

# Online event joining instructions & troubleshooting guide

## Preparing for your online event

This document is designed to help you prepare for your online event. Following a few simple steps will ensure you get the most from your online event. Vita Health's video function, Microsoft Teams Live, allows you to see and hear the event facilitator and anything they choose to show on screen. Prior to your call, here are a few things to think about to ensure the sessions run smoothly and you get maximum benefit from them.

## Microsoft Teams app on your smart phone (e.g. Android/Apple/Windows) or tablet

Do you have the latest version of the **'Microsoft Teams'** app installed on your smart phone or tablet? If you are not sure, go to your app store, and install or check for updates. This is a free app and you will not be required to create a log in. Following successful booking of your event, you will receive a confirmation email with an invite to join. Click on the link to join via the app.



## Microsoft Teams on your computer

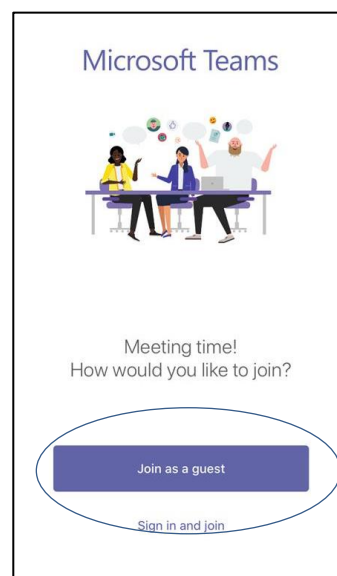
If using the **Microsoft Teams** app on your computer or laptop, ensure you are using Google Chrome or Firefox. This is a free app and you will not be required to create a log in. Following successful booking of your event, you will receive a confirmation email with an invite to join. Click on the link to join.

## Quiet environment

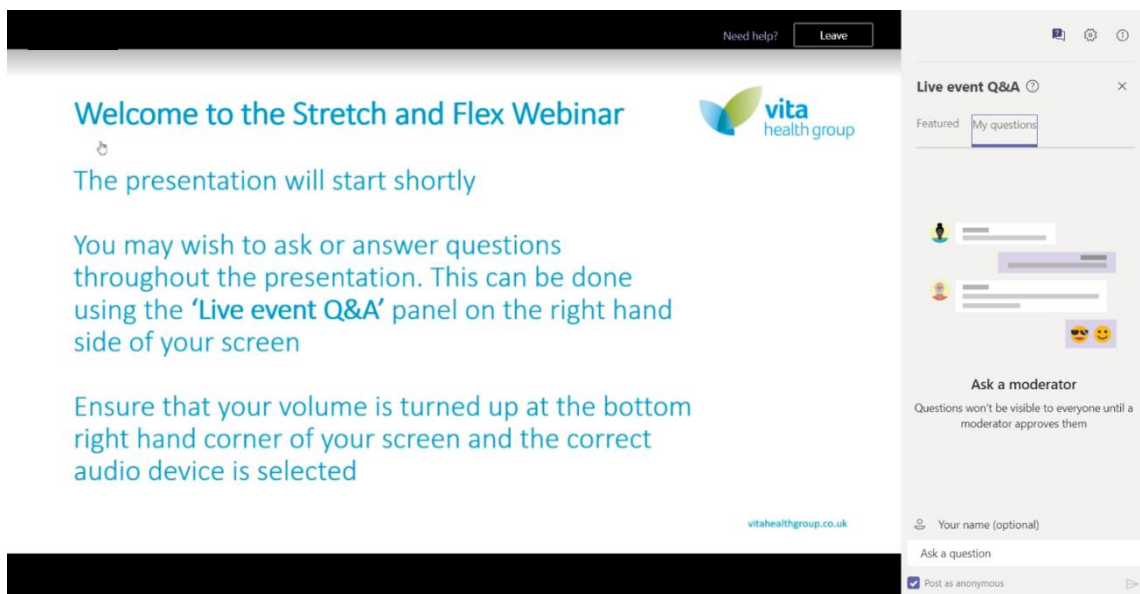
Make sure you are in a quiet environment. Try and find a quiet room, away from any distracting pets, colleagues and children etc. For the best quality audio, we advise the use of headphones. You will not need a microphone as these webinars only enable an online chat feature. You will not be able to see anyone else in the event except the facilitator.

