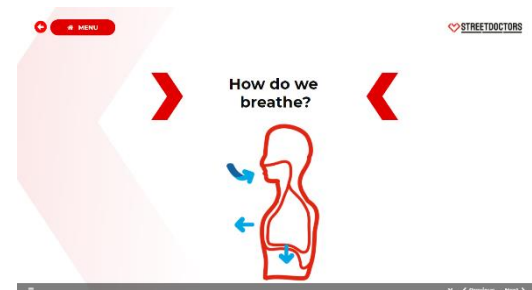
Highlight general trend seen in responses

- ♡ Pressing the next arrows reveals the 3 vital organs
- ♡ Explain why the heart, brain and lungs are the most vital, e.g.
 - **Lungs** – breathe in oxygen
 - **Heart** – pumps blood with oxygen around the body
 - **Brain** – controls everything our body does via the nervous system
- ♡ Link organs to consequences of not breathing.



How do we breathe?

- ♡ Ask YP to write in the **Q+A** how we breathe – look for a general answer e.g.
 - We breathe in oxygen from the air via our mouth and nose, which travels down our windpipe into our lungs.



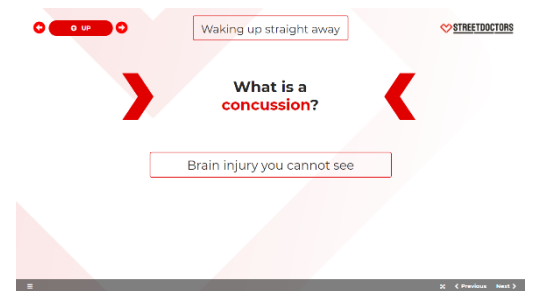
Section 4 – What can go wrong & How can you help?

Waking up straight away – Why is it dangerous & What is a concussion

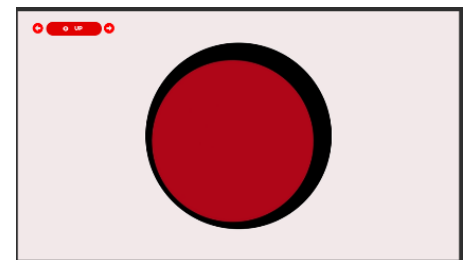
- ♡ Describe that this section refers to – someone being knocked out and waking up on their own within a few seconds.
- ♡ Ask YP “why it is dangerous if someone is knocked out and wakes up straight away?” – write answers in **Q+A**
- ♡ Press next to reveal answer – concussion.



- ♡ Go to next slide – what is a concussion? – and reveal answer. Key points to mention:
 - It is a temporary injury to your brain which can affect some of your normal actions, such as your vision, memory and concentration.
 - Emphasise to the trainees that you can have a concussion if you’ve been hit in the head, even if you don’t become unconscious because of it.



- ♡ Press next to play the animation, which shows how the brain moves in the skull when you get a concussion. OR Demo using the jar with plasticine.



Waking up straight away – What are the symptoms of concussion?

- ♡ Ask YP to send in answers via the **Q&A**

Then press next to reveal list of answers.

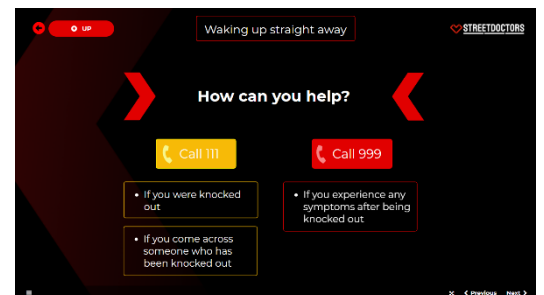
- ♡ You can feel the symptoms several hours to several days after being knocked out – not necessarily straight away.



Waking up straight away – How can you help?

Talk through each step and what number (111 or 999) you should call in which scenario.

Send **Poll: Call 999** to the YP, share results



Knocked out and breathing – Why is it dangerous?

- ♡ They could ‘choke on their tongue’ (their tongue might block their windpipe/airway) refer to image which shows tongue blocking airway in first image and not blocking in second.
- ♡ They might vomit and choke on the vomit

Knocked out and breathing – How can you tell they are breathing?

Send **Poll: How can you tell someone is breathing?** to YP, share results once they’ve responded.

Key points to mention:

- ♡ LOOK - You can see their chest moving.
- ♡ LISTEN – Hear the air coming out of their nose/mouth
- ♡ FEEL - With the back of your hand, feel the air coming out of their mouth.

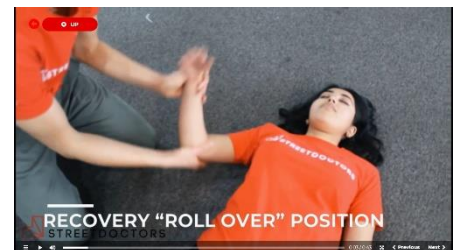
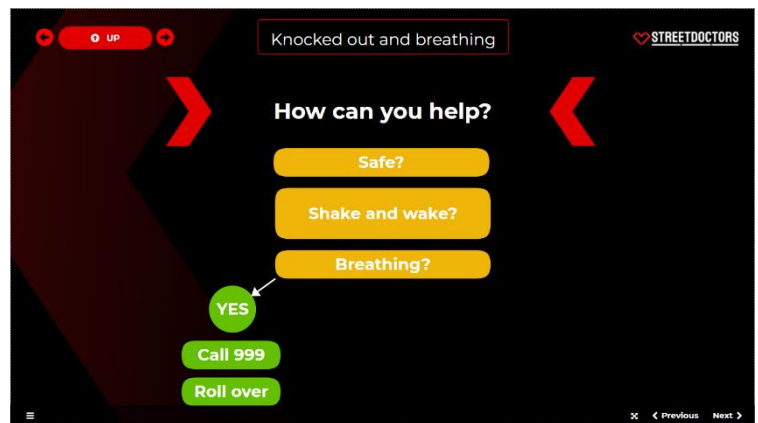
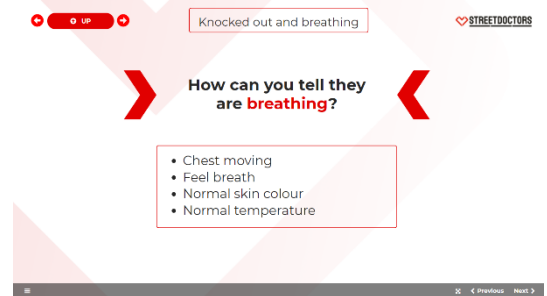
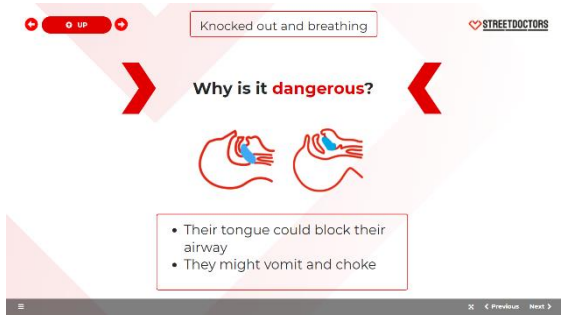
Knocked out and breathing – How can you help?

- ♡ Talk through each step one by one;
 - Safe? – Is the area safe
 - Shake and Wake – check whether the person is knocked out by shaking them and saying their name loudly
 - Breathing? – check whether they are breathing
- ♡ Call 999 for help – explain the person is not talking but is breathing
- ♡ Roll over - use gravity to stop them choking by putting them on their side
- ♡ Keep checking they are okay and still breathing

Play the video that runs through the ‘roll over’ (recovery position)

Here are the steps for you to refer to-

- ♡ Bend the arm nearest you into a ‘how’ position
- ♡ Take the other hand so that it is on the side of the opposite face cheek
- ♡ Bend the opposite leg so that the knee is at a right angle
- ♡ Using the knee for leverage roll them towards you so that they are on their side with their head resting on their hand
- ♡ Stabilise them on their side and make sure the airway is clear
- ♡ LIFT their chin
- ♡ Keep checking they are still breathing



Tell trainees that it is important to get someone on their side and this is the easiest way of doing that. Reassure them that if they can't remember the exact steps in an emergency it doesn't matter as long as they remember to put someone on their side and make sure they 'lift' the chin.

Roll over

Recap the instructions in the video on this page, and also ask if the YP have any questions regarding the roll over

Why do we do the chin lift?