## How to start your webinar

Once you have received your booking confirmation via email, click on the provided link **5 minutes before** the start of your scheduled event time and you will be greeted with a screen like below. Select **'Join as a guest'**



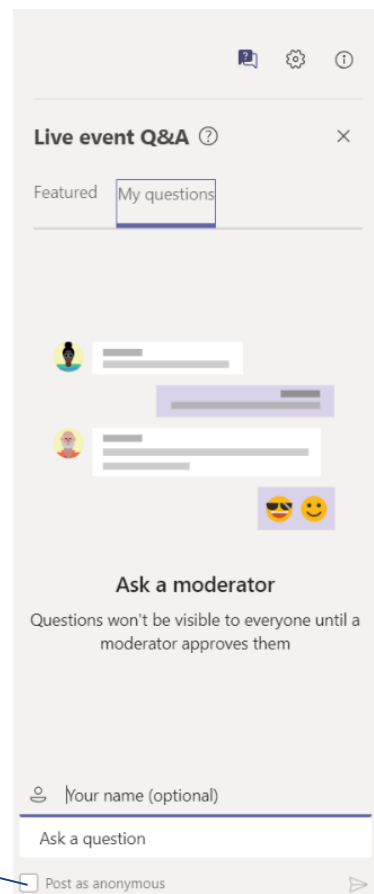
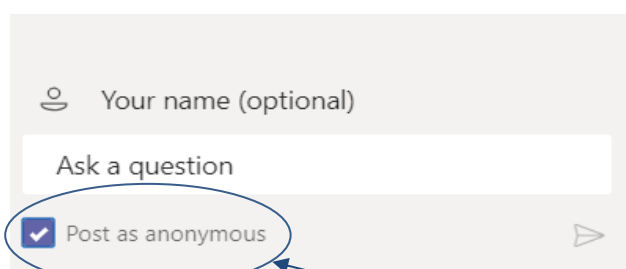
You will then be prompted to enter your name. It is up to you whether you wish to do so, however your name will not be visible to anyone else in the webinar except the event facilitator. Once in the event, you will be greeted with a welcome screen like the below.



## Event features

### Question & Answer

Throughout the event, you will be able to see and hear the facilitator. You will be on mute and therefore the facilitator will not be able to hear any background noise or any verbal questions you may have. However, there is a Q&A feature available (demonstrated below) to ask the facilitator any questions throughout the event. These questions can be asked anonymously by ticking the **'Post as anonymous'** box as seen below. If we think your question may be beneficial for all participants, we will ask for your consent to publish this to the rest of the attendees.



## Exercise Class Joining Statement & Information

The online classes provided by Vita Health Group are for leisure purposes only and are not to be interpreted as a recommendation for a specific treatment plan or course of action.

Exercise is not without risks and this or any other exercise programme may result in injury. The exercise instruction and advice presented in the classes are in no way intended as a substitute for medical consultation. Vita Health Group accept no responsibility for any injuries or harm sustained as a result of participating in the online class.

As with any exercise programme, if at any point during the class you begin to feel faint, dizzy or have any physical discomfort, you should stop immediately and seek medical advice.

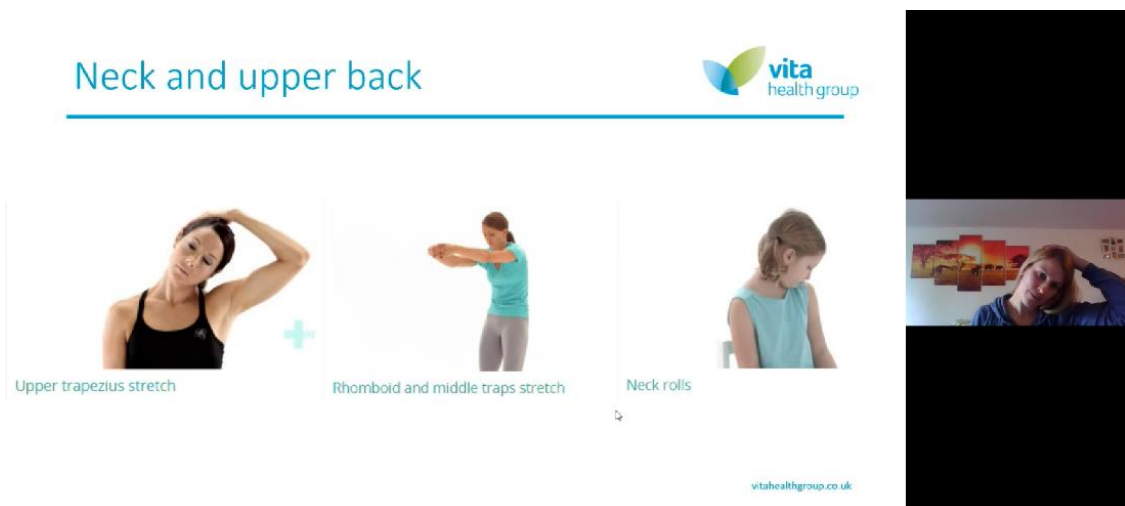
Please take note of the following precautions before taking the class:

- If you have a current health condition(s) or any musculoskeletal symptoms, ensure that you have approval by your doctor or qualified health professional to complete exercise.
- Please use good judgement and common sense when taking the class, consider your level and ability and choose the appropriate level of the exercises and rest when you need to
- Make sure you have enough room to complete your exercises and there is nothing that your likely to trip over or slip on
- Ensure that you are wearing, loose and comfortable clothing that would be suitable for exercise
- Ensure that you have water nearby to stay hydrated throughout
- You may need a towel during your session to keep yourself comfortable
- The event instructor/facilitator will not be able to see you during the event, so if you have any concerns or experience any symptoms for concern during the event, please call 0333 222 0710

By clicking on the link to join the class you confirm to abide by the terms of this statement and participate at your own risk.

If your event involves physical activity such as stretching or exercises, the facilitator will demonstrate these exercises where appropriate, as seen below.

Neck and upper back



Upper trapezius stretch

Rhomboid and middle traps stretch

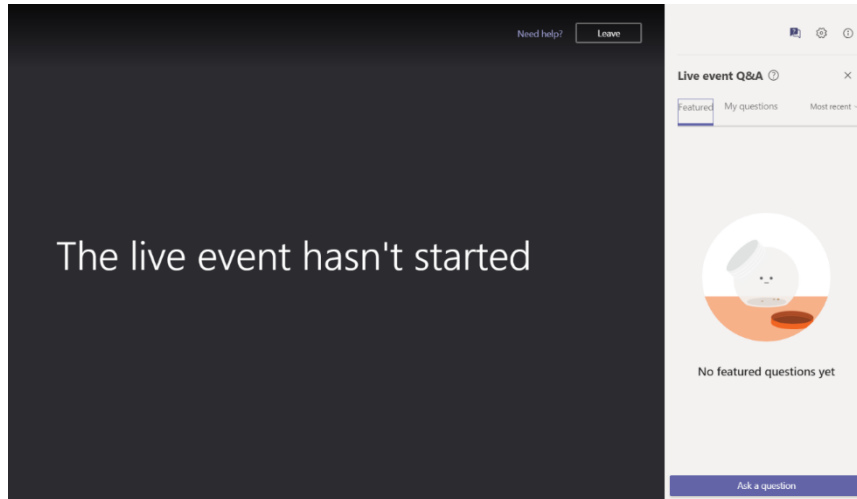
Neck rolls

vitahealthgroup.co.uk

## Troubleshooting

### Start screen not showing as above

When you first join the event, the screen may show as below. This just means that the facilitator has not yet started the webinar. The live event start screen should show 15 minutes prior to your event scheduled start time.

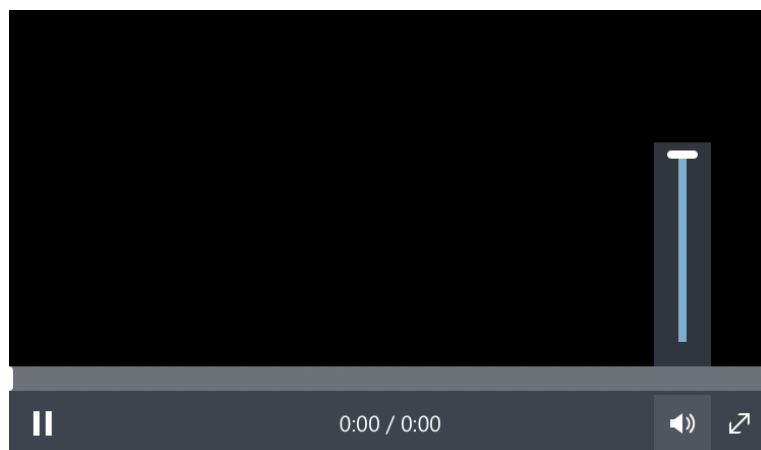


### The event has started but I cannot see or hear anything

If you are struggling to see or hear the event, please leave the live event and re-join using the same steps.

### I am still unable to hear the event facilitator

Ensure that your volume is turned up at the bottom right hand corner of your screen and the correct audio device is selected on your computer or smart phone.



### Feedback

We will provide a satisfaction survey link at the end for which we would be grateful for any feedback to help us continually improve our service. If you wish to fill out the survey the link is attached here -

<https://www.smartsurvey.co.uk/s/JGM0D0/>