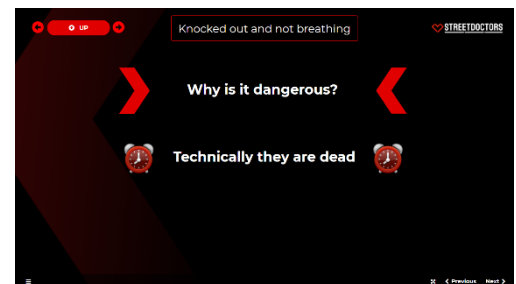
A quick exercise to help trainees understand the importance of the chin lift. First get the trainees to put their chin to their chest and try to take a deep breath, then ask them to lift their chin slightly and take a deep breath – which is easier?

Ask the YP to **raise hand** if it is easier with chin lifted and then raise hand if it is easier with chin to chest. Part of the 'roll over' is to make sure the chin is lifted slightly so that the airway is clear.



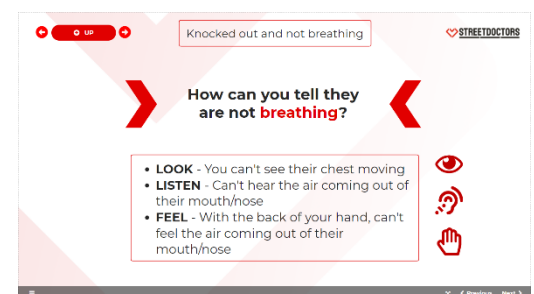
Knocked out and not breathing – Why is it dangerous?

- ♡ Technically they are 'dead' you need to artificially keep the blood and oxygen circulating by pressing on their chest
- ♡ A person can die if they do not get oxygen to their organs for 3-5mins
- ♡ Refer back to the vital organs section



Knocked out and not breathing – How can you tell they are not breathing?

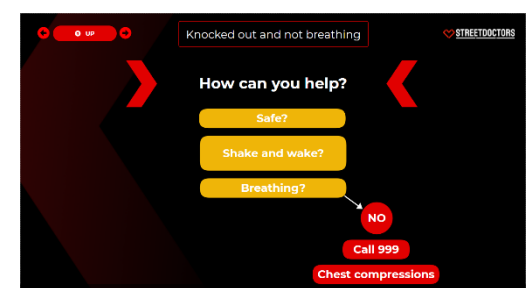
- ♡ LOOK - You can't see their chest moving.
- ♡ LISTEN – Can't hear the air coming out of their nose/mouth
- ♡ FEEL - With the back of your hand, you can't feel the air coming out of their mouth.



Knocked out and not breathing – How can you help?

Ask the YP to talk you through the initial steps, by putting the answers in the **Q+A**. Then explain the new information – what to do if someone ISNT breathing:

- ♡ CALL 999 FOR PROFESSIONAL HELP
- ♡ Explain clearly that the person IS NOT BREATHING



♡ Chest compressions

Play the video on how to do CPR

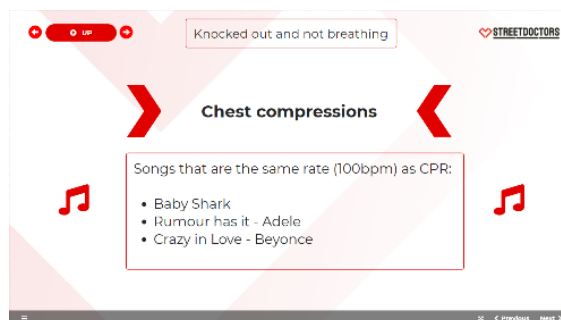
Ask the YP if they have any questions about CPR – put them in the **Q+A**



Chest compressions

Recap the steps for CPR, *and ask the YP if they have any questions*

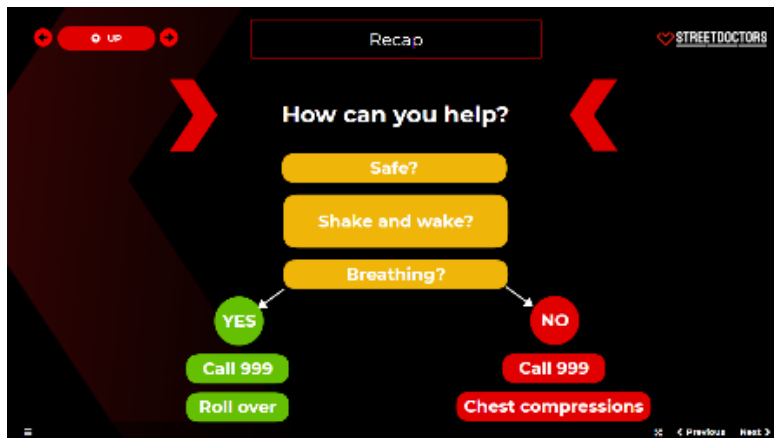
Explain that these are songs they can sing in their head whilst doing CPR to ensure they are on the right rhythm



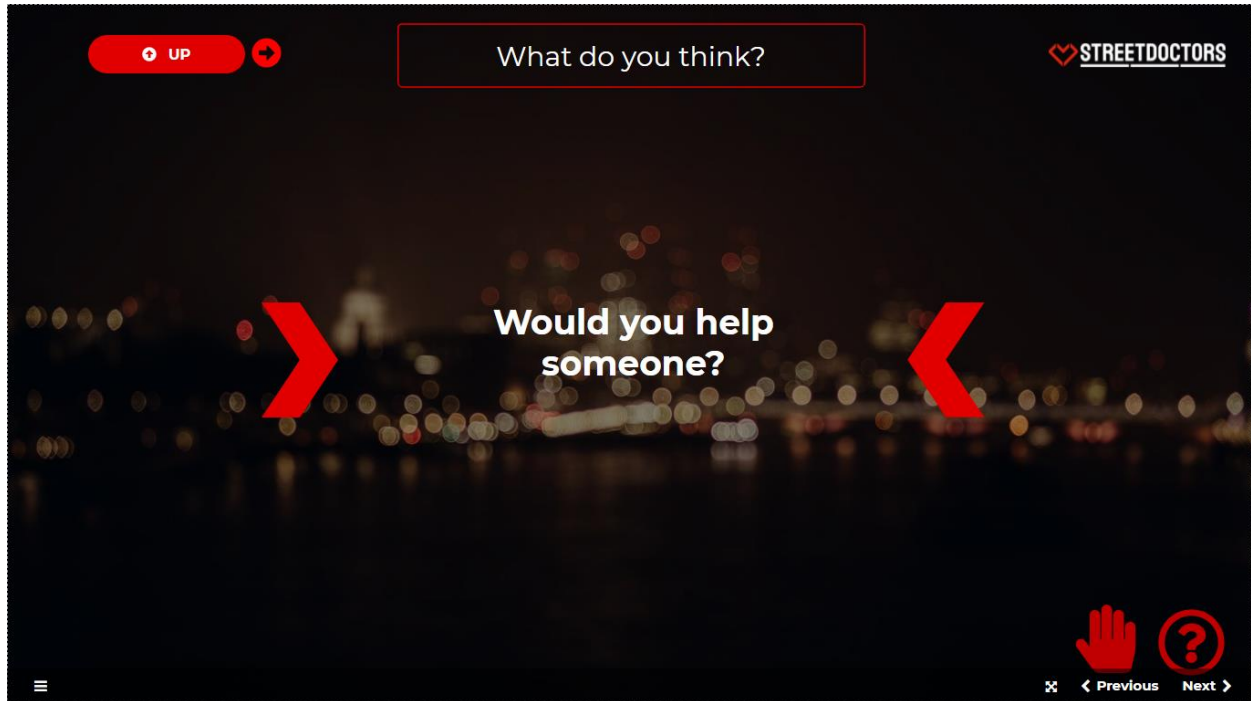
Recap

Send **Poll: Example scenario** to YP, share results once they've responded

Recap the 'How can you help' flowchart



Section 5 – Would you help?



Would you help someone?

Ask the YP to **raise their hand** if they would help someone who is knocked out. Ask them to put why in the **Q+A**.

Explain that we are going to talk through some questions that may worry people who want to help. Press next to bring up each question one by one, answering using the standard legal response below.



Question 1 – Do I have to tell the police what happened?

Answer 1-

Short - No. You are not legally obliged to speak to the police.

Long - No, you don't. You are not legally obliged to speak to the police, and do not have to provide any information unless you want to help with their enquiries. If you aren't sure what to do at the time, you can ask the police for their contact details and say that you will get in touch later if you change your mind.

StreetDoctors Playbook is CONFIDENTIAL, please do not share outside of the charity. This version was published on 14/12/2020

Question 2 - What if the police are wearing video recorders?

Answer 2 –

Short - The police can use recordings of you as evidence in court, so only talk to the police on camera if you are happy about this. If you don't want your conversation to be recorded and used as evidence, don't talk to the police on camera. Let them know if you would like to talk off camera, so that they can either turn them off or arrange to talk to you later without cameras.

Long - Be aware that the police can use recordings of what you say as evidence in court, even if you don't sign an official statement. They should tell you if they are using a body cam to record your conversation, and you will see the circle on the front of the camera light up if it is turned on.

Question 3 – Do I have to tell the police who I am?

Answer 3 -

Short – No. You can tell them about what happened without giving any of your personal details.

Long - Either you can speak to the police anonymously, telling them what you saw or know without sharing any of your personal details. Or you can give the police an account of what happened but refuse to sign it as an official statement that can be used to call you as a witness in court.

Question 4 - Do I have to sign a statement and go to court?

Answer 4 -

Short – No. If you don't sign anything, you can't be called as a witness if the case goes to court.

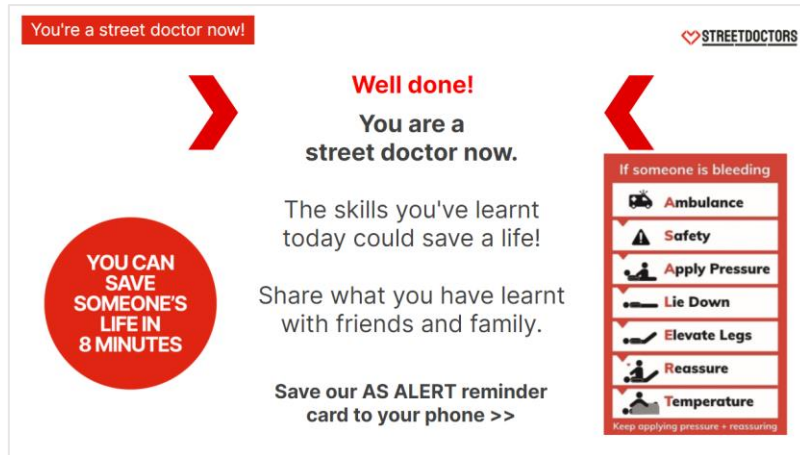
Long - No, you don't have to sign a statement, and should only ever do so if you are prepared to be called as a witness if the case goes to court. If you don't sign it, you can't be called as a witness. A statement doesn't need to be written on a special form. If you give an account to the police, they may take notes and ask you to sign below these in their notebook, which would be enough to turn your account into a formal statement. If you aren't sure what to do at the time, you can ask the police for their contact details and say that you will get in touch later if you want to sign your statement.



It is important not to speculate or guess if the YP ask a question that is not answered in this training plan. Only use the template answers above, as they have been formulated by a legal expert and are accurate.

Inform YP at the end of the session they'll be automatically directed to a web page with some resources, including a reminder card on the steps.

Section 6 – You’re a street doctor now!



You're a street doctor now!

Well done!
You are a street doctor now.

The skills you've learnt today could save a life!

Share what you have learnt with friends and family.

Save our AS ALERT reminder card to your phone >>

YOU CAN SAVE SOMEONE'S LIFE IN 8 MINUTES

STREETDOCTORS

If someone is bleeding

- Ambulance
- Safety
- Apply Pressure
- Lie Down
- Elevate Legs
- Reassure
- Temperature

Keep applying pressure + reassuring

- ♥ Tell young people *they are now street doctors, able to save lives if they see someone bleeding! Inform them they now have the same knowledge as you to help save lives on the street*
- ♥ Tell them *they will receive a link at the end of this to download the AS ALERT card to their phones, so they will always remember what to do.*
- ♥ Tell them to *share what they learnt today with friends & family*

Support

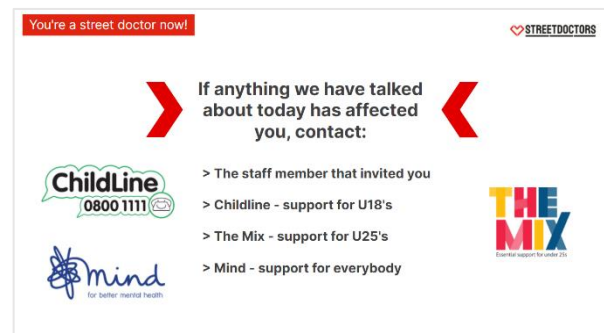
- ♥ Let them know how they can receive support if they feel they need it – *these links will also be on web page that appears at the end of the session.*

More information

- ♥ Tell them they can look at the Young People’s area on the StreetDoctors website for more information, and follow us on Instagram

Thank you

- ♥ Thank YP for coming
- ♥ **Send Poll: Feedback poll – what have you learnt today?** *It’s anonymous and helps us understand what they’ve learnt today. Best to answer with what’s true for them and not what they think we want to hear*
- ♥ Ask YP to write in the **Q&A** any comments they have about the session, good or what can be improved.



You're a street doctor now!


If anything we have talked about today has affected you, contact:

- > The staff member that invited you
- > Childline - support for U18's
- > The Mix - support for U25's
- > Mind - support for everybody

ChildLine
0800 1111

mind
for better mental health

THE MIX
Charity support for under 25s



You're a street doctor now!

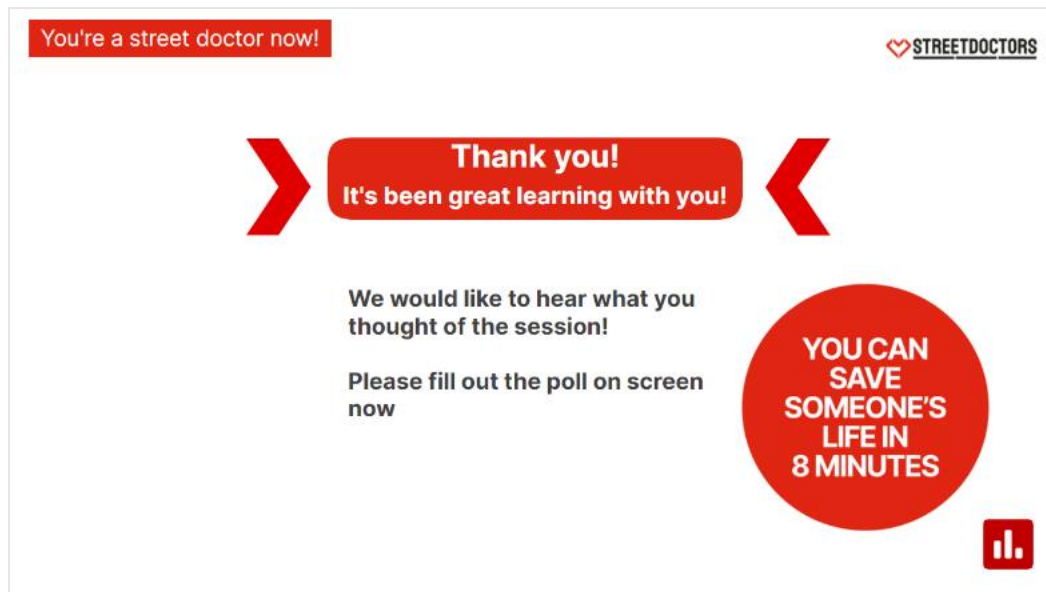
You can find out more:

Did you know?
Swipe for cool facts about your BRAIN

DO YOU HAVE TO TELL THE AMBULANCE YOUR NAME?

on Instagram
@streetdoctors
on our website
streetdoctors.org/young-peoples-area

- ♡ Let them know once they have finished giving feedback they are free to leave the Webinar



What to do after a session

- ♡ Once the YP have left the session, debrief with the DP staff member who was in the webinar. Ask them *how they felt it went*. Send any relevant feedback to NVC.
- ♡ Once the DP staff member has left the webinar - debrief with your teaching partner; 2 things that went well during the session and 2 things to improve on for next time. This should only take a few minutes.
- ♡ Decide which volunteer is going to write a short debrief on the Virtual Teaching Group on Facebook about how the session went.

APPENDIX:

How to teach a session when YP have their audio enabled

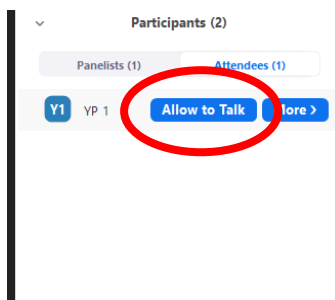
Some DP will ask for their YP to have their audio on during a session. This is how to facilitate a session with YP audio.

DP staff responsibility

It is the DP staff members responsibility to monitor the YP's audio and any inappropriate comments. Just like in a face-to-face session, they will be monitoring behaviour.

How to enable YP Audio

When a YP joins the Webinar, hover over their name and press 'Allow to Talk'. Do not promote them to panellists – ensure they are still attendees, but are allowed to talk.



How to manage YP during a session

- ♡ Ask that YP mute their audio unless they want to speak, to minimise background noise. YP can verbally answer questions that they would otherwise use the Q+A to answer.
- ♡ Remind YP that they do not have to speak – but it can be more interactive and exciting for them.
- ♡ If you find that several YP are answering together, ask that a YP first 'raise hand' if they want to speak and wait for you to call on them.
- ♡ You can stop throughout the session at various points to ask them if they have any questions they want to ask.
- ♡ You may find that some YP still use the Q+A to type their answers or questions, rather than verbalise them, so it is important to keep an eye on the Q+A as well. If you are finding it difficult to teach, listen to YP responses and watch the Q+A, suggest that your teaching partner monitor the Q+A whilst you are teaching.

Issues with having YP audio on

- ♡ If they YP have lots of questions and the session is being interrupted for long periods of time, ask that they keep their questions for the end otherwise you won't have time to finish the session.
- ♡ If you are finding the session is being disrupted by background noise/inappropriate comments, then ask the DP staff member who is in the call to intervene (if they haven't already). You can do this by using the 'Chat' function to privately message them.
- ♡ If the inappropriate behaviour continues, you can 'disable talking' by hovering over the YP's name.

FAQ – if you still have any questions they are probably answered here!

♡ **How do I sign up to teach sessions?**

You can sign up to teach on the [‘Digital Session Booking Sheet’](#). Put your name next to sessions that you want to teach.

♡ **Where are the login details for Zoom?**

They are on lamplight. If you are unable to login to lamplight, first ask your partner to login and send you the Zoom link. Second, contact the NVC to reset your lamplight.

♡ **What happened to Prezi?**

We upgraded our presentation from Prezi to a platform called Koantic – it’s easier to use and downloads to your device so you can access it easily.

♡ **YP have not turned up for the webinar – what do I do?**

Ask the DP staff member what is happening, are the YP having tech problems etc. Wait a maximum of 15 minutes from the scheduled start time for the session before asking the DP if they want to cancel the session/before letting the DP know that the session has to be cancelled due to non attendance. Refer the DP staff member back to the SD staff member they liaised with and let NVC know the session was cancelled.

♡ **The Koantic isn’t opening in my browser.**

If you are using a windows device, use Google Chrome to open the index.html file as other browsers (Edge, Firefox) may not work. Also – if the file is opening in your browser but the page remains blank, double check that you have ‘unzipped/extracted’ the folder before opening the index.html file.

♡ **I have an apple device and when I screenshare I cannot see the Poll/Q+A/Annotate features.**

On Apple devices, these features open in another window when screensharing. Go to all windows and there should be a small window with these functions.

♡ **Can YP see my toolbar when I’m screensharing (e.g. when I’m selecting polls/looking at Q+A)**

No they can’t – you can use your toolbar/chat/any other function on Zoom but the YP won’t see this.

♡ **The YP cannot hear audio when the videos are playing.**

If you are wearing headphones/earphones remove them before playing the video as otherwise the YP won’t hear the audio.

♡ **My screen has frozen whilst I was screensharing in the middle of a teaching session – what do I do?**

Don’t worry – these things can happen. Just stop screensharing and ask your teaching partner to take over screensharing.

♡ **My teaching partner is speaking during a session and their audio has started to play up.**

Message your partner that they can’t be heard clearly and suggest you take over teaching for now whilst their audio is sorted.

♡ **I’m not getting any interaction from YP in the Q+A or Polls – what do I do?**

First – don't worry too much, just like in a face to face session some groups are less interactive. Don't wait too long for answers – maximum 1 minute. If you are not getting any responses, move on. You can try reminding the YP that their answers are anonymous in order to have more interactivity.

♡ **Can YP use the Chat feature?**

No – YP cannot use the chat feature at all. That's why it's important to say 'use the Q+A' to ask questions rather than the chat.

♡ **Do I have to do anything on lamplight?**

Yes – just like a normal session, you have to add the session to lamplight and insert the feedback after the session.

♡ **Why aren't the polls numbered?**

Zoom rennumbers the polls in each Webinar – so look for the Poll name not number.